

Communications Department
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Our Ref: FOI 83 Ogunro 06

3rd April 2006

Ms Daisi Ogunro – Support Worker
Patients' Forum
CPPIH Omnibus Workspace Ltd
39 – 41 North Road
London N7 9DP

Dear Ms Ogunro,

Re: Your Request for Information

Further to your letter requesting information about the Patient Transport Service (PTS) provided by this Trust. I would like to respond to the points you have listed in your request.

1. All Non Emergency Patient Transport staff employed by the supplier of our PTS have to complete a First Aid At Work course. This includes Oxygen Therapy Training. They also receive Manual Handling and a Driver Assessment. Copies of all training records are kept by our supplier and can be provided if required.
2. A copy of our supplier's Equal Opportunities Policy is attached for your information,
3. The Trust is able to provide Link Workers to patients to assist with interpretation upon arrival at the Hospital for their appointment.
4. A copy of Risk Assessments of the services supplied can be provided if required.
5. Our supplier, M&L Ambulance Service, are named providers of support services to the London Ambulance Service as part of the LAS Major/Catastrophic Incident Plan. In addition, on instruction, the Trust with M&L would assist with any local incident or emergency.
6. Our supplier's record all patient movements against the Trust's standards and report this directly to the Trust monthly. A record of all complaints and outcomes are compiled by our supplier's with the Trust and records are held.



7. Our supplier's comply with the NHS livery guidelines.
8. The Service Level Agreement is currently under review, and will incorporate targets as appropriate.

I was curious about the format of your request since it seemed to be worded in terms similar to those we receive seeking compliance with the Freedom of Information Act 2000. I had to rescue your request from that system, assuming that it was not indeed to be treated in this way.

Please let me know if I can be of any further assistance and whether there is any information you would like me to supply to your routinely.

Yours sincerely,


Sean Perry
Hospital Development Director

