



# GP News



*"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."*

## Defibrillators in schools

The LAS was part of a campaign group which paid a visit to **10 Downing Street** on 20th June to hand over a petition calling for defibrillators in all schools. Over 8,000 people have signed the petition started by the cardiac charity **SADS UK**.

Community Defibrillation Officer Martin Bullock said: "Defibs should be in **every public building**, including all schools. In 2011 in London, 56 people died from a fire compared to 10,000 people who suffered an out of hospital cardiac arrest, yet fire extinguishers are statutory and defibs are not. We have been working hard to have more public access defibs across London as they give someone in cardiac arrest the best chance of survival."

**Note to GPs**— please check that your surgery has a defib and that you and your staff are trained to use it. If you would like advice about **defib models** or you would like the LAS to provide **training** at your premises, please visit our website: <http://tiny.cc/ms79yw>



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

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## Hospital Handovers



New national arrangements for handing over patients at hospital came into force in April, including **financial penalties** for excessive delays. The Service now faces penalties when staff are unable to make themselves available to respond to another call within an agreed period of patients being cleared from their trolley.

Assistant Director of Operations, Peter McKenna, said: "Hospitals are responsible for the time between **ambulance arrival** and **patient handover**. This is complete when essential ambulance equipment is free to be returned, and it shouldn't take **hospital staff** more than 15 minutes. The second element of the handover, which is our responsibility, is the time it takes for crews from the 'trolley clear' to be available to respond to the next call. Staff have worked hard over the last 2 years to reduce the time to 14 minutes and it's essential we keep to this standard."

Peter added: "Any financial penalties that we do incur will also have a direct impact on patients as they will have to be paid out of our budget to provide the 999 service. We are working closely with our **commissioners** and hospital partners to agree a system to ensure we get the right time recordings and necessary coding details to improve **clinical quality** and patient experiences."

## 111 update

Year to date figures show that the Service is experiencing higher levels of **111 activity** than predicted during contract negotiations with LAS commissioners. This is, however, within a manageable range and performance is not currently being affected.

- 111 activity accounted for 8.6% of all 999 incidents and of this number 10.8% were converted to Cat A (most serious injuries and illnesses)
- 18.8% of Cat A 111 responses resulted in a non-conveyance.



There is an ongoing review with the **clinical governance board** for London to ensure safety and demand. Reports produced by our Management Information team are reviewed internally on a weekly basis and there is also local level engagement with managers and **CCGs** who meet regularly to discuss local issues in order to gain a better understanding of demand activity. There is also a **feedback mechanism** between 111 providers and the LAS to discuss call categorisation issues.

## Voluntary Responder Group awards night

Dame Helen Mirren presented prizes at an LAS awards evening held at City Hall on 9th June, which recognised the life-saving work of our Voluntary Responder Group (VRG). The community and emergency responders volunteer to respond to patients in their communities alongside ambulance crews.

Read more about the VRG's life-saving work:

<http://tiny.cc/q3fxyw>

