

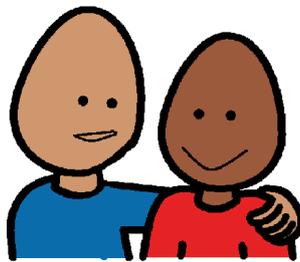


London Ambulance Service  
NHS Trust

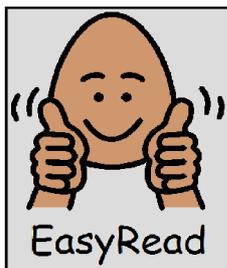


# London Ambulance Service National Health Service (NHS) Trust

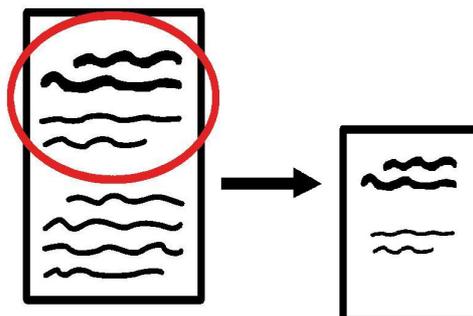
## Looking after Londoners



**Consultation** [ask you what you think]  
about our plans to become an  
NHS foundation trust



**Summary** [the main points from a bigger report]







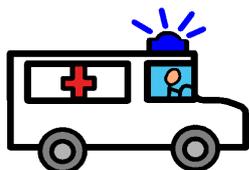
## Contents

---

<b>What is this about?</b>	<b>4</b>
<b>About us</b>	<b>4</b>
<b>Our vision</b>	<b>5</b>
<b>Our values</b>	<b>6</b>
<b>Our plans</b>	<b>7</b>
<b>What is a foundation trust?</b>	<b>10</b>
<b>Why do we want to become a foundation trust?</b>	<b>13</b>
<b>How will it work?</b>	<b>16</b>
<b>What happens next?</b>	<b>22</b>
<b>Letting us know what you think</b>	<b>24</b>
<b>Membership form</b>	<b>31</b>

---

## What is this about?



We want to change how our service is run. This document tells you about our plans to do this. We want to know what you think.



We also want to invite you to be a member of your ambulance service. To let you have a bigger say in how the service is run.

## About us



The **London Ambulance Service** gives emergency health care to everyone in London.



Our main job is to deal with 999 calls. Quickly getting to patients who are badly hurt or very ill. Giving them life-saving treatment.

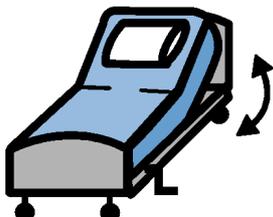


But many of our patients do not need an emergency ambulance. They do not need to go to hospital for treatment. We offer whatever help is best for them. We also give help to patients over the phone.

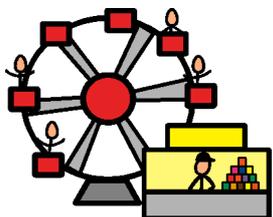
Our work also includes:



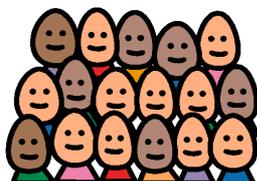
- helping patients get to hospital for booked visits (like tests, treatment);



- helping to find hospital beds for patients; and

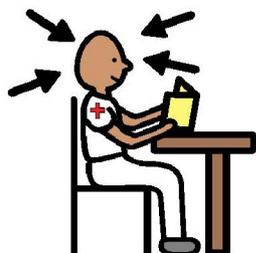


- being ready for any big events in London.



We look after more than 1.5 million patients every year. We have more than 4,000 staff. We spend around £260m a year.

## Our vision



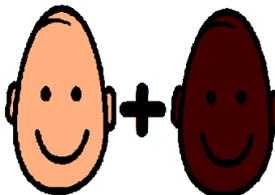
We want to meet the needs of everyone. To have staff who are well trained, caring, keen and proud of their work.

# Our values

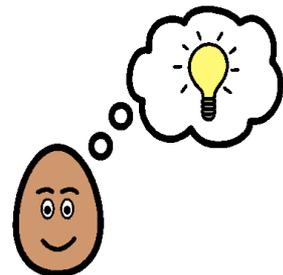
Our values are very important. These values are to:



- Treat people with respect



- Support **diversity** [being different to others]



- Welcome new ideas



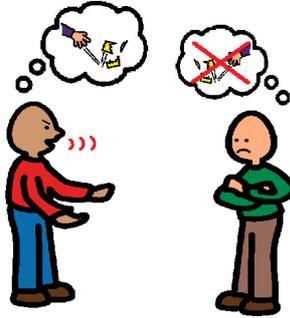
- Give the best care



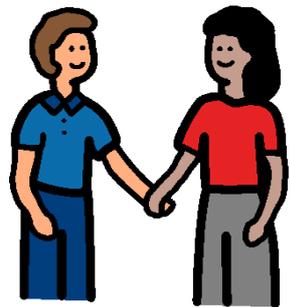
- Make sure our staff behave properly



- Support everyone to work well together



- Not blame someone else for something you have done



- Treat others as you want to be treated.

## Our plans

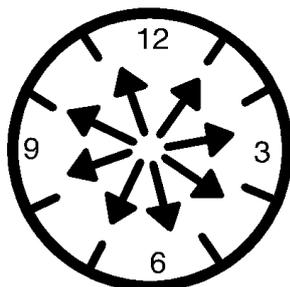


We want to have services that give patients the care they need.

We want to build on what we do best:



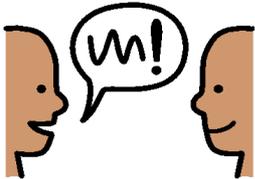
- being a health care service that is mobile; and



- a service that operates across London 24 hours a day.



We support ‘**Healthcare for London**’ – a plan to make healthcare services in London better.



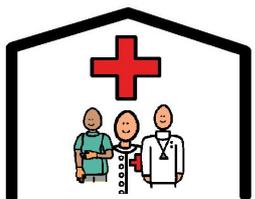
Our aims for the next 4 years are based on what we have been told. These aims are:

## Have an **accessible** [usable by everyone] service



We will make changes so people reach us more easily.

## Give the right care



We will carry on working to give better care to patients with a serious illness or injury. For example - taking them straight to **specialist** [work on one thing and get very good at it] centres for treatment.



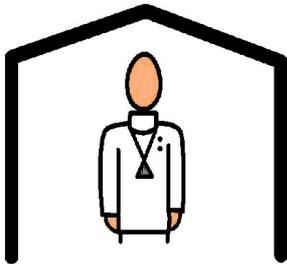
But not everyone needs to be rushed to hospital. We will make sure patients get the care they need. For example we will:



- treat them in their own home;



- refer them to their doctor;



- take them to walk-in medical centres; or

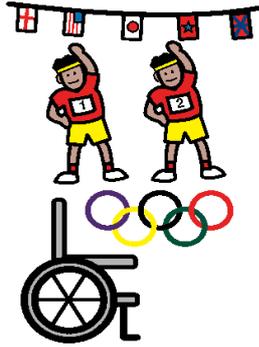


- give help over the phone.

## Keep working on service delivery

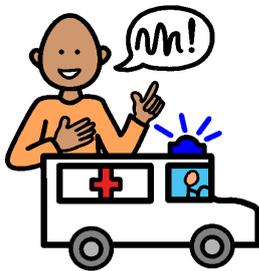


We want to reach the targets we have been set. But we also want to be able to show how good our service is. For example - in the last 6 years we have seen less people dying from heart attacks because of our care.



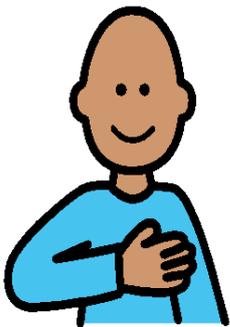
We have started planning for the 2012 London **Olympic Games** and **Paralympic Games**. So we will be able to do our normal work, and give the Games any help needed.

## Getting people to help



We want Londoners to have a say in their local ambulance services. Becoming a **foundation trust** will give them more chances to say what they think.

## Keeping our values



We want to make our values part of everything we do.

## What is a foundation trust?



**NHS Foundation trusts** are new. They are run locally instead of by the **government** [the group of people who run the country].

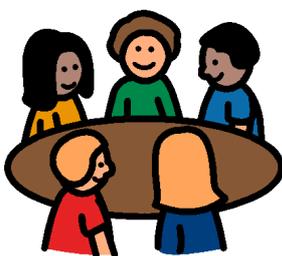
They are run by members who can be:



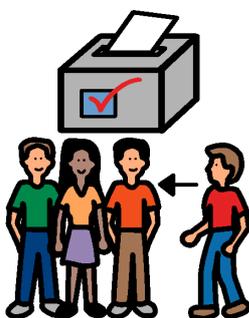
- people living in London



- staff



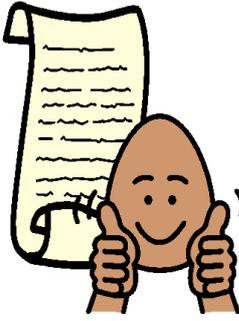
- people from our partner groups (like local councils).



Members can be voted onto the **Council of Governors** [a group of people that will speak for our members]. It will work closely with our **Board of Directors** (group of people in charge). It will help with service changes and plans.



**Foundation trusts** can keep any money they have left at the end of the year. They can use it to make services better.



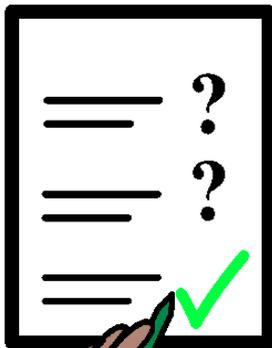
They can agree longer **contracts** [when someone agrees to do something for money]. This helps to save money and plan better.



**Foundation trusts** are part of the **NHS**. They still have to:



- give free care to everyone;



- meet targets and **standards** [agreed levels of service]; and



- be checked to make sure things are OK.

# Why do we want to become a foundation trust?

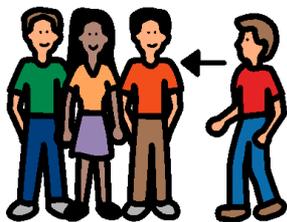


We think it will be better for us, patients, staff and our partner groups.

Patients and local people will:



- have a bigger say in how we run the service



- have a chance to be a member

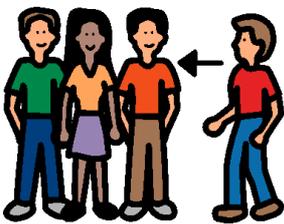


- get better services.

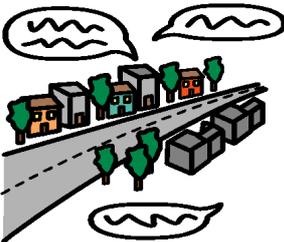
Staff will:



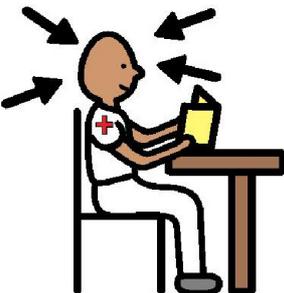
- have more say in what we do



- have a chance to be a member

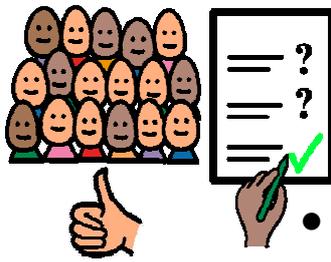


- be able to help us work more closely with our local **communities** [people living in different areas who have a shared interest]



- have more chances for training

Partner groups will:



- have a chance to make sure our plans include the needs of everyone



- be able to work with members who are interested in their group



- have a greater say in our business plans.

# How will it work

## Becoming a member



Becoming a member is free. You decide how much time you spend doing this work.

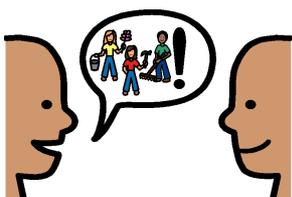


To become a member you must be at least 16 years old.

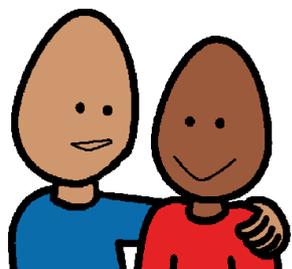
As a member you will be able to:



- help with our work and plans



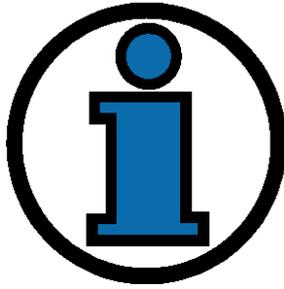
- find out more about our work



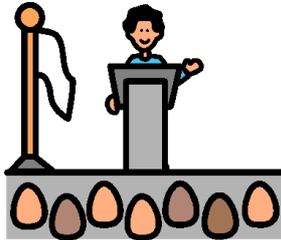
- support us



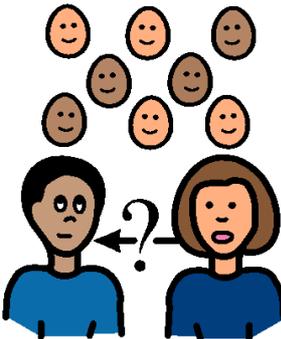
- say what you think about any service changes



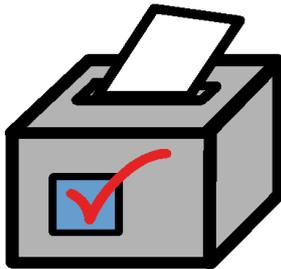
- get details about what we are doing



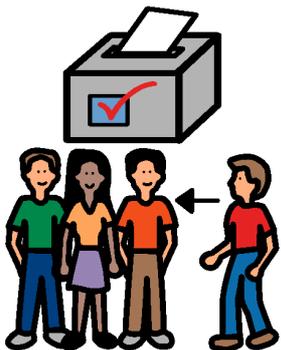
- go to open days and other events



- take part in **surveys** [ask different people the same questions]



- vote for people to join our **Council of Governors**



- try to join the **Council of Governors** yourself.

## Types of membership



We plan to have 2 types of membership – public and staff.

# Public membership

## Public governors – elected



Hillingdon and Ealing	
Hounslow, Richmond and Kingston	
Sutton, Merton and Wandsworth	
Bromley, Croydon and Bexley	
Redbridge, Barking & Dagenham, Greenwich and Havering	
Waltham Forest, Newham and Haringey	
Lewisham, Southwark and Lambeth	
Westminster, Hammersmith & Fulham and Barnet	
Harrow, Brent and Camden	
City of London, Tower Hamlets and Hackney	
Kensington & Chelsea, Islington and Enfield	



Public membership will be divided into 11 areas. These will be based on these groups of London boroughs:

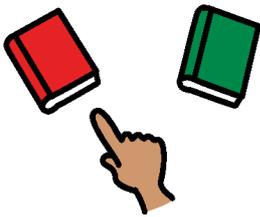
1. Hillingdon, Ealing
2. Hounslow, Richmond, Kingston
3. Sutton, Merton, Wandsworth
4. Bromley, Croydon, Bexley
5. Redbridge, Barking and Dagenham, Greenwich, Havering

-  6. Waltham Forest, Newham, Haringey
-  7. Lewisham, Southwark, Lambeth
-  8. Westminster, Hammersmith and Fulham, Barnet
-  9. Harrow, Brent, Camden
-  10. City of London, Tower Hamlets, Hackney
-  11. Kensington and Chelsea, Islington, Enfield.

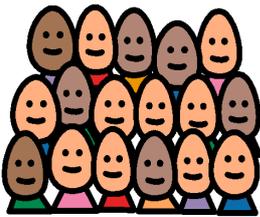
## Staff membership



Staff who have worked with us for at least 1 year will be members. But they can say if they do not want to.



We are offering 2 choices for our staff groups:



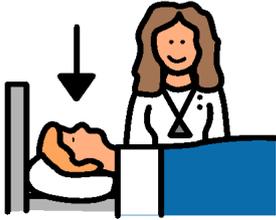
**Choice 1 –**  
A single staff group for all our staff.



**Choice 2 –**  
2 staff groups:



- 1 for our support staff; and

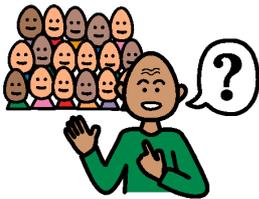


- 1 for our frontline staff (staff who treat patients and take 999 calls).



We work well with our trade unions. We plan to keep doing this if we become a **foundation trust**.

## Council of Governors



Members can become a **governor** [someone who is part of the group speaking for members] if they are:

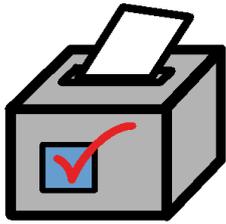


- voted for by other members; or



- put forward by our partner groups.

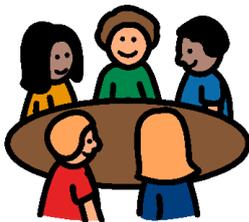
We plan to have 21 **governors** -



- 11 of these will be public governors (voted for by other public members)



- 3 will be staff governors (voted for by other staff members)



- 7 will be put forward by our partner groups (who will have 1 governor each). These groups are:

- Primary care trusts
- Local councils
- Age Concern London
- British Heart Foundation
- Diabetes UK
- Mind
- The Stroke Association

# What happens next?

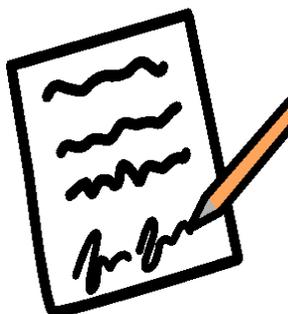
## Tell us what you think



We want to know what you think about our plans. You need to let us know by Friday 15 May 2009.

S	M	T	W	Th	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

You can let us know by:



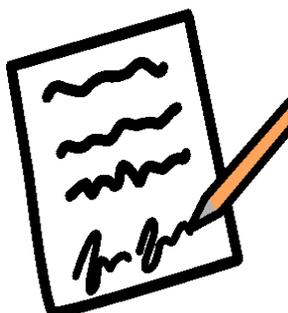
- filling in the form at the end of this document; or



- visiting our website:  
[www.londonambulance.nhs.uk/ft](http://www.londonambulance.nhs.uk/ft)

## Want to do more?

If you want to be a member:



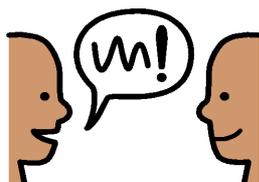
- fill in the form at the end of this document; or



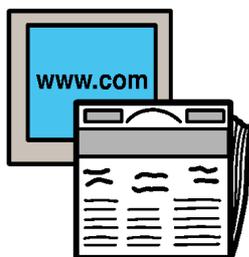
- visit our website:  
[www.londonambulance.nhs.uk/ft](http://www.londonambulance.nhs.uk/ft)

## Want to know more?

### Local events



We will be visiting your area so you can speak to us about our plans.

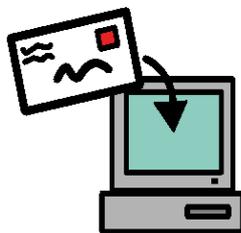


Details for these events will be advertised in local papers and on our website.

### Local groups



We are happy to visit any local groups to talk about our plans. To arrange this please:



**Email:** [membership@lond-amb.nhs.uk](mailto:membership@lond-amb.nhs.uk)

or



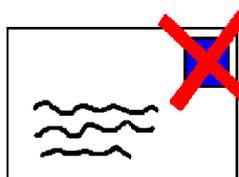
**Phone:** 0800 7311 388 (calls to this number are free)

# Letting us know what you think

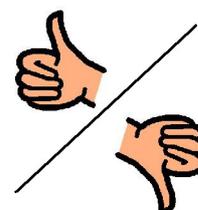
After you have filled in this form, post it to:



Freepost RSAE-JTEL-YURH  
 London Ambulance Service NHS Trust  
 Foundation Trust Office  
 220 Waterloo Road  
 London  
 SE1 8SD

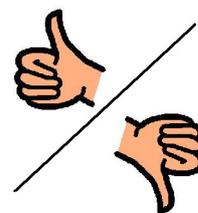


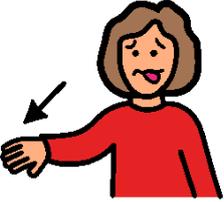
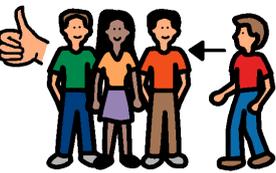
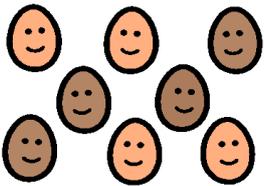
**Do not put a stamp on the envelope**

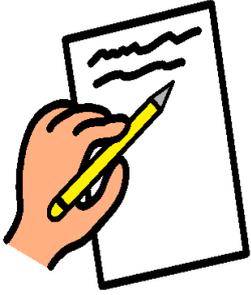


## Questions about our plans

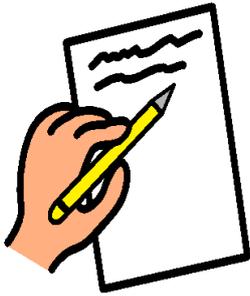
	<p>1) Do you agree with our vision and aims for the next 4 years?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
	<p>2) Should 16 be the youngest age to be a member?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
	<p>3) Do you agree that only people living in London can be public members?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>



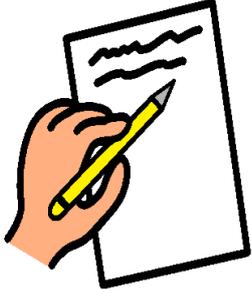
	4) Should we allow people who work but do not live in London to be members?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	5) Do you agree with the 11 areas for public membership?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	6) Do you agree with the idea that staff should be members?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	7) Do you agree that staff must say if they do not want to be members	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	8) Which of the 2 choices for our staff groups do you prefer? Choice 1 or Choice 2?	1 <input type="checkbox"/>	2 <input type="checkbox"/>
	9) Do you think the planned work of <b>Council of Governors</b> is OK?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	10) Do you think the <b>Council of Governors</b> will have the right mix of people?	Yes <input type="checkbox"/>	No <input type="checkbox"/>



11. We want to change our name to **London Ambulance Service NHS Foundation Trust**. What do you think about this? Please write what you think



12. What is the 1 thing you would like to change about our service



13. Let us know if there is anything else you want to say about us or our plans



## About you

Title:
First name:
Last name:
Address:
Postcode:
Email:
Telephone (home/work):
Mobile:



Are you a:

- Patient
- Living in London
- Member of staff
- Partner group
- Other (please say):



**Thank you for your help**

# Membership form



- Membership is free.

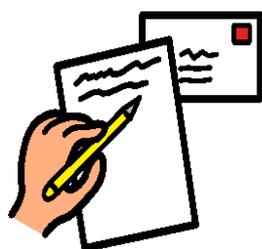


- You must be at least 16 years old to become a member.

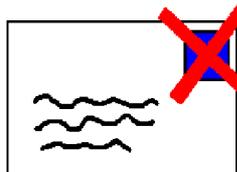


- You do not need to fill in this form if you are a member of staff.

If you want to become a member fill in this form and post it to:



Freepost RSAE-JTEL-YURH  
London Ambulance Service NHS Trust  
Foundation Trust Office  
220 Waterloo Road  
London  
SE1 8SD

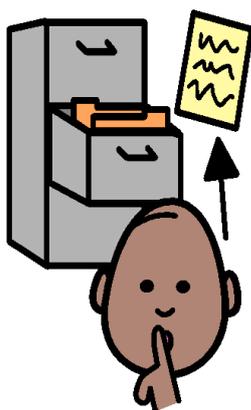


**Do not put a stamp on the envelope**

or



visit our website:  
[www.londonambulance.nhs.uk/ft](http://www.londonambulance.nhs.uk/ft)



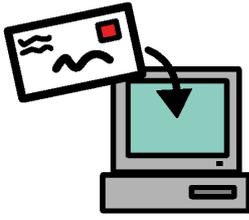
Your details will be kept on record so we  
can tell you about membership issues.

**Your details will be kept private.**

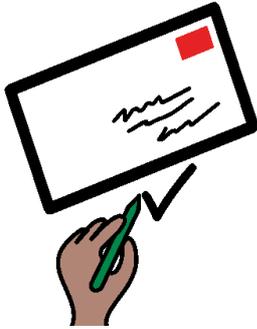


## About you

Title:
First name:
Last name:
Address:
Postcode:
Email:
Telephone (home/work):
Mobile:
Date of birth:

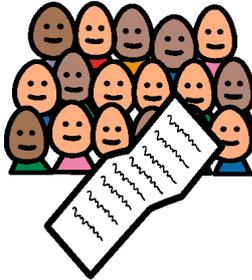


We prefer to send things by email. So please make sure you give your email address.



Tick this box if you would rather get things by post

## Public list



We must keep a public list of our members.



Tick this box if you do not want your name on the list.



## More details about you



We want lots of different people to help us.  
People from all communities in London.  
Giving these details will help us to make sure this is happening.

## Are you



Male



Female



## How would you describe yourself?

Tick one of the following:

### White



British



Irish

Other



### Mixed



White and Black Caribbean



White and Black African



White and Asian

Other Mixed

### Asian or Asian British



Indian



Pakistani



Bangladeshi

Other Asian

### Black or Black British



Caribbean



African

Other Black

### Chinese



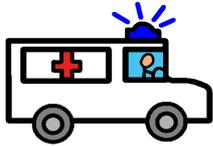
Any other group





? Are you disabled?

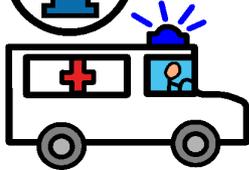
Yes  No



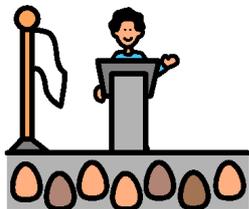
Have you been a patient of the London Ambulance Service NHS Trust in the last 3 years? Yes  No

## Helping

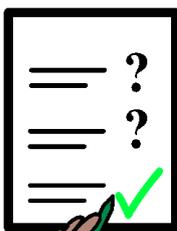
I would like to: (you can tick more than 1)



get details about the London Ambulance Service



go to meetings or events

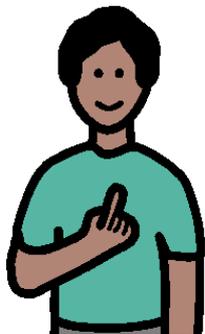


help with **surveys** and **consultations**

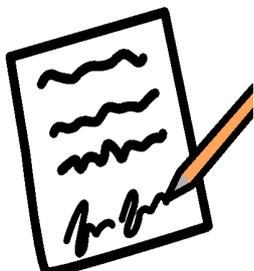


try to get on the **Council of Governors**.





**I would like to be a member of London Ambulance Service NHS Trust which is becoming a foundation trust.**



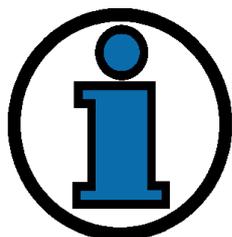
Signed

Date



Thank you for asking to be a member.

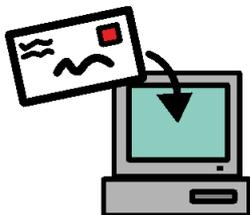
We look forward to working with you.



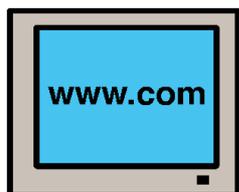
**To know more or get help:**



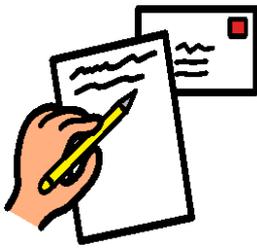
**Phone:** 0800 7311 388 (calls to this number are free)



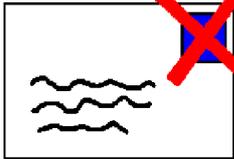
**Email:** [membership@lond-amb.nhs.uk](mailto:membership@lond-amb.nhs.uk)



**visit our website:**  
[www.londonambulance.nhs.uk/ft](http://www.londonambulance.nhs.uk/ft)

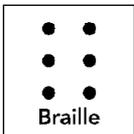


**Write to:** Freepost RSAE-JTEL-YURH  
London Ambulance Service NHS Trust  
Foundation Trust Office  
220 Waterloo Road  
London  
SE1 8SD



**Do not put a stamp on the envelope**

Please let us know if you want this document in another format like:



- Braille;
- audio;
- Easy Read; or
- another language.



You can ask by:  
**Phone:** 0800 7311 388 (calls to this number are free)