



**We are the capital's
emergency and urgent
care responders.**

NHS

London Ambulance Service
NHS Trust

Our three missions



Our care

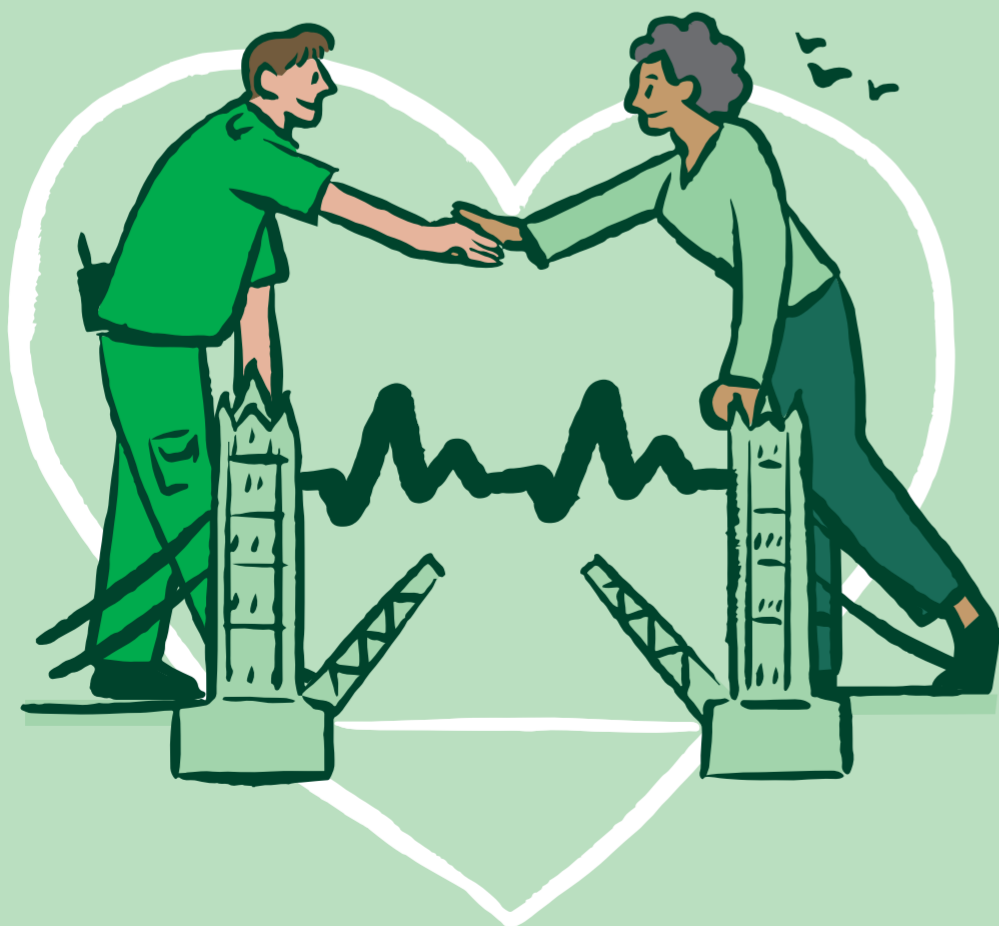
1 Delivering outstanding emergency and urgent care whenever and wherever needed.

- Rapid and seamless care
- Individualised clinical responses
- Outstanding care and leadership of major incidents and events
- A learning and teaching organisation

Our organisation

2 Being an increasingly inclusive, well-led and highly skilled organisation people are proud to work for.

- Inclusive and open culture
- Well-led across the organisation
- Improved infrastructure



Our London

3 Using our unique pan-London position to contribute to improving the health of the capital.

- A system leader and partner
- Proactive on making London healthier
- Green and sustainable for the future

We aim to deliver outstanding emergency and urgent care whenever and wherever needed for everyone in London, 24/7, 365 days a year.

Together, we put the values of **caring, respect and teamwork** at the heart of all we do for Londoners.

For more information, visit londonambulance.nhs.uk/strategy

Mission one:

Delivering outstanding emergency and urgent care whenever and wherever needed.

Rapid and seamless care

- Answer 999 calls in less than 10 seconds, being with the patient within seven minutes where the call is a Category 1 emergency and for Category 2 patients on average in 18 minutes.
- Ensure all patients who do not require an immediate ambulance response receive a telephone assessment from a clinician within 30 minutes.
- Deliver exemplary standards of care for patients with cardiac arrest, heart attacks, stroke, sepsis and major trauma.
- Answer 111 calls in less than one minute, and deliver a high quality, timely, multi-disciplinary clinical assessment service.



Outstanding care and leadership of major incidents and events

- Be a global exemplar for planning and responding to major incidents, collaborating with Blue Light partners.
- Secure funding to increase the number of hazardous area response teams from two to three.
- Extend our service providing support to major venues and events in the capital.



A learning and teaching organisation

- Raise awareness of equality, diversity and inclusion through training and development at all levels across the trust.
- Continue to build a learning organisation that will drive and embed quality improvement approach.
- Ensure all staff receive professional development, including doubling the number of training days for frontline staff.
- Be a leading UK ambulance service in providing clinical staff with outcome data for patients they treat.
- Continue to build a just culture where all staff are confident to raise issues and report incidents, demonstrating that we learn when we do not get care right.
- Work with partners to deliver award-winning research, improving healthcare for all.
- Continue to be the largest provider of NHS apprenticeships.
- Recruit people representing the diversity of London.
- Define a clear clinical career pathway for all roles and functions including trebling the number of advanced and specialist paramedics.
- Ensure career development for all parts of the organisation, with a focus on those underrepresented in key roles, increasing staff retention.



Individualised clinical responses

- Provide a specialist, individualised response to patients with acute mental health issues, to frail elderly fallers, to people at the end of their life, in pre-natal and labour.
- Ensure patients impacted by health inequality get the care they need, including those with neurodiversity, sickle cell disease, and vulnerable people at risk.
- Expand the range of assessments and treatments that patients can be offered by enhancing the skills that paramedics have.
- Expand and improve the range of care pathways and services our teams can refer patients to.



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Mission Two:

Being an increasingly inclusive, well-led and highly skilled organisation people are proud to work for.



An inclusive and open culture

- Continue to embed our LAS culture change programme, showing a sustained improvement in all of the national people promise domains.
- Show sustained improvement in the workforce race equality standard and workforce disability equality standard indicators.
- Use our voice to speak up on racism and all forms of discrimination and harassment, having a zero tolerance response wherever we find this.
- Ensure that all our people have a strong voice through their line managers, strengthened staff networks and trades unions.
- Minimise violence towards our staff, including through roll out of body worn cameras.
- Deliver on plans to get all staff on Agenda for Change terms and conditions.
- Support the well-being of our people - investing further into our well-being support services.
- Improve staff sickness absence and retention rates by tackling root causes to become best in class in the ambulance sector.

Improved infrastructure

- Implement our agreed estates strategy, opening at least one rebuilt ambulance station each year.
- 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.
- Invest and build our capabilities in modern digital working.

Well-led across the organisation

- Build inclusive and compassionate leadership capability.
- Roll out and embed team-based working programme across the whole organisation.
- Demonstrate value for money by being increasingly efficient and investing in assets that drive demonstrable and quantifiable operational efficiency and financial benefits.
- Develop and embed a medium term financial framework.
- Grow the staff charity so that it can make annual donations for staff welfare initiatives of circa £100k per year.

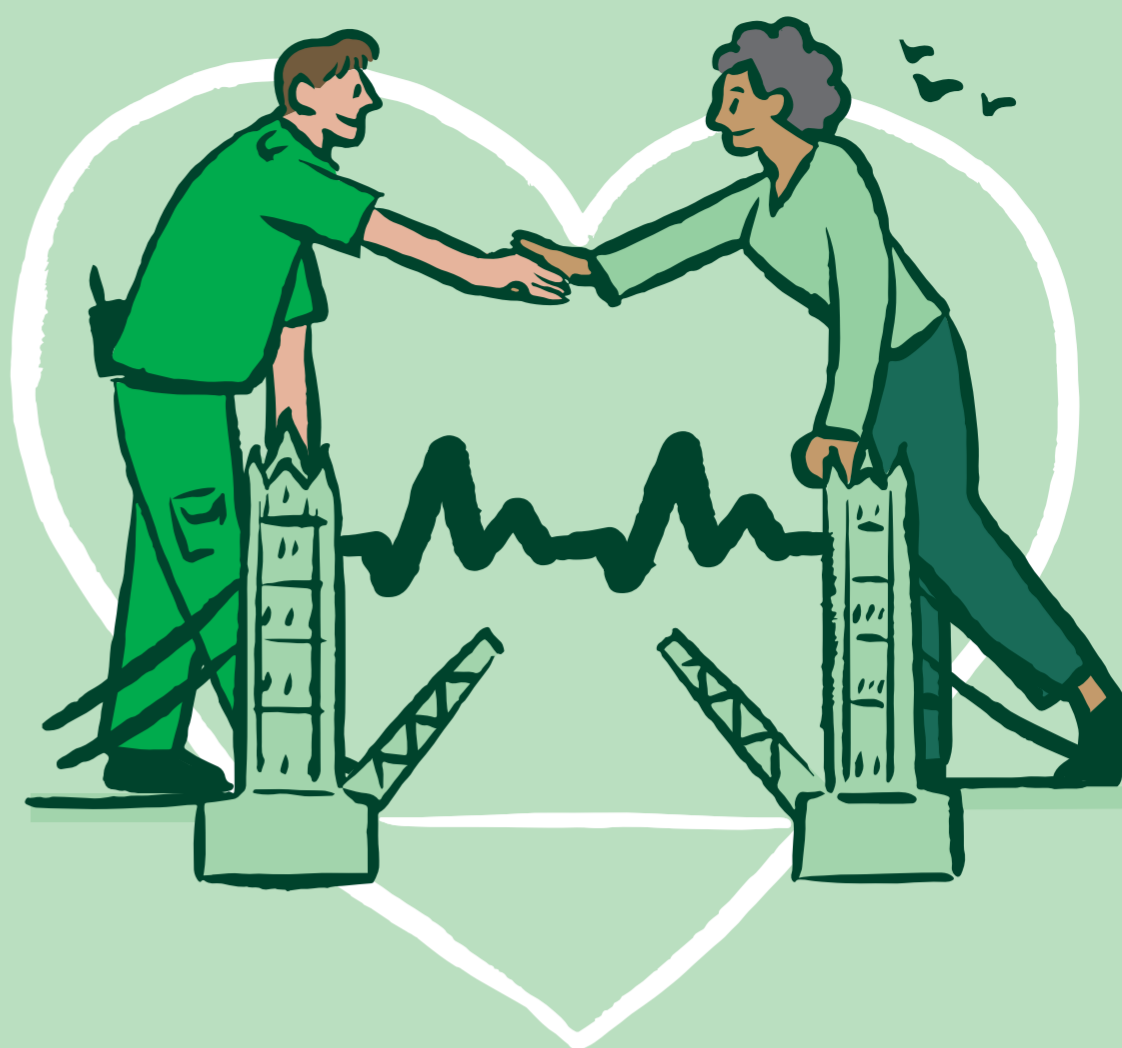


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Mission Three:

Using our unique pan-London position to contribute to improving the health of the capital.



Proactive at making London healthier

- Train 100,000 Londoners collaboratively in basic life-saving skills (CPR), including a generation of secondary school children and reach all secondary schools to provide targeted public education.
- Offer each staff member a paid day a year to volunteer with London Life Savers or our public education programme.
- Tackle health inequality by using our data on at least two initiatives per year.
- Play a greater role in public health and prevention.

A system leader and partner

- Be recognised for our collaborative leadership role across London in delivering emergency and urgent care.
- Support GPs in London to increase their ability to provide same day access to urgent primary care.
- Work to better meet the needs of high intensity users in order to significantly reduce their numbers.
- Strengthen the voice of patients through our Public and Patients Council.
- Work collaboratively with system partners in London to reduce pressures in emergency departments, including reducing handover delays.



Green and sustainable for the future

- Decrease our carbon footprint by 25%.
- Achieve ULEZ compliance across our diesel fleet and pilot the world's first low-weight electric ambulances.
- Strengthen the criteria for selecting suppliers that recognise their social value and net zero.



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