



Patient Transport (UK) LTD
Leading the Private Ambulance Sector

Tel: 020 8441 8122

Fax: 020 8447 3890

E: mail@patient-transport.co.uk

Table of Contents

Company Statement.....	3
Company Values.....	3
Services We Offer.....	4
Repatriation	4
Mental Health	5
NHS Patient Transport Service.....	5
NHS Front Line Support.....	6
Private Hospitals.....	6
Support Staff.....	7
Bariatric Service	7
Specialist Embassy Services.....	7
Private Patients Transfers	8
Event Support	8
CQC	8
Safeguarding Patients	8
Safeguarding Children and Young People.....	9
Safeguarding Adults	9
Contact.....	10
Location.....	10

Company Statement

Our Mission

At Patient Transport UK Ltd, our mission is to set the gold standard for all Private Ambulance Services in the UK. We have set high standards as a company including cleaning, safety and training.

Our Vision

Our company vision is to ensure that we offer a safe, clean and professional service to every patient that we transport. As a company we provide all our staff with up to date training including:

- Advance Driver Training*
- Customer Services Training*
- Lifting and Handling Techniques*
- Conflict Resolution Training*
- Medical Training – Relevant for the Position*

We are continuously training staff to ensure that all our staff are meeting current HSE, CQC and NHS guidelines and directives. This ensures that our staff are always delivering the best quality of service at all times.

Further to staff training we operate a fleet of specially designed modern and up to date Ambulances, this means we have less breakdowns and mechanical problems. It also enables us as a company to always have the correct and up to date equipment required.

Company Values

World Class Service –

- Deliver a first class service that is dedicated to individual's needs.*
- Strive for a positive, safe and enjoyable work environment for all staff.*
- To provide a trustworthy, service which allows us to consistently deliver our promises.*

Patient Centered

- We provide the highest quality service and care for our patients and their relatives within the available resources.*
- Every member of staff will strive to help improve patient care.*
- We learn from our successes and our mistakes and work to improve the service to all our patients.*

Dignity and Respect for All

- We show understanding and respect of each other's role and contribution made to the company.*
- We promote equality of opportunity and celebrate diversity.*
- We observe high standards of behavior and conduct, making sure we are honest and open at all times.*

Skilled Workforce

- *We recognise and encourage the contribution and personal development of individuals.*
- *Recognise that our staff are our most valuable asset.*
- *Ensure that we, through our good working practices and understanding retain and recruit staff of the highest quality.*
- *Encourage and support all staff in their personal development and training.*

Team Work

- *Our Staff work closely with colleagues of all levels.*
- *We will promote teamwork and take a genuine interest in those whom we work with, offering:*
- *Support, guidance and encouragement when it is needed.*

Effective Communication

- *We are open and honest in our communication with each other inside and outside the organisation.*
- *There is a two way flow of communication throughout the organisation.*
- *We respect confidential and personal information about patients, their relatives and colleagues.*

Services We Offer

Patient Transport (UK) offers a varied service with staff specialized within their field of expertise. Our Surrey office has been opened to deal with new business to compliment our established North London Head Office.

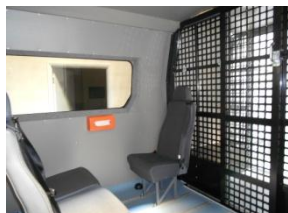
We employ HPC Paramedics, IHCD Technicians, Private EMTs, RGN Nurses, Aero-medical Nurses and Patient Transport Staff. We also have staff trained in Physical intervention & Disengagement of vulnerable persons to manage our transportation of patients detained under the mental health act.

Repatriation

Patient Transport (UK) Ltd offer a repatriation service to major insurance companies. We offer staff experienced in Aero-medical transfers, European Land Ambulances, and UK Airport to Hospital or home. With our offices located within easy reach of all of the southern airports, Gatwick, London Heathrow, London City, Luton, Stansted, we are able to offer a competitive price for not only Insurance Companies but also uninsured patients. Offering a solution of Air Ambulance, Air Taxi, Land Ambulance or Airport Transfer. Our staff will advise you of the best solution for your individual needs.

If you are uninsured and require advice about the medical transport of a loved one from abroad please telephone our help line where you will be greeted by a trained professional who will be able to offer you support and guidance and a solution to your problem. We understand the difficulties that occur when a person is taken ill or has an accident abroad and our specially trained staff can organise everything from an aero-medical flight or a ground ambulance. We have a wealth of experience within this field.

Mental Health



Patient Transport (UK) have years of experience and expertise in the transportation of patients detained under the mental health act. With a fleet of specially designed Ambulances and qualified staff especially trained to deal with this specialist field of transport.

Rapid Response Car

These cars are ideal for the low risk patient, as they can take three staff plus the patient, although the doors are secure you must take into consideration that if the patient has a history of violence a more secure option should be used.

Secure Cell Vehicles

These vehicles are fitted with a Home Office Category B approved cell. They are used to transport high risk patients who are either violent, have a history of self harm, or absconders, as safely as possible protecting staff and the patient.

NHS Patient Transport Service

Patient Transport (UK) Ltd currently support a range of both Private and NHS Hospitals. Transferring patients to and from hospitals from both home address and other places of treatment. Offering a High Dependency Service along with general Patient Transfers.



We already look after an array of Hospitals across London and are currently looking at expanding this service to other London Hospitals and are a leading provider in undertaking out of contract work with adhoc ambulance journeys.

NHS Front Line Support

At Patient Transport (UK) Ltd, we have the ability to offer a front line support service to NHS Ambulance Trusts Nationwide. We can offer brand new front line vehicles, fully equipped to A&E spec. In addition we are able to offer a Lift Only service bespoke to each Trusts requirements leaving NHS Frontline crews free to deal with Category A callouts. At Patient Transport (UK) Ltd we can offer qualified staff to deal with category A, B and C calls. Additionally we can provide qualified staff, HPC Paramedics, IHCD Technicians and ECA's on an adhoc basis, to assist with holidays and short term sickness.

Services we currently offer to NHS Ambulance Trusts are:

- *A&E Crewed frontline support*
- *SCBU (Special care baby unit) Transfers*
- *Lift Only Service*
- *Doctors out of Hours / GP Urgent's*
- *ITU, PICU and A&E support*



Private Hospitals

Due to our ongoing Customer Service training our Private Hospital clients recognize the service that we offer. Every patient that we convey is treated with dignity and respect whether attending an outpatients appointment or being taken to a hospice our staff take into account the medical needs of the patient whilst showing a high regard for customer service.

Our Private Hospital clients know that they receive the comfort and service that is expected within the private ambulance sector. We undertake ambulance transport from Private Hospitals, Nursing Homes and Care Homes throughout London, Hampshire, Kent and Surrey.

Support Staff

Patient Transport (UK) Ltd are currently building a database of qualified staff that can be available to other agencies for a fixed hourly cost.

We are currently actively recruiting bank staff for existing contracts and also for support work. All of our staff have to undergo a lengthy process which allows us to determine suitability and reliability. All staff are enhanced CRB checked and all qualifications are validated with their appropriate bodies prior to Patient Transport (UK) Ltd either using on existing contracts or using in a support staff capacity. If you are looking for adhoc staff we can supply:

- *HPC Paramedics*
- *IHCD Technicians*
- *Emergency Care Assistants (ECA)*
- *FPOS trained Patient Transport Technicians*
- *HSE FAW First Aiders*

Bariatric Service

The demand for Bariatric Services is continually increasing throughout England. The needs of a bariatric patient are completely different than that of a normal patient transfer journey. An initial assessment of both the patient and the environment needs to be undertaken to ensure the correct equipment is available at the time of the journey. The patients dignity must be kept at all times during these specialized transfers. At Patient Transport (UK) Ltd we have trained staff to deal with bariatric patient transfers, and are specialized in the moving and handling requirements needed to undertake the work.



Specialist Embassy Services

Patient Transport UK Ltd provides a range of services that are adaptable and specifically designed for Embassy Use. Our Services range from basic Ambulance Transfers to a Close Protection package. We have a team of specially trained staff who can deal with any eventuality which may occur.

With this type of service the key is to know exactly what is going on, and when you book with Patient Transport (UK) Ltd we will assign a single point of contact to assist you from start to finish



Private Patients Transfers

Patient Transport UK Ltd welcome individuals to contact us for private bookings, as a private customer we can discuss what requirements you need for the journey. We can also assure that all the relevant requirements are in place and ready.

Having many years in the industry we recognize and understand that trying to find the correct transport for a family member can often be a stressful task and our specially trained office staff will help and advise you on every aspect of the transfer.

Event Support

Patient Transport UK Ltd provide medical cover for a wide range of events including public events, religious festivals, horse riding events, and motor sports. Patient Transport UK Ltd provides both fully equipped vehicles and medical professionals of varying skill levels to meet your needs.

CQC

CQC is an independent regulator that covers all health and social care services in England. Their job is to make sure care providers such as Ambulances meet with government standards of quality and safety. CQC Registration is required by all NHS and Independent providers.

Patient Transport UK LTD work very closely with CQC to ensure that we are giving a high level of care in accordance to government guidelines.

Safeguarding Patients

Safeguarding means protecting peoples' health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect. It is a key part of providing high-quality health and social care.

Those most in need of protection include:

- children and young people*
- adults, such as those receiving care in their own home, people with physical, sensory and mental impairments, and those with learning disabilities.*

Patient Transport UK LTD aim to ensure every child, young person and adult who uses our services is free from abuse or neglect.

Safeguarding Children and Young People

We have a duty of care to safeguard the welfare of children and young people while they are in the care of Patient Transport UK Ltd. We do this by:

- *Providing all staff with child protection awareness training.*
- *Ensuring that everyone at Patient Transport UK Ltd knows they have a responsibility to ensure they support the needs of vulnerable children and young people*
- *Providing dedicated help through our specialist Safeguarding Children team to identify, protect and care for those at risk*
- *working with other agencies such as GPs, social services and other professionals to ensure that the needs of vulnerable children and young adults are met.*

Safeguarding Adults

Patient Transport UK Ltd recognises that safeguarding vulnerable adults is everyone's responsibility. We provide all staff at the company with training about safeguarding adults that is relevant to their role. All staff have a responsibility to alert the management team to any concerns about, or suspected abuse of, a vulnerable adult. The Management team closely monitors patients more likely to be vulnerable, such as older adults or adults with learning disabilities. We can provide 'reasonable adjustments' for patients with learning disabilities.

Contact



Telephone: 020 8441 8122

Fax: 020 8447 3890

Email: mail@patient-transport.co.uk

Location

Our Head office is located in Colindale – North West London

*Patient Transport UK,
Unit 15,
Capitol Industrial Estate,
Capitol Way,
Colindale,
NW9 0EQ*



Members of The British Ambulance Association

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