



January 2016

"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."

Healthcare Professional (HCP) phone line & Non-Emergency Transport (NETs)

The London Ambulance Service (LAS) is working to improve the current arrangements for transporting patients who have been seen and referred to hospital by their GP or a community health care professional (HCP).

Over the past three years the number of HCP requests for ambulance transport has increased considerably. Last winter LAS recognised that the response to these patients was, at times, significantly delayed, meaning patients arrived at emergency departments or assessment units when definitive investigations could not be undertaken and possibly resulting in unnecessary admissions to an acute hospital bed.



New LAS telephone number for HCP admissions

To ensure LAS assigns an appropriate clinical response for your patient, we are re-introducing a HCP desk which will have a dedicated direct dial telephone number staffed by specially trained call handlers. The number can be dialled 24/7 and senior clinical support will be on hand during peak hours. Your surgery should have received a letter with

full details and the phone number.

Please do not share this number with patients or members of the public. If you have misplaced it, please contact LAS.GP-Enquiry@lond-amb.nhs.uk and we will email the number to you.

Non-Emergency Transport Service (NETS)

In order to address this need LAS has been supported with funding to develop a Non-Emergency Transport Service (NETS). These non-emergency ambulances all have stretchers and oxygen capability as well as analgesia and the crews are trained in lifting and handling.

We believe that the introduction of this service will enable us to provide a better response for those patients who need conveyance to hospital under non-emergency conditions and or palliative care patients.

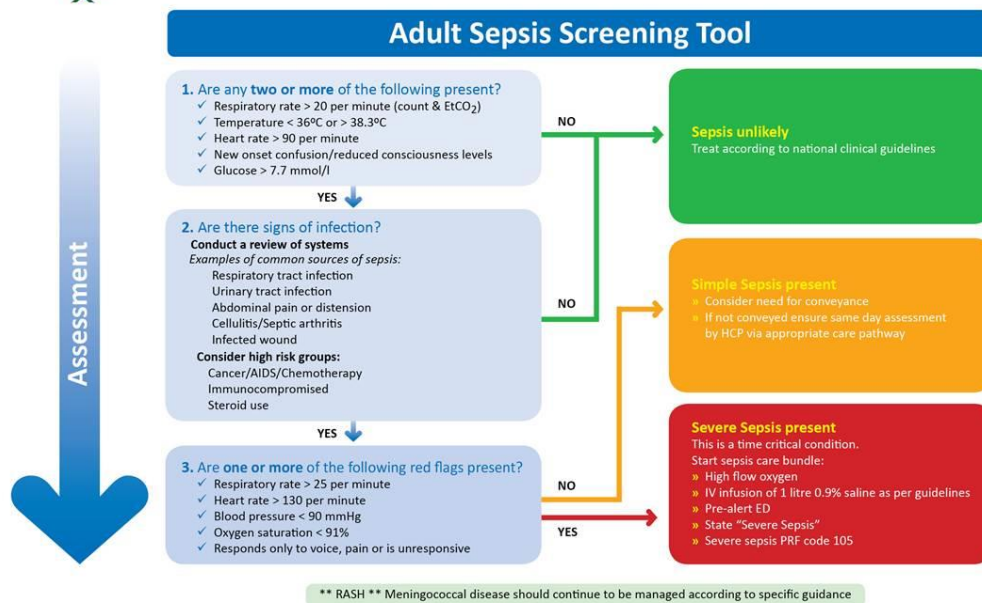
If your patient does not need treatment en route, please ask for a NETS transfer to help ease the strain on the Service and free up ambulances for seriously ill or injured patients.



LAS sees a rise in bystander CPR

More cardiac arrest patients were given bystander CPR last year than ever before, according to the Service's latest cardiac arrest annual report.

A total of 63.1 per cent of patients were given bystander CPR, which is an increase of five per cent compared to the previous year. When a public access defibrillator was used, the overall survival rate to discharge from hospital was 58.6 per cent.



London Ambulance Service Adult Sepsis Screening Tool V61.1

01 December 2015 - © London Ambulance Service

x:Sepsis_CQUIN

- Severe sepsis is a time critical emergency. Early recognition and appropriate management saves lives.
- Accurate assessment and recording of respiratory rate is essential
- Priority calls are only required for severe sepsis
- Please note the specific guidance on IV fluid administration in severe sepsis

To download this please visit: <http://bit.ly/1RW1rwF>

Doing this will add to your continued professional development (CPD) and can be counted towards your appraisal.

GP out of hours access

To improve communication between LAS crews on scene and GP out of hours (OOH) services, NHS England gave permission for GP OOH providers to share their “back door” numbers with the London Ambulance Service.

This will enable LAS clinicians, who are authorised to discharge care at scene, to by-pass

111 and receive an earlier call back from the OOH GP.

It is anticipated that this will be used when a GP visit / urgent appointment is required and will not be used when a patient requires conveyance to hospital. The “back-door” numbers are highly confidential for clinician use only and will not be shared with patients or other members of the public.



NHS 111 Service

Read more about the subjects covered at www.londonambulance.nhs.uk.

If you have any questions or comments please email me at

fenella.wrigley@londonambulance.nhs.uk. I would like to hear from you.



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