



London Ambulance Service
NHS Trust



LOOKING AFTER LONDONERS



Seeking your views on our plans for
becoming an NHS foundation trust

Summary consultation document

ABOUT US

We are applying to become an NHS foundation trust and would welcome your views on our plans.

We would also like to invite you to become a member of your ambulance service and have a greater say in how it is run, and how services are delivered to patients.

Please read this booklet to find out more about our plans and how to get involved.

The London Ambulance Service NHS Trust provides emergency healthcare for the seven and a half million people living in London, as well as those who visit or work in the capital.

Our main role is to respond to emergency 999 calls, getting to patients who have serious or life-threatening injuries as quickly as possible and providing them with life-saving treatment.

The vast majority of our patients, however, don't need an emergency ambulance. We offer a range of types of care to them, and recognise that many have complex or long-term illnesses and injuries that can be treated somewhere other than hospital. We give advice over the phone to some patients with minor conditions.

Other areas of our work include providing pre-arranged transport for patients attending hospital appointments, finding hospital beds for patients on behalf of other health professionals, and planning and preparing for large-scale events or incidents in the capital.

We are the only London-wide NHS trust and we care for over one and a half million patients each year. We have more than 4,000 staff and an annual turnover of around £260m.

WHAT IS A FOUNDATION TRUST?

Foundation trusts are a new type of NHS organisation which are run locally, and are accountable to local people and staff rather than to central government.

People within the local community, staff and partner organisations, such as local authorities, healthcare and voluntary agencies, can become members of the trust. As members they can have a greater say in how services are delivered and developed to meet the needs of local people.

Members can be elected to the Council of Governors where they will represent the interests of local communities, patients, staff and partner organisations.

Foundation trusts are able to invest their surplus funds in better facilities and services for patients, rather than give the money back at the end of each year. And they can agree longer contracts with their commissioners – this gives them more financial stability and the scope to plan longer term rather than one year at a time as many other NHS trusts are limited to.

Foundation trusts are still part of the NHS and continue to provide free care to everyone. They also have to meet national standards and targets, and are regularly inspected.



WHY BECOME A FOUNDATION TRUST?

We believe that becoming a foundation trust will provide real benefits to us, our patients, our staff and our partners.

Patients and local people will:

- have a greater say and more involvement in how we run the capital's ambulance service and how we deliver care to patients
- have a chance to support their ambulance service by becoming a member. By standing for election, they can represent the interests of their local communities on the Council of Governors
- benefit from improved services and levels of care.

Staff will:

- have more say in decision making and future planning
- have a chance to represent colleagues by standing for election to the Council of Governors
- be able to help us develop stronger relationships with our local communities
- have better access to training and development opportunities.

Partners will:

- have an opportunity to ensure the needs of London's diverse communities are taken into account in our planning
- be able to work with sections of our membership with a particular interest in the area supported by their organisation
- have more involvement in the development of our business plans.

OUR VISION AND VALUES

Our vision

Our vision is to meet the needs of the public and all our patients, with staff who are well trained, caring, enthusiastic and proud of the job that they do.

Our values

Our values underpin everything we do – how we deliver our services and how we work with each other.

We believe in treating people with respect and courtesy and in valuing diversity.

We encourage communication and teamwork, and expect our staff to act with integrity.

We welcome innovation and new ideas, and we want all our staff to provide the highest levels of clinical care.

It is also important that each and every one of us accepts responsibility for our actions, and provides leadership and direction, always leading by example.



OUR PLANS FOR THE FUTURE

We want to develop our services so we can provide care that is better tailored to the different needs of our patients – whether they have life-threatening injuries or illnesses, less serious but complex or long-term conditions, or minor medical conditions for which they still need some treatment or advice.

We will be looking at how we can extend the care we offer by building on our strengths – being a healthcare organisation that is mobile and that operates across London 24 hours a day. Our plans for the future are very much aligned with, and support, the proposals set out by Healthcare for London to improve healthcare services within the capital.

Our priorities for the next four years are based on what our patients, staff and partner organisations have said they want us to do:

Provide an accessible service

We will introduce new ways of working so that people can access us as quickly and easily as possible, whether they are patients or other organisations that work with us.

Respond appropriately to all our patients, ensuring they get the right care in the right place at the right time

We will continue to improve the care we provide to patients with life-threatening illnesses and injuries, for example by taking them directly to specialist centres for treatment.

However, most of our patients do not need an emergency ambulance with blue lights and sirens, and we will ensure they get the most appropriate care to meet their needs. For example, we will assess and treat more patients in their own home, refer them to their GP or other healthcare professionals, or take them to walk-in centres or minor injuries units. Some people will be given clinical advice over the phone.

Continue to focus on delivery

We remain committed to reaching the national targets that are set for us, as cost effectively as possible.

However, we are also looking at ways of demonstrating how effective the care is that we provide to patients once we reach them. We have already seen the survival rates for people who have a cardiac arrest (where their heart effectively stops) outside of hospital more than double in the last six years.



Let us have your views on our vision and future plans. Turn to page 13

We have started planning for when the Olympic and Paralympic Games come to London. During this period we will need to maintain our day-to-day emergency service across the capital while providing medical cover to the Games.

Engage with the patients and the public

We are keen for Londoners to be involved in the planning and delivery of their local ambulance services, and becoming a foundation trust will increase the opportunities for us to work more closely with our communities and our partners.

Develop a culture built on our core values

We believe that our culture and our staff's behaviour should reflect our core values (see page 5).



HOW WILL WE BE RUN?

If we become a foundation trust, the way in which we are run will change.

Local people and staff will be able to become members of our organisation, and we will be accountable to them rather than to central government. A Council of Governors will represent our members and will work with our Board of Directors to develop our future plans.

Membership

Membership of your local ambulance service is free, and it is up to you how much time you give to it.

Join us as a member and you will be able to:

- become actively involved in our work and help shape our future plans
- get a better understanding about what we do, and help promote our work
- be consulted on any major changes that we are proposing to services
- receive regular information about what we are doing
- attend open days, seminars and events
- take part in focus groups and surveys
- elect governors to represent your views on our Council of Governors
- stand for election as a governor yourself.

Most importantly, you can make sure your views and those of your community are heard.

Membership will be open to anyone aged 16 or above, and public members should live in a London borough. Our public membership proposals do not include people who live outside the capital but who work in London and could use our services. Members will have the same access to our services as anyone who chooses not to become a member.

Get involved

Become a member of the London Ambulance Service and have a say in how your local ambulance service is run.

Complete the form at the back of this document, or visit our website at www.londonambulance.nhs.uk/ft



Let us have your views on how we propose to be run. Turn to page 13

We are proposing to have two categories of membership – public and staff. An individual can only belong to one category, and will be eligible to elect representatives to our Council of Governors.

We plan to have 11 constituencies within the public category based on groupings of London boroughs. These are listed on page 10.

We propose that staff who have worked with us for at least a year will be eligible to be members in the staff category. They will automatically become members, but will have the option to opt out.

We are suggesting two options for our staff groups. A single staff group encompassing all our staff regardless of their role (option 1), or a constituency for support staff and one for frontline staff - those who treat patients and who take 999 calls (option 2).

We currently have a strong relationship with our trade unions, supported by an agreement to consult and work together. We plan to maintain these working arrangements if we become a foundation trust.

Council of Governors

Our Council of Governors will represent our members and will be made up of governors who are elected by members or nominated by partner organisations.

We are proposing that our Council of Governors is made up of 21 members. More than half will be made up of members from the public category. Appointed governors will represent organisations such as local authorities, healthcare and voluntary agencies.

The Council of Governors will be responsible for representing the views of members, appointing the chair and non-executives and giving consideration to future plans and proposed changes to services. It will work closely with the Board of Directors, which is responsible for directing the management of our organisation.

Proposed make-up of our Council of Governors

Public governors – elected



Hillingdon and Ealing	
Hounslow, Richmond and Kingston	
Sutton, Merton and Wandsworth	
Bromley, Croydon and Bexley	
Redbridge, Barking & Dagenham, Greenwich and Havering	
Waltham Forest, Newham and Haringey	
Lewisham, Southwark and Lambeth	
Westminster, Hammersmith & Fulham and Barnet	
Harrow, Brent and Camden	
City of London, Tower Hamlets and Hackney	
Kensington & Chelsea, Islington and Enfield	
Subtotal	11

Staff governors - elected

Staff	
Subtotal	3

Statutory partner organisation governors – appointed



Primary care trusts	
Local authorities	

Other partner organisations – appointed



For better mental health



Age Concern London	
British Heart Foundation	
Diabetes UK	
Mind	
The Stroke Association	
Subtotal	7

Number of Governors (elected + appointed)	Total	21
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WHAT HAPPENS NEXT

Tell us what you think

We would like your views on our proposals to become a foundation trust.

You have until **Friday 15 May 2009** to let us know what you think, and you can share your views in a number of ways.

Complete the feedback form at the back of this document, and send it back to us in the envelope provided. No stamp is needed.

Alternatively, visit our website and fill in a feedback form at www.londonambulance.nhs.uk/ft

Get involved

Become a member and have a say in how your local ambulance service is run.

Simply complete the membership form at the back of this document, or visit our website at www.londonambulance.nhs.uk/ft

Survivor of the London bombings, Gill Hicks MBE joins Chief Executive Peter Bradley CBE to register as our first member.

Want to know more?

Local roadshows

We will be holding roadshows in your area where you can speak to us in person about our proposals. Dates and venues for these will be advertised in your local paper and on our website.

Community groups

If you are a member of a local group that would like to hear more about our plans, we will be happy to come along and talk to you.

Email membership@lond-amb.nhs.uk

or phone us on –
FREEPHONE 0800 7311 388



LOOKING AFTER LONDONERS



If you would like this document in another language, or in a format such as easy-read, Braille or audio, contact FREEPHONE 0800 7311 388.

عربي
إذا كنت تريد هذه الوثيقة بلغتك الخاصة،
أتصل بالرقم المجاني: 0800 7311 388

বাংলা

যদি আপনি এই ডকুমেন্ট আপনার ভাষায় চান, তাহলে যোগাযোগ করুন ফ্রিফোন 0800 7311 388 নম্বরে।

Français

Si vous désirez recevoir ce document dans votre langue, contactez le NUMÉRO VERT 0800 7311 388.

Język Polski

Jeśli pragnąbyś ten dokument w swoim języku zadzwoń pod DARMOWY numer telefonu 0800 7311 388.

Português

Se desejar obter este documento no seu idioma, queira contactar a LINHA DE TELEFONE GRÁTIS 0800 7311 388.

ਪੰਜਾਬੀ

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕੀਟੋਨ
0800 7311 388 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

русский

Если вы хотите получить этот документ на вашем языке, свяжитесь с нами по бесплатному телефону 0800 7311 388.

Soomaali

Haddii aad dukumeentigan ku rabto luqaddaada, soo wac TELEFOONKA BILAASHKA AH 0800 7311 388.

தமிழ்

இந்த ஆவணம் உங்கள் மொழியில் உங்களுக்குத் தேவையானால், இலவச தொலைபேசி எண் 0800 7311 388 ல் தொடர்பு கொள்ளவும்.

Türkçe

Bu belgeyi kendi lisanınızda istiyorsanız, ÜCRETSİZ TELEFON HATTINDAN ilişki kurun: 0800 7311 388.

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220 Waterloo Road
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www.londonambulance.nhs.uk



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WHAT DO YOU THINK?

Your views are important to us, and we would like to know what you think about our proposals to become a foundation trust. The deadline for you to reply is **Friday 15 May 2009**. Simply complete this form and send it back to us in the envelope provided. You do not need a stamp.

- 1 Do you agree with our vision and our priorities for the next four years? (pages 5-7) Yes No
- 2 Do you agree that 16 should be the youngest age to become a member? (page 8) Yes No
- 3 Do you agree that only residents living in a London borough should be able to become public members? (page 8) Yes No
- 4 Do you think that we should include people who work but don't live in London in our public membership? (page 8) Yes No
- 5 Do you agree with the proposed public constituencies? (pages 9-10) Yes No
- 6 Do you agree with the general proposals for staff membership? (page 9) Yes No
- 7 Do you agree that our staff should be made members with the option to opt out? (page 9) Yes No
- 8 Which of the two options for staff constituencies do you prefer? (page 9) 1 2
- 9 Do you agree with the role of the Council of Governors? (page 9) Yes No
- 10 Do you agree with the proposed make-up of the Council of Governors? (page 9-10) Yes No

Additional comments

11 To reflect our new status, we would like to change our name to London Ambulance Service NHS Foundation Trust. Have you any comments to make on this?

12 If there is one thing you would like us to change or improve about our service what would it be?

13 Is there anything else you would like to say about our future plans and our application to be a foundation trust?

PERSONAL DETAILS

Title

(eg Mr, Mrs, Miss, Ms, Dr)

First name

Last name

Address

Postcode

Email

Telephone
(home/work)

Mobile

- Are you a Patient
 London resident
 Member of staff
 Partner organisation
 Other (*please state*)

Thank you for taking the time to comment on our proposals. Please return your form in the envelope provided – no stamp is needed.

Freepost RSAE-JTEL-YURH
London Ambulance Service
NHS Trust
Foundation Trust Office
220 Waterloo Road
London
SE1 8SD

BECOME A MEMBER

We want as many people as possible to support the London Ambulance Service by becoming one of our members.

Membership is free, and it is easy to join. Simply complete this form and send it back to us, free of charge in the envelope provided, or visit our website at www.londonambulance.nhs.uk/ft

You must be at least 16 years old to

become a member. If you are a member of our staff, you do not need to complete this form – information will be sent to you separately.

The information you provide here will be held on a database so that we can keep you up to date on membership issues. The information will remain confidential and will be held in accordance with the Data Protection Act (1998).

YOUR DETAILS (Fields marked with * are mandatory)

*Title

(eg Mr, Mrs, Miss, Ms, Dr)

*First name

*Last name

*Address

*Postcode

London borough
you live in

Email

*Telephone
(home/work)

Mobile

*Date of Birth

We would prefer to send you information about the Trust and membership issues by email. Please ensure that you provide your email address in the left-hand column.

If you would prefer to receive information by post, please tick this box.

Public register

We are required to keep a public register of our members. If you do **not** wish your name to be included, please tick this box.

You must be at least 16 years old to become a member

ABOUT YOU

We want to involve the whole community and build a membership that is representative of the London area we serve. The following information will help us to know if we have achieved this.

Gender

- Male Female

Ethnicity

- White White British
 White Irish
 White other
- Mixed White and Black Caribbean
 White and Black African
 White and Asian
 Other
- Asian or Asian British Indian
 Pakistani
 Bangladeshi
 Other
- Black or Black British Caribbean
 African
 Other
- Other Chinese
 Other ethnic group

(please state)

I'd rather not say

Do you consider yourself to have a disability?

- Yes No

Have you been a patient of the London Ambulance Service NHS Trust within the last three years?

- Yes No

GETTING INVOLVED

I would be interested in: (tick one or more)

- receiving regular information about the London Ambulance Service
- attending meetings or events
- taking part in surveys, consultations and questionnaires
- standing for election to the Council of Governors.

I would like to become a member of London Ambulance Service NHS Trust which is becoming a foundation trust.

Signature*

Date*

Thank you for applying to be a member of our Trust. We look forward to working with you in the future.

Please return your form in the envelope provided – no stamp is needed.
For more information about membership write to us at:

Freepost RSAE-JTEL-YURH
London Ambulance Service NHS Trust
Foundation Trust Office
220 Waterloo Road
London
SE1 8SD

Email us - membership@lond-amb.nhs.uk

Phone FREEPHONE 0800 7311 388

Visit our website -
www.londonambulance.nhs.uk/ft