



Ambulance staff numbers to increase



We have received £7.1m additional funding to recruit 240 frontline staff this year to help improve levels of care to patients and reduce the pressure on our staff.

We also need to operate more efficiently in the future to manage anticipated increases in demand, and are planning to make changes to the way we respond to some 999 calls as well as introduce new working arrangements for our frontline staff. We are currently discussing these plans with our unions and staff.

A further £7.7m investment will enable us to maintain levels of patient care through the year while staff are recruited and the changes are introduced.

[Read more about our plans to improve patient care.](#)

Mayor's thanks for Woolwich response



Mayor Boris Johnson praised ambulance staff for their response to the fatal attack on a soldier in Woolwich this month.

Speaking at the scene where fusilier Lee Rigby died, the Mayor thanked the Metropolitan Police and added: "I want to pay tribute to the rest of the London emergency services as well – London Ambulance Service and everyone else. They've done an excellent job."

Two single responders in cars, three ambulance crews, two duty officers and London's air ambulance attended the incident.

Inquest verdict into death of 21-year-old woman



An inquest into the death of 21-year-old Sarah Mulenga who was attended by ambulance staff in January 2011 concluded that she died of natural causes contributed to by neglect. Sarah called 999 complaining of feeling unwell; however, when the first ambulance crew arrived they did not carry out clinical observations and left her at home. The coroner said that had Sarah received treatment from the first crew, her life may have been prolonged or saved.

We are extremely sorry that the standard of care Sarah received was well below what we expect from our staff. The crew were student paramedics with three years' experience and qualified to work unsupervised. But they did not act in accordance with their training or our policies.

Their actions were not reflective of the hundreds of caring ambulance staff who provide a high level of service to our patients every day.

Patient handover penalties introduced

New national arrangements for handing over patients at hospital came into force last month, including financial penalties for excessive delays.



Under the scheme, we face penalties when our staff are unable to make themselves available to respond to another call within 30 minutes of a patient being handed into the care of the hospital. Acute trusts will incur penalties if there is a delay of 30 minutes or more between a patient arriving at hospital by ambulance and being handed over to the hospital.

We are working with our hospital partners to ensure a fast handover of our patients, so they receive the highest level of clinical care and our staff are freed up quickly to respond to the next call.

Providing a timely response to patients



We reached our most seriously ill and injured patients within national target times for the 10th year in a row last year.

Despite attending over 47,000 more patients with life-threatening conditions in 2012/13, we reached 75.4 per cent of them within the government target of eight minutes.

During the year, we received over 1.7m emergency calls – an increase of six per cent – and attended over one million incidents.



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

Telephone: 020 7783 2317 Email: enews@londonambulance.nhs.uk

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