



# Ambulance

For people who live and work in the capital

Spring 2012

## Working together – but no merger

Fire authority suggestion rejected

Page 3



## Crew in a bottle

Staff inspire a London artist's latest creation

Page 4



# Jim's Games call-up

## InBrief

Stonewall success



THE Service has been named amongst the country's most gay-friendly workplaces.

It was the only ambulance trust recognised in Stonewall's Top 100 employers for 2012, taking 94th place.

Joint Chair of the Service's Lesbian, Gay and Bisexual Forum, and Oval Ambulance Operations Manager, Steph Adams, said: "This is a massive achievement as it is a very sought after and prestigious recognition.

"It reflects the fact that people feel they can turn up at work and are happy to be themselves. This has a really positive impact on the patients we care for in London's diverse communities."

## Plans put back

THE Department of Health has reviewed the Service's foundation trust application and has asked for additional assurance to be provided on some areas.

It means that, at this stage, the likely timeframe for the organisation to be licensed as a foundation trust is not known. Meetings have been taking place to work through these issues and agree a timeline for resubmitting the application.

More details, including possible dates for the election of the first Council of Governors, will be shared once these become clearer.



Patient Transport Service worker Jim Mundy, who has run more than 270 marathons, is preparing for a run with a difference – carrying the Olympic Flame. See page 3 for the full story.

# PM gives his backing to the 'booze bus'

DAVID CAMERON has recognised the Service's work to manage demand from alcohol-related emergency calls.

The prime minister referred to the 'booze bus' - which operates on Thursday, Friday and Saturday nights in central London - as one of the "innovative solutions" being

used across the country to meet the pressures caused by excessive drinking.

For the second year, the Service also worked with Westminster Council to open an alcohol recovery centre in Soho in December.

Ambulance staff based there cared for over 180 patients during the festive

season – helping to free up spaces in busy A&E departments in the area.

Extra funding was later agreed from NHS London to reopen the centre over five weekends from the end of February.

Ambulance Operations Manager Martin McTigue said: "The vast majority of

patients who've had too much to drink don't need to go to A&E and have been able to get the care they need at the centre.

"It also provides us an opportunity to talk to patients about their alcohol consumption and to give them advice on responsible drinking."



# Lessons in life-saving

IT'S easy to learn how to save a life, but not enough people know how.

Public awareness of the issue has been increased in the last few months thanks to a British Heart Foundation (BHF) television advert, featuring Vinnie Jones, about what to do when someone has a cardiac arrest and stops breathing.

As well as advising people to call 999, he tells viewers that cardiopulmonary resuscitation – chest compressions – without giving mouth to mouth rescue breaths can still be effective.

This is a message supported by the Service, as figures show that bystanders only attempt

these life-saving skills in just over a third of cases where someone's heart has stopped beating.

First Responders Manager Chris Hartley-Sharpe said: "By carrying out cardiopulmonary resuscitation while an ambulance is on the way you can double someone's chances of survival from a cardiac arrest, even if you don't perform mouth to mouth."

"Getting a defibrillator, a machine that can restart the heart by delivering an electric shock, to someone quickly if they're suffering a cardiac arrest will also greatly increase their chances of survival."

The Service already works

closely with the BHF, as the charity funds the work of a five-strong team of paramedics to teach people Heartstart, a simple life-saving course.

The cost of delivering this training to community groups and charities is also helped by running paid-for courses for businesses in London.

The team is helping to oversee the ongoing introduction of defibrillators in public places across the capital – including train stations, leisure centres and even St Paul's Cathedral, with the total now standing at nearly 750.



**Hands-on: Community Resuscitation Training Officer Claire Adams teaches some life-saving skills**

• The Resuscitation Training Team can be contacted on 020 7783 2534

or by emailing [resustraining@londonambulance.nhs.uk](mailto:resustraining@londonambulance.nhs.uk)

## Fire merger ruled out

SUGGESTIONS that the Service should come under the control of the fire authority in London have been rejected.

The idea had been put forward by the authority in response to a London Assembly report which was published in December and recommended that the Service looks at developing closer working relationships with other emergency services, transport and NHS agencies, as well as the Mayor's office, to improve care for patients.

### "It's vital we remain part of the NHS"

Chairman of the London Fire and Emergency Planning Authority, Brian Coleman, reportedly suggested that £500m could be saved by merging fire and ambulance stations across the capital.

The review itself had concluded that the Service should stay within the health service, which is something that Chief Executive Peter Bradley insists will happen.

"It's vital we remain part of the NHS," he said. "It would not be in the

best interests of our patients to be managed by the fire authority; our job is to deliver clinical care to Londoners

and we can do this most effectively if we remain integrated within the health service.

"The suggestion that savings of £500m could be made by merging stations is completely unrealistic.

"However, we do want to work more closely with our emergency partners and, where it's operationally practical, we'll look at sharing facilities and joint purchasing arrangements."

London Assembly member Victoria Borwick, who is Chair of the Assembly's Health and Public Services Committee, reconfirmed the findings of their report that the Service needs to remain a part of the health service.

She said: "The ambulance service is one of the main gateways to the NHS for people needing treatment and paramedics are out on our streets now, all day, every day, helping people and saving lives, not just sitting around waiting to respond to a call.

"For Londoners, knowing that in a medical emergency a highly qualified medical professional will come to their aid, is what matters most."

**£30**  
The amount the ambulance service cost per head in London in 2010/11, compared with £60 for the fire service

**FREE**  
*An evening with us*  
London Ambulance Service 2012 Games Event

## Getting set for the Games

It's now just a few months until London hosts the 2012 Olympic and Paralympic Games – the biggest event we have ever planned for.

Join us at a free event to find out more about how we will be working to ensure that there is emergency medical aid on hand for spectators, officials and athletes, while also providing a normal service to the rest of London.

**When:** 19 April 2012

**Time:** 5.30 – 7.30pm

**Where:** Robens Suite, 29<sup>th</sup> Floor, Guy's Hospital, Great Maze Street, London, SE1 9RT

Light refreshments will be served.

To find out more and book a place please contact us:

**Web:** [www.londonambulance.nhs.uk/eveningwithus](http://www.londonambulance.nhs.uk/eveningwithus)

**Email:** [membership@londonambulance.nhs.uk](mailto:membership@londonambulance.nhs.uk)

**Phone:** Call free on 0800 7311 388





# Gearing up for the London 2012 Games



contributor to the  
Olympic and Paralympic Games

PREPARATIONS for the London 2012 Games are continuing, with just a few months to go before the capital hosts a sporting event of unprecedented scale.

The Service's main role will be to provide ambulances and frontline staff to the London Organising Committee of the Olympic and Paralympic Games (LOCOG), who will be the main first aid and emergency healthcare provider at the Games venues.

As well as supporting LOCOG, ambulance staff will cover cultural events across London, and teams of staff on foot or cycles will operate in busy areas such as Stratford and St Pancras stations.

Head of Olympic Planning Peter Thorpe said: "There will be a huge party atmosphere and it will be great for us to be part of it."

"We're very well practiced at covering large-scale events, such as the Notting Hill Carnival and the London Marathon, but it will obviously be a challenge for us to be so busy over such an extended period of time."

The response to the Games will be handled from a special event control room in Bow, rather than the main

## £7.6m

The amount of funding received from the Department of Health to provide a response to the Games

## 440

The approximate number of staff who will be working on the Games, including those from other NHS ambulance services across the country

## 70

The number of ambulances available for Games venues

## 5.6%

The expected average increase in demand during the Games, rising to about nine per cent at peak times

emergency operations room in Waterloo – helping to make it easier to provide a normal day-to-day emergency service to people across London.

- Details of a free event about the Service's planning can be found opposite on page 2.



MORE than 40 staff took part in an exercise to test the emergency service and Government response to a terrorist incident during the Games.

The disused Aldwych Underground station was used to represent Oxford Circus station in August, with 20 'patients' needing treatment for their 'injuries'.

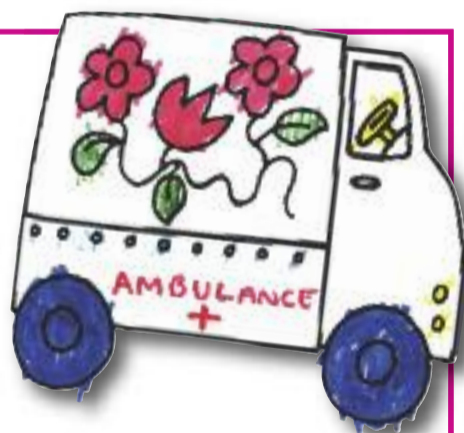
## Picture of appreciation

LETTERS and messages to thank staff come in different shapes and sizes – including as pictures like this.

It was received from the young sister of a baby who an ambulance crew and responder in a car attended in north London.

Patients can email messages of thanks to [cia@londonambulance.nhs.uk](mailto:cia@londonambulance.nhs.uk) or through a form on the Service's website under the 'Talking with Us' section.

Letters and cards can be sent to the Conference,



Induction and Awards Department, London Ambulance Service NHS Trust, 220 Waterloo Road, London SE1 8SD.

These should ideally include:

- The patient's name
- Date, time and location of the call
- What happened
- Contact details

The information provided will then be used to identify the staff involved and pass on the message to them.

## Ready to run

A MEMBER of staff who has run over 270 marathons hopes to run with the Olympic Flame this summer.

Jim Mundy, who takes patients to and from hospital appointments, has received a conditional offer to carry the Torch when it is travelling between Norwich and Ipswich on 5 July.

He was nominated by his partner for being "an inspiration to other runners and for his dedication to the ambulance service's patient transport service."

Jim, 60, said: "I'm absolutely thrilled, excited and honoured, especially after seeing pictures of the Torch and reading all about it."

"It will only involve running

for 300 metres, but I would have run all the way to Norwich to do it. It's strange to think so many people will be watching me, but once I get that torch in my hand I will be fine and very focused."

Two other members of staff, meanwhile, are set to perform in front of millions during the Opening Ceremony of the London 2012 Games.

St Helier-based A&E support worker Sean Fullerton will play the drums, and Robert Walsh from the Service's emergency control room will dance and perform in the Olympic Stadium on 27 July.

Robert, 60, said: "It's a lifelong ambition to go to the Olympics, and now I get to be part of it."

## InBrief

### Design up for prize

A MODEL of a possible ambulance of the future has been nominated for an award.

The prototype, which was developed after consulting with both staff and patient groups, has been shortlisted in the transport category of the Design Museum awards.

The winners will be announced in April.

### In demand

STAFF dealt with a record number of calls to high priority patients following a spell of very cold weather.

The middle week of February was the Service's busiest ever for Category A calls – those to people with potentially life-threatening illnesses and injuries.

There was a particular increase to patients with breathing problems and chest pain. The total of 9,398 life-threatening calls was nearly three per cent up on the week ending 1 January this year, the previously recorded busiest week.

### Abusive patient is sentenced

A MAN who verbally abused and tried to attack a member of staff was given a six-month community order.

Christopher Tormey, 27, of Gaisford Street, Kentish Town, had been drinking when he began shouting and throwing punches at Emergency Medical Technician Stephen Say.

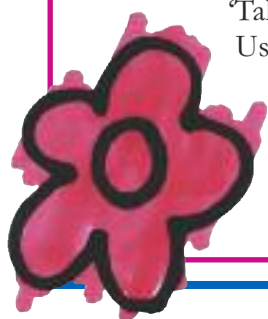
Stephen, who has worked for the Service for 20 years, said: "Some people see the uniform and think it's okay to be aggressive towards us. I've been in this job a long time so I know how to handle these situations, but that doesn't make it right."

### Going public

ISLINGTON will be the venue for the Service's second community health fair on Saturday 14 April.

All are invited to attend the event between 10am and 4pm at the Islington Assembly Hall.

As well as hearing about some of the organisation's future plans, there will also be a chance to learn basic life support skills and get a free blood pressure check.





# Best in glass

MEET a 'model' crew and their ambulance – courtesy of a man with a great eye for detail.

Dave Jones, from Eltham in south east London, got the

inspiration for his latest creation from regularly seeing staff at a garage opposite his flat.

He said: "I've been making

the models in bottles for years now and I've got over 60 in my lounge with everything in them, from a full fried breakfast to the emergency services."



## How to contact us



## In an emergency

Always call 999 if somebody is seriously ill or injured.

## About the care you have received

Contact our patient experiences department if you have any comments, feedback or complaints about the service you have received from us.

Call the team on 020 3069 0240 or email [patientexperiences@londonambulance.nhs.uk](mailto:patientexperiences@londonambulance.nhs.uk)



## About membership

To speak to us about membership or update your details, call our membership office on 0800 7311 388 or email [membership@londonambulance.nhs.uk](mailto:membership@londonambulance.nhs.uk)

## Online

Go to our website at [www.londonambulance.nhs.uk](http://www.londonambulance.nhs.uk), search for ldn\_ambulance on Twitter or londonambulanceservice on Facebook.



Want to see a particular issue covered in Ambulance News? Call 020 7783 2286 or email [communications@londonambulance.nhs.uk](mailto:communications@londonambulance.nhs.uk)



Risk of Explosion  
DIARRHOEA



PREGNANCY



UNDER THE WEATHER



INGESTION OF TOXIC SUBSTANCE



EARACHE



EMERGENCY CONTRACEPTION



VOMITING



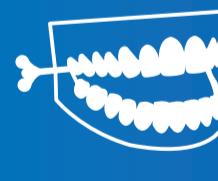
WOUNDS OR LACERATIONS



MALE SEXUAL HEALTH



ALLERGIES



DENTAL PROBLEMS



EYE PROBLEMS

NHS Direct is not just at the end of your phone - we're here for you online and on mobile app as well.

Our Health and Symptom Checkers are a quick and safe way to access trusted advice and information on a wide variety of ailments and symptoms.

So for those everyday problems, check out NHS Direct online.

[www.nhs.uk/nhsdirect](http://www.nhs.uk/nhsdirect)  
[www.nhsdirect.nhs.uk/apps](http://www.nhsdirect.nhs.uk/apps)

