

**Freedom of Information  
Trust Offices  
Tel: 020 8869 3493  
Fax: 020 8869 2009**

Northwick Park Hospital  
Watford Road  
Harrow  
Middlesex  
HA1 3UJ

14<sup>th</sup> March 2006

Tel: 020 8864 3232  
Fax: 020 8869 2009  
DDI: 020 8869

Mr Malcolm Alexander  
CPPIH, Omnibus Workspace Ltd  
39-41, North Road  
N7 9DP



Dear Mr Alexander

In response to your Freedom of Information request via post on the 16<sup>th</sup> February 2006, received 21<sup>st</sup> February 2006, your response is as follows:

The Trust's PTS provider is Exel, who also provide services to a number of other NHS Trust's within North West London. I am aware that they have responded to you directly regarding a similar request for information that you raised with them.

1. All PTS staff have received First Aid training and their training is up to date.
2. The Trust's PTS provider is contractually obliged to comply in all material respects with the Policies, Rules, Procedures, and Standards of the Trust. In addition, the contractor is invited to attend any Diversity training provided by the Trust.
3. The PTS provider used the Trust's interpretation service. PTS booking forms provide details of any special patient requirements, including interpretation services. This is arranged by Trust staff making the booking.
4. Service standards contractually agreed with the PTS provider are attached to this letter.
5. The Trust's Major Incident Policy states that the Trust's Support Services Manager is responsible for procuring additional PTS resources in liaison with the Major Incident Control Centre.
6. The Trust's Support Services Manager is the PPI link in respect of PTS. Leaflets are made available in our PTS Discharge lounges. The Trust has a patient forum representative that sits on the PTS user

group that currently meets quarterly. The User Group consists of representatives from the key PTS users and the PTS provider and is chaired by the Trust's Support Service Manager. All user complaints are dealt with under the Trust's Complaints Policy.

7. PTS vehicles carry the NHS logo, the Trust's name, a contact number, Patient Transport Services and other statutory markings in relation to vehicle safety. The details of the PTS provider are not displayed on the vehicle.

In relation to your question regarding hand over times of casualties, our service standards are detailed in the attachment of performance standards. In addition, our A&E department operate a bespoke booking system with our PTS provider to ensure compliance with these service standards. Standards are monitored daily. In the past 2 months there has been two reported breaches relating to transport which were fully investigated and remedial action taken to rectify the problems.

I hope that this addresses the issues you have raised, but should you wish to discuss any issues relating to Patient Transport Services, please do not hesitate to get in touch with Yvonne Smith, Support Services Manager on 020 8869 5130.

Yours Sincerely



**Violet Gibson**  
**Freedom of Information**

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