



Clive Mosby Head of Procurement
Mid Cheshire Hospitals NHS Foundation Trust



Nigel Hodgkison delivers a prompt
and reliable service



ERS Medical is the provider of courier services to Mid Cheshire Hospitals NHS Foundation Trust. The original service contract was in place when head of procurement Clive Mosby joined the Trust in 1996. Since then successful re-tenders and an enviable reputation for doing the job right have seen ERS Medical (Intercare prior to merger) retain the contract on every occasion.

What is on the move

As with any aspect of the NHS the Trust does not work in isolation, instead it is part of a complex network of adjoining organisations with interconnected needs.

Within the contract ERS Medical provide an ongoing transport service which includes the movement of mail and medical samples, clinical waste and laundry. The service extends into GP practices, dentists, health centres, pharmacies, patient's homes and specialist laboratories as well as Cheshire's neighbouring trusts.

When the original contract was agreed ERS Medical were also contracted to provide for non-emergency movements of patients and medical staff around the region.

"I have no hesitation in recommending them."

Clive Mosby
Head of Procurement Mid Cheshire
Hospitals NHS Foundation Trust

This includes getting doctors to their patients out of hours, 365 days a year.

Thankfully though for Clive, ERS Medical looks after the administration and charges each service user of the central contract accordingly, and then provides him with a monthly report.

"From the reports I know that satisfaction levels are extremely high, and I have always found ERS Medical to be responsive, flexible and incorporate changes if needed."

Reports & Satisfaction

Recognising the importance of a guaranteed service where the public's health comes first means a lot to ERS Medical, so monitoring the contract to help it evolve is essential. This is taken care of through regular contact, discussions and feedback from service users.

FACTS 'N STATS

765,000

Miles driven to service this contract each year

1,000

Medical specimens couriered to Leighton Hospital every day

15,000

Items of post sorted weekly

Driven by Patient Care

To find out more about our services please contact:

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www.ersmedical.co.uk