**IMPACT OF TRAFFIC CONGESTION ON LAS PERFORMANCE**

**To:** Brian Jordan  
**Cc:** Jill McGregor

**Our questions to the LAS were as follows:**

**1) How does LAS keep abreast of traffic management changes – road closures, changes to one-way streets etc? Is there a system whereby local authorities and TfL etc routinely inform you of road works and delays?**

At group station level, local authorities and/or TfL advise of changes or consultations for proposed changes in the main. Historically this may well have been via the Ambulance Operations Manager (AOM) so now may well be via the local GSM’s or via the Stakeholder Engagement Managers (SEM). These are likely to be during the planning stage.

**2) Does EOC inform front line staff of these changes? Do you advise them of better routes when there is a road blockage or delay? Can you do this at short notice?**

It is likely that the only time EOC inform staff on duty will be at short notice. If road closures are as a result of an event such as Ride London then messaging will be done in advance as well as on the day and this will include referencing an event plan which will contain full details of road closures.

**3) Do front line staff share information about road blockages and delays with EOC and each other? Is this a live systems? Is the system formal or informal?  Is there an SOP?**

Often staff working in operations will report traffic issues via EOC who will in turn advise other staff on duty via the radio or by MDT message.

**4) We have been told by Fenella that traffic delays do not cause harm to patients, e.g. stroke patients (and CARU data is very positive), but our members see posters saying "every second counts" so it is hard to align the LAS experience with public understanding. Overall, how significant has traffic congestion been as a factor contributing to LAS performance difficulties and appropriate responses to patients over the past three years?**

Without canvassing every group station/SEM then we can’t provide you with much more on this but there is a belief that were key road works are happening then GSMs/stations are informed.

**5) How much does the  LAS engage with local consultations about traffic changes? We are often told "the LAS has agreed", but we are not sure whether the LAS gets involved in detailed responses to such consultations.**

As above 4

**6) Did the LAS respond to the Camden proposals in Feb-Mar 2016 regarding the closure of the Judd Street-Euston Road junction to motor vehicles? If so could we see your response?**

The North Central SEM had a meeting and disagreed with the closure. The council are considering this and also that access to Judd Street via Euston Road may become ‘999 access only’ for the first section of the road only. I have written to the council today (22nd Aug 2018) asking for an update on this work.

**7) Has the LAS taken a view on the recent public inquiry recommendation that the Tavistock-Torrington corridor should be east-west for motor vehicles, rather than west-east? Can we see your response?**

This was part of the same meeting  stated above. The flow on this corridor has changed on occasions over the years. The council were keen to point out that their modelling on such changes are extremely intelligent and take in to account ‘everything’ to make their predictions. I have written to them today and asked for an update.

**Malcolm Alexander**

**Chair**

**Patients' Forum for the LAS**

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