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**South West London and St. George's  
Mental Health NHS Trust**



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20.03.2006

CPPIH Omnibus Workspace Ltd  
39-41 North Road  
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Dear Ms Ogunro

Thank you for your letter of the 16<sup>th</sup> February with reference to information regarding the patient transport services (PTS) provided by the South West London and St George's Mental Health NHS Trust.

The London Ambulance Service provides our non-emergency PTS service.

**1) Confirmations that all PTS staff have had First Aid training and that their training is up to date.**

All LAS PTS operational staff are trained to the very high standards recommended by the National Health Service's Institute of Health Care Development (IHCD), and attends a full time intensive training course at one of our five LAS Training Centres.

All training is undertaken by their own IHCD qualified Ambulance Aid and Driving Instructors.

**2) Details of the Diversity Policy in relation to service provision contractually agreed with your PTS provider.**

London is a diverse city, the LAS aims to reflect this diversity in it's own staff. They are in the process of undertaking a review of their recruitment processes, so that in future they can ensure their staff will reflect the cultural mix of the community they serve.

**3) Details of the interpretation service in connection with the transport of non-English speaking patients that has been contractually agreed with your PTS provider.**

Language Line are the current providers of interpreting and translation services for the LAS. As well as providing the service via CAC and frontline staff access via mobile phones and landlines they also have face-to-face facilities.

**4) A copy of your Service Standards showing details of patient care and clinical risk provisions contractually agreed with your PTS provider.**

See attachment 1

**5) Details of the policy agreed with your PTS supplier for supplying assistance to the emergency services during national disasters e.g. July 7<sup>th</sup> 2005.**

A copy of the LAS Major Incident document has been received

**6) Details of the contractual agreement with your PTS provider concerning a) the PPI policy for PTS services and PTS service users; b) supply of PPI leaflets to users of PTS services in relations to service quality; c) details of meetings with patients, carers and service quality; d) feedback from user's complaints over the past year.**

- a) LAS seeks patient feedback about their experiences with LAS PTS.
- b) All patients transported on one chosen day will be mailed a survey form. LAS have employed a methodology for the survey that should generate a response rate of around 50%
- c) On an ad-hoc basis.
- d) Three complaints have been received over the past year all three regarding lateness of vehicles these were rectified and responded to immediately.

**7) Details of the steps you are taking to comply with the new Department of Health rules on vehicle livery and marketing materials (DH 14th September 2005).**

All PTS vehicles are liveried with the LAS PTS corporate logo, which follows Department of Health guidelines on corporate identity. Individual Trust logos can be included on all vehicles in consultation with their Trust. All the LAS PTS new stretcher vehicles are currently being manufactured to the Euro standard yellow as per guidelines.

With regards to the LAS Review Advisory Committee Report publish by the London Assembly in May 2004, with reference to hand over time of casualties, this does not apply to our Trust contract with the LAS.

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I hope these answers are to your satisfaction, should you have any further queries please do not hesitate to contact me.

Yours sincerely



Christine Carter  
Interim Chief Executive

## 4 Standard of Services

- 4.1 In addition to any more specific obligations imposed by the terms of this Agreement the London Ambulance Service shall provide the Services with vehicles cleaned and maintained to a good and proper standard complying with all relevant legislation and which is to the reasonable satisfaction of the Authorised Officer.
- 4.2 The London Ambulance Service, in providing the Services, shall comply with the policies, rules, procedures and standards of the Trust which may be amended from time to time by the Trust.
- 4.3 The London Ambulance Service will institute and maintain a properly documented system of quality control to ensure that the Agreement Standard is at all times properly maintained. The system shall be operated by the London Ambulance Service and will not rely on completion of documentation by the Trust's supervisory staff, who should nevertheless be consulted by the London Ambulance Service. The system will be open to inspection by the Trust and such inspection combined with observation will be capable of indicating to the Trust whether or not the Agreement Standard is being met. The quality control system will supplement any monitoring that may be instituted by the Trust and shall not be a substitute for it, although it may be agreed that it should integrate with the monitoring system of the Trust.
- 4.4 The Trust will appoint an Authorised Officer who will carry out the Trust's monitoring of the London Ambulance Services performance. Such monitoring by the Trust shall not be a substitute for the monitoring and inspection to be carried out by the London Ambulance Service.
- 4.5 The Authorised Officer will maintain detailed written records and note reports from department heads, of all work done or not carried out to the Agreement Standard, and will inform the London Ambulance Service of all items recorded and discuss these with the London Ambulance Service at regular meetings on the Trust's premises. Such meetings may be attended by multidisciplinary Trust staff. The Authorised Officer shall be the person representing and making Agreement Standard decisions on behalf of the Trust at any such meeting.
- 4.6 The London Ambulance Service agrees that the Trust will monitor Standards by
- a. Checking that the terms of the Agreement and Specifications are being met by the London Ambulance Service in every respect; and
  - b. Checking that the London Ambulance Service performance is satisfactory, and that such a performance meets the requirements of the Trust. Any Sub-Standard performance or non-compliance with the terms and conditions of this agreement shall be explained by the London Ambulance Service immediately in writing and rectified in accordance with the terms of this agreement.
- 4.7 Differences between the London Ambulance Service and the Trust regarding the interpretation of standards required will be dealt with, in the first instance, by the Authorised Officer. If negotiations at this level fail, the dispute may be resolved by Arbitrations as specified in this Agreement.