

Llanne Etkind

By email: [request-214079-31cb4c2d@whatdotheyknow.com](mailto:31cb4c2d@whatdotheyknow.com)

Trust Headquarters
Block B2
St Ann's Hospital
St Ann's Road
London
N15 3TH

Direct line: 020 8702 3035
Email: FOI@beh-mht.nhs.uk

www.beh-mht.nhs.uk

12 June 2014

Dear Ms Etkind

Your application under the Freedom of Information Act for information regarding patient transport services.

I am writing in respect of your recent enquiry for information held by Barnet, Enfield and Haringey Mental Health Trust under the provisions of the Freedom of Information Act 2000 received on 28 May 2014.

We have now processed your request. Please find below our response:

The Trust does not provide emergency patient transport services, therefore our response is based on non-emergency patient transport services.

a) *What is the average wait for patients following their appointment to be taken home by patient transport?*

This is a pre-booked service. On average, patients depart the facility no later than 45 minutes after arrival in the waiting area or the time advised that the patient will be ready for their pick up.

b) *How many times in each year since 2009 did patients have to wait (i) 0 - 1 hour (ii) 1 - 2 hours (iii) 2 - 3 hours (iv) 3 - 4 hours (v) more than 4 hours to be picked up following their appointment?*

We do not collect this information.

c) *What training is required in the contract for drivers of the patient transport?*

There is a training programme in place which ensures competency.

d) *Please share the content of the training for drivers.*

All staff involved in the transportation of patients must be trained in the following areas:

- Driving Proficiency
- Basic First Aid
- Basic life support
- Oxygen therapy
- Infection control procedures
- Patient care and Safety

Customer care and communications skills
Lifting and Handling
COSHH
Equality and Diversity
Health and Safety
Information Governance
Mental Health Awareness
Dementia Awareness
Safeguarding of Venerable Children and Adults
Fire Safety
Oxygen Cylinder Safety
Accident and Incident Reporting

e) *How many hospital appointments were missed due to patient transport not delivering the patient in time in each year since 2009?*

Non-emergency patient transport is a pre-booked service. The requirement is that patients should arrive at the facility no earlier than 60 minutes and not later than on time for their appointment. We are not aware of any cases where this has resulted in missed hospital appointments.

f) *What are your eligibility criteria for patient transport?*

These are set nationally by the Department of Health. – see enclosed chart.

g) *How is this assessed? (e.g. over the phone, in person; in consultation with a doctor or other medical professional.)*

By clinical assessment

h) *What questions do you ask of patients to assess their eligibility for patient transport?*

See enclosed chart.

i) *Is there an appeals process for those not deemed eligible for patient transport?*

No.

j) *What is your policy and/or eligibility criteria on escorts accompanying patients on transport?*

This is by clinical assessment.

For responses to k) – t) – please see responses above: a) to j).

k) *What is the average wait for patients following their appointment to be taken home by patient transport?*

l) *How many times in each year since 2009 did patients have to wait (a) 0 - 1 hour (b) 1 - 2 hours (c) 2 – 3 hours (d) 3 – 4 hours (e) more than 4 hours to be picked up following their appointment?*

m) *What training is required in the contract for drivers of the patient transport?*

n) *Please share the content of the training for drivers.*

o) *How many hospital appointments were missed due to patient transport not delivering the patient in time in each year since 2009?*

p) *What are your eligibility criteria for patient transport?*

q) *How is this assessed? (e.g. over the phone, in person; in consultation with a doctor or other medical professional.)*

r) *What questions do you ask of patients to assess their eligibility for patient transport?*

s) *Is there an appeals process for those not deemed eligible for patient transport?*

t) *What is your policy and/or eligibility criteria on escorts accompanying patients on transport?*

I hope that this has answered your request satisfactorily. Should you have any questions, please contact me via my contact details shown at the top of this letter.

The Trust provides a complaints procedure for the Freedom of Information Act and if you are not satisfied with the response, you should write to the Chief Executive at the address shown at the top of this letter.

If you are dissatisfied with the outcome of the complaints procedure, you can appeal to the Information Commissioner, who will consider whether the Trust has complied with its obligations under the Act, and can require the Trust to remedy any problems. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's website at: www.ico.org.uk. Complaints to the Information Commissioner should be sent to: First Contact Team, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

A handwritten signature in dark ink, appearing to read 'Katia Louka', written in a cursive style.

Katia Louka
Corporate Services Manager