

# GP News



London Ambulance Service **NHS**  
NHS Trust



*"The London Ambulance Service believes it is important to keep in touch with GPs. We hope you enjoy this month's newsletter and we welcome your feedback."*

## NHS 111 update

The new non-emergency **111 number** is now operating in 4 areas across London: 1) Hillingdon, 2) Croydon, 3) Inner North West London [Hammersmith & Fulham, Kensington & Chelsea and Westminster] and 4) Wandsworth.

A system is in place which transfers appropriate calls to the London Ambulance Service without the need for further triage. LAS has responded to over **8000** 111 calls since the scheme's inception- of which **51%** are Category A. The Service continues to work with NHS London to understand the impact of the new 111 service and data will be produced on an **NHS London portal** over the next few months.

**Next steps** - Plans to go live in Richmond & Twickenham and Sutton & Merton are scheduled for early December with North West London and North Central London planned for early January. The rest of London is due to go live by March 2013.

Further details can be found on the DH website: [www.dh.gov.uk/health/tag/nhs-111/](http://www.dh.gov.uk/health/tag/nhs-111/)



**when it's less urgent than 999**



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

[www.londonambulance.nhs.uk](http://www.londonambulance.nhs.uk)

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## Winter Pressures



The LAS **Winter Pressures Planning Framework 2012/13** is now complete, detailing actions to be taken in the event of increased demand due to winter weather.

The planning framework is supported by the *Association of Ambulance Chief Executives (AACE)* and administered by NHS London. The document is shared with all acute trusts in London.

One important element focuses on external communication and ensuring that stakeholders (including GPs) are aware of **rising pressures**. Messages will be circulated with information about **using the Service wisely** and prioritising admissions to busy Emergency Departments.

For further details, please contact us at: [LAS.GP-Enquiry@lond-amb.nhs.uk](mailto:LAS.GP-Enquiry@lond-amb.nhs.uk)

## Carbon Monoxide Poisoning

An LAS study released in Feb 2012 (Carbon Monoxide 'The Silent Killer' Feasibility Study 09/10) saw a **72% increase** in recognised carbon monoxide (CO) injured patients in relation to a like study completed in London in 08/09. The increase in recognised patients is being attributed to a higher **understanding of the symptoms** by the ambulance road and control room staff and not an increase of actual incidents. The recognition of CO intoxication symptoms is a priority to all first point of contacts in the health service, whether it is A&E departments, ambulance services or GPs.

The Chief Medical Officer reports that there around **4000 cases** of CO poisoning a year with over **200 patients hospitalised**. The symptoms are very similar to those for flu and food poisoning including persistent **headaches, sickness and tiredness**. As temperatures begin to drop and central heating systems and other heat sources are used, we should all be vigilant in our approach to possible CO injured patients. For further details please see: [www.dh.gov.uk/health/2011/11/co-poisoning](http://www.dh.gov.uk/health/2011/11/co-poisoning) or if you would like a copy of the LAS study please contact us at: [LAS.GP-Enquiry@lond-amb.nhs.uk](mailto:LAS.GP-Enquiry@lond-amb.nhs.uk)



## Elderly Fallers

Over **6500** elderly fallers (65 yrs+) are attended by ambulance crews every month.

Of the patients who are not conveyed to hospital, over **1200** are referred to their GPs.

As of today, in Wandsworth, community teams will be assisting with this group of patients at the request of **Wandsworth CCG**.

