



London Ambulance Service 5-year Strategy

Haringey feedback and LAS report (Oct 2023)

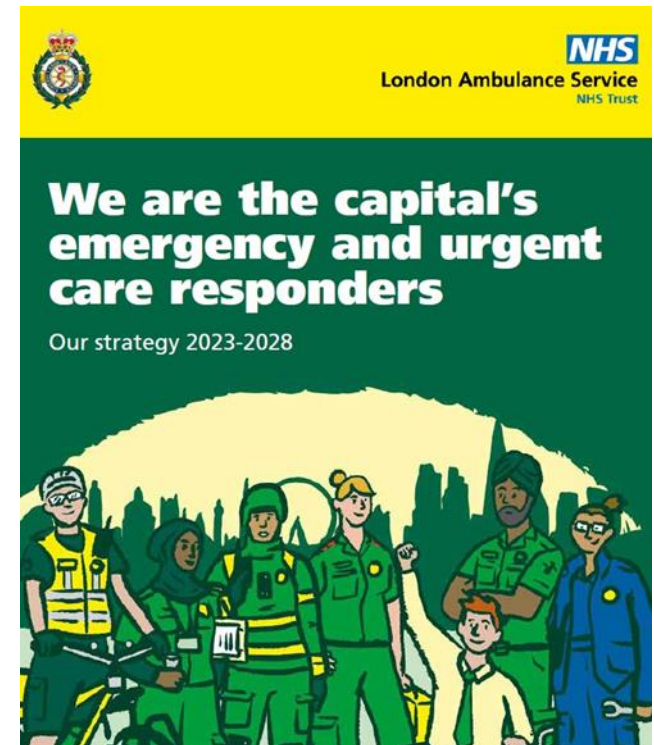
Tanya Murat

healthwatch
Haringey

Healthwatch Haringey's feedback to LAS

Healthwatch Haringey was commissioned by London Ambulance Service (LAS) to collect feedback for their Strategy (2023-2028)



- We collected feedback and sent it to LAS in January 2023.
- The final strategy was published in October 2023.
- How we collected feedback:
 - An online survey of 30 residents
 - Joint Partnership Board
 - Physical Disability Reference Group
 - Online workshop of two people
 - Experts by Experience Board (mental health)



Our main recommendations to LAS

Based on what people told us we shared our key priorities

1. **Invest in staff** – addressing pay, training, equalities, recruitment, and retention.
2. **Invest in equipment** including ambulances, medical equipment, and IT equipment. Ensure it is well maintained and technologically advanced.
3. Ensure the **patient records system** is as joined up as possible with hospitals, GPs, mental health services.
4. Make sure patients are given **access** to their own records.
5. Ensure **disabled people** are accommodated and services are adjusted to meet their needs.



"Staff are regarded as LAS' greatest asset. They are seen as highly trained, caring, compassionate and committed to their roles."

Healthwatch Harringey



LAS 2023-2028 five-year strategy summarised

The strategy has three missions.

1. Our care – we want to give excellent emergency and urgent care to everyone in London.
2. Our organisation – we aim to become a team where everyone feels welcome, and we have good leaders.
3. Our London – we want to help make London residents healthier.

Ten priority areas

Each of the three missions has ten priority areas, including three which are particularly relevant to our feedback.

1. We want to provide fast care and without any problems.
5. Our team will be open to everyone, and we will have a friendly and welcoming culture.
7. We will improve our IT, vehicles and systems.

How LAS responded to our key priorities

We said:

The most frequently used term in these responses was “quickly”. People felt that the biggest improvement that could be made was responding to emergencies more quickly.

LAS response:

By 2028:

Answer the phone to 999 calls in less than ten seconds, be with the patient within seven minutes where the call is a category one emergency* and for category two patients that need a face-to-face response be there on average in 18 minutes.

How LAS responded to our key priorities

We said:

Invest in staff – addressing pay, training, equalities, recruitment, and retention.

LAS response:

By 2028:

- **Ensure career development for all parts of the organisation – with a focus on those underrepresented in key roles and on addressing existing pay gaps – with the aim of increasing staff retention.**
- **Raise awareness of equality, diversity and inclusion through training and development at all levels across the Trust.**
- **Support the well-being of our people – investing further in our wellbeing support services to aid the pandemic recovery, offering flexible working patterns, delivering annual ‘wellbeing’ conversations with staff and developing personalised plans.**



How LAS responded to our key priorities

We said:

The LAS can't respond appropriately to disabled people, and particularly those with autism if they continue to bully disabled people in the organisation.

LAS response:

By 2028:

- **Show a sustained improvement in the workforce race equality standard and workforce disability equality standard indicators, in particular accelerating progress on workforce diversity, doubling the percentage of our people coming from an ethnic minority background by 2028.**
- **Build inclusive and compassionate leadership capability via accredited and bespoke programmes that ensure our people have appropriate management qualifications and training.**

How LAS responded to our key priorities




We said:

Ensure the patient records system is as joined up as possible with hospitals, GPs, mental health services. Make sure patients are given access to their own records.

LAS response:

By 2028:

- **Be a leading UK ambulance service in providing our clinical staff with outcome data for all patients they treat, linking ambulance and hospital data for a joined-up integrated care system.**
- **Support GPs in London to increase their ability to provide same day access to urgent primary care through sharing our telephony, IT and workforce.**



"Invest in equipment including ambulances, medical equipment, and IT equipment. Ensure it is well maintained and technologically advanced."

Healthwatch Harringey

How LAS responded to our key priorities

We said:

Invest in equipment including ambulances, medical equipment, and IT equipment. Ensure it is well maintained and technologically advanced.

LAS response:

By 2028:

- **Improve reliability, quality and interoperability of our critical IT, phone systems and vehicle fleet.**
- **Ensure all staff have the right digital tools at their fingertips to do their jobs, including clinicians being able to easily access and share information across London, talk to and co-ordinate care with colleagues and with other clinicians.**
- **Invest and build our capabilities in modern digital working, including robotic automation and artificial intelligence.**

No specific reference to growing the fleet, but refers to improvements in vehicle sustainability e.g. electric vehicles.

How LAS responded to our key priorities

We said:

Ensure disabled people are accommodated and services are adjusted to meet their needs (this referred mainly to being able to take wheelchairs in the ambulance)

LAS response:

- **None**



We are the capital's emergency and urgent care responders

Our strategy 2023-2028



LAS Strategy online

The strategy is available here:

<https://www.londonambulance.nhs.uk/about-us/our-plans-for-the-future/>

There is an easy read version and a short YouTube video on the same page.

For more information

Healthwatch Haringey

Tottenham Town Hall

Town Hall Approach Road

N15 4RX

<http://www.healthwatchharingey.org.uk/>

t: 020 8888 0579

e: info@healthwatchharingey.co.uk

 @HWHaringey

 [Facebook.com/HealthwatchHaringey](https://www.facebook.com/HealthwatchHaringey)

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