



Public Trust Board				29 May 2012	
Title	Standing Orders: Bailers – Patients’ Property			Paper Ref	PB.121 3.07.5
PURPOSE (X)		Information		Strategic Objective	Business Plan Objective
Approval		Decision	X		
Assurance		Discussion		Continuously Improving Patient Care	2
Purpose of the paper	Overview of the current systems for managing lost patient property				
Recommendation	Develop a policy on the management of Patients’ Lost Property				
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RISK ASSESSMENT				Yes	No
Changes to the Corporate Risk Register and/or Board Assurance Framework				Yes	
Resource Implications				Yes	
Legal implications				Yes	
ASSURANCE/COMPLIANCE					
CQC Registration Outcome(s)	Auditors’ Local Evaluation		NHSLA Risk Management Standards for Ambulance Trusts		

OVERVIEW OF HOW LOST PROPERTY IS MANAGED WITHIN YORKSHIRE AMBULANCE SERVICE AND RECOMMENDATIONS FOR IMPROVEMENT

1. PURPOSE/AIM

- 1.1 This document outlines a summary of the current process within Yorkshire Ambulance Service (YAS) for the management of patients' lost property and recommendations for improving this.

2. BACKGROUND/CONTEXT

- 2.1 YAS transports numerous patients on a daily basis and on occasion's results in patients/relatives leaving some of their property behind on the vehicles. There is variance in practice as to how this managed in the different geographical areas across the region.
- 2.2 It is recognised that there is a higher incidence of lost property being found on our Emergency Ambulances due to the nature of their workload.
- 2.3 For both Patient Transport Services (PTS) and A/E services if an item is discovered on the vehicle, the following may happen.
- 2.4 The member of staff will attempt to return the item promptly if they know who it belongs to. If staff are at the end of their shift they may ask another colleague at the station to return it when they are next at the relevant Emergency Department for the specific patient.
- 2.5 Lost property recovered at the end of shift or on cleaning (by both frontline and cleaning staff) where the owner is unknown will normally be left for the attention of the Clinical Supervisor (A/E) or Team leader (PTS). They will attach a label to the item with details of the date, names of staff and vehicle number. This item is then stored either on station or retained by the Supervisor at their base station for the Supervisor to collect. At times items are left for the Supervisors with no information on at all.
- 2.6 Patient services have disseminated posters in an attempt to increase staff awareness and would like to be informed when any lost property is found. This information is logged onto a spread sheet. However, this is not done consistently and at times patient services are only informed if the item is considered to be valuable. Valuable items are locked in safes on some stations but not all.
- 2.7 Any requests to locate lost property by patients are managed through Patient services who contact the relevant Clinical supervisors with support from the Personal Assistants and the Admin Support Officers.

- 2.8 They will generally identify the date, vehicle and names of the staff that transported the patient from the control system. Where possible, family members will pick up the property from stations or on occasions it is posted out. There is little checking of any identification or whether the person has the authority to collect the item from the patient.
- 2.9 There are reports of lost property accumulating on stations and no one responsible for either disposing or archiving these. Some stations will return walking sticks to hospitals and donate items to charity shops or discard them if they have been unclaimed for over 12 months.
- 2.10 There is no log of how many items that are returned back to their rightful owners.
- 2.11 At times the hospitals may ring the Emergency Operations Centre if the patient becomes aware they may have left an item on a vehicle, this may initiate a general broadcast to locate the item.

3. PROPOSALS/NEXT STEPS

- 3.1 That a policy is developed to manage lost property safely and securely across YAS.

The policy will include as a minimum:

- What to do when finding an item;
- How to reclaim lost property;
- Retention and disposal of items.

- 3.2 A small task and finish group will be established to develop the above.
- 3.3 The new policy will go to the Audit Committee for approval.

4. RISK ASSESSMENT

- 4.1 Changes required to Corporate Risk Register and /or Board Assurance Framework
- 4.2 Resource implications- there will resource implications in keeping a log.
- 4.3 Legal implications

5. RECOMMENDATIONS

- 5.1 It is recommended that the Board agree:
- 5.2 The development of a policy/guide to managing lost property.
- 5.3 Current backlog of lost property on stations is disposed of safely and appropriately in line with the newly developed policy.