

copy in office

Our ref: JD/th

Date: 26th February 2006

Ms Daisy Ogunro
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Dear Ms Ogunro

Thank you for your letter addressed to Lucy Moore dated 17th February 2006, regarding the Patient Transport Service.

The London Ambulance Service provides the PTS service at Whipps Cross University Hospital and I am sure they will be able to provide all the necessary information that you require with regard to:

- First Aid training
- Diversity Policy

If a patient required interpreting service, that would be provided by the Outpatient Department and the interpreter will be waiting for the patient when they get off the ambulance.

If we have a patient who does not speak English and would want an escort with them, then this would be arranged as part of the contract.

Obviously because our PTS service is provided by the LAS and in an emergency situation, such as 7th July 2005, the majority of ambulances were removed from the site, although they did leave me with enough transport to get all our patients home. When there is a national disaster we would then look to only bringing in patients that really need to get in, because by that time we ourselves maybe on major alert.

I am sure that the LAS have policies around access to PPI Forums, etc.

Your last paragraph talks about the need for Hospitals to improve the steadily deteriorating handover times of casualties. Obviously this does not affect the PTS service and is something you would need to speak to the LAS Emergency Department about.



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Should you wish to meet with me to discuss any of the issues raised, I'd be more than happy to do so.

I am sending a copy of this letter, together with a copy of your letter, to Ann Elliott, who is the Manager for London Ambulance Service, PTS service, who I deal with.

Once again, please do not hesitate to come back to me if I can offer further assistance.

Yours sincerely

A handwritten signature in black ink that reads "Jane Davies". The signature is written in a cursive, flowing style.

Jane Davies
Deputy Director of Service Development

c.c. Catherine Stobbs, Outpatient Service Manager
Ann Elliott, London Ambulance Service