**CQC Inspection London Ambulance Service NHS Trust - Teleconference**

 Dear Local Healthwatch managers and chairs, As you will be aware, the Care Quality Commission is due to inspect London Ambulance Service NHS Trust (LAS) on the 1 June.  Roger James the Head of Inspection would like to host a

series of teleconferences with you to obtain further feedback on/ about the Trust.

We would like your Healthwatch to share any information about the care people have received at the trust. Our inspection team would like to hear about the comments you have received from members of the public and from local groups or communities, any surveys and questionnaires , and Enter and View reports. We would also be keen for you to share any information which show the trends in concerns and complaints and how they are handled.

We are proposing to hold three calls on the following dates and times.

**Tuesday 12 May 11-12noon**

**Thursday 14 May 10-11am**

**Tuesday 19 May 10:30-11:30am**

Please do let me know if you are planning to dial in so we can manage the call adequately and so I can provide you with the correct dial in details. If you unable to make the call we would still encourage you to send any information you have about people’s experiences of LAS or other evidence from your work to CQC by email to hospitalinspections@cqc.org.uk.

Please ensure that the subject line of your e-mail is **London Ambulance Service NHS Trust - Q1 Ambulance Inspections**. It would be very helpful if you can share this as far in advance of the inspection as possible. This gives more time for our inspection team to use it to inform the inspection.

The areas of CQC inspections for all ambulance services are:

1.         Urgent and Emergency Care (includes blue light services)

2.         Patient transport service

3.         Emergency operations

4.         Resilience planning

LAS, as you know, provides services across London, and we are hoping to make sure we can make use of the feedback you have gathered in different parts of London and from some of the many different communities served by the trust.

Finally, we will be working to ensure all Healthwatch managers and chairs are updated on the findings from the inspection when the report is completed.

Can we take this opportunity to thank you again for all your support with our new inspections.

Jay Harman

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