

15<sup>th</sup> March 2006

Broadmoor Hospital

Crowthorne  
Berkshire  
RG45 7EG

Daisi Ogunro  
Support Worker  
Patients' Forum for the London Ambulance Service  
CPPIH, Omnibus Workspace Limited  
39-41 North Road  
London  
N7 9DP

Dear Ms Ogunro

**Re: Patient Transport Services (PTS)**

Thank you for your letter dated 16<sup>th</sup> February 2006. I am now able to provide a response to your request as detailed below.

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

All PTS staff have had 'basic' first aid training that allows them to use and administer from the first aid box kept on all PTS vehicles. Staff are instructed not to administer anything other than 'basic' first aid. Any emergencies or life threatening situations would always result in a 999 call.

Staff training occurs on an annual basis and includes First Aid Refresher Training.

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

The contract and the providers' policies clearly state that there is zero tolerance towards any form of discrimination and clearly supports the principles of equal opportunities. The provider has a mixed race staff profile and always appoints staff on their ability to carry out the duties required.

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

The Mental Health Trust has an interpreting service.



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**Can you please let me know whether you have now introduced targets, what these targets are and your success rate in achieving these targets?**

As a Mental Health Trust, this question is not applicable. Handover times of casualties refer to Acute Trust casualty departments.

Yours sincerely

p.p. 

**Mr R G Webster**  
**Information Governance Manager**