

Thursday, 16 March 2006

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Mr Malcolm Alexander
CPPIH, Omnibus Workspace Limited
39-41 North Road
London. N7 9DP

Dear Mr Alexander

RE: REQUEST FOR PTS AMBULANCE DATA.

Thank you for your letter TO Nancy Hallett, Chief Executive, dated 16th February 2006 which has been passed to me to provide a response. Whilst formulating the response I felt it important to highlight that we operate an internal transport service only and as such we have no contracts in place that require us to have a contractual agreement, as such there are certain questions which I am unable to answer, these being question 4 and 6. In terms of the remaining questions I would make comments as follows:

1. All in-house staff used on our patient transport service have received first aid, manual handling, oxygen therapy and CPR training and this is up to date
2. All staff are made aware of Trust policy
3. We have a robust advocate and interpretation service who will arrange an interpreter to travel with the patient if the Trust is made aware of any language barrier in advance of travel.
4. N/A
5. We have no arrangement to assist emergency services during national disasters
6. N/A
7. We are compliant with NHS Livery Instructions as outlined in the Department of Health letter dated 14th September 2005 titled "Restrictions on vehicle livery and marketing materials for Independent Sector providers".

In answer to your final point no formal monitoring of handover times takes place here at the Homerton. However, having spoken with our A&E Matrons I understand that due to the addition of a further receptionist in the majors area, since the time of the study from 1998 to 2003, and the introduction of systems that allows the crew to book in whilst handing over we believe that the handover process has reduced dramatically. As crews no longer need to attend reception to book in this makes it a one step rather than 2 step process for crews handing over casualties. Our Matrons have discussed response times with the local LAS Station Officer who states we are the most efficient in the sector.

I hope this provides the information you required.

Yours sincerely



Cliff Hammond
Deputy Director of HR & Environment

