

## New Chief Executive joins Service



Ann Radmore joined us this month as our new Chief Executive.

Ann, an NHS leader with over 30 years' experience, is the Service's first female Chief Executive.

Speaking on her first day in office, Ann stated that one of her first big challenges is to understand the rising demand for ambulances in London. She said: "I'm looking forward to working with our commissioners to take the Service forward so we continue to provide the highest standards of patient care while responding to increasing numbers of 999 calls."

[Read more about our new Chief Executive.](#)

## Service moves up Stonewall's Top 100 Employers list



The Service has been named the 22nd most gay-friendly workplace for lesbian, gay and bisexual staff in Stonewall's Top 100 Employers list - a jump from 94th last year.

Stonewall's workplace equality index recognises organisations that have inclusive policies, engage with staff on sexual orientation issues, demonstrate visible leadership for lesbian, gay and bisexual (LGB) equality, and have well-supported LGB network groups that play a constructive role in the organisation. This achievement also recognises our wider approach to equality and inclusion within our Service.

[Read about Stonewall's recognition.](#)

## Response to helicopter crash praised



The Prime Minister and the Mayor of London have praised our response, and that of the other emergency services, to the helicopter crash in south London.

We were called to the scene of the crash at 8am on 16 January, where we treated a total of 12 patients.

Five patients were taken to hospital, one with a broken leg. Seven patients were treated at the scene for minor injuries and shock. Sadly two people – the helicopter pilot and a pedestrian – were confirmed dead at the scene.

## Managing less serious calls



An incentive scheme that encourages staff to manage less serious calls more appropriately in the face of increasing demand attracted media attention this month.

We no longer automatically send an ambulance to every call; patients with minor illnesses and injuries do not need to be treated by an emergency ambulance crew. If an initial assessment over the phone deems it safe and appropriate to do so, we refer patients to NHS Direct, another healthcare provider or pass them to our clinical telephone advice team who will further assess them and provide advice about self-care or self-referral to an urgent care centre or GP. Last year, out of the 1.6 million calls we received, 141,000 were referred after enhanced telephone assessment to a more appropriate destination than an accident and emergency department.

Anyone who needs an ambulance will always be sent one in a time-frame appropriate for their type of illness or injury.



This email was sent to by London Ambulance Service NHS Trust, 220 Waterloo Road, London SE1 8SD

Telephone: 020 7783 2317 Email: [enews@londonambulance.nhs.uk](mailto:enews@londonambulance.nhs.uk)

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