



Ambulance

For people who live and work in the capital

Autumn 2014

Care praised

Stroke system saves 100 lives a year

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Best results

More patients survive cardiac arrests

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Help ease ambulance pressure

InBrief

New Twitter accounts

TWITTER users can now learn more about the work of the Service through a number of new accounts being run by staff.

The eight social media feeds are being managed by individuals and teams in different areas of the organisation and parts of London, who are updating them with information about their roles and anonymised information about some of the incidents they attend.

The accounts are at [@LAS_Harrow](http://twitter.com), [@LAS_Brent](http://twitter.com), [@LAS_TacAdvisor](http://twitter.com), [@LAS_LGBT](http://twitter.com), [@LAS_JRU](http://twitter.com), [@LAS_HART](http://twitter.com), [@LAS_CycleTeam](http://twitter.com) and [@LAS_Newham](http://twitter.com).

Man sentenced for staff assault

A MAN who pushed a paramedic against a wall while he was being treated has been found guilty of assault and ordered to pay £100 compensation.

David Rose of Islington was convicted of assault by beating at Highbury Magistrates Court at the end of September.

Paramedic Ben Flavell had been called to the defendant's address on Georges Road in March.

Ben, who is based at Islington Ambulance Station, said: "I hope this serves as a warning to others that medics will not tolerate abuse at work, especially when we're there to help."



Changing response: The Service is not sending an ambulance to people with minor illnesses and injuries

PEOPLE who call 999 with minor injuries and illnesses are now not being sent an ambulance as the Service seeks to improve its response to its most seriously ill and injured patients.

Anyone with more minor injuries and illnesses are being advised to call NHS 111 or make their own way to an urgent care centre, pharmacy or GP.

Increasing levels of demand and a shortage of frontline staff has put the organisation under greater pressure in recent months. Between the start of April and mid-October, the Service had reached 63.5 per cent of

Category A (immediately life-threatening) calls in eight minutes, against the national target of 75 per cent.

"People with twisted ankles, fingers trapped in doors or acute dental pain, do not need an emergency ambulance response."

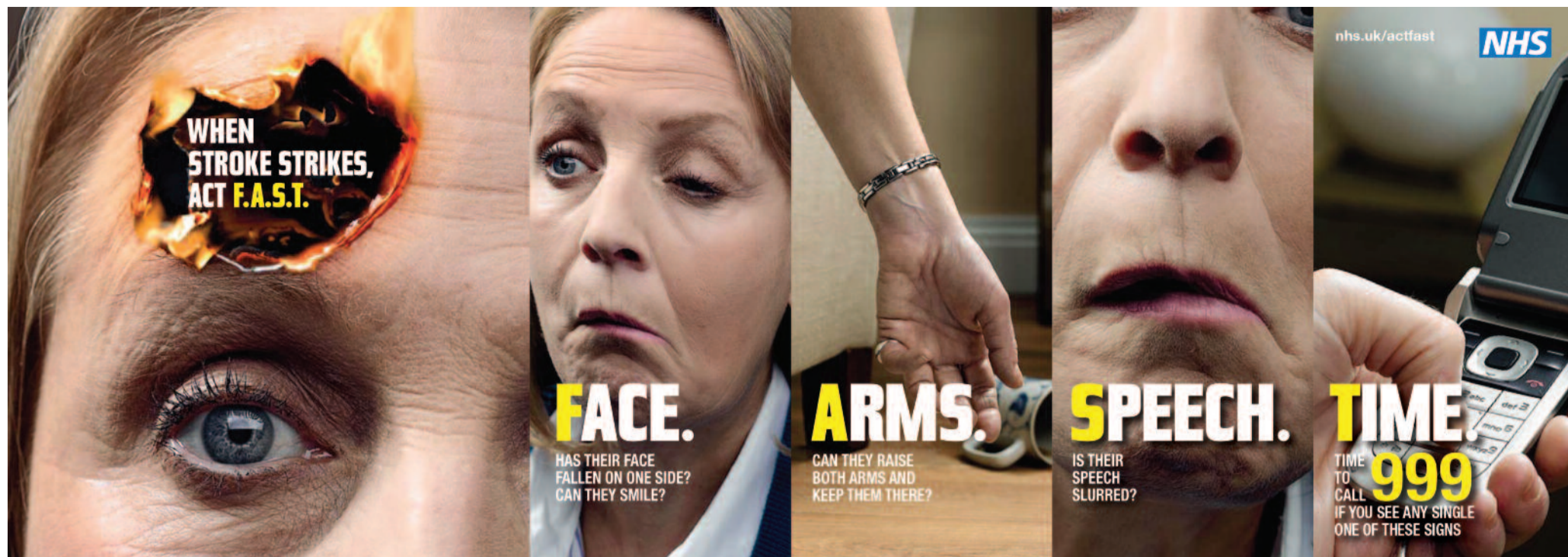
Chief Executive Ann Radmore said: "Every year demand increases and now, in addition to this, there is a shortage of paramedics in the UK which is making it difficult for us to recruit.

"While we are taking steps to tackle these issues, we're asking Londoners to help us and ease the pressure on our front line staff by only calling us in a genuine emergency, making sure they are registered with a GP and using NHS 111 for advice on other local services."

On average, the Service receives over 35,000 emergency calls a week and is now not sending an ambulance to around 3,500 of these callers. After an initial clinical assessment, they are either being referred to NHS 111 or given additional clinical advice over the phone by a paramedic. Deputy Medical Director

Dr Fenella Wrigley added: "People with twisted ankles, fingers trapped in doors or acute dental pain, do not need an emergency ambulance response. And patients with minor illnesses - who do need to go to hospital but are not in a life-threatening condition - will wait longer."

The Service is also reviewing the number of ambulance vehicles sent to each incident and is recruiting hundreds of extra frontline staff. This includes employment offers to nearly 180 paramedics from Australia and New Zealand after a recent recruitment trip to the countries.



Stroke system saves lives

LONDON'S system of stroke care has been praised after being found to have saved around 96 lives a year since being introduced in 2010.

The research – which was carried out by University College London and published in the British Medical Journal – also discovered that the average length of hospital stay for patients was reduced by about a day and a half.

A life-threatening illness that reduces the flow of blood to the brain, stroke needs treatment as quickly as possible to give patients the best chance of survival.

“Our crews can rightly be proud of the contribution that they make to the outcome of these patients.”

The study compared the London model of care, in which patients both within and outside a four-hour window to receive clot-busting drug treatment (thrombolysis) are taken directly to a hyper acute stroke unit (HASU), with a system in Manchester in which only patients within the four-hour time are taken to a HASU and under which no extra lives were saved.

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The number of hyper acute stroke units in the capital

The Service's clinical lead for stroke, Dr Neil Thomson, said: “We have supported the changes in stroke care in London, recognising that whilst it does mean longer journeys for our patients and

our crews, it is clearly the right thing to do. Hyper acute stroke care is not just about thrombolysis – it's about getting the diagnosis right as soon as possible, addressing the underlying causes and starting treatment and rehabilitation immediately.

“Our crews can rightly be proud of the contribution that they make to the outcome of these patients.”

Get the party started

– and end it safely...

LONDONERS planning for the festive party season will be given some top tips to organise a fun and safe celebration.

The Service is working with the Greater London Authority to encourage partygoers to have a good time and eat, drink and be merry – but to take care of themselves and avoid a trip to an A&E department.

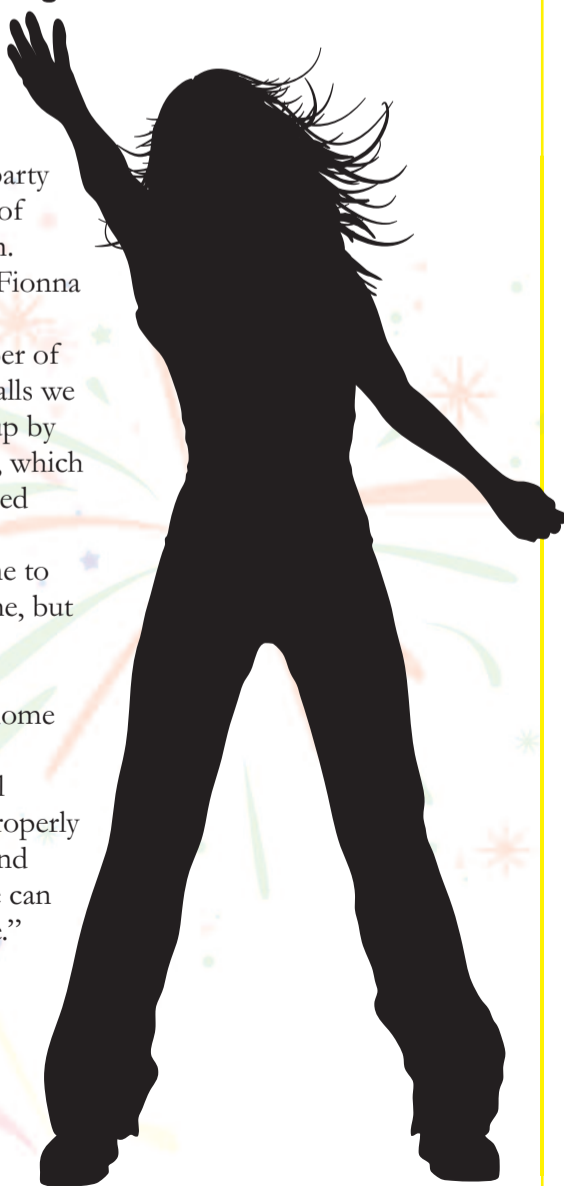
And as part of the campaign, a party planning pack – including items such as Oyster card wallets and plasters – will be distributed

to businesses in the party hotspots of the City of London and Croydon.

Medical Director Fiona Moore said: “During December, the number of alcohol-related 999 calls we receive usually goes up by around nine per cent, which puts us under increased pressure.

“We want everyone to have an enjoyable time, but will be encouraging Londoners to drink responsibly and get home well and safely.

“Putting in a small amount of time to properly plan your night out and also your route home can make a big difference.”



Views sought on patient care

PATIENTS in the capital who are treated by ambulance staff but are not taken to hospital are now being asked for their views of the care they were given.

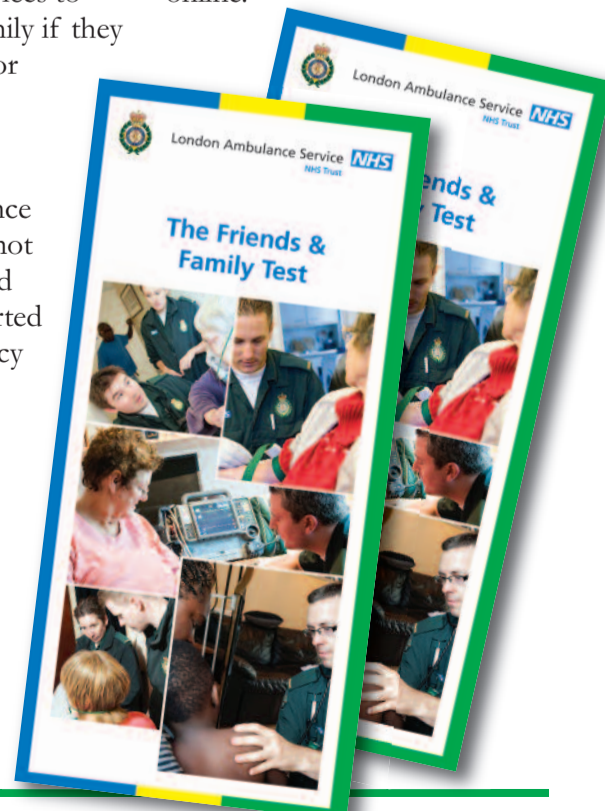
The new feedback process is part of the national NHS friends and family test, which was first introduced for hospital wards, A&E departments and maternity services last year to ask patients whether they would recommend the services to their friends and family if they needed similar care or treatment.

It has now been extended to patients attended by ambulance staff but who were not taken to hospital, and also anyone transported by the non-emergency patient transport service.

Patients who are taken to an A&E department after calling 999 are not being included as they will still have the chance to give their views to the hospital.

Head of Patient and Public Involvement and Public Education Margaret Luce said: “We are looking forward to hearing what patients have to say so that we can use their feedback to make improvements for the benefit of everyone we treat and care for.”

Patients will be given a form to fill in and return to a freepost address, or they can answer the same questions online.



Cardiac survival hits all time high

MORE patients than ever survived a cardiac arrest in the capital last year, the Service's latest figures have revealed.

A total of 32.4 per cent of those whose heart stopped

beating were brought back to life in 2013/14, an increase of four per cent on the previous year.

A greater number of patients also received bystander

cardiopulmonary resuscitation (CPR) before ambulance staff arrived – up to 55.8 per cent from 51.8 per cent.

Medical Director Fionna Moore said: "It is really

positive news for Londoners that more patients are surviving cardiac arrests than ever before. These figures very much reflect the high quality of care delivered by our staff."



Nine years on: Graham Clark and Mick Hampson

AN airport worker whose life was saved after he suffered a cardiac arrest nine years ago met up with the paramedic who saved his life.

British Airways employee Graham Clark collapsed and stopped breathing in Terminal 2 in August 2005, before being resuscitated by

Paramedic Mick Hampson.

They met up again to mark a decade of the Service's cycle response team responding to emergency

calls at Heathrow. He said: "I'm so grateful to Mick and my colleagues. It's as if I've been given a second chance."

InBrief

Strategic approach

THE Service has set out its vision for the future in a five-year plan.

'Caring for the Capital: a strategy for the London Ambulance Service towards 2020', outlines how the organisation wants to develop in that time.

The priorities are outlined under three themes – improving services for patients, developing and supporting staff and developing as an organisation.

Director of Transformation and Strategy Karen Broughton said: "The strategy outlines how we will use technology, and develop our services, to ensure that people receive the very best care.

"It also recognises the importance of our staff, highlighting actions we will take to make sure the Service is a great place to work."

The strategy can be found via <http://tinyurl.com/kpcdst>

Steph's a role model

AN ambulance operations manager has been named on the first ever list to celebrate lesbian, gay, bisexual and trans role models working in healthcare in the UK.

Steph Adams was included in the list of 25 leaders and staff which was compiled by the Health Service Journal.

The judges said: "The working environment for a paramedic is very different to that experienced in a hospital, and there is no doubt Steph does great work. She is never afraid to put her head above the parapet."

Grateful for support

MORE than 50 teams of community first responders help treat patients across the capital – and the numbers are growing.

The Service works with St John Ambulance to run the scheme, which started in 2008. They are volunteers trained to provide initial treatment while ambulance staff are on the way.

Ambulance Operations Manager Chris Hartley-Sharpe said: "They have become an important part of the Service and we continue to be grateful for their support."

• For more information see www.londonambulance.nhs.uk/acr

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The average age of a cardiac arrest patient

63%

of these patients are men

15.9%

of cardiac arrests occur on a Monday

24.1%

happen between 8am and midday

Height of life-saving

THE Service's campaign to increase the number of defibrillators across the capital has reached new heights – at The View from The Shard.

The potentially life-saving machine – which would deliver an electric shock to restart a person's heart if they had a cardiac arrest – has been installed 240 metres above the ground as part of the Shockingly Easy initiative which was launched in May.

Sandy Clark, Operations Director from The View from



The Shard said: "We are proud to be the home of Europe's highest defibrillator.

"The View from The Shard welcomed one million guests within our first year, and we know that having this equipment and properly trained staff to use it could help us save a life in the future."

• For more information on the Shockingly Easy campaign to increase the number of defibrillators in London, visit www.londonambulance.nhs.uk/shockinglyeasy



Room with a view: Community Resuscitation Training Officer Martin Bullock hands over the defibrillator to Edmund Rudder from The View from The Shard

Caring cabs

TEN staff provided medical support to over 100 sick and terminally ill children when they were taken to Disneyland Paris.

The Service has supported the annual Children's Magical Taxi Tour event, which is organised by the Worshipful Company of Hackney Carriage

Drivers, since it began 21 years ago.

Children are selected from six London hospitals, with others also attending from the Teenage Cancer Trust for the weekend, travelling in a convoy of 100 London cabs and also supported by police outriders from the Metropolitan and

City of London Police.

The staff who volunteer their time are also then on hand to help care for the children over the three days of the trip.

Team Leader Gary Verdon said: "It is a challenging weekend that requires hard work and commitment, but also humbles me to be part it."



Helping hands: Advanced Paramedic Practitioner Ian Wilmer with firefighter colleagues on one of the ambulances that accompanied the children

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

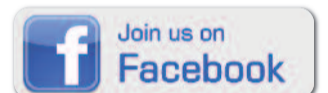


About membership

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

Public Health England

NHS

You wouldn't put off picking up your medicine.

So why put off the flu jab?

If you have a health condition, even one that is well-managed, catching the flu could cause you serious complications, like pneumonia.

Ask your GP or pharmacist about the flu jab now. It's free because you need it.

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London Ambulance Service NHS Trust

NHS

Save a life with a workplace defibrillator

Getting a defibrillator, a machine that can shock the heart to restart it, quickly to someone who is in cardiac arrest can dramatically improve their chance of survival.

Get a defibrillator for your workplace by calling 020 7783 2366 or visiting www.londonambulance.nhs.uk/shockinglyeasy

Shockingly easy

Save a life with a defibrillator

