



London Ambulance Service
NHS Trust

Executive Office
Headquarters
220 Waterloo Road
London
SE1 8SD

Tel: 020 7783 2040

Ms Marriott
95 Wordsworth Road
Hampton
TW12 13P

5 November 2019

Dear Ms Marriott

Re: Course materials as per complaint

Thank you for your letter dated 1st October 2019 in which you raised a query about payments for supply of reference manuals which came to your attention at a recent Fulham Education Centre Public and Patients Committee. Thank you for bringing this to my attention as clearly it is Trust policy to settle its creditors as they become due and to meet the Better Payment Practice Code set for NHS organisations, as I referenced in the Annual Public Meeting.

We have investigated your query and it is correct that there have been delays with one of our suppliers for clinical education materials during August and September which have arisen due to two issues:

1. LAS were in dispute with the supplier over a price increase for books ordered earlier in the year as the invoiced price was higher than quoted. The supplier subsequently issued revised reduced invoices but inadvertently sent these to the training school rather than our shared service supplier who manage our accounts payable function.
2. Some recent invoices sent in August and September were also not received by our shared service supplier. We have been in contact with the supplier and have now received the missing invoices, all but one have been paid; the remaining one is ready for payment and awaiting the member of staff who can confirm delivery of the goods returning from annual leave.

We are working with the supplier to ensure that their invoices are sent to the correct address and get promptly paid in the future. I am confident that this will address the delays in payments experienced with this supplier going forwards.



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Thank you for taking time to bring this matter to my attention.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Lorraine Bewes'.

Lorraine Bewes, OBE
Chief Finance Officer

Cc: Paul Bates
Malcolm Alexander

Higher Education Programme Manager, LAS
Chair, Patients' Forum, LAS