



"The London Ambulance Service (LAS) believes it is important to keep in touch with GPs. We hope you enjoy this month's newsletter and we welcome your feedback."

A Time for Change

Through commissioning contract negotiations, an **additional £14.8m funding** has been secured by the LAS to be spent over 2013/14 & 2014/15. It will be used to recruit more staff and modernise the Service. The LAS has announced the changes it plans to make to improve patient care and the working lives of staff :

Adapting the frontline workforce | introducing a clinical career structure | providing more clinical telephone assessments for less serious calls | aligning rosters with demand | providing rest breaks | changing annual leave arrangements | increasing vehicle availability | extending the use of active area cover | responding differently to patients.

This year, **240 additional staff** will be recruited to enable the LAS to introduce a model of care used in other ambulance services, where paramedics work alongside A&E support staff on ambulances. This will improve efficiency of **skill mix** and A&E support staff will receive training so they can respond to a wider range of calls alongside paramedics. This means more patients will be treated by a paramedic and there will be increased ambulance cover **reducing patient waiting times**.



Visit our website
Read more about
the subjects covered :
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A&E Closures



Five hospitals are set to close their A&E departments in one of the biggest reorganisations of hospitals in London. Plans to close Charing Cross, Hammersmith, Ealing and Central Middlesex hospitals' emergency departments were given the green light in February, however no timeframe has been set. The Service has been involved in **consultations** with local hospital trusts to discuss the impact these changes will have on patients and staff.

LAS Chief Executive Ann Radmore said: "We'll work with **clinical commissioning groups**, the NHS Commissioning Board and hospital trusts to help implement proposals. We ask that modelling work is carried out so we know what resources we will need to maintain our levels of service locally."

Safeguarding

The LAS is committed to safeguarding vulnerable members of our community and continues to work closely with GPs and partner organisations to improve this process. Safeguarding is now well embedded in the Service with a **dedicated team** to advise on policy and procedures and other safeguarding matters. There are two Heads of Safeguarding for **children and adults**. We also have a Safeguarding Officer who deals with SCR, IMR and enquiries from social services and other agencies.



The team has been working hard to raise awareness of safeguarding issues and ensuring that all staff who work on the "front line" for the LAS are **appropriately trained**, be they paramedics, voluntary responders or patient transport staff. Furthermore, training is being introduced for our control room staff to identify possible safeguarding issues that may be evident via telephone. We are also issuing all frontline crews with a **safeguarding pocket book guide** to assist them when making decisions.

For further information on safeguarding in the LAS please visit our website:
www.londonambulance.nhs.uk/health_professionals/safeguarding-child_protection.aspx

Code STEMI - LAS film

In 2011/12, over 1,300 Londoners suffering a heart attack were taken by ambulance straight to a heart attack centre for angioplasty.

Real-life stories of patients saved from cardiac arrests and heart attacks are featured in a new online film about the London Ambulance Service.

To watch the film, please visit our website:

<http://tiny.cc/lpiwxw>

