

## Out of hours patient discharge service



ERS Medical is the provider of out of hours patient discharge services to the Clinical Commissioning Groups (CCGs) in Barnsley, Doncaster and Rotherham. The three year contract began in April 2012 and sees ERS Medical transporting patients who meet the eligibility criteria, from hospital wards to their homes during out of hours periods between 5-10pm.

### FACTS 'N STATS

**95%**

of bookings are turned around within 2 hours

**100%**

of patient data is completed and captured correctly ensuring patient safety is never compromised

**13,506**

out of hours patient movements completed within last 12 months

**100%**

of KPIs set by the trust met by ERS Medical over the last 12 months

**90%**

Net Promoter Score average, believed to be unrivalled in the industry

### Flexible partnership

The CCGs have benefited from crucial time savings by being able to free beds quickly and efficiently thanks to ERS Medical providing cover when existing resources are stretched.

“The flexible approach ERS Medical has taken to this contract has been invaluable. Not only has the contract been handled efficiently, meeting Key Performance Indicators, but through its ability to understand and adapt to our changing needs the service has been able to adjust in a timely manner enabling pressure to be relieved at key areas across the health care system within the acute trust.”

Paul Harding  
Assistant Contracts Manager  
NHS Barnsley CCG

### Patient Satisfaction

Through its commitment to delivering a market leading, customer centric medical service, ERS Medical introduced an on-board patient survey as a tool to continuously monitor and improve its offering.

The survey's rating system in February 2013 for example saw 87% of patients rate the overall service either 9 or 10 out of 10 with Barnsley alone scoring 75% and 93% in Rotherham and Doncaster respectively.

ERS Medical's commitment to going 'over and beyond' to ensure patient satisfaction was recognised recently through the Commissioning for Quality and Innovation (CQUIN) payment framework.

Some of the patient comments on the survey included:

“The service for me was first class”  
“Friendly and helpful”  
“I cannot fault the excellent service”  
“The driver was very nice and made me feel at ease, very helpful too”

### Driven by Patient Care

To find out more about our services please contact

Call:

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Bookings:

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