



London Ambulance Service
NHS Trust



London Borough of Islington Health and Care Scrutiny Committee LAS Performance Report 14th November 2023

About us

We are the capital's emergency and urgent care responders.

We aim to deliver outstanding emergency and urgent care whenever and wherever needed for everyone in London, 24/7, 365 days a year.

Workforce

Over
10,000
people working, studying
and volunteering with us



2,600+
operational support
and corporate staff



7,400+
operational staff



21%
from an ethnic
minority background



32% of new
starters recruited in 2022/23
were from an ethnic
minority background

Patient-facing staff



1,300
call handlers in 999 and 111

1,550

Emergency medical
technicians, assistant
ambulance practitioners and
Non-Emergency Transport
Service (NETS) crews

3,200

paramedics, including
100 advanced paramedic
practitioners

380

nursing and medical staff

Support staff



400

make ready staff, restocking
and refuelling ambulances



80

cleaning staff



60

repair workshop staff



Teaching and apprentices

130

staff in clinical
education & standards

1,130

students

680

apprentices



A day in the life of LAS

- We treat **3,000 patients** on scene or over the phone.
- We answer **5,700 calls in 999** and **6,000 calls in 111**.

On the road each day, we have approximately:



Our clinicians typically go to:

240
fallers

230
patients with
breathing problems

200
patients reporting
chest pain

Delivery of **4** babies



28
confirmed
cardiac arrests

42
suspected
strokes

33
suspected
heart attacks

Our new strategy

Launched in September, our new strategy has three missions to focus our work for the next five years.

Three missions:

Our care – delivering outstanding emergency and urgent care whenever and wherever needed.

Our organisation – being an increasingly inclusive, well-led and highly skilled organisation people are proud to work for.

Our London – using our unique pan-London position to contribute to improving the health of the capital.



Our care

1 Delivering outstanding emergency and urgent care whenever and wherever needed.

- Rapid and seamless care
- Individualised clinical responses
- Outstanding care and leadership of major incidents and events
- A learning and teaching organisation

Our organisation

2 Being an increasingly inclusive, well-led and highly skilled organisation people are proud to work for.

- Inclusive and open culture
- Well-led across the organisation
- Improved infrastructure



Our London

3 Using our unique pan-London position to contribute to improving the health of the capital.

- A system leader and partner
- Proactive on making London healthier
- Green and sustainable for the future



Our performance across London in September

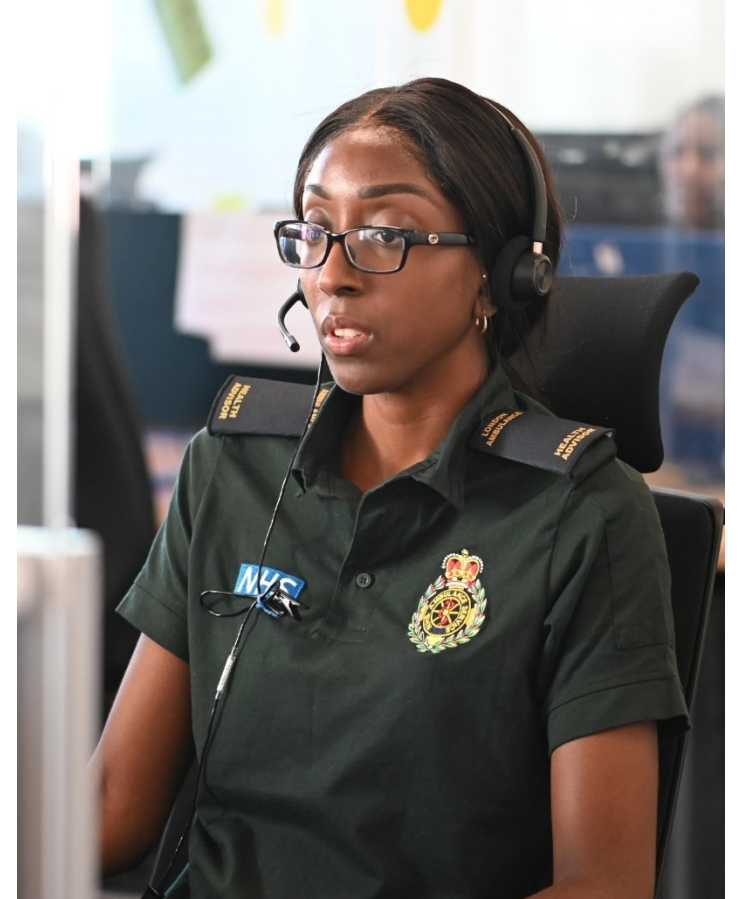
Category of call	LAS mean response time	NCL mean response time	National mean	National target
CAT 1	00:07:39	00:07:47	00:08:31	7 minutes
CAT 2	00:39:43	00:45:19	00:37:38	18 minutes
CAT 3	01:21:35	01:37:14	02:15:59	2 hours
CAT 4	02:37:41	03:15:38	02:41:00	3 hours

Source: Latest NHS England data on performance



Conveyances

- We are helping more patients **over the phone**, treating more people **on scene** and getting more people to the **right local services for them** when appropriate.
- In 2018, we set an ambitious target to reduce hospital conveyance from 60% to 54% by March 2023. We exceeded this, **conveying 50% of patients to hospitals in 2022/23**.
- This has been achieved by **upskilling our workforce**, introducing services such as our **specialist mental health cars** and **using new technology**.



Our People

- Reducing our sickness rates and increasing our workforce helped us to achieve **over 20,000 more vehicle hours** in August 2023 than a year ago.
- **Teams Based Working** is empowering ambulance groups to shape their way of working.
 - Staff satisfaction has risen from 30% to 80%.
 - Surveys show staff are happier, feel more part of a team and have more opportunities.
- In March, LAS became an accredited **London Living Wage employer** after we decided to make our cleaning and Make Ready teams NHS staff.
- 2022/23 saw our biggest ever recruitment drive with **1,600 new starters**, including over 750 frontline ambulance staff and almost 400 call handling staff.



LAS in North Central London

- Islington is part of North Central London, along with Barnet, Camden, Enfield and Haringey.
- Three 'ambulance groups': Camden, Edmonton and Friern Barnet (Islington is part of Camden Group).

We are the only pan-London NHS Trust



Islington Ambulance Station
North Central Sector HQ



21,000 face-to-face care across Islington so far this year



We have almost **600 people** working in North Central London



A range of ambulance crew members and colleagues working at Islington Ambulance Station



7 mins 33 secs
average response times in 2023 to most serious 999 calls across Islington

North Central London

- In August 2023, LAS was awarded the contract to provide **NHS 111 services** in North Central London. We are now providing **111 and GP out-of-hours services** across North Central London in partnership with London Central and West. People are benefitting from direct access to our **multidisciplinary team of professionals**, ensuring everyone receives the **right service first time**.

Demographics – North Central London

- Higher need in **mental health services** – the prevalence of mental illness in under-18s is almost double the London average.
- **30% of children** grow up living in poverty in the sector.
- Around **200,000 people** are living with a disability in the sector.
- Camden and Islington have some of the highest proportion of **under-35 year-olds** among London boroughs.



Support our work: London Lifesavers

- London Ambulance Service is aiming to make London a city of lifesavers, by organising **life-saving CPR and defibrillator training** for communities, organisations and schools.
- The **London Lifesavers schools programme** – launched in September – will see our paramedics teach life-saving skills to Year 8 children in every borough over the course of the campaign.
- Support the campaign:
 - Encourage local community groups, businesses and not-for-profit organisations to **sign up for training with our experts**.
 - Promote London Lifesavers to your local **secondary schools**, encouraging them to express an interest on our website.



Resources and useful contacts

- **Monthly newsletters to stakeholders** – Get the latest news from LAS each month. Contact londamb.StakeholderEngagement@nhs.net to receive these updates.
- **London Lifesavers campaign** – Sign up for training with our experts and promote the campaign to your community and secondary schools. Contact londamb.londonlifesaver@nhs.net or visit our website for more information.
- Read our new **LAS Strategy 2023-28** on our website and share with communities.
- Hear more from our teams in your local stations and sector. Contact londamb.StakeholderEngagement@nhs.net.
- Work, volunteer or study with us. Contact londamb.999recruitment@nhs.net or londamb.graduaterecruitment@nhs.net to contact our recruitment department.

London Ambulance Charity



- The London Ambulance Charity is the official NHS charity of LAS.
- We advance the services provided by London Ambulance Service through the following:
 - Enhancing staff and volunteers' physical and mental wellbeing
 - Increasing community resilience through CPR training and community access defibrillators
 - Promote innovation, transformation and efficient new ways of working
- Donations to the London Ambulance Charity have been used to fund things like Wellbeing Support Vehicles, outdoor gardens and rest areas at ambulance stations, and a staff hardship fund
- Your compassionate support funds these important initiatives. You can give online (<https://www.justgiving.com/londonambulance-service>) or text **GIVEFIVE** to **70460** to donate £5.

Alex Ewings

Associate Director of Operations

North Central Operational Management

London Ambulance Service

