



Delivering the right care, at the right time, in the right place

PATIENT TRANSPORT SERVICE IN GREATER MANCHESTER

	ESCALATION PROCEDURE		
	Monday to Friday 9am – 5pm		
First Contact	Rochdale, Fairfield, Oldham & North Manchester	Tameside, Stepping Hill, Manchester Royal Infirmary, Wythenshawe, Withington & The Christie	Salford Royal, Trafford, Bolton & Wigan
	Locality Managers		
	Martin Chappell 07776 393424	Geoff Downs 07776 335503	Frank Nightingale 07776 350961
Second Contact	Control/Planning Managers		Head of Control
	Jane McGarey – 07786 961006		Craig Gough – 07825 197687
Third Contact	Head of Relationships		
	Jill Cheetham – 07776 356945		
	<p>Out of Hours Contact:</p> <p>In the first instance please call control on 0800 0323 240</p> <p>EPS (Renal) - Monday to Saturday 6pm – 1am 0800 0289 224</p> <p>Unplanned – Monday to Friday 6pm – 11pm, Saturday and Sunday 8am to 6pm and Bank Holidays 8am to 11pm - 0800 0323 240</p> <p>The 0800 numbers are available to HCP's only Out of Hours for the purpose of escalating operational issues</p>		