



**South Central Ambulance Service (SCAS) Patient Transport Service (PTS)  
Sussex – Escalation Framework**

Escalation	Number	Context	
Contact Centre – routine booking line	<a href="https://pts.scas.nhs.uk/ptsonlinenew/">https://pts.scas.nhs.uk/ptsonlinenew/</a> 0300 123 9841	First point of contact will always be the contact centre for Complex Bookings, Risk Assessments. The Call Handler has an internal escalation process if they are unable to manage the request directly.	
Contact Centre – Estimated Time of Arrival Information	Via SCAS PTS Online Use Instant Message address;  ptsinstantmessagesussex or ptsinstantmessgesurrey	<b>When an outpatient has been waiting 1 hour after ready time</b>  Contact your HLO or use the Instant Message function	
Contact Centre – Team Leader Monday to Friday 07:00 – 18:00	The call handler will facilitate the call to be transferred or arrange a call back from a team leader.	<b>Transport not arrived after first contact</b>  This is the point of contact between SCAS and the customer (patient, GP, hospital) for intervention that may be required.	
Hospital Liaison Officer (HLO) Monday to Friday	To act as a point of contact between PTS and the hospital setting, first and foremost an 'on site' presence to respond and resolve issues / matters concerning PTS provision, patient mobility, utilisation of vehicles and delays on the ward and outpatient clinics. If your HLO is not available, please try another who will be able to assist over the phone.		
<b><u>East Surrey Hospital HLO</u></b>  Kim Bramham 07388 857588  Mon to Fri 8.00 to 4.00	<b><u>Worthing Hospital HLO's</u></b>  Rosie Wilcock 07388 857546 Mon/Tues 0830-1600 Wed 9- 2  Charlotte Day 07388 857557 Wed to Fri 8:00-5:00	<b><u>St Richards HLO</u></b>  Vlad Nastasa 07826 463786 Mon-Fri 8:00 – 4:00	
<b><u>EDGH &amp; Conquest HLO</u></b>  Juliet Wooller 07388 857551 Mon to Thurs 8:00 to 4:30  Nina Aynsleigh-Marshall 07388 857547 Mon to Fri 0800-1600			
<b><u>RSCH &amp; PRH HLO's</u></b>			
Bukky Othniel-Nuhu 8.00 to 4.30 Mon to Fri		07388 857548	
Susan Judd 8.00 to 4.30 Mon to Fri		07388 857581	
Michael Vaux 8.00 to 4.30 Mon to Fri		07388 857550	
* HLO's work on rotation, and cover 8:00 – 4:00 Outpatients 8:30 – 4:30 Discharges / Transfers			
West Sussex Customer Care Manager Sandra Dwyer 07388 857560 09:00 – 5:00 Monday to Friday		East Sussex Customer Care Manager Ed Richardson 07388 857559 10:00 – 6:00 Monday to Friday	

**On Call Manager – 0300 303 9504** Contactable 7 days a week for any serious escalation issues. The on call manager will escalate to the SCAS Duty Director where appropriate. Please note the duty manager is unable to make bookings or give ETA's, please in the first instance use the SCAS online booking system