



- About us
- Who we are
- Where we are
- What we do
- How we are run
- How we are doing
- Working with suppliers
- Our plans for the future
- Research
- How we managed the London 2012 Olympics
- Our publications
- Involving our community
- Our charity
- Vehicle collection



About us

We want to provide our patients with the highest quality care and contribute towards Londoners having health outcomes among the best in the world.

In this section you can find out about:

- [Who we are](#)
- [Where we are](#)
- [What we do](#)
- [How we are run](#)
- [How we are doing](#)
- [Working with suppliers](#)
- [Our plans for the future](#)
- [Research](#)
- [How we managed the Games](#)
- [Our publications](#)
- [Involving our community](#)

Who we are

We are the busiest emergency ambulance service in the UK and provide healthcare that is free to patients at the time they receive it. We are also the only London-wide NHS trust.

We have around 5,000 staff, who work across a wide range of roles based in [70 ambulance stations](#). We serve more than eight million people who live and work in the London area. [Read more about who we are.](#)

[Back to top](#)

Where we are

Our service operates over an area of approximately 620 square miles, from Heathrow in the west to Upminster in the east, and from Enfield in the north to Purley in the south.

[Read more about where we are](#) including all the local ambulance stations and hospitals.

[Back to top](#)

What we do

Our main role is to respond to emergency 999 calls, providing medical care to patients across the capital, 24-hours a day, 365 days a year. Other services we offer include providing pre-arranged patient transport and finding hospital beds. Working with the police and the fire service, we are prepared for dealing with large-scale or major incidents in the capital.

[Find out about what we do.](#)

[Back to top](#)

How we are run

CQC inspection report

Our response to our February 2017 inspection by the Care Quality Commission

[Patients receiving outstanding care from London Ambulance Service](#)



London Ambulance Service NHS Trust

CQC overall rating

Requires improvement

29 June 2017

[See the report >](#)

Quality Improvement Plan

Find out more about our plans to improve our Service following the Care Quality Commission inspection in 2015, and the progress made so far

[Care Quality Commission inspection and report](#)



As soon as I got home from hospital I wanted to meet the ambulance men that saved my life, and say thank you. I've always been very independent, and with their help I'm alive and looking after myself again.



Veronica Woolcock
Cardiac arrest patient

We are governed by a Trust Board, which meets every two months. It is made up of 18 [members](#) – a non-executive chairman, five of the Service's executive directors (including the chief executive), and seven non-executive directors.

[Find out more about the Board of Directors and our Trust Board meetings](#)

[Back to top](#)

How we are doing

Target response times are set for us by the government and we are measured against these annual performance targets as well as other standards of service.

[Learn how we are doing.](#)

[Back to top](#)

Working with suppliers

Each year we spend approximately £58 million on a wide range of goods and services. We have a responsibility to ensure that all public money we receive is used as resourcefully as possible, and that we achieve the best value for money.

[Find out about what we buy and our latest tender opportunities.](#)

Our plans for the future

We want to provide our patients with the highest quality of care which will contribute towards Londoners having health outcomes that are amongst the best in the world.

[Find out about our strategic goals and our plans to become a foundation trust.](#)

[Back to top](#)

Research

The London Ambulance Service (LAS) is proud to be a research active organisation. By developing and hosting research studies we contribute to an evidence base that informs and improves emergency medical care and outcomes in the UK and worldwide.

[Back to top](#)

How we managed the London 2012 games

We're proud to have played our part in helping to deliver a safe, successful and healthy London 2012 Olympic and Paralympic Games.

[Find out about our work during the 2012 Games.](#)

[Back to top](#)

Our publications

We publish a number of publications on our website for you to download, including our annual reports, Trust Board papers and documents for the Freedom of Information Act publication scheme.

[View a list of our publications](#)

[Back to top](#)

Involving our community

We aim to work with Londoners from many different backgrounds to ensure that we continue to provide a service that meets their needs.

[Discover how we involve our community.](#)

[Back to top](#)

Equality and inclusion in the workplace

We are committed to promoting equal opportunities across everything we do, in terms of employment and training, providing services and our engagement and decision making.

[How we are promoting equality and inclusion in the workplace.](#)

[Back to top](#)