

The Grange
Harold Wood Hospital
Gubbins Lane
Romford
Essex
RM3 0BE

Tel: 01708 708128
Fax: 01708 517942

mr/jer

5 May 2006

Mr Malcolm Alexander
Chair
Patients' Forum
CPPIH Omnibus Workspace Limited
39-41 North Road
London, N7 9DP



Dear Mr Alexander,

Thank you for your letter dated 16th February 2006 and we apologise for the delay in replying.

I am pleased to respond to your questions in sequence with regard to our Trust's Patient Transport Services provided by GSL:

- 1) All GSL staff are first aid trained to first response level and are up to date, and all our other PTS providers staff are trained and up to date.
- 2) We would expect GSL to be compliant with the Trust's Diversity Policy and this will be discussed and confirmed at our next meeting with GSL.
- 3) The Trust permits escorts for patients who require translation and in order to comply with data protection we encourage that, where possible, this is a family member. In the event of there being no family or friend available alternative arrangements are made with the Trust's Translating and Interpreting Service.
- 4) The Service Specification is included within the main contract; the contract is a commercially confidential document and is not available for third parties and, therefore we are unable to provide a copy of this unless authorised by the Trust and with the agreement of GLS.
- 5) This is covered within the contract, and is included within the Trust's Major Incident Plan. On the 7th July 2005 King George was put on Major Incident Standby, GSL responded to all our requirements with expediency, efficiency and a professional manner. As well as the staff on duty remaining on duty until we were stood down, staff who were off duty came in to assist and the PTS service was ready to assist the emergency services as required up to the permitted level.

6) PPI

- A) The Trust does not have a specific PPI strategy for the PTS services. However, the current PPI strategy, due to be updated very soon, is general for all BHR services and departments. The strategy is available for all staff on our internal Intranet system.
- B) The last leaflet received by the Trust provided by the Patient and Public Involvement Forum (PPIF) was in January 2005. Copy enclosed.
- C) PPIF members have also displayed public meetings posters across all sites as part of the PPIF member voluntary responsibilities. Copy enclosed.
- D) We are currently looking at improving and learning from patient views and feedback. The mechanism to capture the information is being explored and an action plan will be drafted involving patient representatives soon.

GSL do not currently hold meetings with patients but our Information Team within the Trust perform an independent quarterly review of patients. All complaints are investigated by Trust staff and are fully discussed and resolved with GSL.

7) GSL are fully compliant with the new DOH rules on livery and marketing materials.

Some of the issues raised by you are not included within our current contract but we will be discussing these at our next meeting. We are currently reviewing our Patient Transport Service and we continually strive in partnership with GSL and our other providers to improve our service.

On the second point raised relating to the handover times of casualties, the PTS providers do not transport "casualties" these are transported to A&E via the London Ambulance Service and would be covered by A&E protocols. The patients transported by PTS providers are handed over in line with the Service Specification, subject to meeting the clinical needs of the patient.

Assuring you of our best attention at all times.

Yours sincerely,



Mark Rees
Chief Executive