

Queen Mary's Hospital
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Sidcup
Kent
DA14 6LT

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Daisi Ogunro
Forum Support Worker
CPPIH
Omnibus Workspace
39 – 41 North Road
London
N7 9DP

Dear Daisi Ogunro,

Please find below information requested relating to patient transport service provided by Queen Mary's Sidcup NHS Trust.

1. All London Ambulance PTS staff hold current First Aid qualifications as well as being trained in medical gas therapy and in the use of an Automated External Defibrillator.
2. We are awaiting the Diversity policy from the LAS. As soon as this is received a copy will be forwarded to you.
3. Relatives escorts are allowed to travel with patients for reasons of communication difficulties. A member of the ambulance staff is also sign trained for the conveyance of hearing impaired patients. LAS follow local procedures within each hospital with regard to interpretation services.
4. As above. Queen Mary's Sidcup have a contract with Bexley Council Interpreting Services.
5. LAS employ a gold/silver/bronze command system where LAS fall in line to support A&E services and prioritise patient movements so as to be able to continue the running of essential outpatient services, discharge of patients as the need dictates.
6. Awaiting response from LAS. Will forward as soon as received.
7. All new ambulances are currently being marked with the new Green Livery in line with DOH guidelines. The remaining white vehicles (two used on this contract) will be phased out by April 2007.



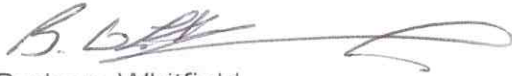
Our contract with LAS has quality targets built in.

- Minutes early on pick up.
- Pick up from hospital against time patient ready.
- Time spent on vehicle on inward journey
- Time spent on vehicle on outward journey

As of June 2006 we are achieving 90% compliance.

If you need any further information please do hesitate to contact me.

Yours sincerely

A handwritten signature in dark ink, appearing to read 'B. Whitfield', with a long, sweeping flourish extending to the right.

Barbara Whitfield
Head of Facilities