



STAKEHOLDER EMAIL (Confidential until 09.00 Wednesday 21 May)

Dear Patients' Forum members,

As an important partner of the London Ambulance Service I wanted to inform you of action that we have taken following our receipt of an anonymous allegation regarding paramedic final examinations.

Correspondence received by the Service claims that in-house final examinations of student paramedics that took place between 2008 and 2012 were carried out improperly with students having access to exam papers. The allegation refers to how these examinations were carried out within that period; staff did complete the full required training for their role in both the classroom and the workplace.

We are shocked and disappointed to hear this allegation and will not tolerate any form of cheating. Due to the seriousness of the allegation our Chief Executive Ann Radmore and the Board have taken the following immediate steps:

- Initiated an independent and forensic investigation into the allegation through NHS Counter-Fraud, which begins in full this week
- Suspended all paramedic qualifying examinations at London Ambulance until we can be sure they are robust
- Appointed an independent clinical expert, Dr Simon Brown, to begin work this week to recommend any immediate action we need to take to reassure Londoners about our standards of clinical care

We understand that patients and their families may be concerned by this allegation. We are keen to reassure those using our services that The London Ambulance Service expects the highest standards of professional behaviour from its entire staff, the great majority of whom are not implicated in this allegation and are continuing to provide a good service to Londoners. Concerned patients can continue to contact us in the usual way through our patient experiences team.

We know that we have very low numbers of complaints and serious incidents related to our paramedics. Throughout their career, paramedics are assessed and reviewed. We also clinically review paramedic's medical notes of all our seriously ill patients, and hospital doctors then review this information before treating the patient.

We are committed to keeping you, patients and the wider public fully informed about our progress to establish the facts behind this allegation. If any staff are proven to have acted improperly the appropriate action will be robustly and transparently taken and any wider recommendations will be shared with you and acted upon.

Please do not hesitate to contact me with any queries, we are grateful for your support and patience as the investigation takes place.

Ends

