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19 April 2006

Daisi Ogunro
Patients Forum for the LAS
CPPIH Omnibus Workspace Ltd.
39-41 North Road
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Dear Daisi

Re: Patient Transport Services provided at the Whittington Hospital NHS Trust

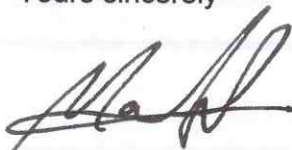
Thank you very much for your letter of 17 February to David Sloman requesting information about the Patient Transport Services we provide, and I do apologise for the delay responding to you.

M&L Ambulance Service provides non-emergency patient transport at the Whittington, and I am the Operational Manager with responsibility for the management of that contract.

In order to fully answer the questions asked in your letter, I first need to obtain further information from M&L, for example I know that they have updated some of their internal policies recently, as well as formally agreeing their role in a major incident with the Health Protection Agency and LAS. Also, as a provider of non-emergency transport services at other London Trusts they are likely to have compiled, or may soon be asked to provide this information to other Trusts also.

I have arranged to meet with M&L next week, and think it most appropriate for us to send you a joint response to your questions following that meeting. However, if there is anything that you wish to discuss further in the meantime, please do not hesitate to contact me.

Yours sincerely



Mark Avery

Outpatients & Scheduled Services Manager



CC Mrs Deborah Wheeler, Director of Nursing

