



NHS

London Ambulance Service
NHS Trust

**6 mins
28 secs**

average response time to
most serious 999 calls

**Annual Review
2018/19**

Outstanding

national rating for the care
we give to our patients

Groundbreaking

our two 111/Integrated Urgent Care services

Building a world-class ambulance service for a world-class city

Caring for our pa

Our ambulance crews treat **3,000 patients a day** across the capital – and like the city's population, demand for our services is growing.

Experiences of our emergency and urgent care services are consistently positive with patients having a high level of confidence in the clinicians who treat them.

According to a poll by the London Assembly, nine out of 10 Londoners have trust in London Ambulance Service.

Patient care last winter

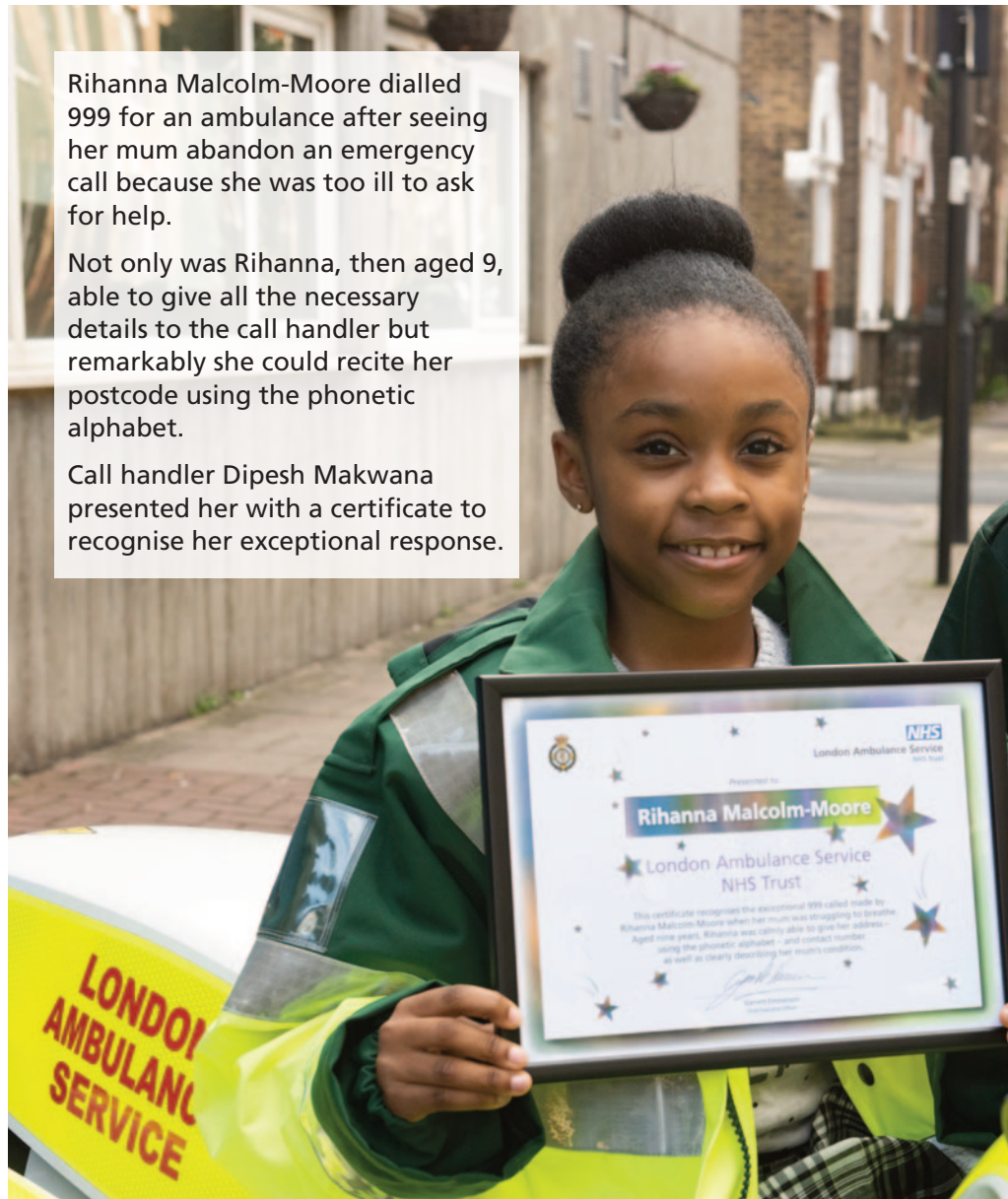
Our ambulance crews treated more than **100,000 patients** in both December and January – our busiest months since our records began.

Despite the added pressure of winter demand, our response times have consistently been among the fastest in the country. Thanks to detailed planning and preparation we were able to reach Category 1 patients – the most critical – **in less than seven minutes**.

Rihanna Malcolm-Moore dialled 999 for an ambulance after seeing her mum abandon an emergency call because she was too ill to ask for help.

Not only was Rihanna, then aged 9, able to give all the necessary details to the call handler but remarkably she could recite her postcode using the phonetic alphabet.

Call handler Dipesh Makwana presented her with a certificate to recognise her exceptional response.



Engaging with the public and our patients

The people who we care for – and their families – are at the heart of everything we do. We work with stakeholders and patient groups – notably the Patients' Forum – to improve safety and outcomes.

We hold a wide range of public events which aim to make London a better and safer place.



Amanda Cassidy features in a hard-hitting film which aims to educate young people about the grim reality of carrying a knife.

Amanda, who works in our 999 control room dispatching ambulances, tells the harrowing story of her eldest son's murder.

Patients



111 & Integrated Urgent Care



Launched groundbreaking
24-hour
111 services
in north east and
south east London



Call handlers
answered nearly
800,000
calls in
2018/19

Patients can get
prescriptions, referrals
and appointments



Paramedics, GPs,
pharmacists and
nurses are
available



Improving outcomes
and patient satisfaction

Responding to urgent calls

Not all the calls we receive are for life-threatening conditions or emergencies. Urgent care patients now make up a critical mass of our workload. These patients may not be in a life-threatening situation but will often be in a great deal of distress or pain.

Our advanced paramedic urgent care response pioneer service allows patients to be assessed,

diagnosed, treated and referred in their own home or their community. We are expanding this service and its success has led to the development of further bespoke services in maternity, elderly falls, mental health and end of life care.



Cardiac patients

London Ambulance Service has some of the best outcomes for cardiac arrest patients in the country, with a survival rate close to 10 per cent.

Patients have the best chance of surviving if they are defibrillated before an ambulance crew arrives.

London Ambulance Service has worked hard to increase the number of public access defibrillators across the capital.

This year we have:



- Worked with Parkrun to ensure all their London sites have defibrillators
- Developed a scheme called Teach the Beat to recruit and train volunteer trainers to deliver life-saving skills

- Trained London black cab drivers in basic life support skills and fitted their vehicles with defibrillators

Lambros Savvides, 54, was trained to perform cardio-pulmonary resuscitation (CPR) and how to use a defibrillator by London Ambulance Service.

"I have had to take a couple of people to A&E and I felt helpless," he said. "It makes sense for us to be able to save lives. We are always in the thick of it – you never know when someone might need our help."

The circle of life

On scene

When you dial 999 for a patient in a life-threatening condition, we will immediately dispatch an ambulance crew or a solo responder to the scene. The first clinician to arrive will triage the patient. If the patient is in cardiac arrest, the first responder will begin basic life support, which includes giving chest compressions and where possible use a defibrillator until more crews arrive. We aim to have at least four people at a Category 1 incident and each person will have their own responsibility including team leader; alternating chest compressions and using the defibrillator; managing the airway; and giving drugs. In many cases we will send an advanced paramedic who will have advanced clinical skills. Where appropriate will send an incident response officer to manage the scene, which will often be a public place.



Pete Kingsley
Advanced Paramedic
(Critical care)

First responder

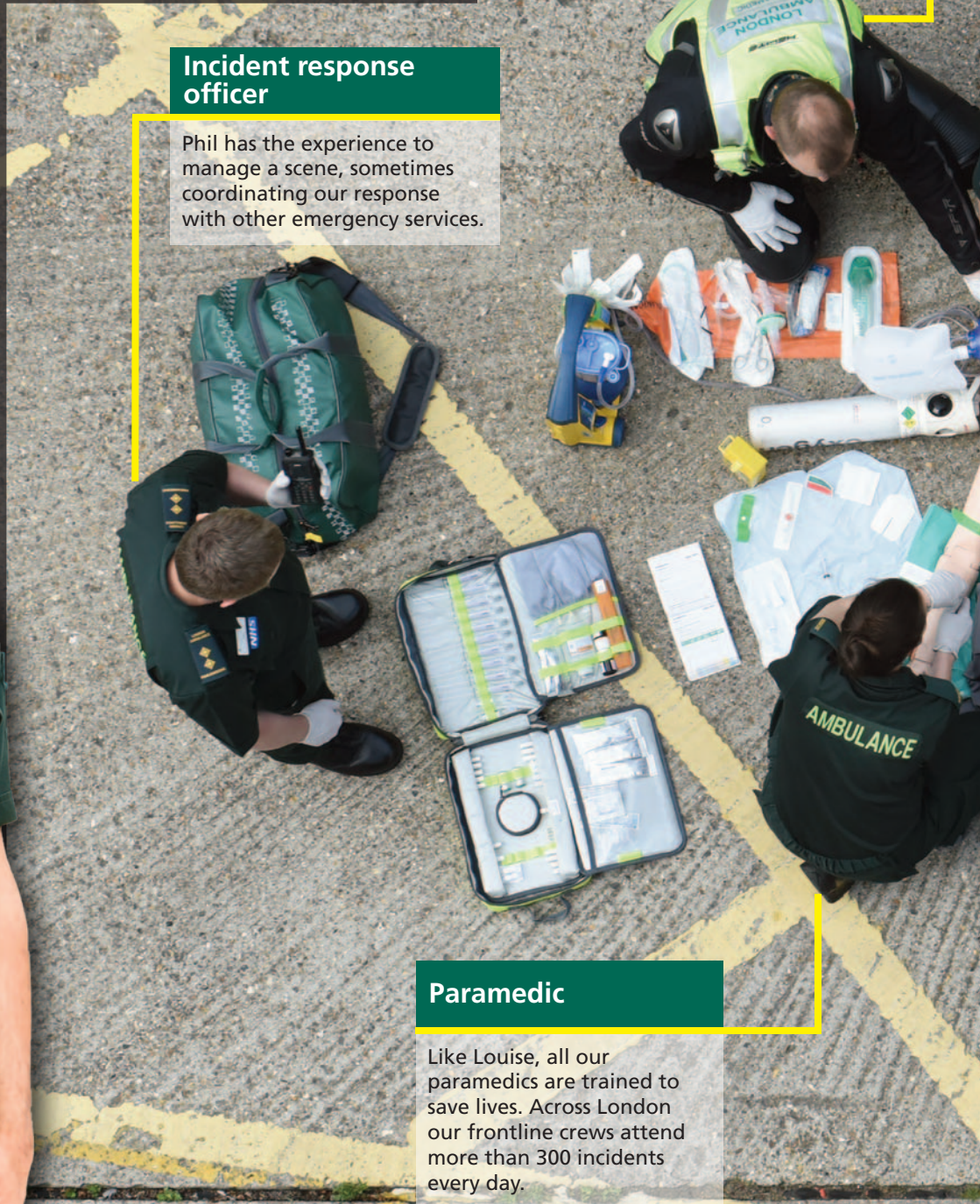
Motorcycle paramedics like Michael are often first on the scene and will triage the patient.

Incident response officer

Phil has the experience to manage a scene, sometimes coordinating our response with other emergency services.

Paramedic

Like Louise, all our paramedics are trained to save lives. Across London our frontline crews attend more than 300 incidents every day.



An aerial photograph showing an ambulance crew at a scene. A patient is lying on the ground, and two crew members are attending to them. One crew member is holding a clipboard. Medical equipment, including a stretcher and a generator, is visible. A yellow box highlights the crew and patient area.

Ambulance crew

Our emergency ambulance crews support and work alongside paramedics and technicians.

An aerial photograph showing an advanced paramedic on a motorcycle. The motorcycle is yellow and black with 'AMBULANCE' and 'MC97 0998' written on it. A white helmet with 'PARAMEDIC' written on it is visible. A yellow box highlights the paramedic and motorcycle area.

Advanced Paramedic (Critical care)

Pete specialises in critical care. His enhanced clinical capabilities mean he is usually sent to life-threatening emergencies.



Emergency ambulance

Our ambulances are ready to respond to critically ill and injured patients and are equipped with a range of life-saving equipment.

Mechanic

We need mechanics like Craig to keep our fleet of vehicles on the road.

Human resources

Roselyn is part of a busy team which has recruited more than 850 people across our core frontline roles in 2018/19.

The team

Behind the scenes

Our crews and call handlers are supported by teams who work behind the scenes at one of the world's busiest ambulance services. We are all part of an organisation – a team – that is here to save lives. We are a team who can be proud that the planning we do, the decisions we make and the actions we take, contribute to making London a better place for us all.



The circle of life

On scene and behind the scenes

Every single person at London Ambulance Service helps to keep the capital a safer place. We have more than 6,000 people working for us who all play their part in caring for patients 24 hours a day, 365 days a year. Our call handlers in our 999 and 111 call centres are the crucial first step in saving a life.

Sector clinical lead

In this scene, Patrick is using an iPad to access patient records and stay connected to colleagues.

Emergency responder

Andrew is one of our highly trained volunteers who respond to 999 calls.

Public education

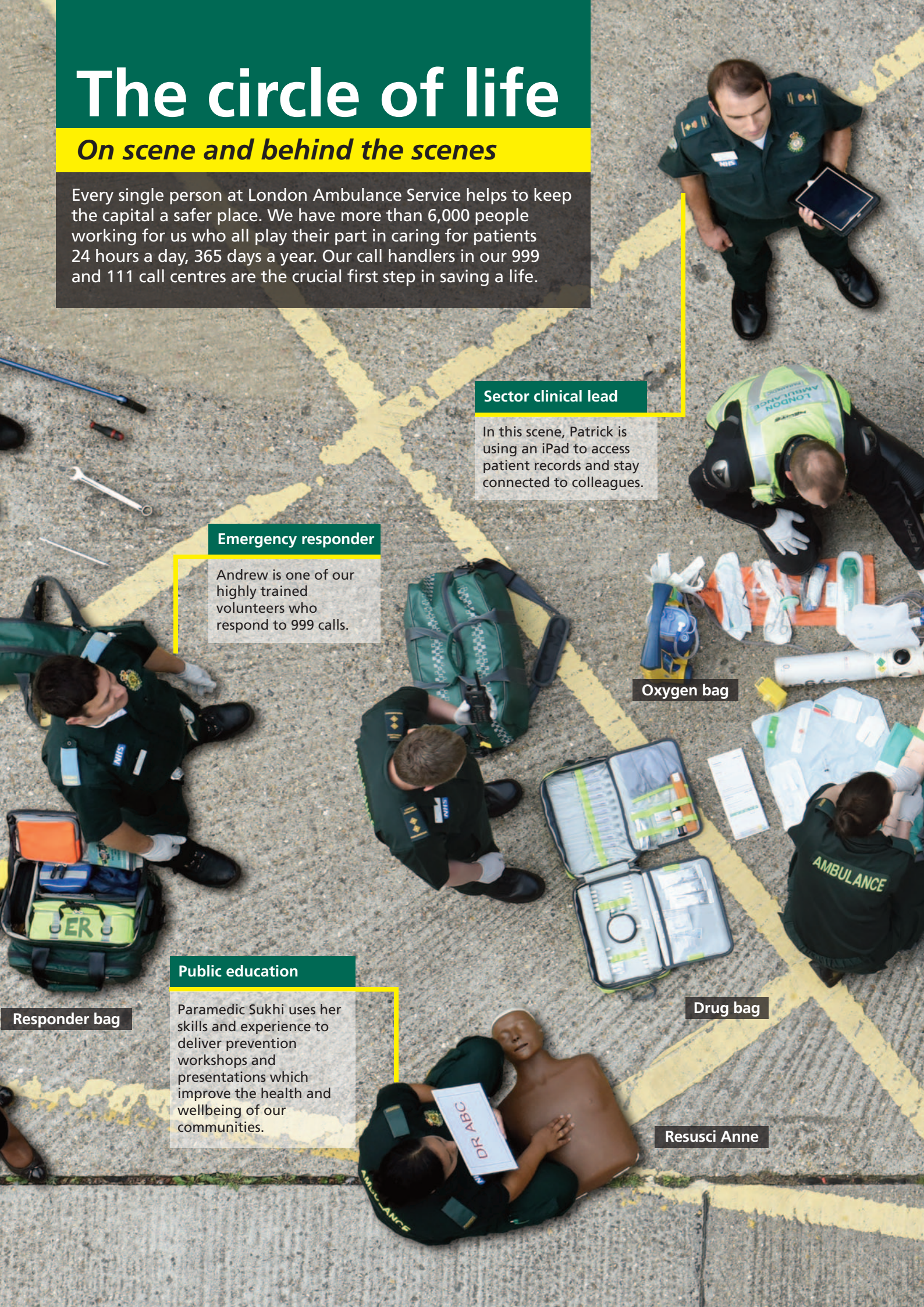
Paramedic Sukhi uses her skills and experience to deliver prevention workshops and presentations which improve the health and wellbeing of our communities.

Oxygen bag

Drug bag

Resusci Anne

Responder bag





IM&T specialist

Delroy is part of our IM&T department which is using digital technology and innovation to improve the quality of care we provide.

Clinical tutor

Joane is one of our clinical tutors who helps to ensure we have a highly skilled workforce caring for our patients.

Paramedic bag

12-lead defibrillator

Automated External Defibrillator (AED)

Advanced Paramedic (Urgent care)

Specially trained advanced paramedics like Ajay can treat – and often discharge – patients in their own home, avoiding an unnecessary trip to hospital.



Patient experiences

By listening to patients and the public – as Jacqui does – we can improve safety and outcomes.

Dispatcher

Mark is one of a team handling as many as 6,000 calls a day and deciding which ones to prioritise.

Motorcycle response unit

Motorcycle responders work in busy, built-up areas where it can be difficult for an ambulance or a car to get through.

Caring for our

London Ambulance Service has more than 6,000 people helping to keep Londoners safe. The care, compassion and clinical skills of our staff mean we are able to do extraordinary things every day. Colleagues support each other as a family; medical and technological innovations are being pioneered; pride and loyalty shine.

We aim to be the employer of choice in the capital: we offer a diversity of roles and we are committed to training and education to ensure people can enjoy a meaningful career with us.



Michaela Shaw trained to become a paramedic while working as emergency ambulance crew

Diversity and inclusion

We are working towards ensuring our workforce reflects the diversity of the population it serves in London.

We end 2018/19 achieving the target we set for ourselves of having 15 per cent of our workforce from Black and Minority Ethnic backgrounds.



A meaningful career

We have focused on defining and evolving career pathways for our people so they know they can progress and develop at London Ambulance Service. Michaela Shaw trained to become a paramedic

while working as emergency ambulance crew. She said: "London Ambulance Service supported me all the way and I was stood down to attend university on the days lectures clashed with my shifts."

Recruitment

In 2018/19 we recruited more than 850 people across our core front-line roles. We work closely with our partner universities offering paramedic science degrees and have recruited more than 180 paramedic students this year.



Molly Tarawally, a student who survived a devastating car crash on the North Circular, was inspired to train as a paramedic by the London Ambulance Service crews who saved her life.

Molly is now studying for a Paramedic Science degree at Anglia Ruskin University – and has done on the job training with our crews.

Molly, who is still recovering from her accident, said: "Training to be a paramedic is hard work but it is so rewarding."

ur people

Volunteers

We are grateful to all our volunteer responders who have committed more than 23,000 hours of their own time to save lives.

Amin Akbar's life was saved by volunteer Emergency Responders in June despite his heart stopping nine times.

The 40-year-old was at work when he began feeling chest pains and called for an ambulance.

Peter Biddle and Garry Patrick



Amin said: "I was waiting for two angels and they came. It is because of Garry and Peter that I am here today."

were first on the scene and used their defibrillator to deliver a shock to his heart.

Freedom to Speak Up

London Ambulance Service was found to be the most improved NHS trust in England for fostering a positive speaking up culture. NHS England now wants us to share our experiences with other organisations so they can make similar improvements.

Katy Crichton, Freedom to Speak Up Guardian, said: "Listening to staff

and learning from them is hugely important. It helps us to keep making the Service a better place to work and to provide safer care for our patients."



Katy Crichton, Freedom to Speak Up Guardian



Paul Woodrow was awarded an OBE in the Queen's New Year's Honours List for his services to NHS leadership

Pauline Cranmer received the Queen's Ambulance Medal for distinguished service

International recruitment

We made another successful trip to Australia and made 202 offers of employment to paramedic graduates, which is helping to address the shortage of skills in the UK. The standard of training in Australia is high and the similarities between our ambulance services makes it a smooth transition for recruits.



By numbers



1.94 million

999 calls



1.14 million

incidents attended



6,000
staff



772,262

111 calls



6 mins 28 secs

average response
time to most
serious 999 calls

**Vehicles added
to our fleet
this year**

29



new
motorcycles

88



new double crewed
ambulances, 112
being built

20



new fully-electric cars for
local group managers

7



new advanced
paramedic vehicles

60



new fast response cars

