

PATIENTS' FORUM

FOR THE LONDON AMBULANCE SERVICE

Chair: Malcolm Alexander PatientsForumLAS@aol.com

Patients' Forum Ambulance Services (London)

Monday Sept 8th 2008, 5.30 - 7.30 pm

LAS Headquarters, 220 Waterloo Road, London SE1 8SD

Nearest Tubes: Waterloo, British Rail: Waterloo,

Buses: 168, 68 171, 172, 188, 1, 4, 26, 29

Time	Page	Welcome and Introduction	
5.30		1) Minutes of July 14 th Meeting	Attached
		2) Matters arising and action points	
		<ul style="list-style-type: none"> • Patient Transport at Guy's and St Thomas' - report on negotiations 	John Larkin and Sister Josephine
		3) Access to LAS meetings - agreement proposed by LAS and liaison with the LAS	Sister Josephine
		4) Visits to ambulance stations, ride-outs and ID	Andy Heward
6.30 break			Joseph Healey
		3) FRED and FREDA	Andy Heward
		5) Diversity in the LAS	Saleha Jaffer
		7) ID for Forum Members	Robin Standing
		8) First Responders Meeting Report	Sister J and Mark M
		9) Annual Health Check	Malcolm Alexander

Transfer
 Agency
 & others

7.30		<p>10) LAS PPI Committee</p> <p>11) LINKs developments across London</p> <p>Meeting will end 7.30pm</p>	Malcolm Alexander
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"New LAS systems called FRED and FREDA enabling immediate ambulance response to patients with cardiac arrest is transforming emergency care in London. Andy Heward, LAS Emergency Operations Centre will demonstrate the system.

A key feature of is the automated dispatch function – FRED and FREDA. The version for dispatching cars (FRED) offers real efficiency savings through reducing time taken to firstly identify an incoming call, and then search for a suitably skilled resource as well as the nearest available resource. All cars are included in the system and the trust has deployment rules built in to the system. This technology allows for on average 100 cars to be managed / deployed mainly by a single dispatcher, although there are a small team supporting the main dispatcher in managing the system. This area of best practice has now been applied to the dispatch of Ambulances on the area desks and an increasing number of Ambulances are now been automatically tasked to incidents."