

## **Full list of LAS initiatives – Health Scrutiny Sub-Committee – 20<sup>th</sup> April 2023**

- *PRUH Frailty – ambulance crews to be given direct access to a geriatrician-led department, rather than going via A&E.*
- *‘Clinical Performance Indicator’ prompt sheet – produced by the clinical teams which supports crews in considering alternative modes and methods of management opposed to A&E for certain groups of patients (EG End of life care).*
- *Plan to roll out utilisation of Universal care plan into care home environments to inform ambulance crews of patient’s desires surrounding hospital management or treatment in the home environment.*
- *Working with Community providers and the ICS to explore falls patients. Review of data and analysis of service utilisation hopes to identify short falls and find ways to enhance utilisation.*
- *GP notification pilot: Ambulance crews given capacity to notify Primary care of incidental medical findings such as raised blood pressure or abnormal sugar levels.*
- *Reciprocal observation arrangements enabling community providers to see and engagement with LAS services (such as observation day in control room and on ambulance) and LAS clinicians spending a day with the Community providers (such as UCR). Hope that this will increase awareness of services and improve teamwork and referral volumes between agencies.*
- *Mental Health Cars: Mental health clinicians continuing to respond to targeted mental health calls in the community. This has seen reduced A&E attendance and improved patient experience.*
- *Ambulance led cohorting: Working with hospital to streamline process and ongoing provision of ambulance staff to monitor patients who are awaiting hospital capacity to be entered into the ED.*
- *Ongoing work with the Intelligence Conveyance team to divert patients coming in by ambulance to hospitals based on demand and patient flow. Protects hospital sights that are overwhelmed and struggling to offload ambulance crews.*
- *Category 2 segmentation pilot: Higher category calls being reviewed by a clinician and where appropriate rapidly downgraded to ensure fastest response is received by the sickest patients.*
- *Continual investment and development of our clinical workforce in the control room, enabling more patients to receive ‘hear and treat’ prior to ambulance resources being sent. This is of greater benefit in areas such as Bromley where there is a greatly geographical distance and subsequent longer transport time for patients.*
- *Major incident training in late 2022 whereby Bromley ambulance staff engaged with other blue light services for a live multiagency exercise at London Biggin Hill Airport.*