



**NHS**

**London Ambulance Service**  
NHS Trust

## GP Newsletter – North East

### What's happening in your area?

#### **. Keeping 'TRAC' of Conveyance Outcomes Across North East London**



NEL has some of the busiest hospitals in London and as a result have some of the highest ambulance handover delays.

In order to support potential conveyance reduction, the Stakeholder Engagement Manager (SEM) in NEL has been working with the NEL EDs to try and identify avoidable conveyances by LAS and also third parties who may have arranged for conveyance by LAS - such as GPs, care and nursing homes and district nurses etc

The SEM was successful in securing funds from NEL partners to fund additional ED clinicians to take part in the reviews as this had been presented as a barrier to implementing the conveyance reviews.

The conveyance review project named 'TRAC' - Team Reviewing Ambulance Conveyance - has been undertaken at Queens, King Georges, Newham, Whipps Cross and there are plans to work with the Homerton and Royal London.

The TRAC staff have consisted of LAS Clinical Team Managers (CTMs), GPs, ED doctors, Senior Nurses, MIDOS staff and Alternative Care Pathway (ACP) providers. This has allowed a review of conveyances from a range of different skill sets and reviewed what LAS and the ED did in terms of diagnostics, diagnosis, treatment and patient outcome, alongside whether this could have been undertaken in the community through LAS ACPs, GP and 111 referrals etc.

Going forward, we want to find a method for EDs to flag avoidable conveyances through an easy and automated process. Allowing this feedback to reach those arranging conveyance in order that clinical reflection and future learning can support patient care.

A full review of the data will be undertaken in due course once all reviews are complete to establish the wider learning for partners across the different agencies, to help promote ACPs, reduce avoidable conveyance and improve patient care.

## **Clinical News**

### **Macmillan End of Life Care Team**



Since August 2018 Macmillan have been funding a two year programme to improve the palliative and end of life care service provided by the London Ambulance Service. The team consists of a Nurse consultant, Paramedic leads and an evaluation lead. The aim of the programme is to:

- Enhance staff knowledge, confidence and wellbeing
- Enhance patient and family/carer experience
- Reduce inappropriate resuscitation attempts
- Reduce inappropriate hospital conveyance
- Enhance the quality of care provision

From July the team will be implementing an End of Life Care Coordinator network at each ambulance station group that will focus on improving the care provision at a local level. Please get in touch if you would like to link with your local coordinator.

**Contact:** [EOLC@Londonambulance.nhs.uk](mailto:EOLC@Londonambulance.nhs.uk)

## **Coordinate My Care (CMC)**



CMC is now the only way the London Ambulance Service can access a patient's care plan. CMC is flagged on our system using the patients address. If a 999 call is made the ambulance clinicians attending are notified that the plan is available to view. CMC is suitable for any patient you feel would benefit from their care plan being communicated to London Ambulance Service and 111 clinicians.

CMC is accessible to operational staff via an App on trust issued iPads. Ambulance crews are able to view a patient's care plan on scene, which can provide valuable information to guide clinical decision making. CMC is vital for ambulance clinicians as it provides key information about a patient that they will often have no pre-existing knowledge about. Ambulance clinicians can view your records of treatment escalation plans, patient's wishes and important decisions that have been made, such as DNACPR status, using CMC. This information can prevent inappropriate emergency department admissions and enables patients to be supported according to their needs and wishes.

Since 1<sup>st</sup> April 2019 the London Ambulance Service have moved to holding all key clinical information about patients on CMC records. Patient Specific Protocols (PSP) are no longer accepted by the LAS. We are currently checking all existing

PSPs, and that process will be completed by 1<sup>st</sup> July 2019. GP's will be informed if we discover a patient who requires a PSP to be migrated to a CMC plan.

For additional CMC training click [here](#).

## London Ambulance Service News

### Behind the Sirens podcast



They're on the roads 24 hours a day, 365 days a year, responding to over 9 million Londoners, but what really goes on behind the sirens?

From major incidents to prank callers, the London Ambulance Service's new podcast gives listeners a peak into the day to day lives of staff in one of the world's busiest ambulance services.

Behind the Sirens is the perfect buddy for your commute. Join our host, Andrew, as he delves into what happens behind the sirens at London Ambulance Service. He meets with our mental health team, chats with some of our paramedics and delves into what life is like in our 999 control room.

You can subscribe on [Apple Podcasts](#), [Spotify](#) and [Google Podcasts](#).

## **Consultant Midwife receives national midwifery honour**



Amanda Mansfield, the Service's Consultant Midwife has received a national award from the Royal College of Midwives (RCM) for her contribution to midwifery.

Amanda received the honour at a ceremony at the Royal college of Midwives Education Conference in Bath and is the first midwife working in pre-hospital care to receive the fellowship.

Commenting on receiving the award, Amanda said: "I feel so honoured to be the first pre-hospital midwife to be recognised with a RCM fellowship."

"For many women, pregnancy and birth are normal life events, however occasionally emergencies do occur and they need to be managed quickly to ensure the safety of both mother and baby. It has been a great privilege to work on developing this emergency care and also help improve the support and training for emergency service staff in this area."

Amanda leads a team of midwives at the Service who have developed and delivered pioneering educational resources for emergency services staff - from those working in the control room to patient facing clinicians. This improved training is helping to make sure mums and babies receive the best care for their needs.

Amanda also led on the development and implementation of a Pan London pre-hospital Maternity Assessment and Screening tool, enabling clinicians to recognise when women who become unwell during pregnancy require emergency assistance.

Amanda has been a midwife for over 30 years. Before her current role she worked as a strategic midwifery and maternity leader at the Royal Free Hospital in London and at Stoke Mandeville, Wycombe and Wexham Park Hospitals.

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