



"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."

June 2015

Clinical Hub success

According to a recent CQC survey, the LAS is the **best performing clinical hub** in the country both in respect of the number of patients successfully resolved with hear and treat and in the re-contact rate.

Of the total number of calls the Service receives the clinical hub is dealing with 13.4% under '**hear and treat**' compared to a national average of 8.1%. 'Hear and Treat' is the telephone advice that callers who do not have serious or life threatening conditions receive from an ambulance service after calling 999. The re-contact with patient's performance is at 2.1% compared to a national average of 7.8%. Deputy Director of Operations for Control Services, Katy Millard, said: "This is a fantastic achievement and clearly reflects all of the hard work from everyone who works on the clinical hub.



"Hear and treat is better now than it ever has been, we are **referring more patients** to NHS 111 or giving additional **clinical advice** over the phone which is reducing the number of ambulances we send by up to 3,500 a week."

The clinical hub provides hear and treat assessment to less urgent C3 and C4 calls as well as clinical support to **Emergency Operations Centre (EOC)** and staff on the road. Set up in December 2013 the clinical hub brought together the work from the clinical telephone advice department and the clinical support desk in EOC. Since its launch the clinical hub has provided clinical support on approximately 25,000 occasions of which half relate to general clinical advice.

Read more:

CQC Ambulance survey of 'Hear & Treat' callers 2013/14: <http://tinyurl.com/onwegaw>



Visit our website

www.londonambulance.nhs.uk

Heatwave - LAS' busiest summer day recorded

The Met Office declared 1 July the hottest July day ever with 36.7 °C recorded at Heathrow.

During these soaring temperatures, Paramedics were dispatched to 1,571 life-threatening incidents - a 25% increase compared to the previous Wednesday.

'Cat A' calls (requiring an 8 minute response) included 266 cases involving breathing problems and 286 where patients were unconscious or had fainted.

CEO Fionna Moore said: "Anyone with minor conditions should consider calling NHS 111 or visiting a minor injuries unit, NHS walk-in centre or local pharmacist. If you need to go to hospital for non-emergency treatment, they should use a taxi or get a lift from a friend or relative."



National Early Warning Score (NEWS)

Further to last month's feature on NEWS...

The presence of various early warning scoring systems in hospitals across the UK has led to a lack of consistency in detecting if a patient's condition deteriorates. The single National Early Warning Score (NEWS) is now widely used across NHS in the assessment and response to acute illness.



The Royal College of Physicians' Acute Medicine Task Force recommends that NEWS should be used when patients present acutely to hospital and also in the pre-hospital assessment i.e. by primary care and the ambulance services. NEWS can also be adopted as a surveillance system for all patients in hospitals for tracking their clinical condition, alerting the clinical team to any medical deterioration and triggering a timely clinical response.

LAS to implement NEWS: The London Ambulance Service plans to train frontline staff to use the NEWS tool when assessing patients. Initial validation studies have been very positive about usefulness. It is not for under 16's or pregnant patients and there are drawbacks with chronic respiratory illness. The NEWS score is particularly helpful when handing over patients from primary to secondary care.

For GPs: An e-learning tool is available to train and support healthcare professionals in the use of the NEWS charts and scoring system. It comes with a useful certificate which GPs can evidence as part of their annual appraisal. Click here: <https://tfnews.ocbmedia.com/>