



# GP News



*"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."*

April 2015

## Clinical Hub update

Our **Clinical Hub** acts as the clinical eyes and ears in the LAS control rooms at Waterloo and Bow where emergency calls are taken. It is staffed by Paramedics, Nurses, Clinical Team Leader Paramedics and 6 Quality and Governance Managers.

Staff in the hub assist with prioritising calls, welfare checks on held calls, accessing palliative information held on 'Coordinate My Care' (CMC) and assisting our non-medical colleagues with processing some of the more complex **HCP requests** for Ambulance transfers/admissions.

**New nurses:** in January, 10 general nurses joined our clinical hub as part of a 12-week pilot, to look at the benefits of introducing other healthcare professionals into this environment. The nurses are working in the same way as paramedics on the clinical hub; assessing patients and deciding upon the best form of treatment – whether that is sending an ambulance, advising patients how to manage their symptoms at home, to **contact their GP** or to visit their local pharmacy.

In addition to the 10 general nurses, we also have three nurses who have specialist knowledge in mental health issues and will be providing support for mental health patients who dial 999 as well as crews at scenes dealing with mental health patients.



**Visit our website**  
Read more about the subjects covered :  
[www.londonambulance.nhs.uk](http://www.londonambulance.nhs.uk)

## Patient Transport Service (PTS) update

Last year PTS completed 125,255 patient journeys, maintaining excellent compliance against our key performance indicators.

92% of our patients arrived within the appointment time window; 96% of patients spent less than an hour on their journey time.

93% of patients who returned questionnaires stated that they were either extremely likely (72%) or likely (20%) to recommend our service.



## LAS ~ 50 years anniversary



This year, London Ambulance Service will celebrate 50 years of caring for the capital. Since it was established in 1965, the LAS has become the busiest emergency service in the UK and it continues to grow and develop.

Over the last 50 years our Service has significantly changed. We have moved from simply collecting patients with just a stretcher, a splint and breathing apparatus to a service with highly skilled clinicians,

many with paramedic science degrees, who diagnose and treat patients on scene.

Our paramedics now carry up to 30 different drugs and make life and death decisions about the most appropriate place to take a patient for treatment. Our ambulances are now kitted out with defibrillators to restart patients' hearts and ECG machines to detect heart attacks.

### Did you know?

- In 1966 there were one million 999 ambulance calls for an ambulance in the whole of the UK while last year (April 2013 to March 2014), we responded to around 1.7 million calls and attended over one million incidents in London alone.
- In 1965 we had 2,500 staff working for the Service, compared to 4,500 now.
- We now have a wide range of frontline staff, from emergency ambulance crew, through to advanced and consultant paramedics and have a paramedic at director-level on our Trust Board. We also have doctors, midwives, a social worker and mental health nurses.
- In 1965 we only used ambulances to treat and transport people. In 2015 we use ambulances, cars, motorcycles, bikes and we can also dispatch a helicopter.

For further details, please visit our website:

[www.londonambulance.nhs.uk/about\\_us/who\\_we\\_are/our\\_story/celebrating\\_50\\_years.aspx](http://www.londonambulance.nhs.uk/about_us/who_we_are/our_story/celebrating_50_years.aspx)

## GPs requesting transfers

**HCP phonenumber:**

**[Not for public website]**

If you do not have this number please contact us:  
[LAS.GP-Enquiry@lond-amb.nhs.uk](mailto:LAS.GP-Enquiry@lond-amb.nhs.uk)

OR

Dial 999 in a life-threatening emergency.