



"The LAS believes it is important to keep in touch with GPs. We hope you enjoy our third newsletter and we welcome your thoughts on the subjects featured."

Frequent callers



A frequent caller is a patient who places at least 10 emergency calls in a month. Sending an ambulance to these patients can make it harder for us to reach others with more serious or life-threatening conditions.

Example: A patient called 999 over 700 times during a 2 year period. She had also called the GP co-op 120+ times, been seen 18 times in the co-op base, and had 6 home visits in 4 months. The patient was obese, suffered with anxiety and behavioural problems as well as a range of clinical problems. Responding to the patient cost the LAS and

partner organisations a considerable amount of money.

To deal with such cases a **frequent callers unit** was set up in 2007 to help support local area management teams to better manage frequent callers using a multi-disciplinary, cross agency approach. This year the LAS is reviewing frequent caller addresses, e.g. nursing homes, and we will work closely with GPs to resolve certain cases. Further details can be found on our website: www.londonambulance.nhs.uk/health_professionals/caring_for_frequent_callers.aspx

Increased demand for ambulances from GPs

Over the past month the LAS has seen a 20% increase in Category A (immediately life threatening) 999 calls in comparison to May 2011. Of note there has been a significant increase in **requests from GPs for ambulance transfers** - in particular a rise of over 30% requesting a Category A response (immediately life threatening 8 minute response) where no GP is on scene.



GPs are requested to consider carefully whether an ambulance is the **ONLY** method of transportation for their patient.

If an ambulance is required please decide on the **level of urgency for transportation** - 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)**

Queen's Diamond Jubilee Weekend



1.5million additional visitors are expected in London over the coming days to celebrate the Queen's Diamond Jubilee. This will inevitably result in an **increase of 999 calls** to the ambulance service as patients are unaware of how to contact alternative services.

The London Ambulance Service will be establishing **additional clinical support** and advice in the emergency control room to clinically assess and redirect patients across the health service as appropriate. This may result in some suitable patients being **referred to GP out of hours/Urgent Care Centres or Minor Injury Units.**



For further information on all points covered in this newsletter please visit www.londonambulance.nhs.uk

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Please send general enquiries to the Patient Experiences Department: PED@lond-amb.nhs.uk

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The number of **trauma patients** who survived because they were taken by ambulance directly to a **major trauma centre** (2011/12)

Goodbye to Chief Exec



After 12 years with the LAS, our Chief Executive, Peter Bradley, is leaving the Trust to take up a new role as Chief Executive of St John for New Zealand. Full details can be found on our website.