

Our reference: SS/BB 676

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Malcolm Alexander
Chair
Patients Forum For The LAS
CPPIH
Omnibus Workspace Ltd
39-41 North Road
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14 March 2006

Dear Mr. Alexander,

I am writing in reply to your letter of 16th February 2006 and am pleased to provide the answers to your questions as follows:

1. It is a contractual requirement that all of our contractor's staff receive first aid training and this, along with other training records, is verified by our management team when visiting the contractor as part of the contract review process.
2. Our service contract requires that the contractor's staff must be:
 - Smartly dressed in uniform, courteous and helpful.
 - Honest and of high integrity.
 - Respectful of the privacy, dignity and cultural beliefs of the patient.
 - Caring and considerate in the treatment of patients and their escorts/carers.
 - Aware of patient's disabilities and special needs.
 - Capable of demonstrating good communication skills.
 - Aware of and abide by the Highway Code and drive in a smooth manner with no heavy acceleration or braking.
 - Aware of and abide by the speed limit on Trust premises.



In addition our contractors are required to adhere to the following list of Trust policies:

Patient

- Confidentiality
- Privacy and Dignity
- Child Protection
- Vulnerable Adults
- Patient Property
- Complaints

Health and Safety

- General
- Fire
- Moving and Handling
- Serious Untoward Incident
- Management of Violent and Abusive Patients, Relatives and Visits
- Waste Management Policy

Infection Control

- MRSA
- Prevention and Control of Tuberculosis amongst Staff
- Spillage
- Environmental Disinfection
- Protection of Staff against Hepatitis C
- Protection of Health Care Workers From Hepatitis B
- Management of *Stenotrophomonas maltophilia* Patients
- Management of Patients with Known or Suspected Transmissible Spongiform Encephalopathies (TSE)
- Management of Patients with *Pseudomonas aeruginosa* within the Cystic Fibrosis Unit at Royal Brompton Hospital
- Management of Health Care Workers Infected with Blood Borne Viruses
- Management of allergies through using latex gloves

- Infection Control Management of patients with Pulmonary
 - Tuberculosis (Including Multidrug Resistance)
 - Protective Clothing
 - Control of an Outbreak
 - Isolation
 - Sharps Injury
 - Decontamination of Equipment Used in Direct Patient Care
 - Occupational/Infection Control Employment screening
 - Authorised Absence and Infection Control
 - Hand Hygiene
3. We do not have an interpretation service contractually agreed with our service providers but arrangements would be made to assist any patient or carer with difficulties.
 4. I have attached a copy of the relevant section from our contract specification along with details of our quality standards.
 5. In the event of a Major Incident being declared the contractor is required to participate in the Trust's Major Incident Plan and assist elsewhere as necessary in liaison with the emergency services.
 6. The Trust's PPI Forum were invited to participate in a recent market testing of our PTS service and are regularly contacted by our General Services Manager about a range of transport issues.

Our PTS contract states "Quarterly questionnaires shall be issued to canvas opinion of the key users of the service in respect of the quality of service being provided". Any complaint involving a PTS provider is passed to them as part of the investigation process and they are required to respond to the Trust with their findings within 5 working days. There have been 10 complaints involving the PTS service during the past 12 months.

7. Our service provider is currently purchasing a number of new vehicles to be used exclusively on a new contract we have commencing on 1st April 2006. The Service Provider has confirmed that all vehicle markings will comply with DoH rules and relevant legislation.

With regard to the second point in your letter, the handover times for casualties, there is no Accident & Emergency Department at this hospital Trust and so this is not an applicable question to us.

I have answered your questions as fully as I am able to at this moment in time. Our General Services Manager, Steve Moore, is currently putting the finishing touches to a new PTS contract for the Trust and may be able to assist you further in the future. You may like to contact him directly either in writing or by telephone on 020 7351 8076 or, alternatively, please contact me again if I can be of further assistance to you.

Yours sincerely,



Robert J. Bell
Chief Executive

Encl.