

Chase Farm Hospital
The Ridgeway
Enfield
Middlesex
EN2 8JL

www.bcf.nhs.uk

Tel: 0845 111 4000
Fax: 020 8366 1361
Minicom: 020 8375 1156

29 March 2006

Mr M Alexander
Chair
Patients' Forum
CPPIH, Omnibus Workspace Ltd
39-41 North Road
LONDON N7 9DP

Dear Malcolm

Patients' Forum Issues

Thank you for your letter of 16 February 2006 concerning the above.

- 1) I can confirm that all PTS staff have received up-to-date training on this issue.
- 2) All policies are provided and we ask all contractors to operate their services within the Trust's policies.
- 3) Interpreting services are not included within the contract. However, the contractor is obliged to allow an escort to accompany non-English speaking patients on their journey either to or from the Hospital. We have noted that in nearly all cases the escort speaks in the same language as the non-English-speaking patient. Additionally, the Trust has an interpreting service available and this service can provide support if required.
- 4) I have attached a copy of the Service Standards, which have been lifted directly from the contract document. Please feel free to contact me again if further clarification is required on this point.
- 5) In the event of a major incident, the contractor would be contacted by the London Ambulance Service to provide support.
- 6) A and B. There is no PPI policy in relation to this service though the Trust is happy to work alongside the Forum on this issue and in terms of distribution of leaflets.

C. There is currently a Transport Users Group which meets and we would be happy to welcome a PPI member on board.

D. In terms of complaints, all complaints are formally investigated and a detailed response to the complainant is issued and signed by me. All complaints are summarised and details are formally reported to the Trust Board.

7) All vehicles are appropriately marked with both the provider's and the Trust's logo.

Regarding the point concerning the London Ambulance Review Committee report; we are aware of this and our A&E team are currently reviewing the documentation.

I trust I have been able to satisfactorily answer the questions you have raised. Please feel free to contact me if you require any further detail.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Averil Dongworth', written in a cursive style.

Averil Dongworth
Chief Executive