

GP News



London Ambulance Service **NHS**
NHS Trust



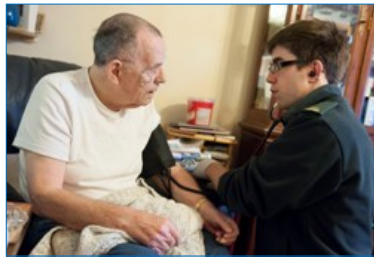
"The London Ambulance Service (LAS) believes it is important to keep in touch with GPs. We hope you enjoy this month's newsletter and we welcome your feedback."

July 2014

Accessible care plans

The Service would like to emphasise the importance of care plans and the need for them to be easily available and up to date for ambulance crews.

This **sharing of information** will help us in patient assessment and management. When the signed-off plan is left with your patient or their carer(s), we encourage you to consider how this can best be made available should your patient call 999 (or out of hours GP services).



There will be instances when **crews telephone your surgery** to discuss a patient with the duty or named GP. We realise you are under extreme pressures and we try to keep these interruptions to a minimum. Like you, we want to make safe and reasonable patient care decisions.

Any contact details for local providers such as community matrons, hospital avoidance/falls teams need to be correct. If we do refer- depending on local availability and agreements - this assumes timely responses (as agreed in your local pathways). LAS staff may also need to discuss your patient with local **out of hour's providers**. We hope that sharing such information will improve decisions and reduce hospital conveyances.

Particularly challenging are: elderly fallers, those suffering from pain (acute or chronic), end of life care and mental health patients. A discussion on a care plan about not resuscitating is not a substitute for a signed DNAR (resuscitation council) form.

We have had mostly positive feedback from LAS staff who have contacted GPs to discuss patient care despite the huge pressures we are all under. Access to care plans should help us in utilising safe **alternative pathways** and reduce **hospital conveyance**.



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National Paramedic shortage

The LAS is taking various positive steps in response to the current national shortage of Paramedics. This includes providing training in order to enhance the skills of staff below the level of 'Paramedic' and also launching a recruitment drive.

New role: Over 200 staff have started working in the new role of 'trainee emergency ambulance crew' this month.

A total of 240 former A&E support workers and EMT1s (Technicians) have moved to the new role and are working alongside Paramedics. Those who have moved to the new role have completed a 6 day bridging course and will complete a further 9 week course and work a year on the job before becoming qualified.

Recruitment: Our new campaign "*London, No Ordinary Challenge*" aims to recruit 500 new frontline staff by the end of the year. Social media channels such as Facebook are being used to attract applicants from the UK as well as overseas.

For further information, please see:

<http://noordinarychallenge.com/>

www.facebook.com/londonambulanceservice

www.twitter.com/ldn_ambulance



Be a London Paramedic.

London. No ordinary challenge.

LAS urges Londoners to take care in the heat

With London temperatures reaching above 30°C the LAS has seen a significant rise in call demand and is urging members of the public to take extra care while out in the sun.

Staff in the control room answered 5,472 emergency calls on 16 July compared to 4,921 the previous Wednesday; an increase of 11 %.

Director of Operations, Jason Killens said: "Anyone with minor conditions should consider other healthcare options, such as calling NHS 111 or visiting a minor injuries unit, NHS walk-in centre or local pharmacist. If they need to go to hospital for non-emergency treatment, they should use a taxi or get a lift from a friend or relative."



Contact us: 020 7783 2546 or at LAS.GP-Enquiry@lond-amb.nhs.uk