



PE LAS / Ambulance
Q vevg

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2nd May 2007

Dear Malcolm Alexander

Thank you very much for the supportive comments that you made in your letter to Robert Naylor on 16th April regarding ambulance crew staff access to the A&E department at UCH. Your letter has been forwarded to me as I am the Ambulance Operations Manager for the area that includes UCH and am therefore the LAS local lead.

I am particularly grateful to you for highlighting this particular issue as it is not one that staff have previously reported. I have undertaken further investigation which confirms that your observations represent a consistent problem that has existed for some time. I have already been in touch with Matthew Bazeley, who is the A&E manager for UCH. Usefully for us, he has in the past worked for the London Ambulance Service as part of his NHS management development, and therefore has a good understanding of the issues facing the LAS. He has agreed that he will table this problem at the Operational Senior Staff meeting for action, and I will be meeting with him before then to discuss appropriate solutions. Matthew will be communicating directly with Robert Naylor regarding the outcome.

This action will contribute to an ongoing piece of work to improve patient hand-over at hospital, and any time savings will increase the availability of ambulances for emergency response.

I look forward to contacting you to let you know that a satisfactory solution has been implemented.

Yours sincerely

Chris Hartley-Sharpe
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Cc: Peter Bradley, Dr Fionna Moore, Martin Flaherty, Paul Woodrow