



London Ambulance Service
NHS Trust

LAS Performance Report North East London



**We are the capital's emergency
and urgent care responders**



About us

We are the capital's emergency and urgent care responders. We aim to deliver outstanding emergency and urgent care whenever and wherever needed for everyone in London, 24/7, 365 days a year.

Workforce

Over **10,000** people working, studying and volunteering with us

2,600+ operational support and corporate staff

7,400+ operational staff

21% from an ethnic minority background

32% of new starters recruited in 2022/23 were from an ethnic minority background

A day in the life of London Ambulance Service

We treat **3,000** patients on scene or over the phone

We answer **5,700** calls in 999

We answer **6,000** calls in 111

Our clinicians typically go to:

240 fallers

230 patients with breathing problems

200 patients reporting chest pain

Delivery of **4** babies

28 confirmed cardiac arrests

42 suspected strokes

33 suspected heart attacks

Patient-facing staff

1,300 call handlers in 999 and 111

1,550 Emergency medical technicians, assistant ambulance practitioners and Non-Emergency Transport Service (NETS) crews

3,200 paramedics, including 100 advanced paramedic practitioners

380 nursing and medical staff

Support staff

400 make ready staff, restocking and refuelling ambulances

80 cleaning staff

60 repair workshop staff

Teaching and apprentices

130 staff in clinical education & standards

1,130 students

680 apprentices

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Our three missions 2023-28

Our care

1 Delivering outstanding emergency and urgent care whenever and wherever needed.

- Rapid and seamless care
- Individualised clinical responses
- Outstanding care and leadership of major incidents and events
- A learning and teaching organisation



Our organisation

2 Being an increasingly inclusive, well-led and highly skilled organisation people are proud to work for.

- Inclusive and open culture
- Well-led across the organisation
- Improved infrastructure



Our London

3 Using our unique pan-London position to contribute to improving the health of the capital.

- A system leader and partner
- Proactive on making London healthier
- Green and sustainable for the future



LAS in North East London

- North East London ICB covers Barking & Dagenham, City of London, Hackney, Havering, Newham, Redbridge, Tower Hamlets and Waltham Forest.
- Five ambulance groups: Homerton, Newham, Romford, Whipps Cross and Ilford



We are the only pan-London NHS Trust



Ilford Ambulance Station
North East Sector HQ



853 LAS team members working in North East London



A range of frontline colleagues working across stations in Barking and Dagenham



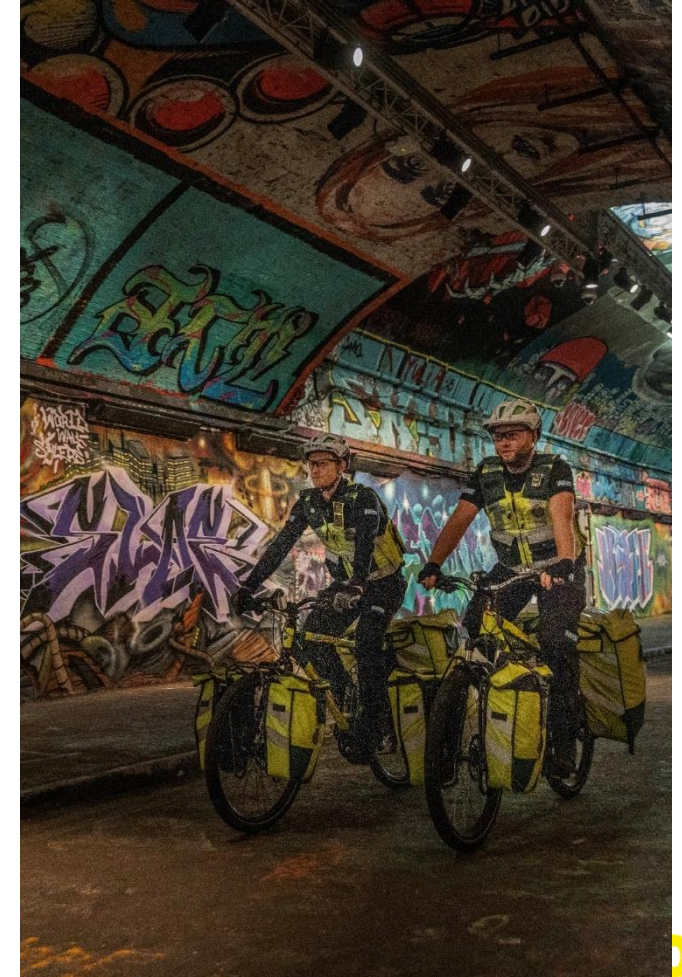
7 minutes 36 seconds
Average response time to our most seriously unwell patients (Cat 1 calls) across the NEL sector in January 2024



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North East London – our estate

- North East London is a home to a number of hugely important LAS sites:
 - We have **10 operational ambulance stations** across the sector.
 - Our **Hazardous Area Response Team** has its East Base in Newham.
 - Building1000 Dockside in Newham is home to both our **Dockside Education Centre** and state-of-art **Emergency Operations Centre**, which handles half of the 999 calls that come into the Service.
 - **NHS 111/ Integrated Urgent Care Barking** handles half of the 111 calls across the capital, providing urgent care and GP out-of-hours services.



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North East London – our patients

- North East London experiences the longest hospital handover delays of all London ICS geographies.
- North East London has the **highest proportion of residents aged under 35** of any sector (52%).
- Just over half (54%) of the population are from **ethnic minority backgrounds**, with the highest share in Newham (69%).
- Nearly a quarter of residents live in one of the most deprived areas in England.
- By 2041, the population is **projected to grow by nearly 364,000** (17%), equivalent to the borough of Newham.



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North East London – hospital handovers

- We continue to work with our NHS partners in North East London to reduce delays and safely release ambulance crews from hospitals and this is making a big difference for our medics and patients, freeing up our clinicians to attend to those who need the most urgent care.



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Ambulance Response Programme

LAS provide an integrated approach to managing Urgent and Emergency care.

Working to ensure all patients get the most appropriate response irrelevant of what number they call.

Providing a Pan London validation service across all 111 contracts and supporting crews on scene to support hospital avoidance.



Category	Types of calls	Response standard	Likely % of workload	Response details
Category 1 (Life-threatening event)	Previous Red 1 calls and some Red 2s, including: <ul style="list-style-type: none"> • Cardiac arrests • Choking? • Unconscious • Continuous fitting • Not alert after a fall or trauma • Allergic reaction with breathing problems 	7 minutes mean response time 15 minutes 90 th centile response time	Approx. 250 incidents a day (8% of total workload)	<ul style="list-style-type: none"> • Response time measured with arrival of first emergency responder • Will be attended by single responders and ambulance crews • The only category that rest breaks will be interrupted to attend
Category 2 (Emergency – potentially serious incident)	Previous Red 2 calls and some previous C1s, including: <ul style="list-style-type: none"> • Stroke patients • Fainting – not alert • Chest pain • RTCs • Major burns • Sepsis 	18 minutes mean response time 40 minutes 90 th centile response time	48%	<ul style="list-style-type: none"> • Response time measured with arrival of transporting vehicle (or first emergency responder if patient does not need to be conveyed) • Some Category 2 calls will be attended by single responder if an ambulance is not available for dispatch within eight minutes of call being received
Category 3 (Urgent problem)	<ul style="list-style-type: none"> • Falls • Fainting – now alert • Diabetic problems • Isolated limb fractures • Abdominal pain 	Maximum of 120 minutes (120 minutes 90 th centile response time)	34%	<ul style="list-style-type: none"> • Response time measured with arrival of transporting vehicle
Category 4 (Less urgent problem)	<ul style="list-style-type: none"> • Diarrhoea • Vomiting • Non-traumatic back pain • HCP admission 	Maximum of 180 minutes (180 minutes 90 th centile response time)	10%	<ul style="list-style-type: none"> • Maybe managed through hear and treat • Response time measured with arrival of transporting vehicle

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Our performance across NEL in January

Category of call	LAS mean response time	NEL mean response time	England average	National target
CATEGORY 1	00:07:25	00:07:36	00:08:26	7 minutes
CATEGORY 2	00:36:50	00:40.06	00:40:06	18 minutes (30 mins outlined in national recovery plan)
CATEGORY 3	01:14:25	01:27.35	2:12:48	2 hours
CATEGORY 4	02:09:32	02:13:11	02:42:39	3 hours

Source: NHS England



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Improving our performance in NEL

- Introduction of **45-minute handover process** has reduced handover times at King George Hospital from 50 minutes in first three months of 2023 to 23 minutes by the end of the year. At Queen's Hospital, 1 hour + handovers have fallen from 491 in February 2023 to 59 in February 2024.
- Our new **Teams Based Working** approach is empowering our frontline staff to choose their preferred way of working, shape their rotas and make sure they have better access to their managers and training days. Surveys show staff are happier, feel more part of a team and have more opportunities.
- NEL instigated the **Future Dispatch Model** at LAS where our clinicians in the control room review Cat 2 calls, often downgrading them to Cat 3, allowing crews to respond quicker to those patients who need an emergency response.
- We have **additional ambulances, response vehicles, control room staff and clinicians** who are able to speak to patients who have called 999.
- We have **Same Day Emergency Care Units** across the BHR footprint which allow patients to be seen and treated and discharged more quickly from these specialist units.
- We also manage demand using some of our specialist resources including our **mental health cars** and our urgent **community response cars**, which mean patients can be treated in their own homes or referred to care in their community rather than having to go to hospital.



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Improving our performance in NEL

- Introduction of **Remote Emergency Access Coordination Hub (REACH)** which gives paramedics direct access to expert advice from emergency clinicians. This means around 70% of patients referred to REACH in the BHR footprint are being cared for in the community rather than being conveyed to hospital.
- We have a **frailty support line** which helps crews convey patients to specialist frailty units for definitive care, and contact specialists while on scene for advice and guidance for the patient and their family.
- We champion the use of **Alternative Care Pathways (ACPs)** within Barking and Dagenham to reduce unnecessary conveyances of patients to emergency departments and ensure our patients are getting the most appropriate care for their needs.
- **Training opportunities** in Barking and Dagenham are being used to discuss a range of topics, such as end-of-life-care and mental health. This has increased our crews' confidence in their decision-making and improved patient care, while increasing non-A&E conveyances.
- 2022/23 saw our biggest ever recruitment drive with **1,600 new starters**, including over 900 frontline ambulance staff and almost 400 call handling staff. As of December 2023, the number of staff hours on the road in emergency vehicles and caring for patients has **increased by 10%** compared to this time last year. We are also supporting our clinicians on scene and maximising the number of solo responders we have available.



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Questions



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