



Ambulance *News* ce

For people who live and work in the capital

Summer 2014

Good advice

Behind the scenes at the Service's 111 site

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Crash test

Staff take part in plane incident exercise

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Life-saving launch

InBrief

'Super paramedics' take to the streets



THE capital's first advanced paramedic practitioners are now responding to emergency calls.

Two members of the team are on duty at any one time round the clock and are attending patients with serious medical conditions alongside other ambulance staff.

The 13 advanced paramedic practitioners have received additional training and can administer more powerful drugs than other ambulance staff.

New recruits

THE Service is recruiting to a new frontline role to respond to emergency calls.

Successful candidates for the emergency ambulance crew position will undertake a 26-week training course.

The role will replace the existing position of A&E Support, who have previously attended patients with less serious illnesses and injuries.

It is being introduced as part of the Service's plans to help better meet increasing levels of demand on the 999 system by ensuring that all frontline ambulances can be sent to any category of emergency call.

• For more information, or to apply, see the 'Working for us' section on the Service's website.



Training session: Fabrice Muamba with Community Resuscitation Training Officer Samantha Wilcox

THE Service has begun a campaign to get an extra 1,000 defibrillators in place across the capital.

Shops, businesses and gyms are being encouraged to get one of the life-saving machines, which are used to give an electric shock to restart someone's heart when they stop breathing.

The initiative – called Shockingly Easy – was

launched in May and is being supported by ex-footballer Fabrice Muamba, who was famously resuscitated after going into cardiac arrest during a match in 2012.

He said: "If it wasn't for a defibrillator I wouldn't be here today.

"This is a great opportunity to emphasise the importance of defibrillators and the access to them to be able to save lives.

I hope this campaign will go on for a long time and nationwide."

The launch was held at the Marks and Spencer store on Oxford Street – one of the company's 86 branches in London in which defibrillators will be installed over the coming months.

Studies have found that a patient's chances of surviving a cardiac arrest decrease by 10

per cent every minute they are without life support.

Emergency Call Taker Katie Hendon said: "We always ask if there's a defibrillator when dealing with a cardiac arrest in a public place but callers often don't know what it is.

"I hope the campaign raises awareness of how easy it is to use and gives patients quicker access to the machines."

Tim Saunders

A day in the life of an

NHS 111 call handler



WHICH freephone number should you call if you need medical help or advice but it is not an emergency?

The answer is 111 – and if you ring from anywhere in south east London, your call is likely to be answered by a member of London Ambulance Service staff.

The Service took over the running of the NHS 111 system in south east London last November until March 2015, after NHS Direct withdrew from a number of contracts across the country.

Around 120 staff joined the organisation as part of the transfer and have continued to provide a very good service to the hundreds of patients who call every day.

Adna Duran (left) is one of the call handlers who use a computer system

that prompts a series of questions and suggests the best care option for the patient – such as a visit to a GP, making their own way to hospital or going to a walk-in centre.

If clinical advice is needed, there are also nurses and paramedics in the room to offer advice to the call handler or speak to the patient directly.

In the most serious cases, call handlers can also arrange for an ambulance to be sent.

Here Adna talks through some of the calls she dealt with during a typical weekend shift:

10.30^{AM} A 19-year-old woman is suffering from a possible allergic reaction. She has increasing swelling all over and is feeling faint and dizzy. After seeking advice from the clinical quality improvement officer, I decide that it is serious enough for an ambulance to be sent so I pass the details through to the 999 control room.

12.36^{PM} I take a call from a man who is suffering from abdominal pain, vomiting and diarrhoea. Although on initial assessment his symptoms suggest he may need an ambulance, I transfer the patient to a nurse for further assessment and the patient is subsequently advised to make their own way to an A&E department.

12.57^{PM} My next call is from a 48-year-old man who has pain in his right leg, travelling up to his lower back. He is still able to move the leg and after ruling out anything life

It's not a 999
emergency.
But you need
medical help fast.

There's now

1 1 1
number to call.

You'll be asked some questions so that we can assess your symptoms, then directed straightaway to the local service that can help you best.

For more information visit www.nhs.uk/111



threatening, I give him advice on managing the symptoms and pass his details on to the GP out-of-hours service for a doctor to call him back within two hours.

1.35^{PM} A nurse rings from an urgent care centre. She wants to make a district nurse referral for a patient with a wound on her arm and also mentioned she was concerned about the patient's mental welfare. After taking all the necessary information, I send it through to the GP out-of-hours service for a call back within 20 minutes.

3.17^{PM} A new mother has been prescribed antibiotics for a possible infection and advised she must start taking them today; however, she is hesitant as she is breastfeeding. I transfer her to a clinician for further advice.

Stay cool this summer

Keeping cool in warm
weather is common sense:

- Wear a hat and use suncream
- Drink plenty of water – and carry some with you on public transport
- If you suffer from breathing problems, keep your medication with you
- Avoid going out at the hottest part of the day

If you are worried about your health, contact your doctor or pharmacist or call 111.



In an emergency,
dial 999 for an ambulance.

31
Calls handled by Adna
during her 9am to 5pm shift

1,252
Total of calls taken that day,
with only 75 patients needing
to be sent an ambulance

7-8pm
Typically the busiest hour of the day

When to call

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

Call 111 if:

- ☎ you need medical help fast but it's not a 999 emergency
- ☎ you think you might need to go to A&E or need another NHS urgent care service
- ☎ you don't know who to call or you don't have a GP to call
- ☎ you need health information or reassurance about what to do next



when it's less
urgent than 999

Mock plane crash puts skills to test



Testing situation: Staff at the scene of the major incident exercise

MISSING limbs, broken bones and patients with serious bleeding were some of the scenarios faced by ambulance staff during an exercise which simulated a plane crash.

Over 220 emergency services personnel took part in the three-day exercise in east London in April.

Emergency Planning and Resilience Officer Diane Lamb said: "Our staff were involved

in rescuing 'patients', assessing them and taking them to a casualty clearing area for treatment.

"Real flames and smoke were used to make the scene look as convincing as possible.

It was a very large site, with people within the plane fuselage, up on a roof and even in the water."

Over 100 volunteers and actors from Amputees in Action, played the 'casualties'.

Five years of volunteers

THIS year marks the fifth anniversary of the Service's first volunteers.

The initial emergency responders – who had received some clinical training and could travel on blue lights – started to attend patients alongside ambulance staff in 2009.

Since then, a number of community first responder schemes have been introduced, made up of volunteers trained to use a defibrillator and respond in their own cars without blue lights to calls in their local area.

Along with people trained to use the defibrillators at public sites, since 2012 the two groups have operated under the Service's registered charity, the London Ambulance Service Voluntary Responder Group, which offers them financial support.

• For more information about the charity or to enquire about making a donation please email voluntaryrespondergroup@londonambulance.nhs.uk

Staff are celebrated

FROM delivering babies and rescuing people from fires to saving choking children and attending major incidents, the work of 25 members of staff was recognised at a special ceremony in May.

Recipients included nine people who had each reached two decades of service, along with 19 recent retirees who had completed a combined 570 years.

Among the group was Paramedic Martin Sawyer, who remembered an incident a number of years ago when a woman gave birth on a toilet and he and his crewmate had to resuscitate the baby boy.

Eight years later he attended the same woman and recalled: "While I was treating her, she said "You're Martin aren't you? I'm the woman you helped with the baby in the toilet." I couldn't believe that she remembered



Praised: Andrew Paice, Jennifer Doidge and Gregory Browne received a commendation

us. Then in walked her eight-year-old son, who she had named after myself and my crewmate. It really was unbelievable, and one of the highlights of my career."

Also at the ceremony were

seven staff who received Chief Executive commendations for going above and beyond the call of duty – including for actions when facing violent patients.

InBrief

Exam issue investigation

AN independent investigation is being carried out into an anonymous allegation regarding paramedic final examinations.

Chief Executive Ann Radmore made the announcement at the beginning of May after it had been alleged that student paramedics who trained between 2008 and 2012 had access to final exam papers.

Staff did complete the full required training, in both classrooms and the workplace, and will have continued to have been assessed and reviewed since.

Ann said: "I was shocked and disappointed to hear this anonymous allegation and will not tolerate any form of cheating.

"We must now let the independent investigation take its course: we don't want to speculate or prejudice the outcome."

As part of the actions taken, all paramedic final examinations were also suspended, and an independent clinical expert was appointed to recommend any immediate action that might be required. Dr Simon Brown has since advised that there are no additional steps outside of those taking place as part of the investigation that need to be taken to ensure current clinical quality.

As Ambulance News went to print, there was no confirmed timescale for the likely completion of the investigation.

Political response

A PARAMEDIC had a surprise when he arrived at the scene of an emergency call in May to find that two of the people already with the patient were the Prime Minister and the Mayor of London.

David Cameron and Boris Johnson, who were campaigning in the Harrow area, had stopped their car after a woman collapsed in the street.

They left a few minutes later and the patient was treated and taken to hospital.

Road runners

STAFF put themselves through the pain barrier to raise £10,500 for the Service's new charity.

Sixteen runners – including the seven pictured below –

completed the 26.2-mile London Marathon course in support of The Ben Kinsella Trust, which was set up in memory of Ben after he was murdered in 2008 and

aims to fight knife crime.

One of the team, Paramedic Nicola Burnaby-Davies, said: "It was a brilliant experience - the whole day was amazing and the atmosphere was fantastic."



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

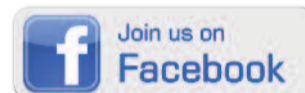


About membership

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

Online

Go to our website at 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

Save a life with a workplace defibrillator

London Ambulance Service **NHS**
NHS Trust

It's shockingly easy to save a life in London.

Around 28 per cent of people who suffer a cardiac arrest in a public place in the capital survive, but this figure can increase to 80 per cent where there is a defibrillator nearby and someone trained to use it to deliver an electric shock to restart their heart.



We're encouraging every shop, gym, hotel and office in London to get one of these machines so that they're ready to save a life.

Does your building have one?

If not, ask your health and safety department to contact us.

☎ 020 7783 2366

@ shockinglyeasy@londonambulance.nhs.uk

🌐 londonambulance.nhs.uk/shockinglyeasy

🐦 @Ldn_Ambulance

📘 /londonambulanceservice

