

## HOW IT WORKS

We hold monthly meetings that are open to Forum Members and to the public. These are usually held in the LAS Conference Room at 220 Waterloo Road, SE1 8SD, a few minutes from Waterloo Station. **YOU ARE WELCOME TO ATTEND.**

We invite service users and other influential speakers to discuss a wide range of issues connected to urgent and emergency care. They address the Forum and deal with questions and recommendations for service improvements. Each month we also meet with the Commissioner for the LAS who represents all London Clinical Commissioning Groups (CCGs) to discuss ideas for service development.

We promote equality, inclusion and diversity in the LAS.

### PATIENT EXPERIENCES DEPARTMENT

Tel: 0203 069 0240

[ped@londonambulance.nhs.uk](mailto:ped@londonambulance.nhs.uk)

### CARE QUALITY COMMISSION

Tel: 0300 61 61 61

[enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

### NHS ENGLAND

Tel: 0300 311 22 33

### HEALTHWATCH ENGLAND

Tel: 03000 683 000

## WHAT IS THE FORUM?

The Forum is an independent watchdog monitoring the London Ambulance Service (LAS). We advocate for patients by keeping a watch on emergency and urgent care in London, and we campaign for more effective services.

Patients, carers, community organisations and Healthwatch, can join the Forum and contribute to our work to achieve safer and more effective services.

Our Executive Committee regularly meets with senior LAS staff and the LAS Commissioners, to raise issues and to make proposals for better and more effective care.

We meet with health groups, e.g. mental health and sickle cell, to ensure that their experiences influence LAS services.

Most LAS services are excellent - our role is to promote public involvement and ensure that all patients receive care of the highest quality.

### JOIN THE PATIENTS' FORUM

Receive monthly invitations to Forum meetings, and information about developments in urgent and emergency care.

Email or telephone your details to:

[patientsforumlas@aol.com](mailto:patientsforumlas@aol.com)

0208 809 6551 or 07817 505193

[www.patientsforumlas.net](http://www.patientsforumlas.net)

## JOIN the PATIENTS' FORUM for the LONDON AMBULANCE SERVICE



## Tell us about your experience of Emergency and Urgent Care