

# London Ambulance Service strategy 2023-28

London Ambulance Vehicles

## Key information

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## 1. Background

The most recent LAS strategy was published in 2018 and will run until the end of the 2022-23 financial year. LAS is in the process of engaging with stakeholders in order to develop a new strategy, which will be published early in the 2023-24 financial year.

LAS has identified five ‘emerging themes’, which will be the basis for the new strategy. These themes are:

1. **High quality emergency care:** deliver the best possible front-line clinical response to people needing emergency care or involved in a major incident following a call to 999.
2. **Effective coordination and delivery of urgent care:** enhance coordination and delivery of urgent care through 111, including high quality clinical advice on the phone and efficient onward booking across the health system.
3. **Creation of a great place to work:** make LAS a great place to work, including through living up to its values, supporting the health and wellbeing of its people, creating rewarding careers and building a positive working environment.
4. **Support for the wider health system:** partner with and support other parts of the health and care system to improve care for patients, providing more joined up services and tackling the changing needs of the population.
5. **Contribution to life in the capital:** play its part in developing the city by supporting the health of Londoners, offering great jobs for local people, delivering on its green agenda and being an anchor institution.

## 2. How to respond

The key issues we are looking to better understand are:

1. How is LAS performing in delivering emergency care, and how can this be improved?
2. How is LAS performing in coordinating urgent and emergency care across the system, and how can this be improved?
3. How should LAS deliver on its ambition of recruiting 600 paramedics from within London?
4. How should LAS strengthen its working environment, for example rewarding careers, inclusive culture, wellbeing and leadership?
5. How should LAS best work with health and local authority partners to improve care, such as sharing data, co-producing pathways and supporting frequent callers.

To view the full set of questions and to respond, [click here](#) or on the **button below**. **The deadline is Friday 27 January 2023.**

**This call for evidence is open to all who would like to respond.** The Committee would particularly welcome evidence from individuals or groups with knowledge or experience of LAS. The information you provide will help to inform the work of the Committee and influence its recommendations. Written submissions should be sent to [scrutiny@london.gov.uk](mailto:scrutiny@london.gov.uk) with 'Health Committee call for evidence – London Ambulance Service' as the subject line.

### **3. What we will do with your responses**

The responses to this call for evidence will be used to inform the Committee's line of questioning and discussion with the LAS at a meeting on 24 January 2023.

Following this meeting, the Committee will write to the LAS with a set of recommendations about the organisation's new strategy. The recommendations will be based on the meeting itself and the responses to the call for evidence. Information and/or quotations from submissions may be used in this letter.

To find out more about the Health Committee's investigation and the call for evidence, **click the button below**.

[Find out more](#)

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