

Online film showcases Service's emergency heart care



Real-life heart attack and cardiac arrest survivors have told the stories of what happened to them in a new online film.

'Code STEMI – the London Ambulance Service story' features three different patients talking about their experience and recovery, as well as interviews with paramedics and cardiologists.

Consultant Paramedic Mark Whitbread said: "We've worked really hard over the last few years to dramatically increase the number of Londoners who are surviving, and we hope that by sharing our experience we can help other healthcare systems around the world give their patients the best chance of survival."

[Watch the film on our website.](#)

Call for more defibrillators in public places



MPs paid tribute to our Service during a Westminster Hall debate on how lifesaving training and defibrillators should be more readily available to communities to save more lives.

We have already placed over 850 defibrillators – machines that deliver an electric shock that can restart the heart – in places like shopping centres and train stations, and these have helped save lives in London.

Labour MP Steve Rotheram (Liverpool, Walton) said: "I unashamedly want there to be a defibrillator in every public building, in much the same way as there are fire extinguishers and fire alarms in every building. As the London Ambulance Service pointed out in its briefing for today's debate, 56 people died in London from a fire in 2011 compared with 10,000 Londoners who suffered an out of hospital cardiac arrest—yet fire extinguishers are statutory in every building—and defibrillators are not."

New Director of Finance appointed



Andrew Grimshaw has been appointed as our new Director of Finance.

Andrew has over 20 years' NHS experience, having worked in district general hospitals and teaching trusts, and at director level since 2004.

Andrew, who initially joined us on an interim basis in January, said: "I've never worked for an ambulance service before so it's completely different for me. It's an interesting time for the Service and a different set of challenges."

Top 10 performer in Stonewall equality index



We have been recognised as one of the top 10 performers in Stonewall's first health equality index.

We rank third in the index which audits how well organisations meet the needs of lesbian, gay and bisexual patients, carers and their families. Thirty two healthcare organisations entered the index.

[Read more about our place in the Stonewall Health Equality Index.](#)

Second call-handling centre opened



We have opened a second control room in Bow to manage 999 calls.

This call-taking facility, which has previously been used to handle emergency calls for large-scale pre-planned events including the Olympic and Paralympic Games, is now operating 24/7 alongside our centre at Waterloo.

Head of Control Services Richard Webber said: "Having two control rooms provides us with greater flexibility and resilience in our call-taking operations, which will help us maintain high levels of service to patients in the future."



This email was sent to by London Ambulance Service NHS Trust, 220 Waterloo Road, London SE1 8SD

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