



Your PTS

News from EEAST's Patient Transport Service

October 2022

Welcome to the new Patient Transport Service (PTS) Newsletter

Welcome to our new PTS newsletter which will bring you up to date with all of the latest from the people and for the people working in patient transport services.



In our first edition:

- Welcome message – Rob Ashford
- Farewell message – Nikki Irons
- What do you want from this newsletter?
- Staff noticeboard – coming soon
- Celebrating you
- Mandatory training
- Recruitment – Welcome to our new team members
- Policy focus
- Trust news
- Useful contacts



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Welcome message from Rob Ashford

Firstly, I would like to take the opportunity to thank you all for your continued contribution to providing the best possible care to our patients in the non-emergency patient transport service (NEPTS). Having just completed the weekend on call I am absolutely aware of the extent of the pressure the Trust is under, whilst the wider NHS equally has considerable challenges that will directly affect us.

A consistent theme of feedback has been around a lack of PTS communication to keep you informed and updated. As a result, we are introducing our very own newsletter to help improve that moving forwards. The intention is to release this initially every month. We will try and give key information and updates on matters affecting PTS, but would equally like to hear from you regarding content.

In the short time I have been providing support to NEPTS I am fully aware of the delivery challenges we face. I am working hard with the team to address areas of improvement, and our integrated improvement plan should be released soon. Please note this is dynamic so any views and ideas from you would be welcome. Equally, I am liaising with each of our commissioners regarding the contracts and the extensions for each until 31 March 2024. Our intention is to actively pursue further extensions or where tendered, ensure we engage and submit the best possible bids we can. In addition, where opportunities arise, we want to add to our NEPTS portfolio and bid for contracts we do not currently hold.

The successful delivery of our contracts will play a key part in us both retaining and being awarded new contracts and we need you all to play your part in this and deliver on the requirements of your individual roles. This in turn will help us deliver the best possible service to our patients – something I know you all want to achieve.



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I have had the opportunity to meet some of you at various meetings and Q&A sessions, but appreciate there are many of you I haven't. With this in mind, we are working on some dates where I can get around the region to hold engagement sessions and explore our plans with you and discuss your feedback and experiences. Dates should follow soon, and I look forward to seeing you.

Pastures new – A message from Nikki Irons

As you may be aware, I am leaving the Trust on 31 October. I would like to thank you for all your support, dedication, commitment and hard work over the years and I leave the service in the hands of a very capable team moving into the future.

It has been an immense pleasure working with you all and I wish you all well. Steve Colmer will be joining the team from 10 October to support the service delivery managers with day-to-day operations. Rob Ashford and Clarissa Mackintosh will support Steve as the senior management team.

I wish you all the very best I will be coming round to try and see as many of you as I can and say goodbye over the coming weeks before I go.

**LETS
TALK
ABOUT
YOU**

Our new PTS newsletter. What do you want to see and read about?



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Again, welcome to our first PTS Newsletter. We are hoping to bring you interesting news and operational updates that are relevant to PTS staff. We would love your interaction too. Each publication will have a staff noticeboard for your input, and we hope that you will send us stories and pictures, as well as suggestions of what you would like us to include in each edition. Following some questions asked by staff, next month, we will update you on:

- PTS integrated improvement plan
- Update on PTS contracts
- Replacement PTS vehicles

Please let us know of other topics you would like to see covered.



PTS executive briefings

You can catch up on past recordings of the executive briefings by visiting [Need to Know](#) and clicking on the #We Are EEAST Weekly Briefing icon.

You can access local briefings, including past PTS executive briefings, using the link to related pages.

The screenshot shows the 'Need to Know' website for #TeamEEAST. The page title is 'We Are EEAST - PTS'. The main content area contains the following text: 'The local manager briefings are a chance for local management teams to update their staff on both key Trust matters as well as any local news. You will be emailed an invite to the next briefing for PTS nearer the event. In the meantime you can catch up on previous briefings for your area below. You can also catch up on any Executive Briefings that you may have missed in our [We Are EEAST Briefing Archive](#).' Below the text is a video player showing a 'PTS Manager's Briefing - 10/03/22' with a woman speaking. The video player has a 'Watch on YouTube' button and a '#WeAreEEAST' hashtag.



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PTS staff noticeboard – coming soon!

Getting married? Let's send a big PTS congratulation message to the happy couple.

Celebrating a birthday? Let us wish you many happy returns.

Retiring? Send thanks and appreciation to colleagues who are retiring for their dedication and service to EEAST.

New arrivals. Congratulate and welcome the little one from the whole team.

Achievements. Let's celebrate you together.

Your news. Send us your stories.

Social events. Share them with us. The more the merrier!

We are really excited to receive your photographs, stories and celebratory messages and share them with the rest of the team. Please send them to your line manager and SDM.

All submissions will be checked and either authorised for publication or rejected if inappropriate. Please be kind and respectful, maintain the privacy and dignity of others and always ask for consent if sharing pictures, stories or celebratory news about other staff and/or their family.

Celebrating you...

Congratulations to the following members of staff who have been recognised for going above and beyond over the past three months.



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Thank you for your excellent work and continued support and dedication to our service, colleagues and patients:

- Bunny Duberry – Huntingdon
- Paul Dear – Huntingdon
- Elaine Lawrence – Luton
- David Harris – Watford
- Sharon Marshall – Cambridgeshire
- Anita Bell – Lister
- Darren Redman – West Essex
- Lorna Yeadon – West Essex
- Malcolm Page – West Essex
- Melanie Bartlett – Cambridgeshire

Appreciation afternoons will be organised monthly in each area to celebrate and acknowledge these excellent achievements, where good practice and experiences can be shared over a cup of tea and a piece of cake with your line managers.



Well done, and thank you, to the West Essex team members pictured right.

Remember, that you can [celebrate great practice by sending someone a GREATix](#)

Please remember to provide as much information about the person you are nominating has done and why it was excellent.

Let's celebrate and showcase our people.



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Evolve mandatory online training

What do I need to do?

As an employee of EEAST, we are all required to complete and maintain our mandatory training modules annually. Learning and development will email you when you are due to renew your compliance. It is your responsibility to access Evolve and complete the listed modules required for your role. The home page on Evolve will list all training modules that you need to complete.

Please access Evolve to check your training status:

<https://evolve.eastamb.nhs.uk/login/index.php>

I cannot access Evolve

If you are having difficulty accessing Evolve, please contact learning and development by emailing L&D@eastamb.nhs.uk. Alternatively, contact your line manager for help.

I do not get time to complete this during working hours

We do not always have down time in our shift to allow us to complete the modules and some of us do not have the equipment at home to do this either. Speak to your line manager and explain you need protected time to complete your mandatory training. However, if you get back to the station before the end of your shift, use this as an opportunity to get a module or two done.

Evolve mandatory modules – all staff compliance required

Your Evolve home page will confirm the mandatory modules applicable to your role. This will include:



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- EHRC values and behaviours (once only)
- Social media training (once only)
- Covid protection rules (once only)
- Conflict resolution
- Equality and diversity
- Fire safety
- Health, safety and welfare
- Infection prevention and control
- Information governance and data security
- Safeguarding adults and children
- Prevent

Please ensure you are up to date.



Recruitment

Class of PTS95 – 25 July 2022

A very warm welcome to the new members of our PTS family:

Annette Roberts – ACA – North Essex
Jinu Joy – ACA – Bedfordshire
Lucy Middleton – ACA – West Essex
Olivia Taubert – ACA – Hertfordshire
Samuel Thomas – ACA – West Essex
Vanessa Thompson – ACA – Bedfordshire
John Brice – ACA – Bedfordshire



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PTS96 training is currently taking place in Welwyn Garden City followed directly by PTS97, so we will have more new starters to welcome in our next edition.

We are also recruiting to backfill some of our management gaps to support capacity. We are looking for a service delivery manager in Hertfordshire and another for Cambridgeshire on a temporary basis. [These vacancies are live on our website.](#)



Policy focus

Policies and procedures provide clarity and consistency by communicating what people need to do and why.

A clear understanding of policies, procedures, and standard operational guidelines is important to all staff to underpin the delivery of care, personal wellbeing, health and safety in the workplace and service delivery.

We will be focusing on two policies in each edition of the new PTS Newsletter and ask that you take the time to read them for your own benefit and the benefit of others.

This month, we are focusing on:

Dignity at work (bullying and harassment) policy – POL086

<http://east24/connector/Policies%20on%20website/hr/dignity-at-work-policy.pdf>

Equality, diversity and inclusion policy – POL036

<http://east24/connector/Policies%20on%20website/hr/equality-diversity-and-inclusion-policy.pdf>



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All Trust policies, procedures and standard operational guidelines are available on EAST24 via this link <http://east24/document-library.htm>

Trust news

#WeAreEEAST 



NHS financial wellbeing support

Many people have growing concerns around their financial stability and how their financial situation may change in the future. NHS England has put together a toolkit of financial support information for staff across the country. [Click here for more information.](#)



Complete your survey to claim a Costa treat

The national NHS staff survey is now open. To say thank you for completing it, you will receive a £5 Costa Coffee voucher, kindly funded by the East of England Ambulance Service Charity. [Read more here.](#)



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The latest Safety Matters Newsletter - September 2022

The latest bulletin includes information about acute behavioural disturbance, diazepam dosing and unconscious bias. [You can read it here.](#)



We Are EEAST briefing – 29/09/2022

A recording of the latest We Are EEAST briefing and executive Q&A, led by CEO Tom Abell, is now available. Tom was joined by Melissa Dowdeswell, Director of Nursing, Safety and Quality. [You can watch it here.](#)



Searching and booking courses on Evolve

Please [use this link](#) for guidance on how to search and book onto courses via Evolve <https://evolve.eastamb.nhs.uk/login/index.php>.



Fit for the Future

This is a developing programme of work focusing on the longer-term improvements needed to ensure that we deliver consistently high quality, safe and effective care, underpinned by a culture which



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makes EEAST an exceptional place to work and volunteer. The key workstreams are culture, workforce, system partnership, capability and capacity and demonstrating impact. The following podcasts and blogs will give you further information:

<https://ntk.eeastamb.nhs.uk/news/fit-for-the-future-podcast.htm>

<https://ntk.eeastamb.nhs.uk/news/fit-for-the-future-podcast-2.htm>

[Fit for the Future blog: February](#)

[Fit for the Future blog: April 2022](#)

[Fit for the Future Blog: June](#)

[Fit for the Future Blog: July \(eastamb.nhs.uk\)](#)



AWE's women's health roadshow 2022

You are invited to EEAST's AWE network women's health roadshow, which begins on 17 October. [Click here for more information.](#)

Understanding your pension changes



Staff are invited to take part in an interactive online course which has been developed to help you understand pension changes, explore options and help you make the right decisions when the time comes. [Click here for more information.](#)



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Useful contacts

Wellbeing at EEAST

Find out more about [wellbeing support](#) at EEAST
24 hour 'in-crisis' support: **0808 196 2370**

Headspace free app

<https://work.headspace.com/eeast/member-enroll>

Employee assistance program (EAP)

0808 196 2374

General occupational health enquiries

0151 459 9711

ohgeneral.enquiry@eastamb.nhs.uk

Flu 2022 FAQs

<https://ntk.eeastamb.nhs.uk/news/flu-2022-faqs.htm>

Payroll contact details

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Surname: M-Z 01553 214686

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Learning and development team

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IT service desk

0845 6012509

<https://eastamb.haloitsm.com/portal>