



LAS 999 Winter Plan 2024/25



So far this year at the LAS, we are receiving on average 10% more 999 calls per day and anticipate a challenging winter. Therefore, we have extensively engaged and agreed this plan with the 5 ICSs, NHSE London region and all the UEC Boards in London. It sets out how we will increase LAS resources and will enable LAS to maximise treating patients closer to home using local healthcare pathways. It details how LAS, London ICSs and providers will collectively manage the demand so that patients' urgent and emergency care needs are met on a timely basis.

We are committed to working with partners to reduce the need for escalation and to implement this plan in a way that helps us all to manage risk and provide safe care across the London system.

Below we have highlighted five key changes that all the system partners agreed for implementation and the details can be found in the full version of the document.

1 Increased LAS resource on the road and on the phone with a winter coordination cell 7 days a week

- We will increase operational staffing, introduce a winter delivery cell, maximise 999 'hear and treat', and minimise 999 pressures impacting 111 service delivery.

2 To reduce pressure on EDs, we will maximise our use of alternative care pathways

- We will increase "Trusted Assessor" approach and maximise the UCR and mental health resources. Working with London LMCs, we have co-designed agreed access to primary care for our crews.

3 Patient Flow Framework has been designed to mitigate against demand pressures

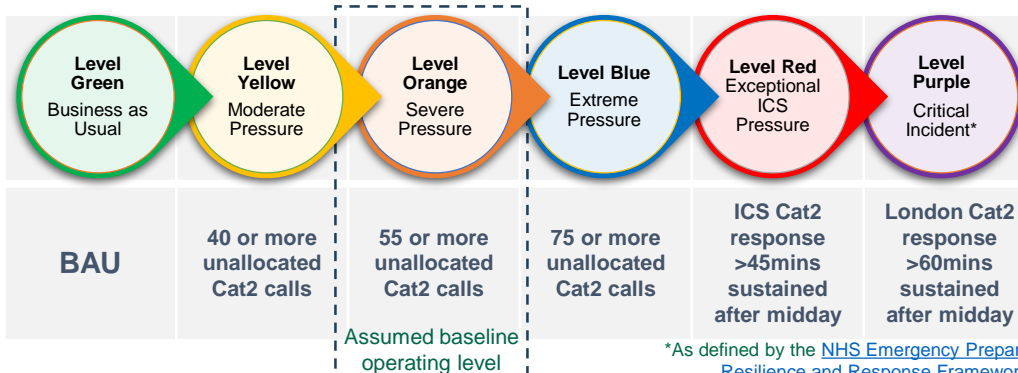
- This will help us to get patients to the right place and reduce congestion at EDs. It maximises the use of Fit to Sit, LAS cohorting, provides a clearer guidance about when LAS can support a blue light redirect, and outlines which patient cohorts will continue to be conveyed to their local hospital if the system comes under severe pressure.

4 Clinical safety and oversight plan – sets out escalation steps across ICS systems

- We have agreed a dynamic plan which ensures the best response to our sickest and most seriously injured patients at times of increased pressure. We will involve all partners in deciding on appropriate levels of escalation where actions could include implementing measures such as max 30mins handover process.

5 TIMELINE - we will report weekly on the implementation of the plan:

- ❖ 18 November 2024 – initial early launch implementation phase
- ❖ 2 December 2024 – formal implementation
- ❖ 31 January 2025 – winter plan ends



*As defined by the [NHS Emergency Preparedness, Resilience and Response Framework](#)

