



London Ambulance Service
NHS Trust

London Borough of Bromley Health Scrutiny Sub-Committee LAS Performance Report

30th January 2024

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.

A day in the life of London Ambulance Service

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



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

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

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

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

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

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

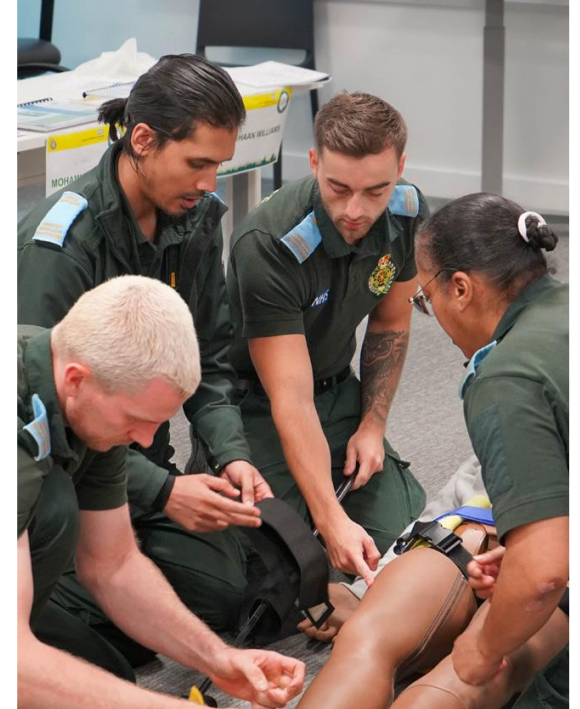
3 Using our unique pan-London position to contribute to improving the health of the capital.

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



Our People

- Across LAS: 2022/23 saw our biggest ever recruitment drive with **1,600 new starters**, including over 750 frontline ambulance staff and almost 400 call handling staff.
- In Bromley: Six new Trainee Assistant Ambulance Practitioners and 12 Newly Qualified Paramedics joined in the last four months with a further five Newly Qualified Paramedics set to join in February.
- In Bromley: We have around 60 students from Greenwich University placed locally, supporting our future workforce. A further five colleagues have completed their in-house paramedic science apprenticeship courses, delivered in partnership between LAS and Cumbria University.
- Across LAS: Our 2023 NHS Staff Survey closed with a response rate of 68.4% and is set to show significant improvements in our culture. The response rate was even higher across Bromley, at 71%.



LAS in the borough of Bromley

- Bromley is part of South East London Integrated Care Board, along with Bexley, Greenwich, Lambeth, Lewisham and Southwark.
- LAS has four 'ambulance groups' in South East: Deptford, Oval, Bromley and Greenwich.
- Bromley has three ambulance stations across the borough: Bromley Forest Hill and St. Paul's Cray.

We are the only pan-London NHS Trust

330,000 people in Bromley
9 million Londoners



Around **883 people** working in South East London



44,483 patients received face-to-face care across the Bromley group in 2023

Of which:
5.5% conveyed to alternative locations or service providers
29.2% referred to community services or discharged on scene with advice.



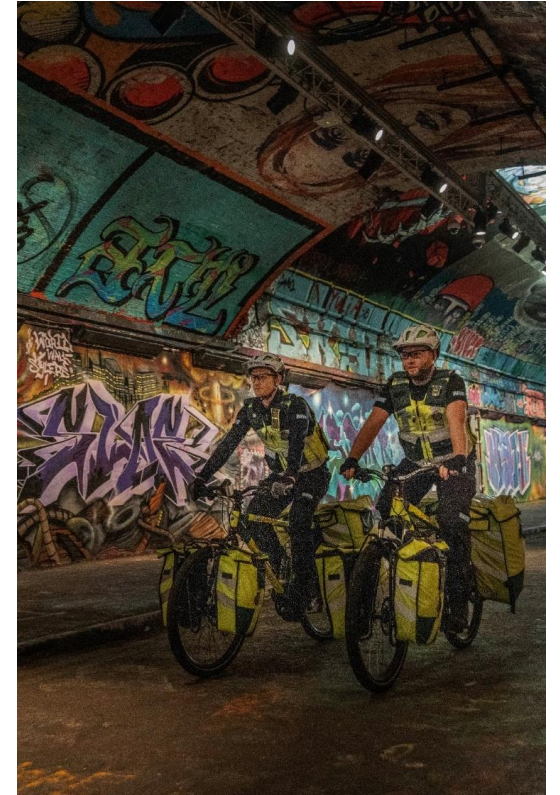
7 mins 34 secs
average response times in 2023 to most serious 999 calls across South East London (Category 1)



247 frontline colleagues working across stations in Bromley

South East London – our patients

- Generally older population, with **12% of residents aged over 65**.
- **Wide difference in diversity levels**, with 24% of people in Bromley and 49% in Southwark from ethnic minority backgrounds.
- **Third-highest rate of detentions under the Mental Health Act** of any area in England.
- **Over 40% of children are overweight** when they leave primary school.



Local highlights from 2023

- 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.
- **Training opportunities** in Bromley are being used to discuss a range of topics, such as end-of-life-care and violence reduction. This has increased our crews' confidence in their decision-making and improved patient care, while increasing non-A&E conveyances, staff survey compliance and statutory and mandatory training compliance.
- We have rolled out **Body Worn Cameras**, which are now accessible to staff across all stations to reduce the number of assaults against staff and to support the prosecution of perpetrators.
- Introduction of **45-minute handover process** has reduced ambulance hours lost at the Princess Royal University Hospital from 276.3 in February 2023 to 26.1 in November 2023.
- Working with **Bromley Youth Offending** team at Bromley Council. As part of a rehabilitation programme, LAS team educates young people on the impact of knife injuries with an aim to prevent future injuries and incidents.

Moving Forward: Local priorities

- Working with **King's College Hospital Trust** to champion the use of **Alternative Care Pathways** (ACPs) within the Bromley Group to reduce unnecessary conveyances of patients to emergency departments and ensure our patients are getting the most appropriate care for their needs.
- **Working with care homes** to make best use of community care pathways to help prevent unnecessary ambulance attendance and conveyances to emergency departments. We are achieving this through **data analysis with SEL ICB colleagues, collaborating with a range of healthcare professionals, and encouraging the use of Universal Care Plans** to ensure patients' care preferences are documented and upheld.
- Adopting '**tethered fleet**' - Ambulance vehicles to be looked after and serviced locally to ensure they are kept in good condition, giving staff a sense of ownership over our fleet so they are encouraged to look after them.
- Piloting a new way to staff the quick-response vehicle in Forest Hill to ensure the stability of Category 1 response times across North Bromley.
- Occupational workplace reviews and **Personal Development Reviews** of staff (clinical and developmental appraisals) to be prioritised to increase staff engagement, development and retention.

Our performance in December

Category of call	LAS mean response time	SEL mean response time	National mean	National target
CAT 1	00:08:00	00:07:51	00:08:44	7 minutes
CAT 2	00:52:06	00:46:41	00:45:57	18 minutes
CAT 3	01:42:23	01:29:39	02:37:05	2 hours
CAT 4	02:45:41	03:18:35	02:55:44	3 hours

Source: NHS England data on performance

Support our work: London Lifesavers

- London Ambulance Service is aiming to make London a city of lifesavers, by organising **life-saving CPR and defibrillator training** for communities, organisations and schools.
- The **London Lifesavers schools programme** – launched in September, 2023 – will see our paramedics teach life-saving skills to Year 8 children in every borough over the course of the campaign.
- Support the campaign:
 - Encourage local community groups, businesses and not-for-profit organisations to **sign up for training with our experts**.
 - Promote London Lifesavers to your local **secondary schools**, encouraging them to express an interest on our website.



Resources and useful contacts

- **Monthly newsletters to stakeholders** – Get the latest news from LAS each month. Contact londamb.StakeholderEngagement@nhs.net to receive these updates.
- **London Lifesavers campaign** – Sign up for training with our experts and promote the campaign to your community and secondary schools. Contact londamb.londonlifesaver@nhs.net or visit our website for more information.
- Read our new **LAS Strategy 2023-28** on our website and share with communities.
- Hear more from our teams in your local stations and sector. Contact londamb.StakeholderEngagement@nhs.net.
- Work, volunteer or study with us. Contact londamb.999recruitment@nhs.net or londamb.graduaterecruitment@nhs.net to contact our recruitment department.

Cathy-Anne Burchett

Associate Director of Operations
South East Operational Management
London Ambulance Service


For more information visit
londonambulance.nhs.uk

London Ambulance Service NHS Trust
Headquarters
220 Waterloo Road
London. SE1 8SD

 londonambulance.nhs.uk

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