

# Clinical Audit spotlight on: London Ambulance Service



## Overview

The London Ambulance Service NHS Trust (LAS) is the UK's busiest emergency ambulance service with over 3,500 frontline clinicians based at more than 70 locations and attending over one million patients every year.

Established in 1965, the London Ambulance Service is the only London-wide NHS Trust and is committed to developing and improving the service we provide to the large, diverse population of the capital.

CASC have always had strong links with the Audit Team at London Ambulance Service and they are finalists in this year's Clinical Audit Prize competition.

## Contact details

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## Clinical Audit in Action

The London Ambulance Service recognises that clinical audit is an invaluable driver to improvement, and is committed to: ensuring the highest standards of care; improving clinical quality and patient outcomes, and minimising risk.

We have a multi-disciplinary steering group that oversees our audit activity and helps us to set the work plan for the coming year. They also advise us on interpreting the results and the development and implementation of clinical audit recommendations. At the beginning of each year we select a number of topics for clinical audit based on a list of triggers, such as serious incidents or new guidelines, and put these through a selection and prioritisation process allowing us to determine the highest priority for the organisation. We share all of our findings with operational managers, the training department, and with our frontline clinicians via infographics posted on ambulance station notice boards and shared on closed Facebook groups and the LAS intranet. We also write a summary of the findings and recommendations for our Trust's internal clinically focussed newsletter.

In addition to the annual clinical audit programme, we have also developed a suite of Clinical Performance Indicators (CPIs). This novel online database collates Paramedic Team Leaders' reviews of patients' notes which are then reported to local management teams and individual clinicians to allow for tailored face-to-face feedback discussions. PRFs are then re-audited, thereby completing the clinical audit cycle. For a workforce that spend every shift on an ambulance, the CPIs allow all frontline clinicians to engage in clinical audit and evidence this for their continued professional development.

We also continuously monitor the quality of care delivered to every patient who suffers a cardiac arrest, heart attack, stroke, major trauma or severe sepsis. We use this audit data to produce local reports to drive quality improvement initiatives and to benchmark ourselves against the other ambulance services in England via the NHS England Ambulance Clinical Quality Indicators. We also continuously audit the decisions made for patients discharged from LAS care where subsequent contact is made to the Service within 24 hours and the patient has severely deteriorated. The re-contact clinical audit seeks to provide on-going assurance that decisions made by the LAS are safe, and to proactively identify, and make recommendations to address, any relevant areas of concern.

## Future plans to improve clinical audit

We constantly evaluate our clinical audit processes to ensure we are continuously developing new and more efficient ways of providing reassurance to the Service and improving patient care.

The CPIs will continue to develop and be responsive to the clinical priorities of the LAS. In April 2018 we launched a new Elderly Falls CPI and included patients with undiagnosed psychiatric problems in our Mental Health CPI this will allow clinicians to receive feedback and provide assurance for these new areas of care. We also added functions to initiate referrals or escalation if an auditor identifies a safeguarding or clinical safety concern.

We will continue to use what we learn from the LAS CPI process to assist NHS England who introduced new care bundle measures for sepsis and cardiac arrest earlier this year.

#CAAW  
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