

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."

Call demand rises

The LAS is currently experiencing an extremely high level of call demand. The week commencing 30th June was the 3rd busiest ever for calls categorised as 'immediately life threatening' and June is now the **busiest month ever for 999 calls** into our control rooms.

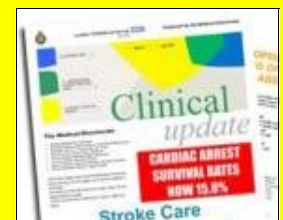
The Service continues to manage more work than ever through 'hear & treat' on the clinical hub desk. This means some patients are triaged over the phone or where appropriate are redirected to an alternative care pathway so that **more ambulances** are available for Cat A calls. We are also recruiting to vacancies so there are more ambulance crews out on the road.

How can GPs help? When booking a patient transfer, please note there are 4 levels of urgency for transportation. Please choose wisely and refer to the LAS website for full details: <http://tiny.cc/o8y3zw>



Visit our website
Read more about the subjects covered :
www.londonambulance.nhs.uk

Clinical Update June 14 Out now!



Visit our website:
<http://tinyurl.com/pzywf9g>

NHS 111 - GP Trial



A **GP early intervention pilot** commenced on Monday 9th June 2014 and will run for a period of eight weeks. During the period of the trial there will be GPs from EMDOC working in the LAS 111 call centre taking **South East London 111 calls** which result in an outcome of 'speak to a clinician from our service immediately'.

There are 2 GPs in the call centre, working 18:30-22:30 Monday to Friday, and Saturday and Sunday 08:00-20:00. The pilot was **commissioned by NHS England** and is being undertaken at different 111 call centres across England.

NHS England states that earlier GP intervention in the referral process is expected to improve the clinical outcome and appropriateness of referrals in line with recommendations of the urgent care review. The purpose of the pilot is to test and evaluate the enhanced **clinical input of GPs** in the 111 environment. A percentage of calls are audited weekly and a full evaluation will be carried out at the end of the pilot.

Joint Response Unit report

In May 2014, the LAS published a **clinical audit report** which examines the care provided to patients by the London Ambulance Service Joint Response Unit (JRU).

The JRU aims to address long **on-scene waiting times** when the Metropolitan Police Service (MPS) attends a patient who requires assessment by the LAS. The JRU attends patients: in response to a request from the MPS; when a suitable call is made to the LAS by a member of the public and the MPS are present, or when **appropriate incidents** are identified through monitoring of police radio channels.

The clinical audit found that JRU assists in reducing the MPS on-scene waiting times and whilst in some areas the JRU is operating in a safe, appropriate way, there are some areas of concern, specifically in performing observations and in ensuring full and complete documentation.

The LAS was requested to attend approximately **79,000 incidents** by the MPS in 2012/13. For further details or to request a copy of the report, please contact Joanna Shaw, Clinical Audit Manager on 020 7783 2514 or at Joanna.Shaw@lond-amb.nhs.uk.



Defibs in GP surgeries

Last month, we told you about our 'Shockingly Easy' defibrillator campaign to get 1000 more defibs out across the capital.

We received a good response from surgeries looking to install a defib. If you are one of the remaining few surgeries without a defib, please call us on **02077832366** and ask about our accreditation scheme. Read more here:

<http://tinyurl.com/nkgwchg>



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