



London Ambulance Service
NHS Trust



Our plans for making things better and including everyone



This is an EasyRead version of:
London Ambulance Service NHS Trust
Equality and Inclusion Strategy 2010-13



This is an EasyRead version of our Equality and Inclusion Strategy 2010-13.



You can find out more about our strategy and the action plans that go with it from our web site:

www.londonambulance.nhs.uk



You can get more EasyRead information about the Equality Act and the things we should be doing under the law from the Government Equalities Office.

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A message from the Chief Executive Peter Bradley, and the Chairman Richard Hunt



The London Ambulance Service wants to make sure things are fair and equal for everyone.



We want to help stop people being treated unfairly and make sure everyone gets their human rights.



We want to help make sure everyone can get the very best healthcare and that all of our staff have great and equal chances to get on.



We have written this plan to make sure we are doing all of this, it lasts until 2013.



There is an action plan that goes with this, giving a lot of detail about what will be done when and who will do it.



We will make sure these plans are checked to see that changes have been made and that they are good changes.



We will work with people who use our services and our staff to make these plans better and make sure they happen.



This way we can meet the needs of all of our patients and service users, staff and others.



Peter Bradley and Richard Hunt

About us

We want to say a bit more about what we do before we show how we are making things fairer and including everyone.



The London Ambulance Service is the busiest ambulance service in the country. We have over 5,000 staff to look after everyone who live in and visits London.

Getting an ambulance to 999 calls



In 2009 we got 1,348,698 emergency 999 calls.

1 out of every 10 calls is an emergency when someone might be dying. These people need help as soon as possible.



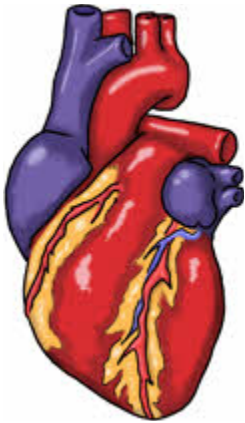
To do this we have:

- trained some people to give emergency help while they are waiting for the ambulance
- bought motorbikes and cycles that can get to people more quickly on busy roads.

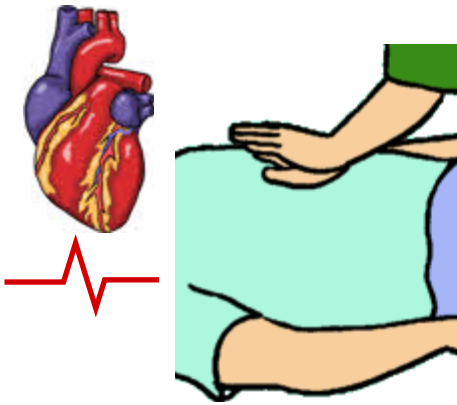


Giving people the best care

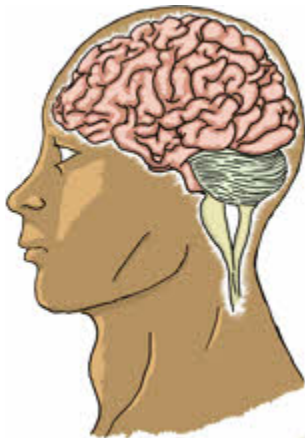
People who have had a heart attack or stroke need care quickly.



A **heart attack** is caused when not enough blood gets to your heart.



Worse still is when your heart stops altogether, you then need emergency help to try to start it again.



A **stroke** is caused by blood not getting to parts of your brain properly and damaging your brain.



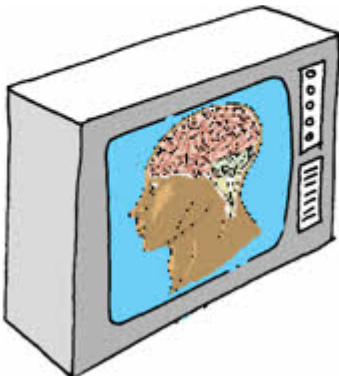
We have:

- made sure we can take people who have had a heart attack straight to the special hospital that is best for them



- helped people whose heart has stopped by having more electric shock machines (called defibrillators) in public places and trained local people how to use them.

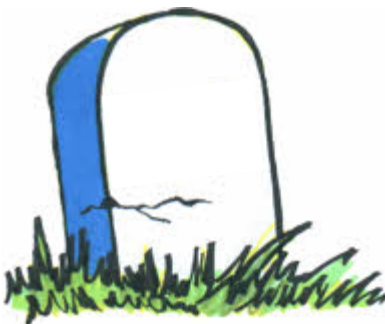
These can get someone's heart started again



- helped people see if someone is having a stroke with TV adverts showing the signs, this is called the FAST test (Face, Arm, Speech, Time to call 999)



- plans to take people who have had a stroke straight to the special hospital that is best for them.



Because of our changes less people die.



Telephone help

Some calls to 999 are less serious and so we check what is the best thing to do.



For people who are less serious they might be given:

- telephone help



- care at home



- something to help from a local chemist



- asked to go to their own doctor or walk-in centre.



We still need to go and see some people even if they do not need to go to hospital.



Staff can always get help and advice on the best thing to do.

Other patient transport



As well as our 999 service, we have a service that takes people to hospital appointments if they need it.

We now do this for 20 hospitals in London.



Big Emergencies

We have to be ready to deal with big emergencies like bombings or train crashes.



When something like this happens we make sure that:

- the right hospitals are ready for lots of patients



- we can treat and care for as many people as possible where they are



- patients who need more help are quickly taken to hospital.



Finding spare beds

We have a list of which hospitals have spare beds so we can take people to the right place for them.



Other support

Some of our callers need other help.



For example, we have over 100 people who ring 999 a lot. They do not need an ambulance but they do need help.



We work with them and other services to help them get the support they need.



People drinking too much

Over 1 in 20 of our calls is about people who are ill or have hurt themselves when they are drunk.



This takes up lots of time and means sometimes we can not deal with emergencies so quickly.



Fridays and Saturdays are the busiest so we now run the “booze bus” to look after them and keep the ambulances for emergencies.



Children and adults at risk

Some of the children and adults we see are more at risk, perhaps because they have a learning disability or mental health problem.



We make sure any worries we have about people at risk are passed on to the right service to deal with them.



We are also making new plans on how to work with people with learning disabilities and mental health problems.



Special treatment for patients

We are now able to give some special treatments or drugs that we do not normally use, if it is asked for.



We can also take some people to a particular hospital if that is where they want to go for a special treatment.

What we believe in



We have a list of the things we believe in that show how important we think it is to make things fairer and include everyone.



We believe in meeting people's needs with Well-trained, caring staff who are proud of what they do.



The things we believe in are in everything we do and how we work with each other.



We believe in treating people properly and with respect.



We welcome people from all the equality Groups.



We want people to talk and work as a team and expect our staff to be honest and tell the truth.



We like new ideas and ways of working better.



It is important that every one of us says if we have done anything wrong.

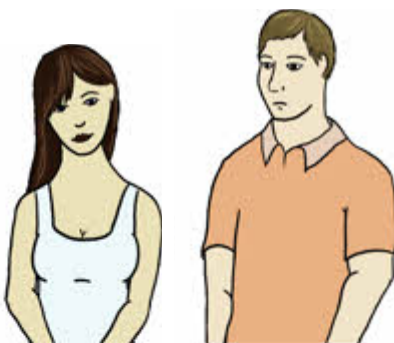


We all show we are good leaders.

Our plans for making things fairer and including everyone



A new law says we have to treat people fairly and equally. This is called the Equality Act 2010.

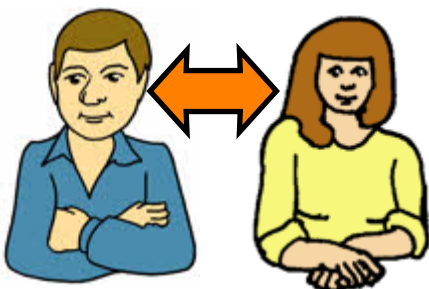


It means we must not treat anyone unfairly because:

- you are a woman or a man



- you are married or a civil partner



- you are transsexual. This means you were born as one sex but live as the other



- you are disabled



- you are straight, gay, lesbian or bisexual



- you are pregnant or have just had a baby



- of your age



- of your race



- of your religion or belief or if you do not have one.



In this paper, we call these people from the **equality groups**.



These plans show how we want to:

- make our service fair and equal for everyone



- ensure everyone is treated well and with respect



- meet the needs of all of our patients and service users



- be a service as good as any other in the world that people want to work for



- have staff from all the equality groups being treated fairly and equally



- buy things from companies that also treat people fairly and equally.



Making sure this happens is up to everyone who works for us, but we also have a special group looking at it.



This is called the Equality and Inclusion Steering Group. It has people on it who can make a difference.



This is our first plan saying what we will do to make sure our service treats people fairly and equally and how we include people. It lasts until 2013.



Our services

We want to make sure that:

- people know about our services



- our services are accessible for everyone



- our buildings are accessible



- our information is accessible



- people from all over London are involved in making our plans and checking they happen.

For staff

We want:



- to be a service that the best people want to come and work for



- chances for staff to learn and do more so the service gets even better



- a service where all staff feel included and feel they are thanked for doing a good job



- to make sure that when we give people jobs it is fair and equal



- to make sure that our training is fair and equal



- to help staff make changes for the better.

Asking and including people who use our services



We are asking and including lots of different people in our plans to make things fairer.

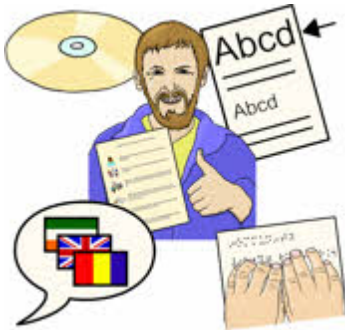


We will make sure people from all the equality groups are included as well.



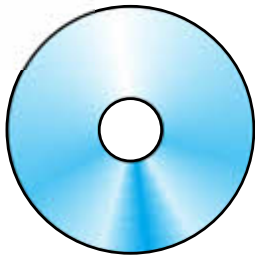
Some of the things we have been doing:

- we have asked disabled people to look at our web site to see how good it is. They thought it was good but could be better



- we will make sure all of our information is accessible

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- we are making a DVD telling people with learning disabilities about our services



- we will carry on going out to meet people from all over London to tell them about our work and how they can use our services



- we will be doing more work with the people who ring 999 a lot



- we have made good contact with the Local Involvement Networks (LINKs)



- we also have our own forum and Patient Care events where we listen as well as keep people up to date.



We also make sure we ask our staff what they think.

Making changes



Making healthcare more equal for everyone.

At the moment getting healthcare is not always equal and fair. We want to help change this.



We will make sure that:

- everyone knows and thinks about people's human rights to care and equal treatment



- everyone has equal access to our services



- we find out what patients and carers from all the equality groups think about our plans and services and use this to make them better



- we check our plans are right for everyone, including staff, and they are working



- we have top managers and all of our staff working on these plans to make them happen.



Changing how we are run

We want to change how we are run so that more local people can have a say in our services and we can change more easily.



We can do this by changing into an **NHS foundation trust**.

Foundation trusts are still part of the NHS.



They are different because:

- they have more freedom in the way they look after and spend their money



- they can make choices and plan more quickly than before because they do not have to check plans with the government



- local people and staff can help more in planning services.



We have asked patients about this already and they have said it is a good idea. We hope to ask to be a foundation trust in 2011.



Changing how we do things

We have made some good changes already to how our service runs and we want to make some more.

999



Things like:

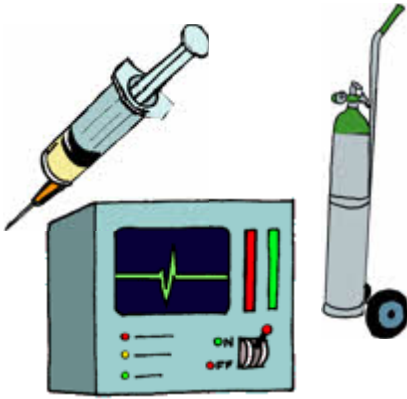
- a new way to answer 999 calls



- more people answering calls



- better telephones



- better equipment for our patient transport



- people with hearing or speaking difficulties being able to use text to talk to us

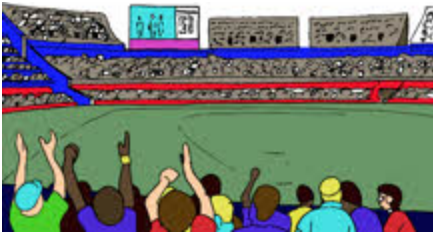


- being able to talk to people who do not speak English.



The future

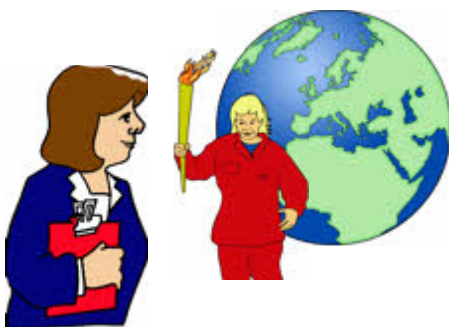
Part of what we are doing in the future is getting ready for the 2012 Olympic Games



The London 2012 Olympic and Paralympic Games will be the biggest event we have ever had.



We need to make sure we can do our normal work as well as cope with new work from the Games.



So far we have:

- been to see how other Olympic Games worked
- heard about the needs of disabled athletes in the Paralympics and made new training for staff





- been looking for a new ambulance station near the Olympics



- looked at how we can answer more calls.

How will we know this plan is working?

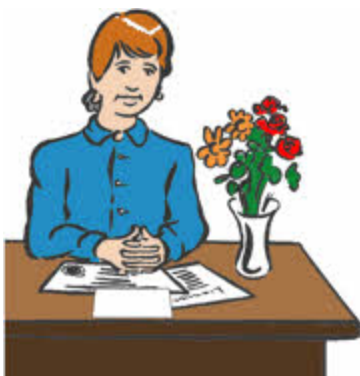


We have already had a good report from the Care Quality Commission who looked at our services. But we need to carry on doing more.



We will know our plans are working when:

- our patients say they trust our services even more



- we know that staff from all the equality groups get better jobs with us including being top managers



- we get less complaints especially about not being treated equally and fairly



- new people are using our service when they need to



- people from all the equality groups want to get a job with us



- our services are helping make health care more equal for everyone.



We will also check our action plan to see we are doing the things we said we would do.



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