

**London Ambulance Service NHS Trust (LAS).**

**Update Report - November 2019: From Patrick Brooks, Stakeholder Engagement Manager (SEM) for LAS NEL.**

**City of London Performance Metrics for London Ambulance Service NHS Trust.  
April – October 2019.**

LAS have achieved all Category 1 to 4 Response Times for the National Targets which is a great achievement, with LAS remaining one of the top performing ambulance trusts in England.

	<b>Cat1</b>	<b>Cat2</b>	<b>Cat3</b>	<b>Cat4</b>
<b>Mean</b>	00:06:18	00:16:06	00:40:25	01:40:24
<b>National Target</b>	7 mins or less	18 mins or less	60 mins or less	No specific target set

There were **4,073** incidents in total for this time period for LAS.

**Top 10 Chief Complaints April – October 2019.**

<b>Chief Complaint</b>	<b>Total Incidents</b>
Unconscious / Fainting (Near)	668
Falls	419
NHS 111 Transfer	397
_unknown	350
Chest Pain / Chest Discomfort (Non-Traumatic	335
Breathing Problems	269
Convulsions / Fitting	243
Health Care Professional Admission	193
Traumatic Injuries (Specific)	117
Sick Person (Specific Diagnosis)	107

Of the above incidents unconscious and fainting when linked to alcohol is shown in the table below, showing a similar trend for both City of London and NHS City and Hackney CCG.

	Alcohol flagged	Alcohol not flagged
NHS City & Hackney CCG	28%	72%
City of London	32%	68%

### **Working with Stakeholders in NEL.**

LAS is the only pan London NHS Trust and covers all 32 London CCGs and the City of London, the Service is divided into 5 Operational Sectors; NEL, NWL, NCL, SWL and SEL.

In NEL LAS works closely with its NHS and social care colleagues and wider stakeholders such as the STP ,CCGs, Local authorities, other emergency services, GPs, patients, charitable and voluntary partners.

### **Perfect Day Event.**

On the 30<sup>th</sup> September the NEL STP and LAS ran a Perfect Day, this day maximised the support for patients and staff by providing alternative options to conveying patients to emergency departments. The event was extremely successful seeing a 9% reduction in the normal conveyance rates and the learning from the day is being used to see how the system across NEL can try and sustain such an improvement, given incidents are rising , conveyance of patients, complexity and age are increasing along with a significant increase in population in NEL.

### **111/999.**

LAS now run the 111 service in NEL and by covering 999 services as well it ensures we are able to support integrated care across NEL ensuring patients are signposted and offered the most appropriate services and response.

### **Appropriate Care Pathways (ACPs) – Alternative to Emergency Department Conveyance.**

NEL has around 20 ACPs which allows ambulance clinicians to find alternative clinical pathways for patients where appropriate rather than taking patients to the emergency department across the 6 hospitals in NEL. One of the ACPs is known as Paradoc where a GP works alongside a Paramedic in an ambulance response car.

Homerton Hospital as the local hospital for the City of London is one of the best performing acute hospitals in London and with one of the best clinical handover times for LAS.

### **Frequent Callers.**

Frequent Callers / Frequent Hospital Attenders are managed through a High Intensity User Group for the City of London and Hackney. All agencies are involved to ensure patients are given the appropriate support and are not using resources inappropriately.

#### **GP's.**

LAS works very closely with GPs to ensure we support their patients, care plans and clinical information is made available to LAS providing the right support for patients where possible and where appropriate.

#### **Public Education and Patient Involvement Department.**

LAS have a Public Education and Patient Involvement department which supports prevention of incidents and education, covering everything from what to do if someone has a heart attack or stroke as well as visits to schools, community centres along with delivering gun and knife crime talks or presentations on alcohol related incidents.

#### **LAS Pioneer Services.**

LAS is working with local partners and patients to bring specialist LAS response services to London, such as mental health, maternity, End of Life Care, Falls services and Urgent Care Advanced Paramedics. Specially trained staff respond in ambulance cars or ambulances to bring appropriate care to patients helping to treat them in the community or through specialist support where required.

#### **Care Plans – Coordinate My Car.**

LAS work with the local area to ensure where appropriate patients have care plans that can help our ambulance crews with their clinical decision making. These are accessible through iPads that all staff carry and also allows them to view a local Directory of Services to avoid hospital where appropriate.