



18 July 2016

**Headquarters**

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Dear

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Further to my letter to you of 16 May 2016. I am writing to you for two main reasons:

Firstly to apologise to you for any deterioration in the service that you have personally suffered; we acknowledge that overall we have delivered unacceptable Renal service levels in the month of June.

Secondly to advise you of the immediate actions we have put in place to improve this position.

Authorised additional expenditure whilst the new process of planning and controlling is underway. We will continue to ensure we have additional management and supervisory focus on those renal journeys, planned routes and times that have been regularly underperforming; we will ensure that excessively early pick up times are removed; and we will seek a better way for your collection times to be confirmed by staff at units including reviewing if working to planned ready times is feasible.

We also need to ensure that any arrangements with third party taxi providers, and our communication and confirmation of patient journey pick up and drop off is delivering the quality we and our partner providers expect.

We will ensure that these actions are followed up by committing to you that on the 1<sup>st</sup> August a further internal meeting will be undertaken. Should these changes still not have shown a positive result in renal patient service delivery; then we shall revert to our previous service levels and practices of controlling this transport; delaying the introduction of improvements that are possible by modernising our systems and structure until we have greater confidence in their immediate improvement.

Yours sincerely

**Chris Dexter (CMILT)**  
**Managing Director PTS**