

Barnet, Enfield & Haringey Mental Health Trust

Freedom of Information Response Request from Daisi Ogunro – 16.02.06

The Barnet, Enfield and Haringey Mental Health NHS Trust provides care solutions for Mental Health clients and is not tasked to provide any acute casualty type activity. Therefore, the great majority of client journeys fall broadly into three categories:

- 1 Pre-planned return journeys from home to hospital
- 2 Pre-planned discharge journeys either to a home address or to another hospital,
- 3 Journeys for treatment at another hospital.

The service is provided by the M+L Ambulance service and is currently subject to a competitive tender with a scheduled July 2006 award date.

Q1. First Aid Training.

All staff must undergo and successfully complete:

- 1 First Aid course,
- 2 Oxygen Therapy Training course,
- 3 Manual Handling course,
- 4 Driving Assessment course.

I have been advised that all training is up to date and that copies of training records are available for inspection upon request.

Q2. Diversity Policy

M+L is an Equal Opportunities employer and a copies of their Recruitment and Equal Opportunities polices are available should you require them.

Q3. Interpretation Services.

The Trust's existing contract has no reference to this particular question but it is M & L's policy of recruitment to follow equal opportunities policies and to recruit staff from the local area, and, wherever possible, to include various local ethic groups in this process. The Trust provides interpretation services on its hospital sites where clients require them.

Q4. Service Standards / Clinical Risk Provision

Service Standards. The service standards for the new service are a key section of the contract specification in which clear performance levels such as patient time on board, named driver scheme, key performance indicators, type of vehicle etc. are set out. Clinical Risk Provisions. The current contract has a built in Health and Safety policy, a copy of which I can make available to you, should you require it.

Q5. Assistance to the Emergency Services.

M&L are named providers of support services to the London Ambulance Service as part of the LAS Major/Catastrophic Incident Plan. In addition, on instruction from the Trust, M&L will assist with any local incident or emergency.

Q6. PPI Policy

The Trust does not currently have a PPI Policy for PTS. However, we will be discussing this in the near future with the PPI Forum.

Q7. Livery and Marketing Materials.

All M&L vehicles comply with the Department of Health rules.

London Ambulance Review Advisory Committee Report.

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Date of Response: 23 March 2006

Please note: Information supplied is correct to the best of our belief, within reasonable time and resource constraints.