

Kingston Hospital NHS Trust

Patient Transport Complaints

1 Feb 05 to 1 Feb 06

Name	First received	Description	Outcome
4191	05-Jul-2005	Transport for appointment at Brompton Hospital failed to arrive, resulting in patient missing appointment.	Transport arranged by Brompton - failed to arrive. KGH staff tried to rearrange when realised, but unable to obtain transport prior to appt.
4415	19-Dec-2005	Raises concerns about husband's poor transport arrangements upon discharge. Pt distressed about the prospect of having to stay on ward for another night due to the lack of ambulance transport. Lack of communication with wife, and husband was brought home at 22:15 by private ambulance.	Response apologising for delay in transport
4069	12-Apr-2005	MP raises concerns on son's behalf, regarding mother's experience in getting transport home following A&E admission. Distressed by 8 hour wait. MP would like to know what has been done to improve transport services.	The Hospital uses various types of ambulance transport. I hope you can understand that, in order to contain the costs, the Hospital tries to fully book the vehicles in the most cost-effective manner possible. However, there are a limited number of vehicles available, and not all are equipped to take patients with specialist needs, which can lead to delays for some patients. Unfortunately, on this occasion, I presume that no provision was available to include the patient's booking within a reasonable time. The length of delay was nonetheless unacceptable.
4089	21-Apr-2005	Does not feel that it is fair for LAT service to be retracted on the basis of her preferred transport on their return journey home from hospital. Pt's letter to MP is dated 21.1.05.	Response to MP saying that cannot provide transport for pts clinically able to travel independently.
4439	09-Jan-2006	Asks whether Transport desk staff and drivers attend a special 'charm school' before getting their jobs. Waited 1.5 hrs and 1 hours for transport on 2 occasions and when advising staff that she was late for a funeral, she was shouted at. Driver dropped disabled patient miles from intended destination.	Response apologising for manner of transport staff. Not possible to re-route ambulance, due to safety/convenience of pts. Staff reminded of need for professionalism.
4236	29-Jul-2005	Hospital transport not cancelled when follow-up appt was.	Letter apologising for failure to cancel appt.
3955	14-Feb-2005	KHT transport left care home without 85 year old patient after only a few rings on the doorbell, therefore pt had to get a minicab. Transport then refused to take patient home after OPA.	Response explaining ambulance on tight schedule and could not delay. If pt makes own way to appt, is assumed do not need return transport. Apology for problems.