

## Case Study

**Partnership Approach** – Mid Essex Hospital Services  
NHS Trust and Mid Essex Clinical Commissioning Group



**Working collaboratively to improve patient flow through the introduction of dedicated discharge ambulances.**

“Collaborative working has been key to making these changes happen. Having the additional ambulance fleets at Broomfield is helping to ease pressure within the hospital and, more importantly, helping to get our patients home from hospital where they can get ongoing care in the community if needed.”

**Dan Doherty**  
Director of Clinical Commissioning  
for Mid Essex CCG

ERS Medical, Mid Essex Hospital Services NHS Trust and Mid Essex Clinical Commissioning Group are working in partnership to improve patient flow through the A&E department and to maximise bed space on wards at Broomfield Hospital, Chelmsford.

The collaborative approach sees two ERS Medical stretcher ambulances at Broomfield Hospital dedicated to discharging patients within short periods of time from A&E and other departments. By working together the hospital increases its A&E capacity and reduces patients waiting times, benefiting patient care.

The Mid Essex Hospital Services NHS Trust was established as an NHS Trust in 1992. The Trust provides local elective and emergency services to 380,000 people living in and around the districts of Chelmsford, Maldon and Braintree. The A&E department at Broomfield Hospital, Chelmsford, sees around 78,500 patients a year.

“With patient discharges being of such an unpredictable nature, plus pressures on the wards to maintain high levels of patient flow in order to help free up beds, the demands on patient transport services can be high. By working together with the CCG and Trust we’ve worked on a solution that is cost effective and promotes a better patient experience.”

**Martin Henderson**  
Locality Director ERS Medical

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