



**Scottish
Ambulance
Service**
Taking Care to the Patient



Scottish Ambulance Service

OUR VISION AND VALUES

The Scottish Ambulance Service is at the frontline of NHSScotland, we provide emergency response and planned scheduled care across mainland Scotland and our island communities. We are a 24/7 service, striving to meet the needs of a diverse population across a diverse geography.

We like all areas of the NHS, are facing increasing challenges, from the changing demands on Scotland's Health & Social Care Service.

So, we have to continually adapt to this changing environment, find new and innovative ways of working more efficiently, while continuously improving the quality of care to patients.



We are totally focused on the needs of our patients, and are working hard to provide the highest standards of care for them.

Because the needs of our patients are changing, the role of the Scottish Ambulance Service is also changing with our aim to develop a world class, clinically-focused ambulance service.

Our Vision

We want to provide a specialised emergency care service across Scotland, able to respond 24 hours a day, seven days a week. We want to enhance our provision of pre-hospital care treatment; constantly striving to support patients and the wider NHS by treating more patients in their homes or homely settings. By doing this we can better meet those patients' needs and prevent unnecessary or avoidable hospital admissions.

Our vision is to deliver the best patient care for people in Scotland, when they need us, where they need us.

We are saving more lives than ever before, responding to more calls faster and treating patients better, this is because we have developed our people and systems, supported crews with enhanced training and leading edge technology to give them the tools that they need to do their job effectively.



To find out more about a career with us, how to apply, and what skills we are looking for, visit our website at www.scottishambulance.com or find us on Twitter or Facebook



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We recruit our multi-talented, multi-professional workforce from a range of backgrounds and experiences

Our People

The Scottish Ambulance Service brings together people in all manner of roles, all playing a crucial role in the smooth running of a very complex operation. But whoever you are and wherever you join us, you'll never stop thinking of our patients and what we can do for them. From specialist response teams, control room operators to HR professionals and IT, without our dedicated and skilled workforce we would not be able to innovate and achieve the high standards of care.

The exceptional people that work for us, both in patient facing and support roles enable us to provide the best patient care possible, while finding new ways for improving the quality of that care.

We recruit our multi-talented, multi professional workforce from a range of backgrounds and experiences, always seeking those people with the best skill mix, who can demonstrate the right behaviours and values and who can help us achieve our vision, Towards 2020: Taking Care to the Patient.

We are a complex and varied organisation. So, in addition to the Paramedics, Ambulance Technicians and Ambulance Care Assistants in our patient facing, operational roles in; we also employ a wide range of support staff in areas such as Fleet, HR, Education and Professional Development, Administration, Estates, Procurement, IT, Finance, Corporate Affairs and Communications all of whom are crucial in our operation.

We believe that this diverse workforce brings with it new ideas, innovation and creativity, all of which are vital for us to continually change and adapt.

Our Values

Doing the right thing in the Scottish Ambulance Service is supported by the **4 NHS Values**.

- Care and compassion
- Dignity and respect
- Openness, honesty and responsibility
- Quality and teamwork

These values drive how we behave every day, how we treat our patients, colleagues and each other. They help us to provide the best possible service and we expect everyone that we employ to live them every day.

