



London Ambulance Service



NHS Trust

EMS Going for Gold!

Safe Delivery of the London 2012 Olympic Games

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The Winning Bid – 6th July 2005

The day London
wants to remember...

...we heard the good
news about the
Olympics.



and we went happily to bed...



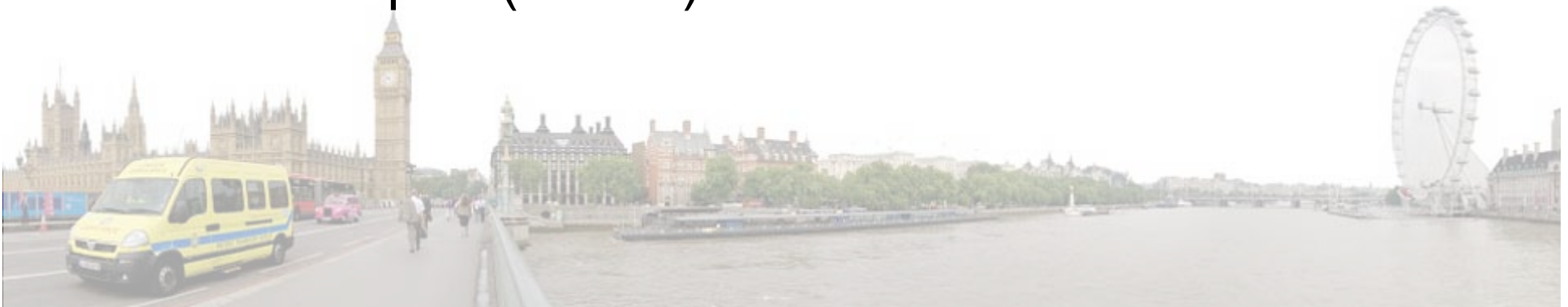
London 2012

- Preparing a host City Ambulance Service for safe games delivery - planning and execution
- Relationship with the organising committee (LOCOG)
- Maintaining service delivery, demand/ performance and business continuity
- Lessons identified and the Olympic legacy



LAS & London: setting the scene

- 620 square miles
- 8.5 million residents
- 1.6 million 999 calls per year
- 3,300 front line staff
- 400 emergency ambulances
- 200 rapid response cars
- 30 motorbikes and 30 pedal cycles
- 1 helicopter (HEMS)



Olympic Bid Commitments

‘By special arrangement with the NHS, **members of the Olympic family** will be entitled to **comprehensive, free health care**, as needed throughout their stay for the games.’

‘At the Games, overall management of emergency services at specific sports events will follow the **national Guide for Safety at Sports Grounds.**’

‘...**a minimum of two general practitioners with sports medicine experience and two paramedics at every venue.**’



IOC Medical Manual

‘... it is equally important for the OCOG to recognise and respect the safe operational procedures that have been developed from the expert experience of the EMS programme.’

‘Each Olympic Hospital should appoint a Hospital Liaison Officer (HLO) and implement an Olympic planning team. The HLO will be responsible to the OCOG’s Chief Medical Officer.’

‘The services at the IOC Hotel should include first aid, limited primary care, and initial response for acute illness or injury. Depending on the location... a dedicated onsite ambulance may be required.’



Preparing for Games Delivery

Operational Delivery

- Operational Plans
- Contingency Plans
- Exercising and testing
- Special Operations
- Command Structure

Workforce and Skills Acquisition

- Pre-planned aid
- Recruitment
- Accreditation
- Shift Patterns
- Welfare
- Skills Acquisition
- Communication

Infrastructure and Logistics

- Deployment Centre
- Vehicles
- Equipment
- IM&T
- Transport
- Deployment
- Accommodation
- Catering
- Control Rooms



Planning: Test Events 2011



Planning: Test Events 2011

LAS involvement:

- Operational Commander
- Clinical staff – minimum 2 paramedics
- Venue dependent post risk assessment



Operation Amber (May 2012)

Aim

Raise awareness and provide assurance of the NHS Ambulance Services' Resilience and Preparedness for an Emergency.

Objectives

- Demonstrate:
 - ✓ Specialist Response Skills of the National Ambulance Service
 - ✓ Frontline Ambulance Mutual Aid
 - ✓ National Ambulance intra-operability
 - ✓ Bespoke capabilities
- Test pre-planned aid provision to London for 2012 Games
- Test the Olympic Deployment Centre systems & processes

Planning: Operation Amber (May 2012)



People and Infrastructure

- 500 additional staff
- Pre-planned aid from other UK Services
- All planned training deferred
- 66 dedicated emergency ambulances
- Olympic Deployment Centre
- Event Control Room



Pre-Planned Aid



Olympic Deployment Centre

- Open 24/7 from 16 July 2012
- Staff assembled for all venues (except Wembley and Wimbledon)
- Mustering, registration, briefing & issuing of equipment and drugs
- Transport hub to venues









The Olympics Begins!



Command & Control

- Local command, central co-ordination
- Pan London control centre
- National and Regional coordination
(National Ambulance Coordination Centre)
- Liaison with emergency providers
- Constant communication with LOCOG and IOC



London Olympic Venues

Park zone

River zone

Central zone

Urban zone



Olympic Control Centre





Contingency Planning

- Built on existing plans and arrangements
- Enhanced on duty 24/7 capability
- Text paging
- Additional voluntary sector support from St. John Ambulance & British Red Cross
- Community Responder schemes
- Police assistance and Military support

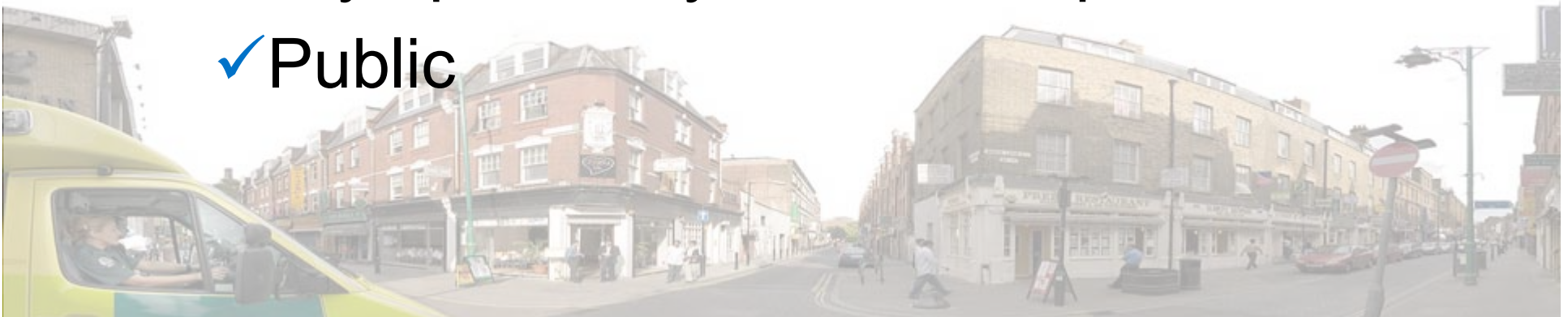


Ambulance Specialist Assets



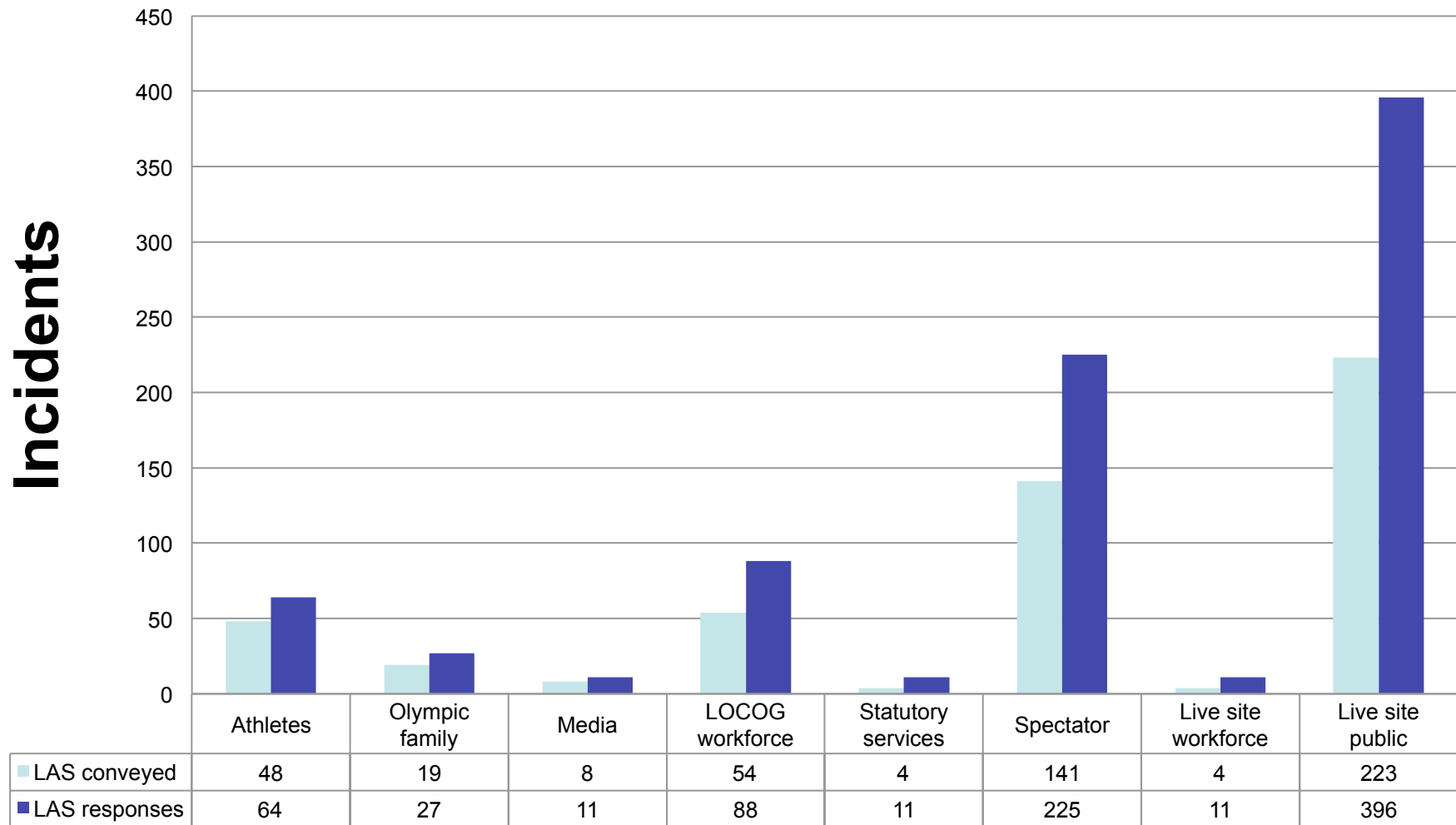
Venue Operations

- Statutory (CCA) responsibilities
- LAS role as contractor to LOCOG
- To support assessment, treatment and conveyance of
 - ✓ Athletes
 - ✓ Olympic family/accredited persons
 - ✓ Public





Olympic Activity



Olympic Hospital Impact

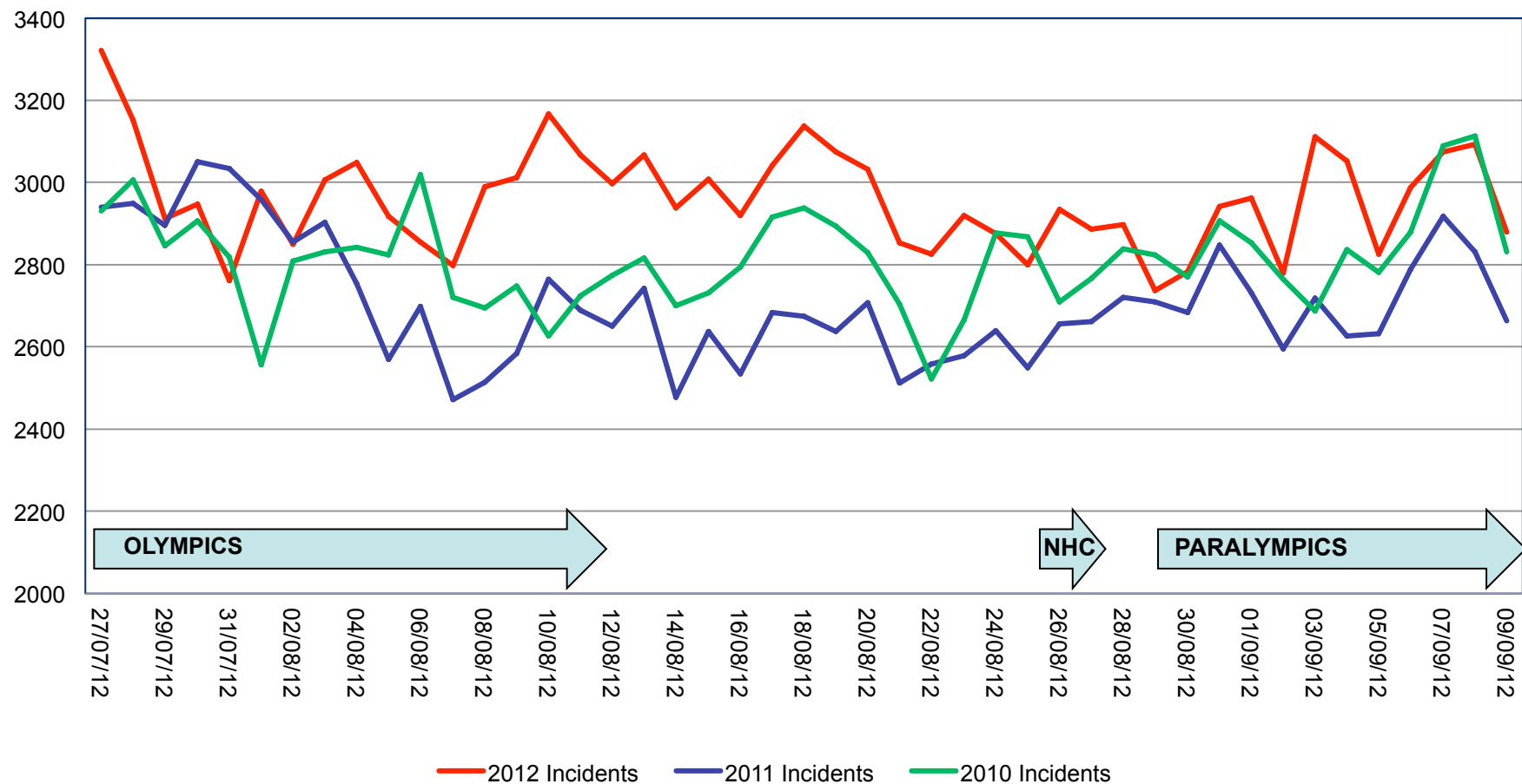
| Attendee Category | Attendance | Admission |
|---|------------|-----------|
| Accredited Games Family Athlete | 9 | 5 |
| Accredited Games Family Team Official, Technical Official or VIP | 23 | 5 |
| Accredited Games Family Media | 34 | 10 |
| Accredited Games Family but ineligible for free treatment (workforce, security etc) | 90 | 2 |
| Unaccredited Games Family member (VIP - Head of State attending Games in a private capacity etc.) | 1 | 1 |
| | | |

Maintaining Service Delivery

- Modelled activity increases based on previous host cities
- Workforce resilience and use of support teams in frontline roles
- Day to day planning for performance delivery
- Business continuity



Activity - Summer 2012



Lessons Learnt: NB Rio!

- Short notice additional requirements
- Training venue commitments
- Access, accreditation and VAPs
- Clarity on last mile and medical provision
- Pre deployment training and exercising with on site medical provider
- Shift allocation and staff transport



Realising the Legacy



