

# London Ambulance Service: Overview

## Overview

- In 2010/11 the LAS took 1.5 million calls, an increase in demand by 5%.
- Calls are received from London residents, commuters and visitors, and once the patient needs have been assessed, an appropriate response to the need identified is dispatched.
- LAS care delivery are supported by clinical and performance targets.

## Clinical Responses

- The LAS responds to patients in a number of different ways:
  - ✓ **Hear and treat:** At the point of call-taking, approx. 100,000 callers are identified as having a presentation that could be managed initially via telephone consultation by either a LAS or NHS Direct Clinician. Having completed the consultation, the majority of these calls are closed, with a small number being identified as needing an on-scene face-to-face clinician assessment.
  - ✓ **See and treat:** Approximately 31% of incidents that receive an on-scene assessment by a member of LAS staff receive treatment that enables the case to be completed at that point without conveyance to an Emergency Department. An increasing volume of these calls also now also result in an onward referral to local primary and community care services.
  - ✓ **See, treat and convey:** Patients are conveyed both to local Emergency Departments as well as specialist centres across London – this decision depends on the patient's presenting condition. As a pan-London stakeholder within local and hospital reconfigurations, we have been key in delivering large-scale change, improving health outcomes for major trauma, stroke and cardiac patients.

## Ensuring High Quality Care

- The LAS has a number of internal strategies to ensure and maintain high quality care for our patients. This is done through a number of strategies:
  - ✓ Training of our staff
  - ✓ The development of clinical-decision making tools
  - ✓ Advanced clinical support for paramedics on the road and in our call centre

- ✓ Call back rates
- ✓ Complaints/incident reporting
- ✓ Collecting patient and stakeholder feedback
- ✓ The development of a quality dashboard

## **Performance**

- The LAS Commissioners hold the service to account for a range of Key clinical performance indicators (KPIs) including the A8 target – attending 75% of category A (the most clinically serious calls) within 8mins
- Introduced in 11/12 – The Department of Health report monthly on National Ambulance Quality Indicators which measure 11 clinical quality for all Ambulance Trusts in England

## **Our challenges**

- Increasing category A demand.
- Planned events:
  - ✓ The LAS attend over 100 planned events each year (e.g. football matches, Notting Hill Carnival)
  - ✓ In 2012/13 provision of ambulance care during the Olympics is a top priority.
- Unplanned events:
- Responding to events such as the London riots
- Alcohol consumption in the capital

## **Meeting our challenges**

- Access to our calls is through a call taking and triage system where we are able to deem the most appropriate operational response for each incident.
- Health professionals information provision and case management – the ability to share information to provide a more integrated service
- Patient transport and clinical transfers
- Event Management
- Emergency planning
- Alcohol recovery centre and ‘booze bus’

## **Priorities for 2012**

- Delivery of improved clinical outcomes for patients against the new national ambulance outcome framework
- Delivery of Olympic Bid commitments for the LAS, including business-as-usual service delivery for all NHS patients
- Significant QIPP schemes across London focusing on improving urgent care to deliver savings and improving quality for patients
- Implementation of the 111 programme across London
- LAS achieving Foundation Trust status with associated flexibilities, whilst delivering the Cost Improvement Plan
- Ensuring a safe transition to the new NHS commissioning structures