

Service provides reassurance on Games planning



We joined representatives from the emergency services, NHS London and the Greater London Authority at a Health and Public Services Committee meeting to provide reassurance that plans were in place to maintain a normal service across London during the Games.

Issues covered included how we will manage increased demand during Games time, the anticipated impact on response times, the testing that had taken place, use of the Olympic Route Network and legacy from the Games.

[Read our written response to the committee.](#)

Performance against national quality indicators



We are the top performing ambulance trust in the country against seven of the 23 national clinical indicators, based on year-to-date figures. And we rank second or third against six further measures.

Quality indicators were introduced for ambulance services in April last year and are now published on our [website](#) and the Department of Health's [website](#).

The measures include the survival rate of people who collapse and stop breathing and the outcome for patients suffering heart attacks or strokes. As well as the speed in which 999 calls are answered, there are indicators covering the number of times people have to call us back after being given advice over the phone or being treated and discharged at a scene, and the time it takes to get to patients.

Response to recommendations made by London Assembly review



We have formally responded to the London Assembly Health and Public Services committee review into our Service.

There were six recommendations within the committee's report; they covered the management of police requests for ambulance support, our involvement in work to integrate door-to-door services, an invitation for us to join the London Health Improvement Board, a proposal that the Mayor commissions a review of shared facilities between our Service and the London Fire Brigade, a request that we set out our plans to deliver efficiencies through coordinated working with other public services, and the representation of other agencies on our future Council of Governors and the appointment of a London Assembly member as a non-executive on our board.

[Read our full response to the recommendations made by the London Assembly.](#)

Industrial action review report published

A report about the impact that industrial action last November had on both the Service, and the



wider NHS across the capital, has been published.

The review, which was led by NHS North West London, acknowledged the efforts made by all organisations and the partnership working that took place, but also highlighted lessons that have been learned and recommendations for better management of similar situations in the future.

The report highlighted the death of a patient on 30 November who received a delayed ambulance response. Our investigation into this case found that the patient may not have survived even if we had got help to him sooner; however, we accept that it took us far longer than it should have to reach him.

[Find out more about the report published by NHS North West London.](#)



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