

# 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."*

## GP calls to LAS

As demand for ambulances in London is usually very high, call triage is a vital way of ensuring that those patients with the most immediate needs are dealt with first, regardless of who is requesting the ambulance. There is, however, a dedicated **healthcare professionals phone number** which GPs can use when requesting a patient transfer: *Please contact us if you do not have this number (it cannot be displayed on our public website)*



**Booking transfers** - to ensure that your patient receives the most appropriate care it is important that the correct ambulance response is requested. There are 4 levels of urgency for transportation:

**8 min 'blue-light' | 30 min 'blue-light' | 60 min non 'blue-light' | Over 60 mins**

Please choose wisely and refer to the LAS website for full details: <http://tiny.cc/o8y3zw>

**Key learning points:** our Medical Directorate have put together some key learning points for GPs and out-of-hours (OOH) Co-ops calling the LAS: <http://tinyurl.com/pk2cyrd>

## Feedback from GPs

The LAS is always grateful to hear from GPs regarding positive and negative experiences of using the ambulance service. Our **Patient Experiences** team is your first point of contact if you have any comments, feedback or complaints and they can be contacted at:

[ped@londonambulance.nhs.uk](mailto:ped@londonambulance.nhs.uk)

**Incident reporting** - the most common category of Patient Safety incident reports are:

- A delay in an ambulance resource being provided.
- A breakdown in communications with ambulance staff.
- The clinical care provided by ambulance staff.

If you report an incident, we will investigate it thoroughly and provide you with a response and an explanation of any action we propose to take.

### Serious incident (SI) reporting

For SI's, please contact: [GovernanceAndComplianceTeam@lond-amb.nhs.uk](mailto:GovernanceAndComplianceTeam@lond-amb.nhs.uk) with the subject marked 'Serious Incident'.

Further details can be found on our website: <http://tinyurl.com/pagwm2p>

## Heathrow Airport success story

Thanks to **180 defibrillators**, first aid trained frontline staff and a specialist team of bike-riding paramedics, Heathrow Airport has been declared as the safest place to have a cardiac arrest in the UK, outside of a hospital.

The 15 LAS Paramedics who make up the unique "Heathrow **Cycle Response Unit**" have an unparalleled response rate to medical emergencies. Recent statistics show:

- The team reached **93.6%** of the most serious and life-threatening emergencies within **8 minutes**, exceeding the national target of 75%.
- Of the 6.5 million people who travelled in June 2013, the biking paramedics treated almost **1000 passengers**—with a fifth being treated for life-threatening conditions.

Training Officer Martin Bullock said: "We've been working with Heathrow Airport for over 10 years and it has one of the highest **cardiac arrest survival rates** in the world. With a cardiac arrest, every second counts and getting a defibrillator to the patient as soon as possible will greatly increase their chances of survival."



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

## LAS contact details

**Address:**  
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SE1 8SD



**Tel:**  
020 7783 2000



Please send enquiries to:  
[LAS.GP-Enquiry@lond-amb.nhs.uk](mailto:LAS.GP-Enquiry@lond-amb.nhs.uk)

## NHS 111 - SE London

Plans are now finalised for the LAS to provide an NHS 111 service in South East London. It is envisaged the system will go live in November.

## Winter Plan 2013

Our Winter Plan is currently being updated with the support of NHS England. It will focus on increasing capacity during times of higher demand. More details will be available in the next newsletter.

