



“ERS Medical has a proven track record and excellent reputation in managing the transportation of patients, where both safety and patient care is integral. The suitability of its vehicles paired with its qualified staff with mental health experience gave us the confidence to set up a more formal working agreement with them which has since been further proven by its flexible attitude to accommodate our requirements meeting them with rapid response times.”

**Mohammed Hussain**  
Associate Director – Commercial Development  
Black Country Partnership

**The Black Country Partnership (BCP) is a major provider of mental health, learning disability and community healthcare services for people of all ages in the Black Country region.**

ERS Medical have worked with BCP for a number of years to provide a detained transport service for high risk patients on an ad hoc basis. During this time ERS Medical has completed 150 secure unit journeys for the partnership providing a service which ensured patients are cared for in a lawful and compassionate manner with the minimal amount of distress possible. Following the successful collaboration, BCP recently signed a SLA positioning ERS Medical as its preferred supplier providing patient transport across the Trust area including its main three secure units: Penn Hospital, MacArthur Centre Psychiatric Intensive Care Unit (PICU) and Hallam Street Hospital.

The SLA will allow ERS Medical to continue providing a cost effective solution to the Trust's need for transporting patients between psychiatric hospital settings and secure facilities as well as transporting people from the community, Places of Safety (Section 136 suites) or police stations. It will also cover the transport of patients due to be admitted to hospital from a court too.

**Delivering compassion & empathy as standard**

Mental health illness can often present symptoms of challenging and unpredictable behaviour brought on by a number of factors including fear, anxiety and uncertainty. With an understanding built up from 20 years of experience, ERS Medical reduces patient stress and apprehension during what is often a frightening time for them by using safe and appropriate de-escalation.

**Trained to the highest standard**

ERS Medical's service has been built around the needs of its service users, by adopting a caring and flexible attitude which is a key component of the training and recruitment processes. All of BCP's transport requirements, as with any customer, are met with highly trained, dedicated crews and patient friendly vehicles to ensure a safe, comfortable and timely transfer of service users. The ERS Medical specialist teams consist of healthcare assistants, registered mental health nurses and escorts with expertise in mental health illness.

In order to deliver a consistently high standard, all ERS Medical staff complete a comprehensive training course which includes Mental Health Awareness and the Physical Management of Violence and Aggression. ERS Medical believes that it is vitally important for staff to have effective training and support to ensure that they have the necessary skills to safely and effectively manage challenging behaviour.

**Evolving partnership**

Due to the flexible nature of the working relationship and its dedication to providing the most efficient service possible to its customers, ERS Medical plans to base two of its vehicles at BCP's Heath Lane Hospital site in West Bromwich where the newly opened Macarthur Centre Psychiatric Intensive Care Unit is also located. This will allow the Trust to take advantage of an immediate response service and ERS Medical to continue providing an efficient patient transport tailor made to the needs of its customer.

**Driven by Patient Care**

To find out more about our services please contact

Call:

**0333 240 4999**

General enquiries:

**info@ersmedical.co.uk**

Bookings:

**bookings@ersmedical.co.uk**

[www.ersmedical.co.uk](http://www.ersmedical.co.uk)