



Dear Colleagues,

London Ambulance Service (LAS) is hosting a series of webinars to help healthcare colleagues effectively use the dedicated Healthcare Professionals (HCP) line number, which enables healthcare professionals to request an emergency ambulance. Please find our updated guidance on how to use this service effectively shared via email, alongside further useful information regarding the process. Please kindly remind your colleagues that the phone number for the HCP line is not to be displayed to patients.

When using the dedicated HCP line number, the caller is able to indicate to the LAS call handler what response they feel is appropriate for their patient. If necessary, the LAS call handler will connect them to a clinician to discuss their request further.

Our aim is that the guidance will ensure your patients get the care they need, while ensuring we prioritise our ambulance resources according to the clinical needs of all patients requiring our service.

Alongside the guidance, LAS is hosting a series of webinars to provide healthcare colleagues with more information about how to use the HCP line effectively. These will also provide you with an opportunity to ask questions about our service.

Webinars are taking place on the following dates:

- At 1pm on Thursday 7th March – [register here](#)
- At 1pm on Friday 22nd March – [register here](#)
- At 7pm on Monday 8th April – [register here](#)

If you would like to provide feedback on this service and the guidance issued, please email londamb.patient.experiences@nhs.net. We value your feedback and are keen to work together in providing care for your patients.

We look forward to meeting you at one of the webinars.

Kind regards,

A handwritten signature in black ink, appearing to read 'Ruth Tinson'.

Dr Ruth Tinson
Assistant Medical Director

A handwritten signature in black ink, appearing to read 'Lyann Gross'.

Dr Lyann Gross
Assistant Medical Director

