



NHS

London Ambulance Service
NHS Trust





About us...

The London Ambulance Service aims to 'Build a world-class ambulance service for a world-class city'. For this reason we have rigorous policies and procedures for all trust staff to follow. In our mission, we also want to ensure everyone is treated with respect, building a culture of reliability and trust.

Furthermore, the trust will work with the strategy of '100% Consistent, 100% Professional'. By having continued consistency in our centralised and service specific policies, our crews know what to expect at all times. The consistency we provide in our service will generate a welcoming professional environment for all.

We have a wide variety of learning opportunities in clinical and professional development. With expert training and knowledgeable tutors, you can be reassured you will get the best from us - all the time, every time.



Position Progression



Emergency Ambulance Crew

You are responsible for driving the ambulance and assisting the Paramedics with providing medical care.



Paramedic

You are responsible for patient care and clinical decision making. You can take additional training to join a specialist division.



Clinical Team Manager

CTM's are frontline leaders who provide clinical mentorship and duty decision making. It is the first role in the brass team.



Advanced Paramedic UC

Advanced Paramedics UC have expert clinical knowledge in urgent care settings. They can provide enhanced patient care.



Advanced Paramedic CC

Advanced Paramedics CC have expert clinical knowledge in critical care settings. They can provide 'hospital-like' treatment.



MERIT Doctor

MERIT Doctors are authorised to perform highly advanced procedures on the roadside. They primarily work with HEMS.



The Senior Leadership Team



Chief Executive Officer

Mr Nicholas Callahan

The Chief Executive Officer oversees all operations of the London Ambulance Service – they handle all of the major issues within the Ambulance Service and make important decisions that affect the entire service.



Director of Ambulance Services

Mr Cale Hilton

The Director of Ambulance Services is the second rank in the Senior Leadership Team and is responsible for overseeing the day-to-day running of the service.



The Area Leadership Team



Head of Resilience and Special Assets

Dr Ben Milne

Oversees all of the services enhanced resources such as HART, HEMS & MRU.



Clinical Education & Training Manager

Mr Mike Jackson

Oversees and organises the service's training programmes and resources.



Quality Assurance Manager

Mr Damarcus Henry

Ensures that the service meets its goals and that standards are maintained.



Training Opportunities

Here at the London Ambulance Service, we offer a wide range of professional development opportunities. All of our service brass members are clinical mentors. This means that you can expect 'on demand' clinical mentorship allowing you to gain the knowledge to progress through clinical scopes. This method is tailored to each individual, as each member has their own personal development portfolio.

The service is dedicated to improving professional standards in every setting. For this reason, CERAD course are offered to every service member. Sessions are done individually by booking times on a set date. Information regarding these sessions will be posted in the #division-announcements.

'Continuous Professional Development' sessions are also offered to crews to focus on specific clinical areas.

The service's education and training department is lead by the Clinical Education & Training Manager, a role within the Area Leadership Team.



Specialist Divisions

Hazardous Area Response Team

The Hazardous Area Response Team (HART) is a specialist team who are trained and equipped to provide urgent care whilst operating in complex or dangerous environments. The team work inside of incident 'Hot Zones' to ensure everyone is safe including crews and other emergency services.

The team primarily operates at a Paramedic clinical scope. This allows for professional development opportunities throughout the service and division.

The Hazardous Area Response Team (HART) is led by the Head of Resilience and Special Assets, a role in the Area Leadership Team.





Specialist Divisions

HEMS Advanced Trauma Team

The Critical Care Advanced Trauma Team (HEMS) is a team of paramedics and doctors specialised in Critical Care. They are teamed with an Emergency Doctor and treat the most seriously ill patients and transport by air or road. The team consist of the most skilled individuals within the London Ambulance Service.

The Critical Care Advanced Trauma Team (HEMS) is led by the Head of Resilience and Special Assets, a role in the Area Leadership Team.





Specialist Divisions

Motorcycle Response Unit

The London Ambulance Service Motorcycle Response Unit (MRU) adds additional flexibility to the delivery of care to service users, allowing single responders (Registered Paramedics) to avoid heavy traffic and often reach incidents before an emergency ambulance can.

Only registered paramedics can use this. The Head of Resilience and Special Assets oversees its operations.





Service Vehicles

A&E Ambulance (DCA)

These are the bread and butter of the London Ambulance Service. Without these ambulances, we would not be able to transport patients to hospital. There are always two practitioners on board.

A&E Ambulance (DCA)	
'15 Mercedes	'10 Mercedes
A936 A616 A412	A279 A377 A552
'69 Mercedes	'20 Mercedes
A560 A605 A620	A719 A508 A165

Fast Response Unit (FRU)

These allow us to reach a patient quicker and provide care until an ambulance arrives. They can also be used to attend low-priority calls, keeping our main resources free for the more serious calls.

Fast Response Unit (FRU)	
'15 VW Tiguan	'13 Škoda Octavia
R156 R317 R677	R614 R602 R176



Specialist Hospitals

Most hospitals in the area has Accident & Emergency (A&E) facilities, however some hospitals are better suited to certain situations than others. Below is a list of all hospitals with their specialisation – if the patient requires specialist care, transport them to a specialist hospital, when possible, to improve the quality of care we can provide.

The Royal London Hospital	St Thomas' Hospital	Chelsea and Westminster Hospital	Great Ormond Street Hospital	The Royal Marsden Hospital
<i>Located on Crusade Road, Brixton</i>	<i>Located on Elgin Avenue, City of London</i>	<i>Located on Dorset Drive, Westminster</i>	<i>Located on Capital Boulevard, Wandsworth</i>	<i>Located on Paleto Boulevard, Sutton</i>
<ul style="list-style-type: none">- Major Trauma Centre- Intensive Care Unit- Trust Headquarters	<ul style="list-style-type: none">- Cardiology- Mental Health Unit	<ul style="list-style-type: none">- Maternity- Stroke Centre- Intensive Care Unit	<ul style="list-style-type: none">- Paediatric Specialist	<ul style="list-style-type: none">- Minor Injuries & Illnesses ONLY



General Notes

- The service brass team are on hand to offer on the job mentoring. If you have any questions, feel free to ask them - they will be more than happy to help!
- To progress through clinical scopes, as a Team Leader to open a 'Clinical Development Portfolio'. There, you will be able to start progressing to the next clinical scope.
- Team Leaders (Brass) are the first people to go to with any service concerns. Please respect that they are volunteering and will try to help you when they are available. Do not harass or spam service leaders.
- TeamSpeak should be formatted as: [CALLSIGN] [UNIT CODE] First Name. Initial
- Join [The Clinical Hub](#) discord server for more clinical tips, guidance and explanations!



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