



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."

Appropriate conveyance

In our recent GP News survey we asked you which subjects you would like to read about in future editions and a popular request was inappropriate conveyance to A&E and what the LAS is doing to improve the situation. Patient care is at the centre of everything we do and our aim is "right treatment, right place, right time." Our intention is to ensure patients only go to A&E if it is really necessary and we do this in the following ways:



- 1) **Hear & treat** – patients calling with specific clinical presentations are triaged to receive care from a dedicated team of clinical advisors. In July, this amounted to 5,552 calls resolved through telephone advice.
- 2) **See & treat** - last month, 14.2% of patients received face-to-face care from ambulance crews without the need for conveyance.
- 3) **Appropriate care pathways (ACPs)** - we engage with CCGs and urgent care networks to develop local ACPs, providing a range of options and more choice for patients. Common ACPs include urgent care and walk-in centres, GPs, district nurses, palliative care, mental health services and social services. In July, 8.1% of patients were conveyed to an ACP. We also currently refer about 1400 elderly fallers back to their GPs each month.
- 4) **111** - in some cases, callers who fit a certain criteria will be asked to dial 111 for advice.
- 5) **External engagement** - a whole systems approach with integrated health and social care is required, especially for the elderly and patients with chronic diseases or mental illnesses. For example, we work with nursing home staff and advise on calling 999, individual care plans and arranging transfers to specific places of care.

How can GPs help? Sharing information and case discussion can really assist us manage your patients. If queries can be resolved over the phone this can often prevent unnecessary hospital conveyances. We are grateful when you make time to work with us on such cases.

Frequent callers



Many frequent callers have **psychological or social needs** and are challenging for primary and secondary care services. Though their numbers are small, they can be very time consuming and on occasion have genuine medical emergencies.

By working with a patient's clinician/carer, '**individual dispatch protocols**' can be produced and are effective in reducing unnecessary visits. In some parts of London, there are locally-based **forums** to discuss such patients. This is an area your local CCG may consider developing.

Case study: a patient who called the Service 1,355 times last year has been given a 12 month conditional discharge and ordered to pay £85 costs. The patient is one of the most prevalent frequent callers to the **emergency services and his GP**, and visits his local A&E department almost as often.

The LAS worked with various agencies to try to help him, but unfortunately as a last resort he was **arrested and sentenced**. This is an extreme case; our Frequent Callers Unit always takes a proactive and multi-disciplined approach to addressing a patient's needs to achieve positive outcomes for both them and our Service.

Contact us: if you have a frequent caller query, please contact our Frequent Callers Unit at frequent.caller@lond-amb.nhs.uk. You can also visit our website to read more about the Service's management of frequent callers: <http://tinyurl.com/mp38464>



Visit our website
Read more about the subjects covered :
www.londonambulance.nhs.uk

LAS contact details

Address:
220 Waterloo Road
London
SE1 8SD



Tel:
020 7783 2000



Please send enquiries to:
LAS.GP-Enquiry@lond-amb.nhs.uk

Changes at the top

The LAS is to introduce the new post of Director of Transformation & Strategy. Amongst other things the Director will be in charge of **relationships with CCGs** and contract management.

Role of the LAS

Chief Executive, Ann Radmore recently spoke at an NHS England London event about the Service's role in urgent & emergency care. You can watch the presentation on YouTube:

www.youtube.com/watch?v=xOF3t0YtKg

