

April 2018

The London Ambulance Service believes it is important to keep in touch with GPs. We hope you enjoy our latest newsletter and we welcome your feedback.

Ambulance Response Programme - Health Care Professional (HCP) Admissions



Following the introduction of the Ambulance Response Programme we've been reviewing use of the Health Care Professionals phone line. Here are a few key reminders:

- Calls should come from a clinician, the only exception is where they are actively treating the patient. The call will not be triaged in the

same way as a 999 call so a receptionist or other non-clinician will not be able to provide the information required to reach the safest outcome for the patient

- If there is an immediate threat to life dial 999 not the HCP line
- For immediately life threatening incidents you may be sent multiple resources, this can include community volunteers and police officers – this means that these resources are not available for others who may need them so please only ask for an immediate or blue light response if your patient is immediately life threatened.
- You will still be asked the pre-triage questions, as this ensures that critically ill patients receive the fastest response
- You will be asked to confirm demographics more than once, this is to ensure we can send the resource to the right place and can call you back if we get cut off. It does not delay the dispatch of the resource
- The benefit of using the HCP line is that we can identify the call as coming from a health care professional so we know that a clinical judgement has been made, it also allows a clinician to clinician conversation as there is minimal triage of the call from the 999 side
- If patients are able to wait for non-emergency transport we can offer a 2 hour or 4 hour timeframe, appropriate timescales can be discussed with a London Ambulance Service clinician
- If there are any specific patient requirements e.g. a bariatric resource, please ensure you inform us when calling
- Where possible, please let us know the person or team who has accepted the patient at the destination.

Please contact us for the HCP line phone number if you don't already have it.

Advanced Paramedic Practitioners - Urgent Care

London Ambulance Service has developed a role within the service for urgent care advanced paramedic practitioners (APPs (UC)). They have additional training and skills aimed at treating more people at home and reducing hospital admissions. They have worked closely with local GPs and community teams, building relationships to improve patient care as well as providing clinical leadership and support to colleagues within LAS.

Following the success of the initial pilot in Croydon we now have 15 urgent care APPs working out of three sites in London. They attend all categories of calls and

we have an APP in our emergency operations centre that provides a hear-and-treat telephone triage to patients as well as identifying suitable incidents for their colleagues in cars to attend. Data from Feb 2017 to March 2018 shows that 63% of patients treated by APP (UC) were not taken to hospital. Re-contact audit showed that an average of only 3% of patients who were discharged by the APP (UC) contacted 999 again within 24 hours of discharge, this was below the national average for ambulance service re-contact (5.2%) and no serious incidents were recorded.

This project has been shortlisted for a HSJ award and has also been accepted for a poster presentation at the BMJ international forum on quality and safety in healthcare.

As part of our clinical strategy we will be expanding the APP (UC) cohort across London over the next few years.

People taken ill on trains



MAYOR OF LONDON

NHS
London Ambulance Service
NHS Trust

**TRANSPORT
FOR LONDON**
EVERY JOURNEY MATTERS

We've been working with Transport for London on a campaign to encourage people to help others off the train if they feel unwell. The campaign ran across the London Underground network throughout December and January and featured some of our paramedics. The campaign also included a video and staff messaging with advice to move passengers from a train to the platform or cross passage, where there is more space, fresher air and more privacy. It also makes access easier for our crews.

North East London Integrated Urgent Care Service



We have been awarded the contract to deliver an Integrated Urgent Care service for North East London. This service builds on the 111 service we currently deliver in South East London.

Our Integrated Urgent Care Clinical Assessment Service will consist of a multidisciplinary team including GPs, advanced practitioners (nurse & paramedic), clinical advisors (nurse and paramedic), advanced and specialist pharmacists and specialist clinicians (e.g. mental health nurses) and will provide 24/7 access to enhanced clinical assessment and advice for patients and carers as well as other Healthcare professionals in the community.

We will work within an alliance to deliver an integrated service, working with LAS 999, urgent and emergency care centres, GP practices, GP hubs, mental health services and pharmacies across London. We are in the process of recruiting salaried and sessional GPs as well as other clinicians to this service.

More information can be found at <https://www.londonambulance.nhs.uk/working-for-us/current-vacancies/>

In each edition we'll be bringing you some facts and figures about the service.

In March 2018 we:

- attended over 95,000 incidents
 - received over 170,000 999 calls
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