



# GP News



London Ambulance Service **NHS**  
NHS Trust



*"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."*

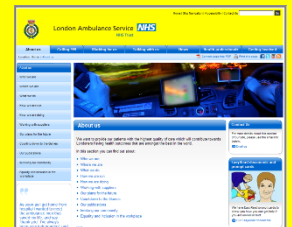
## Winter Pressures

**City Drinkers** - the LAS is experiencing a busy few days as the party season gets into full swing. By 1pm on 19 December the Service had received 2,294 calls compared to 1,995 the previous Thursday.

The Service sends a specially adapted ambulance, known as the 'booze bus', to patients with alcohol-related injuries and takes them to a temporary **alcohol recovery centre** based at Liverpool Street station. The centre is run jointly with St John Ambulance and provides an alternative to busy A&E departments. This year, for the first time, there is also a 'booze bus' operating in the Romford area.

**Choose well & keep well** - the LAS is stepping up its media coverage and urging Londoners to be prepared this Christmas and only call for an ambulance in a genuine emergency. Deputy Director of Operations, Peter McKenna, said: "We are reminding people to choose the right place to treat their health problems. While some **out-of-hour GPs** will be available, it might be difficult to get medicines over the bank holidays. It is important people make sure they have enough of their medication to last over the holiday period."

**Calling the LAS:** With the increased demand for ambulances during the winter period, we ask that GPs give additional consideration to decisions regarding patient conveyance by ambulance. Please follow the guide (below right) when booking one.



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

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## Joint working - emergency services



LAS Chief Executive, Ann Radmore, told a London Assembly committee on 17 December that, while she welcomes the opportunity for greater collaboration of London's 999 services, the ambulance service should remain part of the NHS.

Ann was joined by representatives from both the **Metropolitan Police Service** (MPS) and **London Fire Brigade** (LFB) who all spoke of the improved collaboration work in London's emergency services.

Ann said: "The LAS is the cornerstone of the NHS in the capital providing both urgent and emergency care to patients. Our paramedics are clinicians like doctors and nurses and their place is within the NHS."

The Service already works closely with its emergency partners and will be looking at other opportunities for **greater collaboration** in the new year. Ann added: "Through more joined-up working, there is the potential to improve our response to incidents and operate more efficiently."

## NHS 111 update

The London Ambulance Service has taken over the running of NHS 111 in **South East London** after NHS Direct withdrew from the contract.

- Around 120 former NHS Direct staff have joined the organisation as part of the transfer which took place in mid November.
- The site in Beckenham is currently dealing with about **6,000 calls a week**. These are being resolved / referred to receive advice / contacted by a GP / or an ambulance is sent.
- Over 160 calls a day are being referred to the NHS 111 system from the 999 lines for further assessments and support.

Chief Executive, Ann Radmore, said: "This is a good opportunity for us to help develop NHS 111 and make it as effective as possible."



## Clinical Updates



<http://tinyurl.com/pzywf9g>

## GPs requesting ambulance transfers

If a patient requires an ambulance, there are 4 levels of urgency for transportation:

- 8 min 'blue-light'
- 30 min 'blue-light'
- 60 min non 'blue-light'
- Over 60 minutes

Please choose wisely and refer to the LAS website for full details:

<http://tiny.cc/o8y3zw>