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# A Summary of Report of the Inquiry Into The London Ambulance Service

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Lawrence Chung

Thanks to Sam Supakkul

# Ambulance



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# London Ambulance Case Study

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Adopted from Supakkul's working memo: problems behind problem frames

- A Computer-Aided-Dispatch (CAD) system deployed in October, 1992
- Business goal: to meet the new regulation:
  - Ambulance arrives in 14 minutes
    - Dispatched in 3 mins. from the call
    - Arrived at scene in 11 mins.
- System function:
  - Automate the tracking and dispatching of ambulances



# London Ambulance 1992 dispatch system:

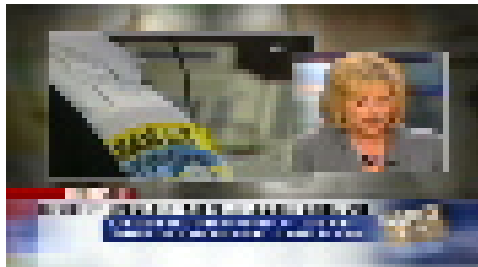
## Nasima Begum mishap scenario



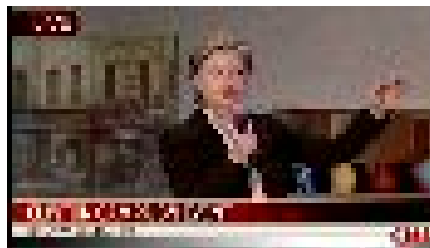
Note: some source (Guy Fitzgerald's "The Turnaround of the London Ambulance..." indicated this incident occurred after LAS went back to use the manual dispatch in June 1994 after the mishap in 1992 while some source cited this incident in the 1992 mishap (is it D. Dalcher's "Disaster..."?).

updated 12:00 p.m. EDT, Thu May 1, 2008

## Video »

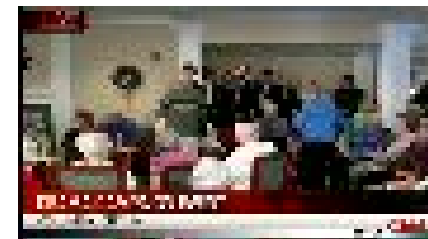


Dispatcher falls asleep 3:01



Clinton meets with Indiana families

**LIVE**



Obama speaks in Columbia City

**LIVE**

**LIVE:** McCain campaigns in Cleveland (Now Free)

updated 11:41 p.m. EDT, Fri May 2, 2008

## Popular News

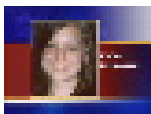
SEE TOP 10



['Hee Haw' comedian dies at 66](#)



[One boy, one girl -- one dorm room](#)

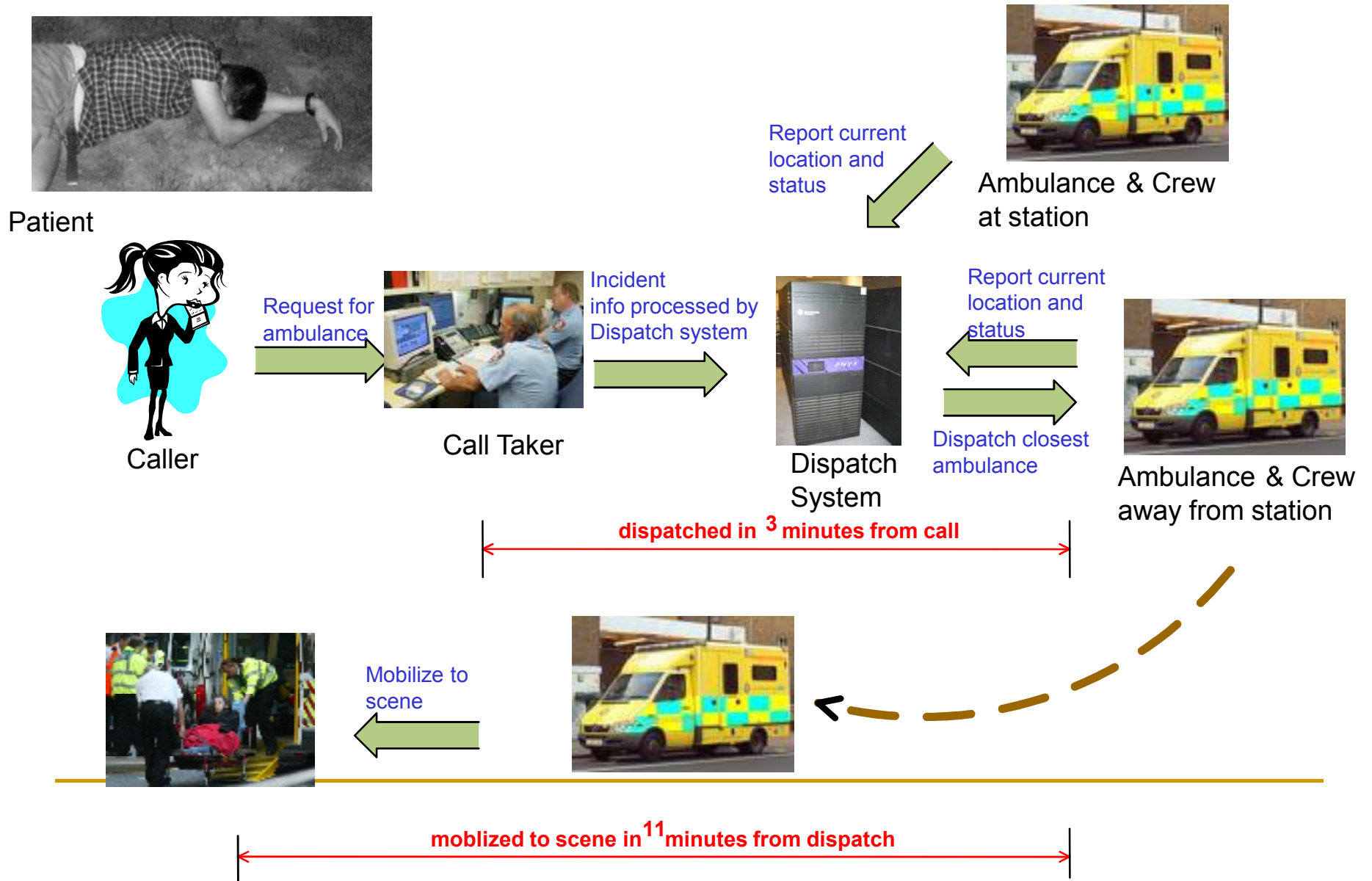


[911 caller ignored, killed](#) 



# London Ambulance 1992 dispatch system:

## Successful scenario



# What's the problem?

## London Ambulance Case Study

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- **Many died from not getting care in time:**
  - An 11-year old girl died of a kidney condition after waiting for 53 mins
  - A man died of heart attack after waiting for 2 hours
- **Multiple ambulances sent to the same incident**
- **Lost track of the ambulance status such that operator had to call the caller back to check if an ambulance had arrived**

A workshop in software engineering concluded: ***NFRs (non-functional requirements) were not considered early in the development process***, among other organizational and software engineering mistakes