

University Hospital Lewisham
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Malcolm Alexander
Chair,
London Ambulance Service
Patient's Forum,
CPPIH, Omnibus Workspace Ltd,
39-41 North Rd,
London N7 9DP

13 April 2006



Dear Mr Alexander,

Information requested under the Freedom of Information Act

Firstly may I apologise for the delay in providing you with this information. It has required linking together a lot of information sources around the hospital and outside.

1. Confirmation of First Aid Training for PTS staff and that it is up to date
Certificate provided

2. Details of Diversity Policy
For points 2-7 as listed here, the information is attached.

3. Interpretation Services

4. Copy of Service Standards

5. Support for emergency services during national disasters

6. Contractual agreement with PTS provider

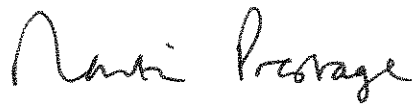
7. Vehicle livery and marketing materials

8. Hospitals must improve the steadily deteriorating hand over times of casualties and should introduce targets to monitor this. What are UHL's targets and what has been the success rate?

University Hospital Lewisham does not have a problem with hand over times. Patients in ambulances arriving at our accident and emergency are transferred to the hospital either immediately or certainly within 5-10 minutes

of arrival. The hospital does not have a set target time for handovers, as it has not been an issue for Lewisham.

Yours sincerely,

A handwritten signature in black ink that reads "Martin Prestage". The signature is written in a cursive style with a large initial 'M'.

Martin Prestage
Acting Communications Manager
University Hospital Lewisham
020 8333 3297