



Moorfields Eye Hospital **NHS**

NHS Foundation Trust

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15 March 2006,

Daisi Ogunro,
Support Worker,
Patients' Forum,
CPPIH, Omnibus Workspace Ltd.,
39-41 North Road,
London.
N7 4DP

Dear Ms. Ogunro,

I have been asked to respond to your letter regarding the Trust's Patient Transport Services (PTS) on behalf of the Chief Executive.

As a point of information, we are a Specialist Ophthalmic Trust that only treats individuals with eye conditions, we do not experience patients arriving in our Accident and Emergency Department via LAS. The vast majority of patients in A&E arrive by their own means or are transported by our transport provider X9; As such the final paragraph of your letter regarding the comments made in the London Review Advisory Committee Report, is not relevant to us

I can confirm that the PTS staff employed by our provider, X9 Services, have had first aid training and that their training is up-to-date.

In relation to some of your other questions, it is unclear what information you actually require. There is no detailed diversity policy in relation to the provision of transport services. However the Trust has an Equality and Diversity Strategy to ensure its services meet the requirements of the diverse communities it serves. Staff employed by our contracted service providers are expected to adhere to this strategy and other policies that relate to care provision. The same is true of our PPI strategy.

It is worth noting that X9 has recently been awarded the Investors in People Award.

Interpretation services are provided by the Trust to patients who require them.

Chairman: Sir Thomas Boyd-Carpenter
Chief Executive: Ian Balmer
Patron: Her Majesty The Queen



The Trust routinely monitors various performance and quality indicators with the service provider, including various time monitoring standards, and also numbers/types of PALS queries and formal complaints relating to transport. If your query regarding clinical risk provisions relates to frontline transfers, I must refer you to in my opening paragraph; We only treat individuals with eye conditions.

Feedback from service users is monitored by compliments and complaints. These are discussed formally at monthly contract monitoring meetings chaired by the Trust. Also, any complaints received by the Trust are formally investigated and reported as part of the Trust's Complaints Management Policy. X9 is also currently conducting a user satisfaction survey - We are now looking at conducting a satisfaction survey by having a survey team asking questions and documenting answers on a pre designed form. There have been few formal complaints about transport, and they have been about issues such as time-keeping, staff attitude, and have been dealt with by X9 as they have occurred.

The trust has identified requirements for transport in the case of a major incident and this is incorporated into its Major Incident Plan. X9 supported the Trust successfully during the events of 7th July 2005.

The vehicles providing the Trust's non-emergency patient transport service comply with the Department of Health rules on Vehicle Livery, although some still do have the NHS logo with the words "working in partnership with" across the top.

I hope that this information is of use to you

Yours sincerely,



Sarah Fisher
Director of Nursing & Development

Cc: Daniel Squibb, X9