

## SOP Carriage of Patient Transport Services Patients (Mobility)

### Links:

The following documents are closely associated with this SOP:

- Duty of Care (Carriage of Patients)
- Transport of Patients Policy
- Risk Management Policy
- Untoward Incident Reporting Policy
- Equality and Diversity Policy

<b>Document Owner :</b>	Compliance, Governance and Health & Safety
<b>Document Lead:</b>	Compliance, Governance and Health & Safety Manager
<b>Document Type:</b>	Standard Operating Procedures - Operational
<b>For use by:</b>	All E-Zec Patient Transport Services Operational E-Zec Staff, E-Zec PTS Control Staff, E-Zec Voluntary Car Service Operatives and E-Zec PTS Third Party Providers

Equality Impact Assessment	
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## Carriage of Patient Transport Services Patients (Mobility)

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### 1. Introduction

1.1. This Standard Operational Procedure (SOP) outlines the procedure for the

correct collection, carriage and delivery of patients according to their mobility.

## **2. Objectives**

- 2.1. To ensure that Patients or Staff are not put at risk by handling or transporting in a way that is unsuitable to the Patient's individual mobility requirements.

## **3. Scope**

- 3.1. This SOP applies to all PTS Operational staff, PTS Control staff, PTS Managers and Supervising staffs.

## **4. Definitions**

- PTS – Patient Transport Service
- CCD – Control Centre & Dispatch
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## **5. Responsibilities**

### **5.1. PTS Supervising staff/Managers**

- 5.1.1. Are responsible (within their area of operation) for ensuring that all PTS Operational staff, PTS Control staff and Ambulance Liaison staff are aware of this SOP.

### **5.2. PTS Operational Staff / Control Staff / Ambulance Liaison Staff**

- 5.2.1. It is the responsibility of the staff listed above (5.1) to adhere to this SOP.

## **6. Procedure**

- 6.1.1. Under no circumstances should patients or staff be put at risk by handling or transporting in a way that is unsuitable to the patient's individual mobility requirements.
- 6.1.2. Staff must ensure that they are fully able to safely deal with the patient's journey requirements; all patients require a T.I.L.E.E risk assessment.
- 6.1.3. Whenever there is a question mark over the accuracy of the booked mobility of a patient, Operational Staff will make a T.I.L.E.E assessment and ensure the correct mobility method of moving the patient is applied. The assessment needs to ensure that the mobility selected provides safe handling and transportation for both Patient and Staff as in 6.1.1. The patient and/or carer or Health Professional should be fully consulted within the assessment. E-Zec PTS Control should be notified to provide an audit trail and inform the booking agent if the wrong booking has been made that affects safety or delays.

If a patient's mobility is not suitable for the vehicle or staff to accommodate, PTS Control should be notified immediately. PTS Control will arrange for a supervisor or PTS Manager to go and make a further assessment of the patient's mobility and look for alternative methods of moving the patient.

## 7. Consultation

7.1. Consultation will take place with Staff Leaders if required

## 8. Monitoring Compliance and Effectiveness of this Standard Operating Procedure

8.1 The compliance effectiveness of this SOP will be monitored using by E - Z e c PTS control and planning with documentation used for recording patient details.

### Equality Impact Assessment

Name of process/policy	Carriage of Patient Transport Services Patients (Mobility)
Is the process new or existing? If existing, state policy reference number EXISTING	Review date: Feb 2021 Existing - PTS/SOP/03
Person responsible for process/policy	Director Operations
Name of assessment lead or EIA assessment team members	Gary Parkinson Head of Clinical Governance
EIA	Does not impact on this policy
Who does the policy/procedure/practice/event impact on? Race X Religion/belief X Marriage/Civil Partnership X Gender X Disability X Sexual Orientation X Age X Gender re-Assignment X Pregnancy/maternity X	

### **Plan for Dissemination of Procedural Document**










This plan must be completed for all procedural documents


<b>Title of document:</b>	<b>Carriage of PTS Patients (Mobility)</b>		
<b>Version Number:</b>	<b>V1</b>	<b>Dissemination lead: Print name, title and contact details</b>	<b>Manager PTS</b>
<b>Previous document already being used?</b>	<b>No</b>		

<p><b>Who does the document need to be disseminated to?</b></p>	<p><b>PTS Line Managers/ Supervising staff</b></p> <p><b>PTS Operational Staff</b></p> <p><b>PTS Control Staff</b></p> <p><b>Ambulance Liaison Staff</b></p>
<p><b>Proposed methods of dissemination:</b></p> <p><b>Including who will disseminate and when</b></p> <p>Some examples of methods of disseminating information on procedural documents include:</p> <p><i>Information cascade by managers</i></p> <p><i>Communication via Management/ Departmental/Team meetings</i></p> <p><i>Notice board</i></p> <p><i>Articles in bulletins</i></p>	<ul style="list-style-type: none"> <li>• <b>Station Notice Boards – PTS Management</b></li> <li>• <b>Information Cascaded by PTS Managers</b></li> <li>• <b>Insite – Operations Policy and Procedures folder</b></li> </ul>

Note: Following approval of procedural documents it is imperative that all employees or other stakeholders who will be affected by the document are proactively informed and made aware of any changes in practice that will result

## GUIDE TO MOBILITY CODES

Code	Description	Visual
CW	1 crew ambulance car.	
1PC	1 crew ambulance. A wheelchair will be available to transfer if required.	
2PC	2 crew ambulance. A wheelchair will be available to transfer if required. Equivalent to C3 as all vehicles carry a wheelchair	
TIOC1	1 crew ambulance. Patient travels in own chair	
TIOC2	2 crew ambulance. Patient travels in own chair	
LWCH	Bariatric ambulance. A bariatric wheelchair will be available to transfer if required.	
STR	2 crew stretcher ambulance.	
Bstr	Bariatric stretcher ambulance.	
HDU	2 crew stretcher ambulance, with HDU qualified crew.	

Tick Box (Journey Information)	4 crew ambulance. This is a tick box in the journey requirement. The vehicle will cater for the selected mobility i.e. TIOC1	
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\* Please note, the vehicle type will always be the minimum type to meet the patient's needs. A higher specification vehicle may be used.

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