



Talking with us

Enquiries, feedback and complaints

Thanking our staff

Solicitors' enquiries

Freedom of Information

Requests to visit us

Requests to arrange observer's shifts

How we use your personal information

How to find us



## Talking with us

**Remember, if someone is seriously ill or injured, and their life is at risk, you should call 999 immediately.**

This section explains how you can contact us when it is not a medical emergency.

**If you are a health professional please see the [health professionals](#) section for details on how to contact us.**

### What would you like to do?

- [For general enquiries, to feed back or make a complaint about the service you have received or to find out how to obtain copies of your medical records.](#)
- [Contact our switchboard.](#)
- [Say thank you to our staff.](#)
- [Enquire about a legal issue.](#)
- [Make a solicitor's enquiry for medical records.](#)
- [Gather information for a police enquiry.](#)
- [Find out how we use your personal information.](#)
- [Submit a Freedom of Information request.](#)
- [Ask about a recruitment issue.](#)
- [Find out about our emergency life-support training.](#)
- [Arrange for us to visit your school, college or local event.](#)
- [Enquire about a media issue.](#)
- [Arrange a visit to our organisation.](#)
- [Request an observer's shift.](#)
- [Ask a question or feed back about our website.](#)
- [Find or contact one of our offices.](#)
- [Making a donation.](#)

### For all enquiries, please contact:

Phone: 020 3069 0240 (local rate)  
Email: [ped@londonambulance.nhs.uk](mailto:ped@londonambulance.nhs.uk)

Patient Experiences Department  
London Ambulance Service NHS Trust  
Units 1&2 Datapoint Business Centre  
6 South Crescent  
London  
E16 4TL

Our patient experiences team is your first point of contact if you have any comments, feedback or complaints about the service you have received from us. The team can also deal with all general enquiries about our policies and procedures and how we work.

In order to maintain a high level of patient care service to the communities of London, the

### EasyRead documents and prompt cards



We have EasyRead prompt cards to show you how you can get help if you are unwell or hurt.

[▶ EasyRead documents](#)

### Friends and Family Test

The Friends and Family Test is a simple question, asking you how likely you would be to recommend our service to your friends and members of your family. It is one way for us to find out what you think of our service, and to give you the opportunity to give us feedback about the care you have received, so that we can make improvements in the future.

[▶ Friends and family test](#)

Service has produced a specific plan to deal with anticipated capacity issues which triggers specific measures when we are operating over capacity.

Within the Capacity Plan is a Resourcing Escalation Action Plan (REAP) which is used to identify the level of pressure the Service is under at any given time, and provides a range of tactical options to deal with the over capacity situation.

This revised plan is now a national framework in use by ambulance services across the country.

As a result of the continuing high level of demand that we are experiencing, please be aware that there may be a delay in responding to complaints and enquiries. There are a number of reasons for this, including the implementation of a raised REAP level, ambulance crews not being very easily available to discuss particular incidents they have attended, and clinical managers having less time to look at the details of the care that has been given in different cases.

We will respond to all enquiries as quickly as possible, but would apologise should this take longer than usual. Please do not email multiple trust departments as this only duplicates administrative effort.

If you are enquiring about an existing complaint, please contact the case officer on the telephone number detailed in the acknowledgment sent to you.

### [When to contact us](#)

#### [Our contact details](#)

#### [Find out more about our Patient Experiences Department](#)

[Back to top](#)

### [To call our switchboard](#)

If you know the name but not the telephone number of the person that you would like to contact, **call our switchboard on 020 7783 2000.**

[Back to top](#)

### [Say thank you to our staff](#)

If you'd like to pass on your thanks to the staff that treated you, we'd be happy to help. [Send a message of thanks to our staff.](#)

Communications Department  
London Ambulance Service NHS Trust  
220 Waterloo Road  
London SE1 8SD

Tel: 020 7783 2123/ 2122  
Fax: 020 7783 2120  
Email: [staffrecognition@londonambulance.nhs.uk](mailto:staffrecognition@londonambulance.nhs.uk)

[Back to top](#)

### [Enquire about a legal issue](#)

Our legal services department deals with any enquires about coroners' inquests including requests for call records and health records (including patient report forms), witness statements, staff attendance or attendance at inquests and civil claims against us.

**If you have been involved in an accident with a London Ambulance Service vehicle, please contact QBE on 0808 1008181.**

Legal Services  
London Ambulance Service NHS Trust  
220 Waterloo Road  
London SE1 8SD

Telephone: 020 7783 2105

[Back to top](#)

## Make a solicitor's enquiry for medical records

Solicitors can make enquiries and apply for call records and health records (including patient report forms) under the Data Protection Act 1998 and Access to Health Records Act 1990 in connection with a civil claim or criminal matter.

[Find out more about how to make a solicitor's enquiry.](#)

Patient Experiences Department  
Units 1&2 Datapoint Business Centre  
6 South Crescent  
London  
E16 4TL

Tel: 020 3069 0229  
Fax: 020 3069 0239  
Email: [ped@londonambulance.nhs.uk](mailto:ped@londonambulance.nhs.uk)

[Back to top](#)

## Information for a police enquiry

If you need information for a police enquiry.

Email: [archive@londonambulance.nhs.uk](mailto:archive@londonambulance.nhs.uk)  
Telephone: 020 3069 0320

[Back to top](#)

## Submit a Freedom of Information request

[Find out more about Freedom of Information requests.](#)

[Back to top](#)

## Ask about a recruitment issue

You can contact our recruitment department if you would like to talk about working with us.

[Find out more about working with us.](#)

Recruitment centre  
Units 1&2 Datapoint Business Centre  
6 South Crescent  
London  
E16 4TL

### General enquiries

Tel: 020 3069 0260  
Fax: 020 3069 0266  
Email: [recruitment@londonambulance.nhs.uk](mailto:recruitment@londonambulance.nhs.uk)

**Unfortunately we are not recruiting for student paramedics at the moment.** To find out more about these roles, visit our [career opportunities section](#).

[Back to top](#)

## Find out about our emergency life-support training courses

Members of the public or companies that are interested in our emergency life-support training courses can contact our resuscitation training team.

[Read more about our resuscitation training courses.](#)

Resuscitation Training Administrator  
8–20 Pocock Street  
London SE1 0BW

Tel: 020 7783 2534  
Email: [resustraining@londonambulance.nhs.uk](mailto:resustraining@londonambulance.nhs.uk)

[Back to top](#)

## Arrange for us to visit your school, college or local event

The public education department can arrange for local members of staff to visit your groups or schools to talk about our service and answer any questions you might have. If you would like to arrange a visit please [fill out our online form](#)

Patient and public involvement department  
Units 1&2 Datapoint Business Centre  
6 South Crescent  
London  
E16 4TL

Tel: 020 3069 0383  
Email: [ppi@londonambulance.nhs.uk](mailto:ppi@londonambulance.nhs.uk)

[Back to top](#)

## Enquire about a media issue

If you have a media enquiry or want to arrange an interview or filming with our staff you should contact our communications department.

Communications Department  
London Ambulance Service NHS Trust  
220 Waterloo Road  
London SE1 8SD

Tel: 020 7783 2286  
Fax: 020 7783 2120  
Email: [communications@londonambulance.nhs.uk](mailto:communications@londonambulance.nhs.uk)

[Back to top](#)

## Arrange a visit to our organisation

If you are a healthcare professional, or work for a government agency or another ambulance service, either in the UK or abroad, and would like to visit our organisation, contact our conference, induction and awards department. Please note that we are often very busy and unable to accommodate ride-outs with members of our staff.

**Please note that these cannot be arranged for members of the public.**

[Find out more about arranging a visit.](#)

Conference, Induction and Awards Department  
London Ambulance Service NHS Trust  
220 Waterloo Road  
London SE1 8SD

Tel: 020 7783 2123/ 2122  
Fax: 020 7783 2120  
Email: [cia@londonambulance.nhs.uk](mailto:cia@londonambulance.nhs.uk)

[Back to top](#)

## Request an observer's shift

Unfortunately we are unable to offer any visits at the current time.

Please note that these cannot be arranged for members of the public.

[Find out more about requesting observer's shifts.](#)

[Back to top](#)

## Ask a question or feed back about our website

If you have a question or have comments about our website, we are keen to hear from you.  
Email: [webofficer@londonambulance.nhs.uk](mailto:webofficer@londonambulance.nhs.uk)

[Back to top](#)

## Find or contact one of our offices

You can find location maps with contact details of our headquarters offices on the [how to find us](#) page.

[Back to top](#)