

10 March 2006

King's College Hospital   
NHS Trust

King's College Hospital NHS Trust  
King's College Hospital  
Denmark Hill  
London SE5 9RS

Tel: 020 7737 4000  
Fax: 020 7346 3445  
www.kingsch.nhs.uk

Direct tel: 020 7346 4227  
Direct fax: 020 7346 3722  
Email: Jorge.sousa@kingsch.nhs.uk

**Patients' Forum Response**

Dear Mr Alexander

I am writing in response to your letter dated 16<sup>th</sup> February 2006.

Please find below the answers to the question you have raised.

- 1) Ambulance Staff and Staff contracted to St John Ambulance have all had First Aid at Work (FAW) training and above, Our car fleet does not have FAW training.
- 2) All PTS Suppliers have their own Equal Opportunities Policies, but staff have to comply with All Kings College Policies.
- 3) We do not currently have an Interpretation policy with our PTS Suppliers, but have the facility on arrival at the Hospital.
- 4) Service Standards please see attachment
- 5) Major Incident Plan please see attachment
- 6) Kings PPI Policy directs that or our PTS Suppliers  
A&B) The PTS Suppliers use questionnaires to access service quality - Recent survey attached.
- c) The trust frequently meets with user groups such as Shadow Governors, Care Home Managers, Disability Advice Service, PTS User Group.
- d) All complaints are investigated by both the PTS provider and Kings Management Team, feedback on any service failings in immediately identified and actions taken to stop reoccurrences.
- 7) Our Ambulance service providers fully meet the DOH "Restrictions on vehicle livery and marketing materials for independent sector (IS) providers" rules.

Regarding your question relating to the London Ambulance Review Advisory Committee Report, we are advised by Tricia Fitzgerald Head of Nursing A&E, that this is not a target Kings is required to monitor. It is an London Ambulance Service (LAS) performance target to ensure they have enough emergency crews on the roads at all times to reduce response times from call to scene. Haven spoken informally to LAS they have stated there is no a problem around Kings were the majority of crews are able to hand over within 20 - 25 mins.

In the meantime if I can be of any further assistance please do not hesitate to contact me.

Kind regards

Handwritten signature of Jorge Sousa in black ink, appearing as 'MR JORGE SOUSA'.

Jorge Sousa

**Head of Facilities**

Cc Joanne Mullan