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- Paramedic awarded Queen's Ambulance Service Medal
- London Ambulance car vandalised in West London
- Emergency calls double as Londoners see in 2016
- Ealing man praises ambulance crew who saved his life
- London Ambulance Service team wins European EMS Championship
- BBC announces prime time series featuring London Ambulance Service
- Collision on Harlesden High Street
- London Ambulance Service marks International Nurses Day
- London Ambulance Service Voluntary Responder Group receives gift of five new emergency responder vehicles
- Paramedics commended for helping to save lives in the Paris terror attacks
- Call handler recognised at 112 awards ceremony
- London Ambulance Service appoints new Medical Director
- Ambulance crews to treat over 1,000 patients in Exercise Unified Response
- Teaming up with London Fire Brigade for life saving trial
- Service Chairman Richard Hunt to leave at end of financial year
- City cycle paramedic to respond to police calls
- London Ambulance signs Blue Light wellbeing pledge for staff
- Man who head butted a female emergency medical technician sentenced

## Statement about our new call-taking system

9 June 2011

Update at 2.50am

**To be attributed to a London Ambulance Service spokesperson:**

"We have now reverted back to our original call taking computer system and are responding to 999 calls as normal.

"We took this decision after we experienced technical issues implementing a new 999 computer system yesterday morning (8 June).

"In the interim we used our manual system for managing 999 calls; which involved recording calls on paper and passing information to ambulance crews over the radio.

"At all times during this process our priority was to answer all incoming 999 calls, and get an appropriate response to those patients with the most serious illnesses and injuries.

"We will be conducting a comprehensive review into the issues which occurred during the introduction of our new system over the last 48 hours."

**- Ends -**

### Contact Us

For more details about this section of our site, please use the email link below.

[Email us](#)

David Beckham treats paramedic and patient to tea and coffee

Trust Board meeting - Tuesday 2 February

London Ambulance Service recruits from Down Under this Australia Day

London Ambulance Service recognised in Stonewall Workplace Equality Index 2016

Croydon teenagers learn from real life car crash stories

Trust Board meeting - 29 March 2016

Death of Clinical Team Leader Brian Hayes

Theft from ambulances is costing London Ambulance Service £17,000 per year

Mental health nurses scheme shortlisted for national award

London Ambulance Service provides medical cover with Pride

BBC: Ambulance

TV and radio

Follow us on social media

Alcohol-related 999 incidents

Crash24 - Tuesday 6 December 2011

Taking care in the hot weather

Use us wisely

Give blood

Know your blood pressure