

LAS COMPUTER AIDED DISPATCH (CAD) OUTAGE – JANUARY 1ST 2017

Meeting with Andrew Grimshaw – 8/3/2017

1. Outage occurred at 0030 on 01 January and lasted until 0510. It was sudden and drastic and occurred during a period of high call volumes.
2. One person died during the outage which may have been caused by the delay. An inquest is taking place and the inquest report will go to the Serious Incident Review.
3. A relative of the deceased has met with the LAS.
4. The outage occurred at both Waterloo and Bow and EOC staff went over to using pen and paper. Radios were used to communicate with front line staff which caused a delay in the receipt of emergency calls.
5. Because of the delays in answering 999 calls, BT rerouted some calls to other ambulance services. They assessed the calls and sent priority calls back to the LAS for ambulance response.
6. The investigation is being headed by NHS England and NHS Improvement who have formed a project group which meets weekly to investigate why the incident occurred and how to prevent re-occurrence. The lead IT officer for NHSE and NHSI is Will Smart.
7. The review is looking at both IT issues and the impact on patients. The IT review has found the cause of the outage, but Andrew will not review the cause until the report is published in May. In the meantime, in order to prevent a re-occurrence, an interim Chief Information Officer, Steve Bass has been appointed by LAS and the CAD system is being checked hourly
8. The clinical review is being led by Dr Fenella Wrigley, who offered to provide any information we might require in relation to her investigation. She is considering whether the service provided during the outage was safe.
9. An independent review is being carried out by a company called PA, which will report in April 2017.
10. On January 1st because of the pressures of New Year's event celebrations, the Cat A, 75%, 8 minute target was reduced to a 50% 8 minute target. This lowered target was met despite the outage.
11. The outcome of the review will be published on May 25th 2017 once all the reports have been reviewed. The findings of all the reviews will be made publicly available via the LAS Board meeting on 25 May 2017.