



Coventry LINK's comments

Coventry LINK welcomes the role all LINKs have of providing a short comment on the quality of services within local Trusts. Coventry LINK bases its comments on Trust's Quality Accounts on the work it has done to look at services and awareness of concerns raised by the public and service users. During this year one of LINK's pieces of work has been related to services provided by West Midlands Ambulance Trust: work to look at patient transport from the perspective of renal dialysis patients.

The Trust has identified areas of work for 2011-12 focusing on patient safety, clinical effectiveness and patient experience. LINK supports work to enable more patients to provide feedback on Ambulance Trust services; to increase feedback; and enable more patient involvement.

Coventry LINK's work to look at patient transport for renal patients gathered patient feedback about the service and we are in the process of feeding this back along with LINK's recommendations. We therefore believed that addressing LINK's recommendations regarding patient transport should be a priority for the Trust in the coming year. These recommendations included establishing a patient transport improvement group to address issues and enable user involvement; improving communication and reviewing journey planning.

LINK looks forward to working with the Trust in the coming weeks to discuss and address the conclusions of LINK's renal patient transport work.

[221 words]