

Daisi Ogunro
Support Worker
Patients' Forum
CPPIH, Omnibus Workspace Ltd
39-41 North Road
N7 9DP



13th April 2006

Dear Daisi,

Thank you for your letter enquiring into our Patient Transport Services.

Parkwood Healthcare started a new contract with CNWL on 5th December 2005, which covers our non emergency patient transport for the majority or our older adult clients.

I have responded to your specific points below;

- 1) Parkwood Healthcare are contractually bound to ensure all staff receive first aid training
- 2) As part of the Pre Qualification requirement all contractors are required to produce an Equal Opportunities policy, in addition all contractors are required to adhere to all Trust policies.
- 3) CNWL provide clients with an interpretation service via a contract with EITI Interpretation Services, the provision of this service is managed locally.
- 4) There are a number of considerations within the contract regarding patient care, such as; i) waiting up to 10 minutes for clients to be ready to leave their house, ii) checking clients home appliances are switched off and premises are locked before leaving, iii) ensuring clients have remembered any medication. Where the client group requires it the Trust provides a Nurse Escort.
- 5) Whilst we do not have a formal agreement with Parkwood, on July 7th 2005 Parkwood provided a number of alternatives and took on the responsibility of ensuring all our clients got home safely.
- 6) CNWL take the responsibility of ensuring our clients are equipped with current and relevant information with leaflets available at sites.
- 7) All Parkwood vehicles comply with the Department of Health rules on vehicle livery.

CNWL

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I trust these responses answer your queries, should you require further clarification please do not hesitate to contact Mitch Taylor the Trusts Facilities Manager or indeed myself.

Yours sincerely



Dr Peter Carter
Chief Executive

