

PLEASE NOTE CHANGE OF ADDRESS

12th April 2006

D Ogunro
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LAS Patients' Forum
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Dear Mr Ogunro

You wrote to Mr Naylor, Chief Executive of UCL Hospitals NHS Foundation Trust, on 17th February requesting a number of items of information. I apologise for the delay in responding but with a large number of ambulance services providing patient transport services, it has been quite difficult to collect all of the information you requested. In addition, we are about to re-tender patient transport services and will be including a number of the issues you requested information on in new contracts. However, in a number of cases the very old contracts we currently have do not include adequate information.

I can confirm that all PTS staff have had first aid training and that their training is up to date. They are not allowed to be operational unless that is the case. As part of their training all PTS staff have a session on diversity but old contracts have not previously required a diversity policy to be enforced. Similarly, old contracts have not required access to an interpretation service, although a number of our providers are using Language Line.

With respect to the service standards on patient care and clinical risk provisions, these are currently being drafted for new contracts. Assistance to emergency services during national disasters is at the request of the emergency services major incident command structure.

Old contracts with PTS providers do not include a requirement for patient and public involvement but new service standards being drafted will. All NHS ambulance providers are taking their own steps to comply with the Department of Health vehicle livery and marketing materials rules.

Finally, we have not experienced problems with deteriorating handover times of casualties, probably because we receive less trauma than many other hospitals. We have received no complaints from the London Ambulance Service on our



handover times but we are making changes to improve the process by relocating a member of our reception staff to the majors area with the aim of reducing the time of booking in patients by 5 – 10 minutes.

If you require further information please do not hesitate to get in touch.

With best wishes

Yours sincerely

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

AR Webb MD FRCP
Medical Director for Clinical Services
Consultant Physician - ICU