

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."

Busy start to 2013

New Year: As thousands of revellers across the capital welcomed in 2013, the LAS had an **exceptionally busy** night taking up to 10 emergency calls every minute. Control room staff answered 2603 emergency calls between midnight and 5am.

Heavy snowfall: The Service has also seen an **increase in calls** due to cold weather and snow, which brings a rise in the number of falls, heart attacks, respiratory problems, road collisions and people calling with flu-like symptoms. We have encouraged patients with minor illnesses or injuries to consider other healthcare options, e.g. **GP, pharmacy or NHS Direct helpline**.

Rising demand: At present the LAS is experiencing a 14% increase in calls from patients with life-threatening illnesses and injuries compared to this time last year. When taking into account all incidents (Cat A & C) there has been a 4.1% increase. Despite a rise in demand, in January the Service has **exceeded the national target** of reaching 75% of patients with life-threatening conditions in 8 minutes, with the figure currently standing at 79.3%.



Visit our website to read more about subjects covered in this newsletter:

www.londonambulance.nhs.uk

LAS contact details

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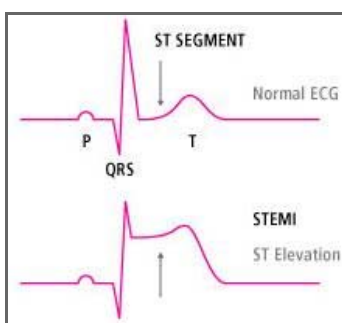


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Please send enquiries to:
LAS.GP-Enquiry@lond-amb.nhs.uk

STEMI Report



The LAS STEMI* annual report 2011/12 demonstrates that the Service continues to provide a **high quality service** to STEMI patients through a prompt response, assessment and treatment, and excellent compliance to the **Heart Attack Centre (HAC)** pathway. There was an annual total of 2957 STEMI patients who were conveyed by the LAS and 91% were taken straight to a HAC. Moreover, a higher number of patients than ever are receiving **primary angioplasty treatment** within the recommended target. For a copy of the report, please contact: LAS.GP-Enquiry@lond-amb.nhs.uk

* An ST-Elevation Myocardial Infarction

Patient Case Study

The LAS believes it is important to share examples of patient healthcare both to demonstrate how healthcare providers can work together effectively and to highlight where **care pathways** can be improved. The patient featured below will be referred to as 'John'.

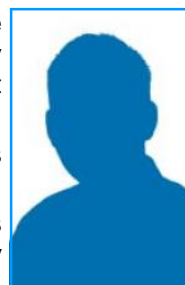
Patient background: John is 74 and he has **learning difficulties**. He has no family, he has lived on the streets and he has spent many years in care.

In 2011 John made 500 presentations to A&E • 253 to 1 hospital and others were across London • 155 of these involved the ambulance service • Only the GP had the whole picture.

What happened next? One of our **Community Involvement Officers** discussed John's case with a Multi-Disciplinary Team (e.g. GP, LAS & local hospital) and an independent mental capacity advocate. It was decided that John would always be taken to the same hospital where an agreed care plan is in place and staff are familiar with his history.

Outcome: John hasn't attended hospital in over 3 months. There has been an improvement in his anxiety, behaviour and physical health. This is a **successful result** brought about by **healthcare providers working together** effectively. More real life patient stories can be found on our website:

www.londonambulance.nhs.uk/calling_999/emergency_heart_care/real_life_patient_stories.aspx



**Unhappy hour -
999 & alcohol**

Guy's Hospital, 4th Feb, 6pm

Join us at this free event to learn about the impact of the increasing number of alcohol-related calls on the LAS. There will be a chance to speak with staff about initiatives such as the 'alternate response vehicle'.

To **book a place**, visit the '**events & seminars**' section on our website. You can also become a member to be kept up to date and receive details of future events.

www.londonambulance.nhs.uk