



# GP News



London Ambulance Service **NHS**  
NHS Trust



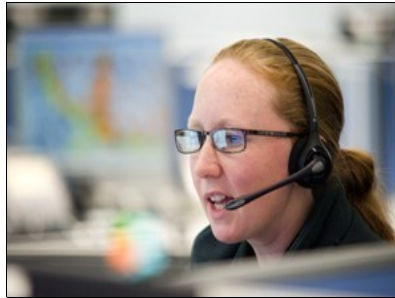
*"The London Ambulance Service (LAS) believes it is important to keep in touch with GPs. We hope you enjoy this month's newsletter and we welcome your feedback."*

**19 December 2014**

## Record number of Cat A calls

Last week the London Ambulance Service received **11,008** call outs for the most seriously ill and injured, making it the busiest week for Category A calls in the history of the Service.

Director of Operations, Jason Killens said: "Our highly skilled clinicians respond to life and death situations daily but we also receive many calls from patients who don't need an emergency ambulance. As always, we're asking Londoners to **use us wisely** and only call us in a genuine emergency."



He added: "We are already facing pressure due to increasing demand and a shortage of staff. Because it takes three years to train a paramedic we've been to Australia to recruit the cream of the crop and have 175 Australian paramedics joining us from January."

This means in total we will have around **1000 new frontline staff** joining the LAS next year.

The Service is also changing how it responds to emergency calls to help manage increasing demand. On average, it receives over **35,000 emergency calls a week**. The LAS is not sending an emergency ambulance to around 3,500 callers. After an initial clinical triage, these callers will either be referred to NHS 111 or given additional clinical advice over the phone by a paramedic.



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

## Alcohol related calls



**Festive drinkers in the capital are being urged not to overdo it at their Christmas parties as the LAS prepares itself for the worst.**

To cope with demand, the Service is setting up five alcohol recovery centres and is running extra **'booze buses'**.

Deputy Director of Operations, Kevin Brown said: "We can be called to people who have fallen in the road or on

railway tracks or been involved in fights – often because they've had too much to drink. Most patients we look after have nothing wrong with them medically and just need a safe place to sober up. But excessive drinking can cause injuries, like sprains and cuts, and impair judgement putting people at risk."

Paramedic led **alcohol recovery centres** provide an alternative to busy A&E departments and can help to **free up hospital beds**.

- The Kingston alcohol recovery centre opened on 12th December.
- Four other centres in Croydon, Soho, Liverpool Street and Romford will be open from Thursday 18th December for three days.
- A booze bus can carry up to three patients at a time helping to free up frontline ambulances to respond to patients with life-threatening injuries.
- In December 2012 the LAS attended 5,885 alcohol related incidents and in December 2013 attended 6,194 - an increase of 5.2%.
- 10,266 calls in 2013/14 were due to someone who had fallen after drinking alcohol.

See our website for details of our 'Party People' alcohol campaign:

[www.londonambulance.nhs.uk/calling\\_999/when\\_to\\_call\\_999/choose\\_well/party\\_people.aspx](http://www.londonambulance.nhs.uk/calling_999/when_to_call_999/choose_well/party_people.aspx)

## 'Party People' Posters

The LAS has 400+ posters on the London Underground advertising our Party People campaign, which is supported by the Mayor of London. They include tips and advice for people who will be out celebrating during the party season.



## 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>

Contact us: 020 7783 2546 or at [LAS.GP-Enquiry@lond-amb.nhs.uk](mailto:LAS.GP-Enquiry@lond-amb.nhs.uk)