



## GP Newsletter - North West

### What's happening in your area?



In North West London (NWL) Sustainable Transformation Partnership (STP) we are focusing upon the [10 Lessons for NHS Leaders](#) - in particular upon relationships and culture by enabling and supporting frontline staff to engage in quality improvement working as a system. In helping to achieve this we have:

- Been successful in the implementation and enabling of a shadowing scheme for LAS staff with Rapid Response Teams in NWL STP, with over 100 staff participating in the schemes since the start of 2019 and continuing throughout the year.

- Held local improvement events throughout the sector with the first conference event held at Brent. This involved the Brent Community of Practice, which consists of LAS staff of all grades, collaborating with two Rapid Response Teams, STARRS and Harrow Rapid Response, Mental Health SPA, Frailty Teams and End of Life Care specialists. This enabled us to break down organisational silos and improve staff knowledge and confidence by enabling conversations with LAS staff and our external stakeholders.
- Collaboration continues to improve in NWL with improved links between local management teams and their providers such as Emergency Departments and Appropriate Care Pathways (ACP) by ensuring regular meetings occur at a local level and channels of communication are open and well defined.

The Falls Pioneer Service in North West London commended on the 11th March and consisted of a non-emergency Transport Service (NETS) ambulance and an ambulance car, staffed by a NETS member and a Paramedic, targeted towards elderly falls to improve prevention of admission into hospital and improved patient outcomes. A trial was also completed in Hillingdon for LAS staff to directly refer non-injured fallers who would benefit from a multidisciplinary team assessment 24 to 48 hours from referral as part of a holistic and systems approach towards 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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