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Reported assaults on ambulance staff up by over a third



More ambulance workers are reporting being attacked in the capital according to new figures. A total of 470 physical assaults on our staff were recorded last year – an increase of 36 per cent from 2009/10. The figures, released by NHS Protect, also show that action was taken against 93 offenders.

It is totally unacceptable that our staff are assaulted while trying to care for patients, and we will always encourage staff to report these incidents, and work with the police and prosecuting authorities to make sure those responsible are dealt with through the courts. [Read more about the increase in assaults on staff.](#)

Planning for winter



Along with other healthcare providers, we have plans in place to help us maintain our service to Londoners through winter.

We see demand on the 999 service increase during cold weather, and we will manage this by dealing with more lower priority calls over the phone rather than sending an ambulance response, and taking or referring patients, where appropriate, to places of care other than hospital – for example, minor injuries units and urgent care centres. We will be working with hospitals to ensure that we can hand over patients quickly so that our crews are available for other calls. In addition, our frontline vehicles have been fitted with winter tyres and we have over 20 4x4 vehicles available to help us maintain our service in adverse weather.

Better care given to elderly fallers



A system that we introduced in the summer is seeing older people who fall in their home getting better care.

Every month we respond to around 6,500 people aged 65 and above who have had a non-traumatic fall – usually a slip or stumble – at home. In July we started to refer those patients who did not need hospital treatment to their GP. The referrals mean GPs can spot if their patients are falling regularly, and help prevent this. Almost 1,000 elderly fallers were referred to their GP in October, and we aim to be referring over 1,100 patients each month by the end of this financial year.

Director returns from secondment



Chief Operating Officer Martin Flaherty has returned to the Service following secondments to the Irish Ambulance Service and Great Western Ambulance Service where he held interim Chief Executive positions.

Martin is the deputy to Chief Executive Peter Bradley, and has overall responsibility for operations, logistics and information technology. He is overseeing the implementation of our new 999 call-taking system, CommandPoint, and our planning for the Olympic and Paralympic Games.

Lifesaving projects recognised



Two initiatives in which the Service plays a key part have been recognised in the Health Service Journal awards which celebrate health service excellence in the UK.

Saving Londoners' Lives, which aims to increase knowledge of emergency life support by teaching skills in the capital's schools, was highly commended in the 'best social marketing project' category. A partnership between us, St John Ambulance, NHS London, British Heart Foundation, the Mayor's office and five London medical schools, the project has seen over 15,000 schoolchildren being taught lifesaving skills since 2008.

The London Trauma Office was highly commended in the 'clinical service redesign' category. During its first year of operation, a new trauma system in the capital saw ambulance staff take over 3,500 seriously-injured patients in the capital to a specialist centre for expert treatment. This led to an additional 58 lives being saved compared to the national average.

Staff become flu fighters



Staff are playing their part in keeping themselves, their colleagues and our patients healthy over winter by getting vaccinated against flu.

Over 1,200 staff have had their flu jab since October – almost four times the number at this time last year. We are also encouraging members of the public who are in at-risk groups to contact their GP to get vaccinated and 'get flu safe'. [Find out how you can protect yourself from flu.](#)



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

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