



*"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."*

## Winter Planning

As part of the DH £55m winter monies allocation received by London, the Service is to receive nearly £3m to help cope with the busy winter period. The money, secured after discussions with CCGs and Trusts, will be used to support a range of pan-London and local health economy projects. The projects are:



- 1) Intelligence conveyance** – a dedicated hub to monitor, proactively manage and minimise surge impact of ambulance arrivals at EDs, thus supporting the hospital trusts to focus on maintaining patient flow throughout the hospital. The hub went live as planned on 25 November.
- 2) Pathfinder tool** – Paramedics working across a number of boroughs are being trained in the use of a Paramedic Pathfinder tool to support decisions in cases where patients do not need to be taken to hospital.
- 3) A cycle response unit** to operate at Westfield Stratford
- 4) A motor cycle response** unit based in Croydon
- 5) An Alcohol Recovery Centre** in the City and Alcohol Recovery Vehicles in the City and Romford.

Additionally, the Service has put in place a number of measures aimed at helping to reduce surges in demand and to increase the number of resources available.

Director of Modernisation, Jane Chalmers said: "We are pleased to have secured the money, but it will be based on us delivering specific projects and initiatives to help support local health services in the areas concerned – if we don't achieve them, we won't be getting the funding. We will need to be more proactive in the way we prepare for likely spikes of demand, using information we already have and the trends that we can see, such as weather or pressure on other parts of the NHS."

**Calling the LAS:** With demand set to rise over the winter period, we ask that GPs give additional consideration to decisions regarding patient conveyance by ambulance. Please follow the guide (below right) when booking one.



## Cycle Response Unit award

The Service's **cycle response unit (CRU)** has won a top NHS innovation award for making a difference to patients. The team won the *Emergency Care in the Right Place, First Time* category of the 2013 NHS Innovation Challenge Prizes.

Tom Lynch MBE, Operations Manager for the CRU and a former BMX champion, said: "We are very proud to have won and we feel honoured to have been selected against such a high quality list of medical innovations. Our equipment, training and the bicycles have developed over the years, but our purpose has remained the same – getting **life-saving care to patients** as quickly as possible."

Cycle responders are based in the West End, Heathrow Airport, Kingston town centre, the City of London and St Pancras and carry a full range of equipment. The team are able to treat patients with less serious illnesses and injuries at the scene and without them then needing to go to hospital – so helping to **free up crews to respond to other calls**.

Chief Executive Ann Radmore said: "Tom and the team have done a very good job in developing the unit to help improve patient care, and it is very pleasing to see their hard work recognised in this way."



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## 1,081

The number of LAS staff vaccinated against flu to help ensure that Londoners stay healthy this winter. The aim is to vaccinate 75% of our frontline staff.

### GP's requesting ambulance transfers

If a patient requires an ambulance, there are 4 levels of urgency for transportation:

- 8 min 'blue-light'
- 30 min 'blue-light'
- 60 min non 'blue-light'
- Over 60 minutes

Please choose wisely and refer to the LAS website for full details:

<http://tiny.cc/o8y3zw>