

Ms Daisy Ogunro
Support Worker
Patients' Forum LAS
CPPIH, Omnibus Workspace Ltd
39-41 North Road
London
N7 9DP

Trust Headquarters
THE PRINCESS ROYAL UNIVERSITY HOSPITAL
Farnborough Common
Orpington
Kent
BR6 8ND

Tel: 01689 864787
Fax: 01689 866022



19th April 2006

Dear Ms Ogunro,

Re: Patient Transport Services – Bromley Hospitals NHS Trust.

Thank you for your recent letter regarding your request relating to the provision of Patient Transport Services to Bromley Hospitals. I must apologise for the delay in providing such information, this has been due to the fact that we had implemented a tendering exercise in 2005 for such services and in the New Year had entered into the mobilisation period with our new service provider London Ambulance Service NHS Trust (LAS).

I am pleased to report that the new contract commenced on the 1st April and is performing above expectations and as a consequence our patients are accessing a more timely and professional service.

In relation to each of your questions;

Firstly, as part of the mobilisation and introduction of the service all staff are currently under-going rigorous refresher training in all aspects of First Aid provision and the aim is for this to be fully complete by June 2006.

All Contracted Service providers delivering services to Bromley Hospitals NHS Trust are required to abide by the organisations policies and procedures and the Trust operates an Equality and Diversity Policy Ref: HR04. The policy is up to date and was last amended on 29/11/05.

Access to interpretation services for patients utilising our patient transport services are arranged via our PALS co-ordinator. This arrangement works well as the Control Centre and PALS office are located in neighbouring offices within the Princess Royal University Hospital main entrance.

In relation to operating service standards I attach the details of all relevant service standards which LAS are obliged to provide as part of our Service Level Agreement (SLA) with them. These are reviewed on a regular monthly

basis; however, as this is the initial stage of the contract we currently exceed this requirement by ensuring that we hold weekly operational meetings.

The agreement we have reached in relation to LAS being required to supply assistance to the emergency services in the event of a national disaster is as follows; **Section 10.1 of the SLA states that;**


In the event of a Major Incident (MAJAX) non emergency patient transport may be temporarily suspended at very short notice and vehicles and crews may be required to support the Emergency Services of the London Ambulance Service.

The provision of patient information forms an essential part of our SLA with LAS. The requirement on LAS is to supply the Trust with a Patient Information Leaflet and User Guide to the service provided and is made available to all Trust staff and patients accessing the service. In addition, as part of the on-going development of our PTS service the Trust have completed a major communication exercise with the GP practices within Bromley Primary care Trust providing details on how patients become eligible for PTS and how to access such a service, this was supported by the introduction of a dedicated call centre on the Princess Royal site to centralise all new referral bookings. The PTS is reviewed on a regular basis and we operate monthly user group meetings, at present these are attended by all the main departmental service users and the plan is to engage patients as service users over the coming year. I would add that we have a good relationship with our Trusts Patient Forum and this is an avenue that we would wish to explore further.

Finally, all vehicles are liveried with the LAS PTS corporate logo which follows Department of Health guidelines on corporate identity. The livery for this contract will read "London Ambulance Service NHS Trust working in partnership with Bromley Hospitals NHS Trust". All LAS PTS new stretcher vehicles are currently being manufactured to the Euro standard yellow as per guidelines.

I trust that this information meets your requirements, but if you require any further assistance please do not hesitate to ask.

Yours sincerely,



John Watkinson
Chief Executive