

# YOU SAID, WE DID



PE 43502

## You Said

A complaint was received from a patient who uses the Patient Transport Service (PTS) and his wheelchair had been damaged whilst in their care. The patient is paralysed from the waist down and can only get out of the house using his chair. The damage to the wheelchair has caused great stress and anxiety.

## We Did

From the investigation that took place even though it was confirmed the crew's training records were compliant, it was clear that the Trust could learn from this incident.

Following this investigation further training, advice and guidance for transporting patients in wheelchairs has been offered to all PTS staff .

A notification has been sent to all staff to make them aware of the Trusts Standard Operational Procedure for Remploy wheelchair (ESOP09) and complex wheelchair system — PTS Standard Operating Procedure (PSOP16). These operation procedures are for staff to gain further knowledge and understanding of complex wheelchair safety and how to secure the wheelchair safely in the vehicles to prevent any future damage.

We have shared this incident with all staff to help to prevent future incidents happening and the cost of the repair to the patients wheelchair has been reimbursed.

## What This Means

The Trust has promoted refresher training, better understanding and safer transportation of patients and their wheelchairs. The impact and stress this type of incident can have on patients has also been highlighted to PTS staff.

