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News

News releases and statements

Summer season sees peak in alcohol-related incidents in London

Lone female paramedic assaulted while on duty

Advice on what to do after an acid attack

[Response to the Government's announcement on new ambulance service standards](#)

Patients receiving outstanding care from London Ambulance Service

Statement on fire in North Kensington

New Chief Executive joins London Ambulance Service

Statement on incident at Westminster

London Ambulance Service releases 999 call to show shocking abuse of call handlers

London Ambulance Service 111 call centre rated 'good' by health regulator

Investigation launched following computer outage

A busy night for London Ambulance Service as London welcomes in the new year

Noel retires on Christmas Eve

Getting drunk is not a game, says London Ambulance Service's festive campaign

London Ambulance Service chief executive retires

Unprecedented 999 demand as London Ambulance responds to record numbers of patients

London Ambulance Service staff celebrate service

Ambulance medic celebrates more than 40 years of service

Ambulance medic honoured for more than 40 years of service

Response to the Government's announcement on new ambulance service standards

13 July 2017

Medical Director Dr Fenella Wrigley said; "Our sickest and most seriously injured patients will get a faster response and others will receive more appropriate clinical care when we bring in these changes later this year.

"We are already reaching patients in cardiac arrest half a minute quicker than we were six months ago, by asking some simple questions at the point we receive a 999 call; and that's just one element of the new approach.

"For calls that aren't immediately life-threatening, we will spend longer on the call understanding the patient's condition so we send the most appropriate response from the start or refer them to an appropriate healthcare setting. Stroke and heart attack patients will benefit because this will enable us to send an ambulance crew who can treat them and take them to a specialist centre for further care, rather than a single responder who can begin treatment quickly but can't transport them. And patients with less serious conditions who need an ambulance – many of whom are often frail or elderly – will not wait as long as they do currently for us to reach them.

"Essentially, these changes will see a shift from us focusing on time targets to providing care that sees improvements to patients' outcomes."

Work is underway to enable the Service to introduce the changes in their entirety in the autumn.

Ends

Notes to editors

- London Ambulance Service NHS Trust is the busiest emergency ambulance service in the UK that provides healthcare that is free to patients at the time they receive it.
- We have over 4,500 staff, who work across a wide range of roles based in 70 ambulance stations. We serve more than seven million people who live and work in the London area.
- For more information, media enquiries or interview requests please contact us on 020 7783 2286 or communications@londonambulance.nhs.uk
- Follow us on [Twitter](#) and like us on [Facebook](#) for the latest news and information.

Paying tribute to Eric Roberts, Unison Branch Secretary

Two hundred new ambulance vehicles for London

Paramedics half-century of saving lives in London

Statement - Road traffic collision on Ladbroke Grove

Statement - Croydon tram incident

London Ambulance Service medics attacked with fireworks

Remember Remember stay safe this November

TV documentary prompts pizza praise

Service joins 100 black taxis on the Children's Magical Taxi Tour

Annual public meeting Tuesday 27 September

London Ambulance offers viewers unprecedented access in new TV series

Lennard Road - Road Traffic Collision, 31 August 2016

Over 1000 people treated at Notting Hill Carnival

Fire in Harrow

Hundreds more clinical staff on the frontline but not enough people from BME backgrounds

Paramedics praise five year old boy for helping to save his nan's life

Hundreds more emergency calls in London because of hot weather

Paramedic features in latest Historic England exhibition

Thief steals London Ambulance Service bike

Remembering 7 July 2005

Chief Executive speaks at launch of Living on the Edge report

Eat, Drink and Be Safe as Euro 2016 kicks off

Paramedic honoured at Buckingham Palace

Incident in Russell Square, WC1

Smartphone app alert helps volunteer first aiders save a life

Ealing butcher praises London Ambulance Service medics for excellent care

Fire in Shepherds Bush

Increase in assaults on London Ambulance Service staff

Hero ambulance medic stops moped muggers in their tracks

London Ambulance Service gets ready for Notting Hill Carnival

Medic's bright idea makes ambulance crews even more accessible to blind patients

Incident at London City Airport

Incident at London City Airport

London Ambulance Service gears up for this weekend's Mad Friday

Skip the dreaded tinsel-itis and have your medication ready this Christmas

Ten years in the hot zone

Busiest night ever predicted for London Ambulance Service this New Year

Technical issues in our control room

London Ambulance medic honoured with Queen's Ambulance Service Medal

Don't get caught out in the cold, warns London Ambulance Service

Medics to provide life-saving support to refugee camps

Statement on incident in Southend Arterial Road

Prince Harry visits London Ambulance Service to launch Time to Talk Day

Innovator behind London's cycle paramedics praised at Healthcare Heroes exhibition

Fate brings man together with paramedic who helped save his life

Leadership team strengthened with two new non-executive directors

London Ambulance Service responds to Storm Doris

Card launched to improve safety of expectant mothers

Banker thanks life savers with charity run

New spit kits issued to track down offenders who spit at London's life savers

Prince William visits ambulance staff who treated patients in Westminster attack

Stock up on medication ahead of the long weekend, warns ambulance service

Statement following an incident on Warburton Road, E8.

London Ambulance Service appoints new Chief Executive

London Ambulance Service medic honoured at Buckingham Palace

Firefighter grants paramedic a final goodbye with fiancée

Paramedic who apprehended a violent criminal is awarded police commendation

Statement on the incident at London Bridge

Statement on the incident at Seven Sisters Road

Thousands more emergency calls during hottest week of the year

Investigation into 999 computer system outage on New Year's Day 2017

London Ambulance Service leads the way at Pride in London

Life-saving defibrillators rolled out across London thanks to emergency services partnership

Paramedic mugged by moped gang in London's West End

London Ambulance Service marks 100,000 followers milestone

We reveal the top London boroughs for alcohol-related incidents

Ambulance crews prepare for Notting Hill Carnival

Statement on the incident at Parsons Green

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