

Garrett Emmerson

Chief Executive

London Ambulance Service

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September 30th 2019

Dear Mr Emmerson,

I am delighted to let you know that we have appointed Malcolm Alexander as our Healthwatch/Enter and View Champion to the LAS. We believe this will provide the LAS with valuable insight into patient experience of the LAS, and enable the LAS to further demonstrate its commitment to listening and acting upon the patient voice.

Malcolm’s role will be to represent Healthwatch Hackney in the monitoring and scrutiny of the LAS. You may know that our statutory duties include the following:

1. Promoting and supporting the involvement of local people in the provision and scrutiny of the NHS.
2. Monitoring the standard of provision of LAS services and how they ought to be improved
3. Making reports and recommendations to the LAS about how services ought to be improved.
4. Making recommendations about health and care services to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations (or making recommendations direct to the CQC).
5. Providing Healthwatch England with intelligence and insight about your services.
6. Requesting information from the LAS, which you must make available.
7. The power to enter, view and observe all of your clinical and health related services and premises.
8. Making reports and recommendations on your services to enable you to carry out improvements to those services and to share those reports with your commissioners.
9. Requiring you to have regard to the views, reports and recommendations made by Healthwatch and responding to explain what action you will take in relation to issues we raise.
10. To speak out and to campaign for service improvements to the LAS.

This relevant legislation in this regard is:

* The Local Government and Public Involvement in Health Act 2007 – [Part 14 Patient and public involvement in health and social care](http://www.legislation.gov.uk/ukpga/2007/28/part/14)
* The NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012. Part 6 Local Healthwatch

We look forward to collaborating with you to improve the services that you provide for patients.

Yours sincerely

Jon Williams

Executive Director

Copy to: Antony Tiernan, Director of Communications and Engagement

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