



"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 2015

Mental Health

Last month, the CQC published a report called "**Right here, right now**", which looks at people's experience of help, care and support during a mental health crisis.

General practitioners, ambulance services and the police were on the whole very well received and this report, though long, is worth reading. From an ambulance service perspective, having an up to date mental health **care plan** which includes **crisis management** will greatly support frontline ambulance crews and out of hours GPs.

Visit the CQC website to download the full report: <http://tinyurl.com/ojg7yxu>



Visit our website

www.londonambulance.nhs.uk

Mental Health work at the LAS

- The London Ambulance Service has an active mental health team. As part of our commitment to improve the service we provide to mental health service users, we have been holding a number of **mental health focus groups** across London during the past few months with groups of people who have used our service or may be likely to in the future. LAS staff have been invited to attend an independently facilitated session to respond to questions and provide an opinion on how we can best develop a mental health action plan.
- Additionally patients calling 999 with mental health related conditions will benefit from speaking with **mental health practitioners** who have been assigned a designated desk in our Emergency Operations Centre.

Over 100 new LAS Ambulances



The LAS has unveiled a brand new fleet of ambulances which will help improve patient care across the capital.

Crews will have the use of 104 new 519 Mercedes Sprinter ambulances. They offer a high degree of reliability and will prove to be more environmentally friendly.

Defibrillator Accreditation Scheme

The LAS is pleased to announce that over **30 lives** have been saved since the launch of our campaign to put more public access defibrillators in the capital.

A total of **1,007 defibrillators** have been established in shops, businesses and gyms across London during the year-long 'Shockingly Easy' campaign.

One of the lives saved was that of 32 year old Natasha Weisz (pictured far right), a doctor from Finchley, who was swimming in the fast lane at Finchley Lido in May when she suddenly stopped, slumped against the ropes and went into cardiac arrest. Natasha was pulled out of the water and resuscitated by three lifeguards who gave her CPR and three defibrillator shocks before the ambulance crew arrived and took over.

Shockingly Easy Operational Lead, Chris Hartley-Sharpe, said: "When someone has a cardiac arrest, the quicker they receive treatment, the more likely they are to survive. Calling 999, starting CPR and using a defibrillator as quickly as possible is the best way for the public to help save a life in London."

Read more about our Shockingly Easy campaign: www.londonambulance.nhs.uk/shockinglyeasy



Defibrillators in GP surgeries

- Do all the staff at your surgery know where your defibrillator is located?
- Is it easily accessible? (i.e. not locked in a drawer)
- Who is responsible for checking it is operational and batteries & pads haven't expired?
- Have your staff received CPR & AED training recently?

LAS announces new Chief Executive



Dr Fionna Moore MBE

Further details:

<http://tinyurl.com/npl4fct>