



Welcome to the first edition of GP News!

## Welcome

As part of our commitment to improving communication with General Practitioners the London Ambulance Service (LAS) has launched this newsletter to keep you updated with key issues of relevance to Primary Care.

The newsletter will be published regularly to provide information about:

- Working together
- How the LAS undertakes its day to day business
- Developments and changes undertaken to improve care to our (and your) patients

We would also like to hear from you, particularly related to primary care issues. Please do get in touch, our contact details are available via the website to manage specific enquiries—

## A GP's guide to arranging ambulance transport

To provide clarity as to how to arrange ambulance transport for your patient, we have put together this simple guide:

1. Complete your assessment of the patient and identify the necessity of ambulance Transport and consider whether an ambulance is necessary to get your patient to hospital.
2. Make the referral - contact the appropriate admitting team so your patient does not have to wait in a queue; give a letter to the patient with the name of the accepting doctor & speciality
2. Decide on the level of urgency of transport - this has now been divided into 4 levels:
  - **8 minute 'blue-light' response (for life-threatening situations)**
  - **30 minute 'blue-light' response (for urgent situations)**
  - **60 minute non 'blue-light' response (for less urgent situations)**
  - **Over 60 minute response (for situations where time is less pressing)**
3. Dial (020) 7827 4525/55 and pass all the details: patient information, presenting complaint, specify urgency of response and any special requirements.

Note: for routine bookings (e.g. outpatient appointments or investigations), please refer to the Patient Transport Service (PTS) page on the website for further information.

## Winter Pressures: what you need to know

- The LAS, like all other parts of the NHS, is faced with additional pressure on its resources during the winter period; this pressure can be further exacerbated during times of exceptional weather and illness outbreaks such as seen in 2009 with Swine-Flu.
- We have a plan to manage pressure surges during winter and will continue to work with primary care and acute trust colleagues to safely manage patient demand during this difficult time.
- We would ask if at this time, additional consideration may be given to decisions regarding the need for conveyance by ambulance - if an ambulance is required, please follow the guide above when booking one.



For further information on all points covered within this news letter visit the GP pages on the London Ambulance Service website

[Click Here](#)

## LAS Contact details

**Address:**  
220 Waterloo Rd, London, SE1 8SD



**Tel:**  
020 7783 2000



General enquiries can be sent to the Patient Experiences Dept. on:  
**PED@lond-amb.nhs.uk**

## Did you know? :

- The LAS answers over 1.25 million calls each year.
- Between 0700-1900 Mon-Fri there are on average 220 ambulances on duty.
- Approx 42.5% of the 3200 front-line staff are registered Paramedics.

