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Patients Forum Information

Thank you for your enquiry about Patient and Public Involvement

1. Training

I can confirm that all PTS staff receives an initial 4 week training on joining the London Ambulance Service Ambulance including

- Driving skills
- Patient care
- Kinetic lifting and manual handling
- Basic first aid and basic life support

All carried out in our own Training School, and then the local Work Based Trainer (WBT) gives training throughout the year (a different subject each month)
Training information Content and Schedules etc are on the disc provided.

2. Diversity

The London Ambulance Service is committed to equality and diversity.
One of our values states:

‘We will value diversity and will treat everyone as they would wish to be treated, with respect and courtesy.’

In practical terms this means:

- Everyone, including patients, colleagues and health and social care partners, will be treated as they would wish to be treated, with respect and courtesy.
- At recruitment and throughout their employment we will treat all individuals fairly. This will include ensuring staff receive equal treatment regardless of ethnic origin, gender, disability, sexual orientation, age, religion or belief.
- We recognise that the diversity of our staff benefits the organisation – we aim to have a workforce that is reflective of, and knowledgeable about the communities in which we work.
- We will seek to treat patients to the highest possible standards and according to their individual need.

It is the responsibility of all staff to support this commitment in all aspects of their work.

3. Interpretation

As part of the NHS we have access to our Language Line however most of our PTS customers like us to use their service so that the patient has interpreter continuity.

4. Service Standards

As an NHS Trust we have a number of Service Standards that we are required to meet we also set our own Key Performance Indicators (KPI) and we agree in our PTS Service Level Agreements (SLA) local standards with the Hospital Trust. (Normally this would be around Arrival Times, Waiting Times and Time on Vehicle), which we report on monthly or quarterly.

5. National Disasters

As part of the London Ambulance Service we have plans for a number of contingencies for assisting both A&E and our NHS Partners at the same time our Major Incident plans are on the disc provided.

6. PPI Policy

No contractual agreement at the moment but should be considered when redoing the contract. In general, the LAS have a PPI Manager who oversees the LAS PPI strategy, a senior manager from PTS sits on the PPI committee.

7. Vehicle Liveries

London Ambulance Service complies with all rules on livery and marketing materials.



Peter Hearn
PTS Contract Operations Manager

