

Ambulance workers assaulted daily in London

YOUR CHOICE OF TREATMENT



STOP ABUSE OF NHS STAFF
Verbal or physical abuse of our staff could result in prosecution

Last year, over 450 staff reported being physically assaulted as they responded to emergency calls, and 737 were verbally abused.

And figures released recently show there are over 200 households in the capital where our staff need police assistance to enter.

We hold 390 patient addresses on our location alert register where staff have been physically or verbally abused. Of these, 226 are classed as serious where we call for the police to attend.

[Read more about how we manage our location alert register.](#)

NHS 111 service in London



Following the announcement that NHS Direct is seeking to withdraw from running the NHS 111 system in 11 areas across the country, we are in preliminary discussions about taking over the running of part of the NHS 111 contract in the capital to ensure continuity and safety of services for Londoners.

Since the NHS 111 service became available earlier this year, we have seen the number of calls being put through to us from providers stabilise, and figures are broadly in line with what we were expecting.

111 activity accounts for 8.6 per cent of all 999 incidents that we attend, and of these around 50 per cent are responded to as Category A incidents (life-threatening). A patient is taken to hospital in 81 per cent of these cases.

Our role in emergency care in London



Our Chief Executive Ann Radmore spoke at a meeting attended by more than 200 NHS and social care leaders from across London to plan how urgent and emergency care services could work better for patients in the capital.

As well as outlining the role of our Service and the challenges we face, Ann highlighted our focus for the future; namely to provide health assessment, treatment and transport wherever and whenever needed and to be a full partner in emergency response with the police and fire services.

[Watch a video of Ann's presentation.](#)

Busiest ever Carnival for staff



Ambulance staff treated 50 per cent more patients at this year's Notting Hill Carnival compared to last year.

We worked with St John Ambulance to treat 1,263 people during the two-day event, compared to 837 last year. A total of 183 patients were taken to hospital - up from 98 last year.



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