

Judith Kasolo
Head of Complaints
Leeds City Council

1st May 20012

Dear Ms Kasolo,

Complaint Yorkshire Ambulance Service Trust

Yesterday, Monday 30 April a meeting was held at [REDACTED] [REDACTED] apartment attended by [REDACTED], Locality manager and [REDACTED], Customer relations of the Yorkshire Ambulance Trust.

This meeting was scheduled for 2.00pm but unlike the ambulances that are always late two Trust bureaucrats arrived discourteously early at 1.30pm! Unlike the ambulances they have time to waste to justify their employment.

They were asked to explain the purpose of their visit.

Their main concern was not for the patient's welfare but the public relations damage it had caused to their Trust by being reported in the press.

Clearly exposing their treatment of vulnerable patients was the object of this visit, which had more to do with bullying than being conciliatory.

So instead of compensating [REDACTED] or being concerned for her welfare they fiercely defended their argument that they were complying with their "contract" to transport patients within a one hour waiting limit.

If the YAS Trust is sincere in its wish to improve patient experience these two bureaucrats should have spent their time in the patients waiting room at the LGI, interviewing the nurse in charge and the patients themselves and then reporting on the actual waiting times that are being delivered.

Instead they wasted time and money going out to stonewall a vulnerable and dissatisfied disabled patient.

May I therefore suggest that Leeds City Council conducts an independent survey into patient transport waiting times and ask the Scrutiny Board to consider this? Please let me know if this will be done.

Acting on information provided to her by the LGI nurse organising transport (that the ambulance would be at least another two hours) Mrs Brown left by taxi after waiting 55 minutes. This was done to avoid further costs of the PA.

If the YAS did meet their contractual obligation of the one-hour limit they were cutting it very fine and had failed to inform the LGI nurse of what was happening. Therefore [REDACTED] [REDACTED] should be compensated for the cost of the alternative transport she arranged and the LGI and YAS should sort out their communication problems.

[REDACTED] explained to the two YAS bureaucrats what is involved in preparing for a hospital visit such as getting up at 4.00 a.m. to take tablets but that was ignored and they showed no compassion whatsoever for the condition of her disability.

Instead of taking these factors into account [REDACTED] blamed the Teaching Hospital Trust for supplying incorrect

information! That's something the Trusts should sort out with each other.

However [REDACTED] did admit and apologise for the three-hour delay that occurred in the arrival of the morning transport ambulance.

Therefore at the very least [REDACTED] should be financially compensated for the costs arising from this.

The three-hour delay in the arrival of the morning ambulance caused additional costs for the PA's time and also the cost of lunch.

Had the service delivered according to its arrangements [REDACTED] [REDACTED] would have had lunch at home. What the costs to the Teaching Hospital Trust may be due to the disruption of its clinical appointments is anyone's guess.

The YAS can afford to pay for bureaucrats to attend meetings to protect its public image but does not inspect the quality of its own services. Nor can it compensate patients who have suffered as a result of its incompetence.

So how much did it cost the YAS to send these two managers? Would the YAS Director, [REDACTED] please comment? I estimate this is way in excess of the cost of compensating [REDACTED].

There is no shortage of funds to pay for bureaucrats but none to meet their obligation to patients who incur expense as a result of their incompetence.

All these problems arise as a result of poor communication between multi-agency care Trusts and health providers.

If the Trust were honourable it would also compensate [REDACTED] [REDACTED] without this interrogation.

The Yorkshire Ambulance Services is a Jekyll and Hyde service. Jekyll deals with emergencies and the good side of its character. Hyde deals with transport of the elderly and disabled patients who are discriminated against and suffer in silence.

This is an example of institutional discrimination, which if it had been in a racial context would be criminal.

Please include this as another in the long list of complaints and refer it to the Scrutiny Board for examination and investigation.

Yours sincerely

Malcolm Naylor