



London Ambulance Service
NHS Trust

LAS #SolvingTogether Hub

London Ambulance Service NHS Trust

Our LAS
Our Future
Our Strategy
2023-2028



London Ambulance Service on #SolvingTogether Crowdsourcing summary

November 2022

Created by #SolvingTogether



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HORIZONS



LAS #SolvingTogether hub

Between October and November 2022, LAS worked with NHS Horizons on #SolvingTogether to conduct a **crowdsourcing project to gather ideas from our staff as a way of involving them in our strategy development.**

#SolvingTogether enabled people with different expertise and experience to come together in an online space to offer suggestions and solutions for consideration by relevant SROs across LAS.

The platform was open from 3rd October to 4th November 2022 to all employees. It was available 24/7 which is ideal for frontline shift workers, meaning they were able to access the platform at any time that was convenient to them. There was a high level of interaction and engagement from across the trust, with **548 people who engaged, and a total of 165 ideas.**

The idea forums were split across topic areas, and this document summarises the key themes emerging from each of the following topics:

Emergency care	Integrated urgent care
Quality of care	Major incidents
Education and training	Anchor institutions
Great place to work	System partnership
Money	Digital infrastructure
Estate and fleet	



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Key themes: emergency care and integrated urgent care

Emergency care

- 1) **Service Led Improvement:** Staff have made recommendations for making the best of available resources and improving patient care.
- 2) **New Ways of Working:** Staff are keen to explore different models of working.
- 3) **Transport:** Staff have suggested processes to safely transport people who may not need to be conveyed in an ambulance.

Integrated urgent care

- 1) **Working Together:** Staff have ideas for collaborating with GPs to help people get the care they need, when they need it, in the right place.
- 2) **New Ways of Working:** Staff have ideas for how they could work differently to deliver urgent care.
- 3) **Consistency of response:** Staff suggest improving triage processes so that people get the right response first time.



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Key themes: quality of care and major incidents

Quality of care

- 1) **Safety, quality and experience of care:** Staff want the opportunity to learn from real-life experiences of patient care in order to improve future care with a feedback loop, in a psychologically-safe way.
- 2) **Building a learning organisation:** Staff want an environment for improvement that isn't just about giving people the skills, it's also about creating the right culture. People want to be involved with leading change/ innovations.

Major incidents

- 1) **Training:** Staff have said they would like to build their skills for responding to major incidents.
- 2) **New ways of working:** Staff have ideas for expanding the skills mix in EOC.



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Key themes: education and training and anchor institution

Education and training

- 1) **CPD:** Staff have asked for the time to do general training and CPD during working time.
- 2) **Leadership development:** Staff have ideas for building leadership skills so that they are better able to support their teams.
- 3) **Clinical education and development:** Staff want to make sure their clinical skills are up-to-date so that they feel confident and able to respond to any situation.

Contributing to the community: anchor institution

- 1) **Improving our environment:** Staff would like to contribute to creating a greener and healthier London for everyone.
- 2) **Supporting our communities:** Staff would like to build community relationships through public education, sharing physical resources and knowledge sharing.



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Key themes: great place to work

Great place to work

- 1) Wellbeing:** Staff have a range of ideas for simple interventions to help staff manage their physical, emotional, and mental wellbeing.
- 2) While out on shift:** Staff have asked for access to food and drink while out on shift, especially while waiting to drop off patients at ED.
- 3) Improving communication and collaboration:** Staff have asked for communication within the trust to be simplified to help colleagues find the right information when they need it. They would also like opportunities to find out about different roles across the trust – as well as to be involved in decisions.
- 4) Staff Benefits:** Staff would like to easily hear about the staff benefits available to them.
- 5) Getting the basics right:** Staff highlighted the importance of efficient internal processes.
- 6) Recruitment and retentions:** Staff have highlighted the importance of improving the recruitment process so that we can strengthen workforce numbers.
- 7) Workforce numbers:** Staff have highlighted safe staffing levels for Make Ready, and for supervision of immediate team members



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Key themes: system partnership

System partnership

- 1) Connecting with Primary care:** Staff would like to create more joined-up working, an efficient system for flagging welfare concerns and finding support for high-intensity users
- 2) Collaborating with other emergency services:** Staff have ideas for continuing to strengthen the relationships with other 999 partners
- 3) Mental Health:** Staff would like to create a better joint response for people in need of mental health support
- 4) Joint Response Unit:** Staff have asked for this to be brought back
- 5) Managing events:** Staff would like collaborate with police to improve response to short-notice events
- 6) Connecting with the community:** Staff have ideas for working with community organisations and groups to help improve patient care
- 7) Connecting with service users:** Staff have ideas for using tech to reduce call numbers with benefits for patients and LAS
- 8) Information and data:** Staff have highlighted the power of efficiently sharing data



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Key themes: money, digital infrastructure, estate and fleet

Money

- 1) **Efficiencies:** Staff have shared ideas about the small things that can make a big difference.
- 2) **Funding for innovation:** Staff are full of great ideas but funding is often the blocker – how can funding pots be found?

Digital infrastructure

- 1) **Technology as an enabler:** Staff have highlighted the importance of exploring how digital technologies can improve patient care.
- 2) **Connecting with service users:** Staff have ideas for using tech to reduce call numbers with benefits for patients and LAS.

Estate and fleet

- 1) **Fleet:** Staff are asking for a fleet that is fit for purpose, with vehicles that are well-maintained and ready for the start of a shift.
- 2) **Buildings:** Staff have asked that buildings are easier to access and we maximise their use.