

Could you help lead the NHS in your area?

London Ambulance Service NHS
Trust

Non-executive director

Candidate information pack

Reference: L1802



collaboration trust respect innovation courage compassion

We value and promote diversity and are committed to equality of opportunity for all and appointments made on merit. We believe that the best boards are those that reflect the communities they serve.

We particularly welcome applications from women, people from the local black and minority ethnic communities, and disabled people who we know are under-represented in chair and non-executive roles.

Our recruitment processes are conducted in accordance with the Code of Governance to ensure that they are made on merit after a fair and open process so that the best people, from the widest possible pool of candidates, are appointed.

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London Ambulance Service
NHS Trust

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Dear Candidate

Thank you for your expression of interest in joining the London Ambulance Service (LAS) as a Non-Executive Director (NED). As Chairman of the board I work closely with the Chief Executive Officer Garrett Emerson in leading the organisation.

The LAS has recently been rated as Good Overall and Outstanding for Care by the Care Quality Commission. We now have an ambitious strategy to build on our role as an integrator of Emergency and Urgent Care in London delivered by an increasingly diverse clinical team and digitally enabled workforce.

We are the only pan London health organisation working with the five Strategic Transformation Partnership's (STPs) and all thirty three Clinical Commissioning Groups (CCGs) together with a duty to collaborate with the Metropolitan Police and London Fire Service. In addition we provide 111 services in both North East London and South East London.

As a Board we are as clear about the behaviours required by us all to achieve the cultural change needed for the organisation to build on the successes we have achieved to date and to implement our strategy. Whilst as NEDS our role is to hold the Executive to account we have developed an open culture and unitary Board.

I am now looking for a clinical NED who shares our vision, understands the health landscape and environment that we are working in and can contribute to the clinical and overall strategy and governance of the LAS.

I look forward to receiving your application.

Heather Lawrence
Chairman



1. The opportunity

We are recruiting a clinical Non-executive director to join the board of London Ambulance Service NHS Trust (LAS). This is an exceptional opportunity to share your talents and expertise to make a positive difference to the lives of people in your community.

The person specification

Essential criteria

You will most likely have worked at executive board level and will bring experience of governance and seniority of view to provide guidance on clinical development to the wider board. It is expected that this NED will also bring challenge and support to the Trust's executive clinical leaders.

The successful candidate will be a doctor who has contributed to leadership at board level. You might have developed experience in acute care, community/mental health services or primary care. Evidence of system-wide understanding of healthcare would be beneficial. Passion about patient care and public service is a must. You will also have an understanding of the current quality agenda in the NHS and the assurance processes needed to deliver effective clinical governance.

You will be able to demonstrate an understanding of the challenges and opportunities faced by ambulance trusts. You will also be interested in understanding how technological advances can improve patient experiences.

You will need to be able to demonstrate you can use your experience to:

- work alongside other non-executives and executive colleagues as an equal member of the board
- bring independence, external perspectives, skills and challenge to strategy development
- hold the executive to account by providing purposeful, constructive scrutiny and challenge
- shape and actively support a healthy culture for the trust

All non-executive directors must **champion the standards of public life** – by upholding the highest standards of conduct and displaying the principles of selflessness, integrity, objectivity, accountability, openness, honesty, and leadership.

As a future NHS leader, the successful candidate will be able to demonstrate the range of behaviours required to contribute effectively in this board level role. These are outlined in the NHS Leadership Academy's [Healthcare Leadership Model](#).

Applicants should live in or have strong connections with London.

- On average this role will require the equivalent to 2 to 3 days a month.
- The remuneration payable for this role is £6,157 per annum.

Given the significant public profile and responsibility members of NHS Boards hold, it is vital that those appointed inspire confidence of the public, patients and NHS staff at all times. NHS Improvement makes a number of specific background checks to ensure that those we appoint are “fit and proper” people to hold these important roles. More information can be found on our [website](#). These checks will be made in advance of shortlisted candidates being interviewed.

2. About London Ambulance Service NHS Trust

LAS is the largest and busiest ambulance service in the UK and the only London-wide NHS Trust. It has over 5,300 staff and over 1,100 vehicles providing a 24/7 service for Londoners, commuters and visitors to the capital. LAS covers around 620 square miles and work from 70 bases. The trust’s fleet is being constantly developed and now includes: 446 ambulances, 208 cars, 21 motorbikes and 78 bicycles.

In 2017/18 LAS answered 1.9 million 999 calls and attended 1.2 million incidents. The trust’s NHS 111 service answered 356,826 calls.

LAS’s main role is to respond to emergency 999 calls, getting medical help to patients with serious or life-threatening injuries or illnesses as quickly as possible.

However, many of its patients have less serious illnesses or injuries, and do not need to be sent an ambulance on blue lights and sirens. LAS has a range of clinicians and vehicles to respond to less urgent situations and is providing an increasing amount to telephone only support.

To meet the emergency and urgent care needs of all Londoners LAS provides the following services:

- Taking and prioritising 999 calls
- 999 emergency and urgent care responses (*See and treat* support)
- Clinical telephone advice – (*Hear and treat* support; providing advice to people with less serious illnesses and injuries that don’t need a paramedic to be sent to them)
- Dispatching and providing paramedics for London’s Air Ambulance
- NHS integrated urgent care /111 service in north east and south east London receiving circa 900,00 calls per year
- Planning for, and responding to, large-scale events and major incidents

Vision and three strategic themes

LAS has four goals:

- Provide outstanding care for its patients
- Be a first class employer, valuing and developing the skills, diversity and quality of life of its people
- Provide the best possible value for the tax paying public, who pay for what it does
- Partner with the wider NHS and public sector to optimise healthcare and emergency services provision across London

LAS's vision is to be a world class ambulance service for a world class city: London's primary integrator of access to urgent and emergency care 'on scene', 'on phone' and 'on line'

LAS's strategy is an essential part of delivering on the goals of co-ordinating urgent and emergency care pathways, delivering more care on scene and avoiding unnecessary attendance at emergency departments. The trust will provide the right care at the right time, enabling rapid access to the most appropriate patient care, through three strategic themes:

1. Comprehensive urgent and emergency care coordination, access, triage and treatment, with multichannel access for patients
2. A world class urgent and emergency response with enhanced treatment at scene and for critically ill patients a faster conveyance to hospital
3. Collaborate with NHS, emergency services and London system partners to provide more consistent, efficient and equitable services to Londoners

Delivering these three strategic themes will result in significantly improved patient care, a reduction in unnecessary conveyances to emergency departments and better use of trust resources and best value for money for the urgent and emergency care system and the taxpayers who pay for it. The collective benefit of these initiatives will reduce the number of crew hours required to respond to increasing demand, allowing for more efficient use of trust resources. Over time the trust will review the make-up of its fleet and estate to ensure that its resources are helping LAS to deliver the response required by its population.

Values and behaviours

LAS can only realise its vision through the adaptability, determination, flexibility and engagement of its people: how the trust's people feel about working for it; how new people feel about coming to work there and how engaged they all are in the trust's work. These are all vital to the trust to achieve outstanding care for its patients. The trust's new values and behaviours articulate how it as an organisation and as individuals should work. The trust's values demonstrate the qualities that it embodies and its new set of organisational behaviours detail how the trust demonstrates these values every day.

VALUES

The Qualities we embody

Respect

Professional

Innovate

Collaborative

BEHAVIOURS

How we demonstrate our values in actions

- Caring for our patients & each other with compassion and empathy
- Championing equality and diversity
- Acting fairly
- Acting with honesty & integrity
- Aspiring to clinical, technical and managerial excellence
- Leading by example
- Being accountable and outcomes orientated
- Thinking creatively
- Driving value and sustainable change
- Harnessing technology and new ways of working
- Taking courageous decision
- Listening and Learning from each other
- Working with partners
- Being open & transparent
- Building trust

The trust's proposition to its staff through its strategy is that it will create a richer, supportive working environment with greater opportunities for learning and career development, attracting and retaining the best staff in the country from all walks of life.

Appendix 1: More information

For information about the trust, visit their [website](#).

Follow the links for more information about:

- [LAS strategy summary document](#)
- [Quality Account and Strategy](#)
- [CQC](#)

Follow the links for more information about:

- [Become a non-executive director](#)
- [About the non-executive role](#)
- [Advice on applying for the role](#) such as:
 - Building your application
 - Sources of information and useful reading
 - Eligibility and disqualification criteria
 - Terms and conditions of chair and non-executive director appointments

NHS Improvement respects your privacy and is committed to protecting your personal data. We will only use personal data where we have your consent or where we need to comply with a legal or statutory obligation. It is important that you read [this information](#) together with our [privacy notice](#) so that you are fully aware of how and why we are using your data.

Appendix 2: Making an application

If you wish to be considered for this role please provide:

- a CV that includes your address and contact details, highlighting and explaining any gaps in your employment history
- a supporting statement that highlights your motivation for applying and your understanding of London Ambulance Service NHS Trust and the role. You should outline your personal responsibility and achievement within previous roles and how your experience matches the person specification
- the names, positions, organisations and contact details for three referees. Your referees should be individuals in a line management capacity, and cover your most recent employer, any regulated health or social care activity or where roles involved children or vulnerable adults. References will not be taken without your prior consent.

- please complete and return the monitoring information form which accompanies this pack and is available for download
- tell us about any dates when you will not be available

Appendix 3: Key dates

- **closing date for receipt of applications: 28 November 2018 at 11am.**
Please forward your completed application to NHSI.Chairsandneds@nhs.net
- **interview date: 17 January 2019**
- **proposed start date: to be confirmed**

Getting in touch

- For an informal and confidential discussion about the role please contact Philippa Harding, the trust's Director of Corporate Governance on 0207 783 2498
- Saxton Bampfylde Ltd is acting as an employment agency advisor to LAS and NHS Improvement.

If you would like a confidential discussion about the role contact Brett Anderson, Partner on 020 7227 0800 or email kate.crotty@saxbam.com

- **NHS Improvement** – for general enquiries contact Joe Porter on 0300 123 2908 or by emailing Joe.porter@nhs.net

About NHS Improvement

NHS Improvement is responsible for overseeing Foundation Trusts, NHS Trusts and independent providers. We offer the support these providers need to give patients consistently safe, high quality, compassionate care within local health systems that are financially sustainable. By holding providers to account and, where necessary, intervening, we help the NHS to meet its short-term challenges and secure its future.

NHS Improvement is the operational name for the organisation that brings together Monitor, NHS Trust Development Authority, Patient Safety, the National Reporting and Learning System, the Advancing Change team and the Intensive Support Teams.

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