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News

News releases and statements

Summer season sees peak in alcohol-related incidents in London

Lone female paramedic assaulted while on duty

Advice on what to do after an acid attack

Response to the Government's announcement on new ambulance service standards

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

Statement on fire in North Kensington

New Chief Executive joins London Ambulance Service

Statement on incident at Westminster

London Ambulance Service releases 999 call to show shocking abuse of call handlers

London Ambulance Service 111 call centre rated 'good' by health regulator

Investigation launched following computer outage

A busy night for London Ambulance Service as London welcomes in the new year

Noel retires on Christmas Eve

Getting drunk is not a game, says London Ambulance Service's festive campaign

London Ambulance Service chief executive retires

Unprecedented 999 demand as London Ambulance responds to record numbers of patients

London Ambulance Service staff celebrate service

Ambulance medic celebrates more than 40 years of service

Ambulance medic honoured for more than 40 years of service

Patients receiving outstanding care from London Ambulance Service

28 June 2017

Patients in the capital are receiving 'outstanding' care from London Ambulance Service according to the Care Quality Commission (CQC) report published today (29 June).

The report commends the 'care and compassion' provided by ambulance crews who 'go the extra mile' for patients. CQC also acknowledged the unimaginably difficult circumstances ambulance crews have worked in during the last few months when they have treated patients at the Grenfell Tower fire and after terrorist attacks at Westminster Bridge, London Bridge and Finsbury Park.



Hazardous Area Response Team paramedic Gemma Taylor, who responded to the London Bridge attack and the fire at Grenfell Tower, said: "It can be a really testing job – these types of incidents affect everyone who is involved. But we do this job because ultimately we want to help patients and their families and I'm incredibly proud of what I do. It's amazing to know you've made a difference."

Improvements have been made in every one of the five inspected areas and the Service has moved up a rating to 'requires improvement'. The report recognises sustained progress has been made since the last inspection in February 2017, including significant improvements in emergency preparedness resilience and response. Our response to our most seriously ill and injured patients has also improved and by the end of April we were the top performing ambulance service in the country for reaching these patients within eight minutes – against a backdrop of record demand.*

Chairman Heather Lawrence, OBE, said: "We're delighted and proud that CQC recognise the significant improvements since we were first inspected and we have made further improvements since February. I'd like to thank all our staff on the frontline, in the control room and those in support roles for everything they have done to improve our service to patients over the last two years.

"As the nation witnessed during recent events in London, ambulance staff are always ready to respond in often very difficult circumstances and we are pleased CQC has recognised the outstanding care we provide, as well as many other improvements."

Despite increasing demand the Service is reaching patients more quickly than a year ago and is one of the better performing trusts in the UK.*

Heather added: "We recognise there is still work to do over the next few months.

"The Trust Board, our new chief executive and his executive leadership team are completely focussed on addressing the key actions highlighted in this report. We will continue to work with our NHS partners and all our staff to continue making the improvements required."

[Read the report in full on the CQC website.](#)

Ends

Notes to editors:

- CQC inspectors looked at three core services: the Emergency Operations Centres (EOC),

Paying tribute to Eric Roberts, Unison Branch Secretary

Two hundred new ambulance vehicles for London

Paramedics half-century of saving lives in London

Statement - Road traffic collision on Ladbroke Grove

Statement - Croydon tram incident

London Ambulance Service medics attacked with fireworks

Remember Remember stay safe this November

TV documentary prompts pizza praise

Service joins 100 black taxis on the Children's Magical Taxi Tour

Annual public meeting Tuesday 27 September

London Ambulance offers viewers unprecedented access in new TV series

Lennard Road - Road Traffic Collision, 31 August 2016

Over 1000 people treated at Notting Hill Carnival

Fire in Harrow

Hundreds more clinical staff on the frontline but not enough people from BME backgrounds

Paramedics praise five year old boy for helping to save his nan's life

Hundreds more emergency calls in London because of hot weather

Paramedic features in latest Historic England exhibition

Thief steals London Ambulance Service bike

Remembering 7 July 2005

Chief Executive speaks at launch of Living on the Edge report

Eat, Drink and Be Safe as Euro 2016 kicks off

Paramedic honoured at Buckingham Palace

Incident in Russell Square, WC1

Smartphone app alert helps volunteer first aiders save a life

Ealing butcher praises London Ambulance Service medics for excellent care

Fire in Shepherds Bush

emergency and urgent care (EUC), and the Emergency Preparedness, Resilience and Response (EPRR).

- The CQC rated our NHS111 service as Good in every domain in January 2017.
- *Between 1 April and 4 June 2017, we reached 73% of seriously ill and injured patients (Category A) against a national target of 75%. This meant that of those ambulance services nationally being measured on the A8 and A19 criteria, the London Ambulance Service was the highest performing in the country.
- London Ambulance Service receives 1.9 emergency calls a year and responds to 1.1m incidents in the capital.
- Follow us on Twitter at www.twitter.com/ldn_ambulance or visit us on facebook at www.facebook.com/londonambulanceservice

	Safe	Effective	Caring	Responsive	Well-led	Overall
Emergency and urgent care	Requires improvement	Requires improvement	Outstanding	Requires improvement	Requires improvement	Requires improvement
Emergency operations centre (EOC)	Requires improvement	Good	Good	Good	Requires improvement	Requires improvement
Resilience	Good	Good	Not rated	Good	Good	Good
NHS 111 service	Good	Good	Good	Good	Good	Good
Overall	Requires improvement	Good	Outstanding	Good	Requires improvement	Requires improvement

Our ratings for London Ambulance Service NHS Trust

	Safe	Effective	Caring	Responsive	Well-led	Overall
Overall	Requires improvement	Good	Outstanding	Good	Requires improvement	Requires improvement

Increase in assaults on London Ambulance Service staff

Hero ambulance medic stops moped muggers in their tracks

London Ambulance Service gets ready for Notting Hill Carnival

Medic's bright idea makes ambulance crews even more accessible to blind patients

Incident at London City Airport

Incident at London City Airport

London Ambulance Service gears up for this weekend's Mad Friday

Skip the dreaded tinsel-itis and have your medication ready this Christmas

Ten years in the hot zone

Busiest night ever predicted for London Ambulance Service this New Year

Technical issues in our control room

London Ambulance medic honoured with Queen's Ambulance Service Medal

Don't get caught out in the cold, warns London Ambulance Service

Medics to provide life-saving support to refugee camps

Statement on incident in Southend Arterial Road

Prince Harry visits London Ambulance Service to launch Time to Talk Day

Innovator behind London's cycle paramedics praised at Healthcare Heroes exhibition

Fate brings man together with paramedic who helped save his life

Leadership team strengthened with two new non-executive directors

London Ambulance Service responds to Storm Doris

Card launched to improve safety of expectant mothers

Banker thanks life savers with charity run

New spit kits issued to track down offenders who spit at London's life savers

Prince William visits ambulance staff who treated patients in Westminster attack

Stock up on medication ahead of the long weekend, warns ambulance service

Statement following an incident on Warburton Road, E8.

London Ambulance Service appoints new Chief Executive

London Ambulance Service medic honoured at Buckingham Palace

Firefighter grants paramedic a final goodbye with fiancée

Paramedic who apprehended a violent criminal is awarded police commendation

Statement on the incident at London Bridge

Statement on the incident at Seven Sisters Road

Thousands more emergency calls during hottest week of the year

Investigation into 999 computer system outage on New Year's Day 2017

London Ambulance Service leads the way at Pride in London

Life-saving defibrillators rolled out across London thanks to emergency services partnership

Paramedic mugged by moped gang in London's West End

London Ambulance Service marks 100,000 followers milestone

We reveal the top London boroughs for alcohol-related incidents

Ambulance crews prepare for Notting Hill Carnival

Statement on the incident at Parsons Green

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