

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."

Olympics 2012 - how did we do?

Reflecting back over the 2012 Games, Deputy Director of Operations, Jason Killens, said: "The Olympic Games was the greatest sporting event of all time and we are proud to have played our part in it."

Crews attended **850 patients** at Olympic venues and events, and reached **85%** of the most sick and injured patients in **8 mins**, beating the government target of **75%**.



Olympics Legacy - now that the Games are over, staff and patients will continue to benefit from the training that was delivered prior to the Olympics. Over **400 staff** from LAS and other ambulance services undertook a variety of **training packages** to enable them to meet the needs of people with disabilities. They learnt about caring for wheelchair users and patients with hearing impairments or learning disabilities. The Service also produced a **booklet** to improve the way frontline staff interact with patients who have difficulty in communicating. Read more about our work during the Olympics :

www.londonambulance.nhs.uk/news/news_releases_and_statements/london_ambulance_service_is_pr.aspx



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

www.londonambulance.nhs.uk

Cardiac Arrest Survival Rate



The LAS is pleased to announce a rise in London's cardiac arrest survival rate. **31.7%** of LAS patients who fit the Utstein criteria were resuscitated and discharged from hospital in 2011/12, compared to just 5% ten years ago.

The figure is among the highest comparable figures published in Europe and is primarily due to crews reaching patients quickly and delivering more effective clinical care. It is also due to an increase in **bystander CPR**.

Working in partnership with the British Heart Foundation, the Service enabled over **14,000** Londoners to learn CPR last year and we hope to train even more this year. Full details can be found in our cardiac arrest annual report:

www.londonambulance.nhs.uk/about_us/publications.aspx#Annual-reports

What can GPs do to help improve survival rates?

In 2011/12, of the **741** cardiac arrests that occurred in a public place, **16** of these were in a GP surgery. If your practice does not have a **defibrillator**, we would urge you to acquire one. It is also important for GPs and surgery staff to attend regular **CPR refresher classes**:

www.londonambulance.nhs.uk/about_us/involving_our_community/public_education/resuscitation_training_courses.aspx#pay

End of Life Care

The LAS **End of Life Care project team** are working to improve the response to palliative patients whenever they need to use our service, from transportation to their preferred place of care to responding to complications as their illness progresses and care at the point of death.

To support clinical staff in managing palliative patients, a **bespoke training package** to develop knowledge in this area of care has been developed and will start this month. To ensure that your patients are treated according to their wishes, all existing **OOH plans** shared with us are being reviewed and we are actively engaging with the '**Coordinate My Care**' project to support the format, design and use of quality plans, and to enable access to patient records pan London.

It is essential, however, that patient plans hold sufficient information to guide crews in correctly managing each individual patient at any time of day/night – whilst this may include a **DNAR order** it is essential it also states the patient's preferred place of care, how their condition should be managed and who our crews can contact both in and out of hours.



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GP rideout article

GP Marilyn Plant (PEC chair, NHS Richmond) joined Paramedics on a shift earlier this year and writes about her experience of hospital handovers and challenges for our crews.

www.londonambulance.nhs.uk/gp

Elderly Fallers

Our website now features a 'falls algorithm' showing the decision making process used by crews when treating elderly fallers.

www.londonambulance.nhs.uk/gp

