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Ms Daisi Ogunro
Support Worker
Patients' Forum for LAS
39-41 North Road
London N7 9DP

Our Ref: FOI 0065

Thursday 16th March 2006

Dear Ms Ogunro

Freedom of Information (FOI) Request

Thank you for your letter dated 16th February 2006, which we received on 20th February 2006, requesting information about the patient transport services (PTS) provided by our Trust. Our provider in this respect is E-ZEC Medical Transport Service Ltd. of Redhill, Surrey, and the information in this letter has been compiled with their kind co-operation. Our response deals with each of your numbered points in turn:

- 1) All E-ZEC personnel receive compulsory first aid training on an annual basis in order to keep their skills and knowledge up-to-date. Certificates are held in personnel files as proof and E-ZEC have made available to us examples as confirmation that this is rigidly adhered to;
- 2) Please find enclosed a copy of E-ZEC's Equal Opportunities Policy;
- 3) E-ZEC employ two members of staff who are multi-lingual and our contract requires that they convey escorts with patients who are unable, for whatever reason, to make themselves understood; our Trust staff also have access to interpreters via Language Line;
- 4) In respect of risk management issues, please find enclosed a copy of E-ZEC's Health & Safety induction handbook (distributed to all personnel during their H & S training) and their safety management manual; E-ZEC also have a comprehensive set of additional policies and procedures which are available for us to inspect at any time;
- 5) In the event of a major incident, E-ZEC will adhere to the Trust's Major Incident Policy. On 7th July 2005, five additional vehicles were deployed to the Trust's operational area at short notice to assist with the incident on this date;
- 6) The first meeting of the Trust's Outpatients' User Group took place on 9th March 2006 and included two patients with differing transport needs to represent PTS issues. The Transport Manager sits on this group and on 14th March two members of the group carried out surveys of the service in the Transport Lounge. A policy document / terms of reference and leaflets for users of PTS services are currently being produced but not yet available;

- 7) The Trust is satisfied with the current vehicle markings of E-ZEC vehicles, and we have an assurance from the company that that should we require any changes they will review their vehicle livery accordingly.

With regard to the final paragraph of your letter regarding targets for hand-over times of casualties, our Department of Health guidance reads as follows:

Time of Arrival

The time of arrival should be recorded by the clinician (nurse or doctor) carrying out initial triage/assessment or A&E reception whichever is earlier.

For ambulance cases, arrival time is when hand over occurs or 15 minutes after the ambulance arrives at A&E, whichever is earlier. In other words if the ambulance crew have been unable to hand over 15 minutes after arrival that patient is nevertheless deemed to have arrived and the total time clock started.

We do not currently record data to clarify our success rate in achieving this target (*this is the responsibility of the ambulance service*). However, we do now have a dedicated facility within our A & E department called PitStop which has been introduced specifically to reduce the time taken to hand over a patient.

I hope this information satisfies your request in full. However, if you require further clarification please do not hesitate to contact me. In the event that you are not satisfied with this response, the Trust has a formal Complaints Procedure which you can action by writing to the Chief Executive. Thereafter you may contact the Information Commissioner at the following address: Information Commissioner's Office - Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. Further details of this procedure can be found on the Information Commissioner's website: www.ico.gov.uk

Thank you for your interest in Mayday Healthcare NHS Trust.

Yours sincerely



Stephen Wells.
Director of Estates and Facilities.