

Response to St Jude's Day storm



We responded to a number of storm-related incidents as high winds hit the capital earlier this week.

Staff treated patients with injuries resulting from falling trees and scaffolding. Crews also attended an explosion at a house in Hounslow, where sadly two people died.

The Prime Minister and Mayor of London praised the work of the emergency services and other organisations in response to the storm.

Stepping in to provide NHS 111 service



We will step in to provide the South East London NHS 111 service in November, following the announcement that NHS Direct is withdrawing from running the system.

The transfer is due to take place on 19 November and run through to March 2015.

NHS 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 around 80 per cent of these cases.

Planning for winter



We are expecting to receive £2.7m funding to enable us to maintain service delivery through winter.

The money – secured from funding initially allocated to 10 hospitals across London – will be used to support a range of projects to manage demand. These are likely to include additional cycle response units, an alcohol recovery centre, and extra 'booze buses'.

In addition, we are looking at how we can work with other agencies, including the Metropolitan Police Service, healthcare professionals and care homes, to more effectively manage demand through the winter months.

Our strategy for 2020



Colleagues from health, the emergency services and the London Assembly joined us at a recent event to share ideas on what kind of service we should deliver to patients in the future.

Attendees discussed what we could do to improve the outcomes and experiences for our patients; how we could work with partners to achieve this; and how we could operate more efficiently by working with others.

Stakeholders who would like to share their thoughts on these issues are invited to email our interim director of strategy Barbara Green at Barbara.Green@lond-amb.nhs.uk.

Reunion with Britain's youngest gang shooting victim



Two of our staff were reunited with Thusha Kamaleswaran, who was shot in the chest at her uncle's shop in south London in March 2011.

Emergency Medical Technician Sheridan Best and Paramedic James Lafferty were first on scene to treat Thusha. On meeting her again two years on, Sheridan said: "I really pray she can dance again – as that's what she wishes for. James and I will always remember that night and Thusha's story."

Tune in to ambulance series



A Channel 4 TV series about our work has attracted up to 1.8 million viewers.

We are featured in [999 What's Your Emergency](#), along with two other ambulance services.

The first four programmes, broadcast in October, followed the work of our control room and frontline staff in dealing with young people, alcohol-related calls, mental health patients and life and death.

Tune in for the final two programmes on Channel 4 at 9pm on Monday 4 and 11 November. And catch up on the programmes you've missed on 4oD.



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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