

# GP News



London Ambulance Service **NHS**  
NHS Trust



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

## Changes to NHS in London

Our new Chief Executive, Ann Radmore, attended the **London Assembly's Health & Environment committee** meeting on 5th February to discuss the NHS changes taking place in London.

Ann said: "The forthcoming changes provide us with an opportunity to set how the health economy within London works together at a pan-London level."

Ann continued: "Our crews already bypass A&E departments to take the most seriously ill and injured patients to specialist centres. We've been doing that for nearly 3 years and it has led to **better outcomes for patients**. Our commissioners recognise that we will need to receive additional investment to meet extra demand as a result of changes to local NHS services. We are working with them to get a better understanding of the increase we are seeing in overall demand and how we can work more efficiently and they can plan further investment."



### LAS Website

Read more about the subjects covered:

[www.londonambulance.nhs.uk](http://www.londonambulance.nhs.uk)

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## NHS 111 - final stages



The **NHS 111 system** has now been launched across Hillingdon, Croydon, INWL, Wandsworth, Sutton & Merton, Kingston & Richmond and ONEL, and the remaining boroughs will go live on 5th March.

The service will offer improved access to urgent healthcare by streaming callers using a Pathways triage system to an end outcome - be it primary care, **GP access**, community service or an ambulance.

On arrival at scene of a 111 call, normal service procedures will apply and our staff may find it appropriate to refer onto another service, alternative care pathway or GP.

These services will be accessed in the usual way. In the case of reconnecting with the 111 service when arranging an ACP or GP visit, it has been agreed with the 111 providers that crews will be put through to the **Out of Hours GP** without having to go through the 111 triage system again.

More information about NHS 111 can be found at: [www.nhs.uk/111](http://www.nhs.uk/111)

## Foundation Trust update

The LAS is working towards becoming a Foundation Trust and as part of this process we hold regular members events. Join us for the next event to find out more about how we have been improving care for specific patients groups in 2012/13, the challenges we face in 2013/14 and how we plan to meet them.

### Improving Quality & Innovation

**When:** Monday 25 March **Time:** 6pm-8pm **Where:** Governors Hall, St Thomas' Hospital

If you would like to attend, please visit our website to book a place:  
[www.londonambulance.nhs.uk/getting\\_involved/events\\_and\\_meetings/improving\\_quality\\_innovation.aspx](http://www.londonambulance.nhs.uk/getting_involved/events_and_meetings/improving_quality_innovation.aspx)

### Becoming a member

Membership is free and it is easy to join. We want as many people as possible to support us by becoming one of our members and helping to shape our future plans. If you are interested in becoming a member you can find further information on our website:

[www.londonambulance.nhs.uk/getting\\_involved/become\\_a\\_member.aspx?nr=true](http://www.londonambulance.nhs.uk/getting_involved/become_a_member.aspx?nr=true)

### Stonewall Top100 Employer Award

The LAS is one of Britain's most gay-friendly workplaces according to *Stonewall*. We took 94th place in 2012 and has risen to 22nd. Joint Chair of the Service's LGB Forum, Trevor Hubbard said: "From promoting our Service at gay pride to an LGB forum and Facebook page, the Service ensures that it provides a positive environment for all staff and this is fantastic recognition."

