



"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."

August 2015

NHS 111 - South East London

The LAS has been running the NHS 111 service in South East London for over a year now. Below is an overview of performance and achievements: (July 2015 figures)

- Last year we handled 311,449 calls at the centre in Beckenham, up from approximately 245,000 the year before.
- London is performing better than the rest of the country in answering calls within 60 seconds. In our call centre, we achieve this target 96.2% of the time.
- The number of patients we transfer to the 999 system is low, at just 7%.
- We manage a high volumes of calls: 850 x 111 calls a day and up to 1,200 a day at weekends.
- We believe there is potential to bring together 111 and 999, with the LAS running more of 111 for London. Providing a single point of access would make it easier for Londoners to get the urgent care they need quickly, and would help take pressure off busy hospital emergency departments.
- A successful 111 service is dependent on close working between ourselves, GP out-of-hours services and community trusts.



Visit our website.

Read more about the subjects covered:

www.londonambulance.nhs.uk

NHS 111 datasets - data for all 111 centres can be found on the NHS England website:

www.england.nhs.uk/statistics/category/statistics/nhs-111-statistics/

NHS 111 Service



HART crews & CO poisoning

The LAS has two Hazardous Area Response Teams (HART) who respond to major incidents, multiple casualty situations, chemical incidents, infectious diseases and urban search and rescue scenarios.

Carbon Monoxide (CO) - the HART crews carry specialist gas monitoring and detection equipment to assess patients' carbon monoxide levels. There have been incidences where patients have been conveyed under a specialist pathway to Whipps Cross Hyperbaric Centre for therapy following prolonged exposure. This is the only pathway of its kind in the UK at this time and may be of note to GPs carrying out home visits who notice clusters of affected patients.



Did you know?

- Accidental CO poisoning still results in around 40 deaths and 200 hospitalisations each year in England & Wales as well as 4000 ED attendances.
- Sub-lethal CO exposure may also account for chronic health problems.
- The onset of symptoms is often insidious and may not be recognised by either the patient or the health adviser.
- The most common signs and symptoms (an indication of approximate frequency in CO poisoning) are: Headache 90% | Nausea and vomiting 50% | Vertigo 50% | Alteration in consciousness 30% | Subjective weakness 20%

LAS HART crews can support your practices with unusual incidents which require specialist medical response. For more details please visit: <http://ambulancehart.org.uk/>

LAS returns to Australia

Following a successful recruitment drive in Australia last year (employing 175 paramedics and offering jobs to 225 more earlier this year), LAS is heading back down under to interview and assess around 200 qualified paramedics.

LAS is currently experiencing a shortage of paramedics; an issue which is affecting Ambulance Services across the UK.

