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April 2010

The Kent LINK

Comments on Patient Transport Services Consultation
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The references refer to the consultation document, Attachment 8a.

Page 1, Section 1.2

- Add: their carers, wheelchairs, push chairs and assistance dogs
- third bullet after: Commissioners, LINKs and patient organisations

Page 2, top paragraph

- should include provision of backup plan in event of an IT or system failure, operated from a different address with auto divert facility
- should include eligibility dispute resolution procedure

Section 1.3, paragraph

- "The current national ...". How will this work when GP boundaries are removed and patients cross PCT borders or attend other out of area facilities. See also next comment

Red paragraph

- this needs to be stronger: ... to provide a seamless service regardless of the start or conclusion of a journey ...
-

End of this section

- there is nothing about out of hours services
- there is nothing about conveying staff not associated with any patient between locations

Section 2.2, final bullet point

- after GP surgery insert: ...Dentist or Pharmacy
(*pharmacies are offering MURs cholesterol, diabetic management, quit smoking and weight checks etc*)

Page 4, after 2nd bullet point

- provide a direct telephone service outside core hours between 06.00hrs and 21.00hrs to make enquiries about pre-booked journeys

Page 4, 6th bullet

- needs to state if patients wheelchair powered or not can be carried. Patients in this category may be more comfortable in a seat but need their wheelchair on arrival
- second dash after head insert: (i/c eye)
- final bullet: Bariatric (overweight). When such a patient is booked for the first time or after a reported change, a visit should be made to complete a risk assessment on the day prior to the journey or earlier if possible. The contractor should keep a history marking record of such patients assessments

Page 5, 9th bullet

- Typo: 'of' should be 'or'

Other requirements

- add bullet: Before leaving, patients ensure that adequate provision has been made for continuing care at the address they are returned to

Patient satisfaction surveys

- engage with LINK, PPG and other patient groups
- GPs surveys, through Practice Managers, PPG's and LINK

Service Improvement

- and Commissioner
- LINK and PPG or other patient groups

Page 6

- shared with the Commissioner. This documentation is anonymised and should be made available to LINK and PPG's

Management and Investigation of incidents

- summarised, anonymised documentation for all incidents should be made available to LINK, PPG's and patient organisations in order that they may monitor effective learning and application of changes made

Contingency policy and major incidents

- delete: outlined
- insert: in place

Management and Investigation of incidents

- summarised, anonymised documentation for all incidents should be made available to LINK, PPG's and patient organisations in order that they may monitor effective learning and application of changes made

Contingency Policy and Major Incidents

- delete: outlined
- insert: in place

Page 7, Section 1.1

- being left and confirm that continuing care is in place
- instructions will be given. Any local portorage provided by another organisation will have to ensure patient is collected
- additional bullet point: where practicable comply with 'bare to the elbows policy have high visibility vests and wet weather attire
- 4th bullet: treatment centre or other medical premises.
- 5th bullet: steps stairs and using a lift
- 6th bullet: safety belts and child booster seats
- additional bullet: to cover carriage of push chairs

Page 8

- add: vehicles should carry a number of bottles of water related to the number of seats. It should be kept in date.

Page 9

- first line insert: child and booster seats
- 3rd line insert: and push chairs

All vehicles

- add bullet point: adequate ventilation and heating systems taking account of patients varied medical conditions
- add bullet point: there is no mention crew safety (assault or taken ill) facility

Page 10, Section 3.6

- add: these conditions equally apply to any subcontractors staff

Page 11

- there is no mention of language or disability communication facilities or skills

Page 12

- there is no mention of data protection, patient confidentiality, Nolan or Caldecott

Page 13, 3rd paragraph

- the contractor should maintain a history marking system of patients known to be violent, or have special transport needs and any risk assessments made in respect of access or moving etc

Other comments

- There is no provision for: Trade Union recognition and negotiating procedures, Chaplaincy, Counselling, Whistle Blowing Policy, Mobile phone and other electronic gadget use, Physio or other back to work policy and assistance, Equality and Diversity, Stress, Dress code and ID badges, Safe Footware, Continued Learning