

### Call for Evidence: London Ambulance Service strategy 2023-28

December 2022

The London Ambulance Service (LAS) is in the process of developing a new organisational strategy for 2023-28.

The London Assembly Health Committee is working with LAS to help shape the organisation's new five-year strategy. It will conclude this work by writing to LAS with a set of recommendations regarding the strategy. In order to inform this work, the Health Committee is seeking evidence from Londoners on how LAS is performing and what should be included in the organisation's new strategy.

#### Background

The most recent LAS strategy was published in 2018 and will run until the end of the 2022-23 financial year.<sup>1</sup> 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.

#### Who can submit evidence?

**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.

<sup>1</sup> London Ambulance Service, [Our plans for the future](#)

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### Will responses be published?

Yes, in the majority of circumstances we will publish written submissions and the name of the individual or organisation that submitted it online. This is to ensure transparency about what evidence the Committee has received.

Exceptions to this are usually applied where there is a legal reason for non-publication or if there is a safeguarding or welfare issue. If there is a reason that you would like your evidence not to be published with your name (submitted anonymously) or to not be published (submitted confidentially), please let us know and the Committee will consider it. However, this cannot be guaranteed, and the Assembly may be required to release information if requested under the Freedom of Information Act 2000.

### What will the evidence I provide be used for?

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.

### How do I submit evidence?

Please send evidence by email to: [Scrutiny@london.gov.uk](mailto:Scrutiny@london.gov.uk) with 'Health Committee call for evidence – London Ambulance Service' as the subject line.

The deadline for submissions is **Friday 27 January 2023**.

### Key definitions

**Emergency care:** by emergency care we mean a life-changing event, for example, major trauma, such as after a serious road traffic accident, a fall from height, or a serious head injury. Emergency care is usually provided following a 999 call.

**Urgent care:** urgent care requires a clinical assessment but is not a life-threatening situation. Urgent care services include a phone consultation through the NHS 111. Patients may be booked in to see a doctor or referred to other healthcare providers, for example in dentistry, pharmacy or mental health.

### Key questions

This call for evidence invites responses to the key questions set out below. You are encouraged to answer the questions that are most relevant to you or your organisations and for which you have the most expertise or experience. The Committee also welcomes submissions on issues not covered below, but are of relevance to the London Ambulance Strategy 2023-28.

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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?
6. How should LAS best contribute to the economic and social wellbeing of the capital? This could include careers for Londoners, the green agenda, public education, reducing health inequalities and preventing ill health.
7. Does LAS adequately consider the views of patients in how it delivers services, and how can this be improved?
8. What action would you like to see the Mayor of London take to support LAS?
9. Are the areas identified by LAS as emerging themes the right ones for the organisation's 2023-28 strategy, and are there any additional priorities which you think should be included?
10. Is there anything else that the Health Committee should consider as part of its recommendations to LAS on the organisation's new strategy?

#### About the London Assembly Health Committee

The London Assembly consists of 25 elected London Assembly Members, who publicly examine the policies and programmes of the Mayor of London and relevant agencies through committee meetings, plenary sessions, site visits and investigations.

The Health Committee reviews health and wellbeing issues for Londoners, particularly in relation to public health. It also scrutinises the Mayor's Health Inequalities Strategy and other Mayoral health policies. It routinely publishes findings and recommendations from its investigations.

The members of the committee are:

- Krupesh Hirani AM (Chair)
- Emma Best AM (Deputy Chair)
- Andrew Boff AM
- Caroline Russell AM
- Dr Onkar Sahota AM

#### Contact

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