



ANNUAL IMPACT REPORT: 2021





ERS Medical is the UK's leading health and social care transport provider, delivering a range of specialist patient transport and medical courier services to the NHS and the wider healthcare sector.

We operate nationally from 25 sites across the UK. With over 1300 staff and just under 500 vehicles, we transport nearly three quarters of a million patients and over 10 million pathology samples every year.

We are proud to work with and support over 30 CCGs and over 250 NHS organisations across the country.

FOREWORD

As a national health and social care transport provider working with over 250 NHS organisations, each year, we transport nearly three quarters of a million patients and over 10 million pathology samples, affecting the lives of countless individuals across the country.

As an essential cog in the healthcare ecosystem, our national logistics infrastructure and wide experience allows us to support the NHS, releasing some of their much valued and over stretched capacity to deliver vital healthcare to the population.

The very nature of our service means that we impact the communities we operate within, the customers we serve and the patients we transport. We believe, as a national provider and a leader in our sector, this impact should be one of positive influence - making a real difference and delivering real value to our customers, communities and our environment.

I am really pleased to present our first annual impact report, detailing our progress so far and plans for the future.

Andrew Pooley,
Chief Executive.



“Business has a key role in the UK reaching its net zero goals and a responsibility to improve its impact on society. By implementing a clear, measurable Corporate Social Responsibility strategy, businesses, entrepreneurs, and individuals can become greener and do more for a better future. It is no longer as simple as delivering a good service or product to consumers.

Whilst good practice should come as standard, innovation - whether it is centred around cleaner, greener vehicles or delivering social value to communities - is the difference between “good practice” and “best practice”. And this best practice is key to closing the gap.”

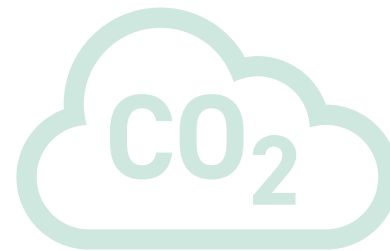
Lord Oates,
Vice-Chair, All-Party Parliamentary
Group on Net Zero.





OUR ENVIRONMENTAL IMPACT

We are committed to integrating social and environmental priorities into our business operations.



Reduced emissions by **110** tonnes of **CO₂** in just one year.

With national operations and a fleet of just under 500 vehicles, we aim to minimise environmental impact where possible and we have various initiatives in place to support our aims of:

- Significantly reducing carbon emissions, in line with the NHS's Net Zero roadmap to reach Net Zero by 2040 (for the emissions that we can control).
- Publishing a carbon reduction plan for our direct emissions
- Following the NHS Non-Emergency Patient Transport decarbonisation timeline
- Applying our social value blueprint to regional operational areas and directly contributing to biodiversity and ecological initiatives.

Despite the increase in our fleet numbers from 2020 to 2021, we have maintained a steady reduction of our emissions per vehicle, resulting in a reduction of 110 tonnes of CO2 in just one year, with comparable vehicle numbers. This significant reduction of CO2 is a clear reflection of the operational efficiencies and innovations we apply to service delivery. We have achieved this by replacing our older vehicles with more efficient vehicles featuring newer engines. 70% of our fleet is less than three years old with a further fleet replacement programme taking place in 2022, which will take this up to 90%.

Recycling

We utilise the ISO 14001 Environmental Management System to educate & encourage new initiatives in line with global CO2 and environmental impact reductions.

As part of this, we measure:

- The recycling of wastes generated at our sites through our operations and by our colleagues.
- Our energy performance as a business that considers electricity usage, water usage and the carbon footprint of our colleagues.
- We are also working with the Alzheimer's Society to promote their recycling scheme across all ERS Medical sites. Colleagues can donate any unwanted items such as old jewellery, old technology and gadgets, foreign coins, cameras and more in the recycling boxes and any funds raised from recycling these items is converted into vital funds for the charity.

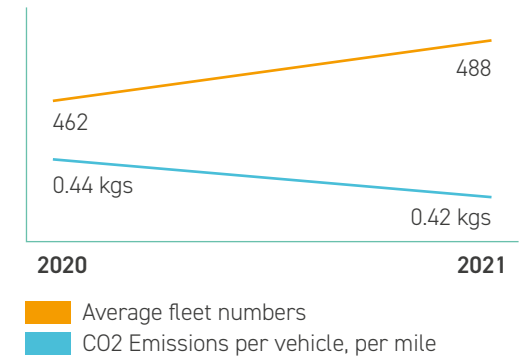


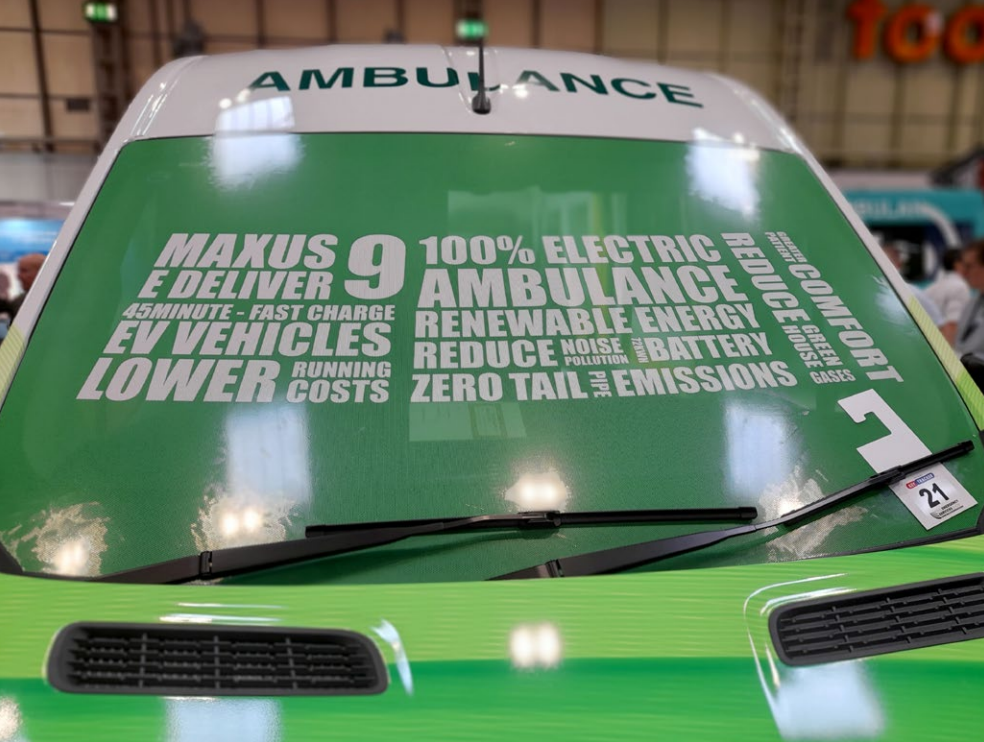
70% of our fleet is less than three years old with a further fleet replacement programme taking place in 2022, which will take this up to 90%.

Emission performance

	2020	2021
Annual average fleet numbers	462	488
Total CO2 emissions (Tonnes)	3,431	3,747
Total PM10 emissions (Kgs)	261	294
Total NOx emissions (Tonnes)	15	17

CO2 emissions





INNOVATION FOR A BETTER FUTURE

Our role as a market leader means that we have a responsibility to explore innovations that result in a better future.



Electric Ambulance

“As the leading non-emergency patient transport provider for the country, we want to ensure our service to the NHS is future-friendly and sustainable. The electric vehicle’s capability of mileage and charging time means that this is a practical long-term solution for greener patient transport.”

Andrew Pooley,
Chief Executive, ERS Medical.

The future is electric

Another innovation we have been working on is the development, deployment and use of electric ambulances and courier vehicles.

In 2021, in line with the target that we set for ourselves, we launched a commercially viable electric ambulance in one of our key contracts. Deployed for the use of Homerton University Hospital and its community services, the zero-emissions patient transport vehicle paves the way for our cleaner and greener transport vision.

With a range of 219/185 miles (city/combined), it saves over 12943.71kg of CO₂ emissions per year when compared to a diesel vehicle equivalent driving 30,000 miles per annum. This saving of CO₂ per annum is equivalent to 1271 gallons of diesel consumed or 14321 pounds of coal burned.

Following on from the successful launch of the first electric ambulance, ERS Medical will be launching a fully electric non-emergency patient transport fleet for Homerton University Hospital by October 2024. This target will be met by steadily rolling out electric ambulances in 2022 and 2023, which will replace the existing fuel-run fleet.

Homerton Healthcare Foundation Trust will be the first Trust in the UK with a fully electric fleet for its non-emergency patient transport service.

Patient transport planning tool

In 2021, we designed and launched a patient transport planning tool that helped commissioners and procurement managers understand patient transport requirements and the impact of COVID-19 measures.

This free tool considers the size, type and geography of the service and then generates an estimated number of extra drivers and ambulances required to accommodate social distancing measures. This allowed commissioners to plan resource and additional funding in good time, mitigating any interruption to patient flow.

12943.71kg of CO₂ saved per year with just one electric vehicle



“This is another stage in our journey to net zero. This new electric ambulance is dedicated to our patients being transported to and from the hospital for their appointments and also to clinics at our community sites. It not only reflects our commitment to net zero, but it is also a pledge to the residents of Hackney to improve the air quality in the area.”

Graham Snowling,
Environmental Sustainability Manager
Homerton University Hospital.

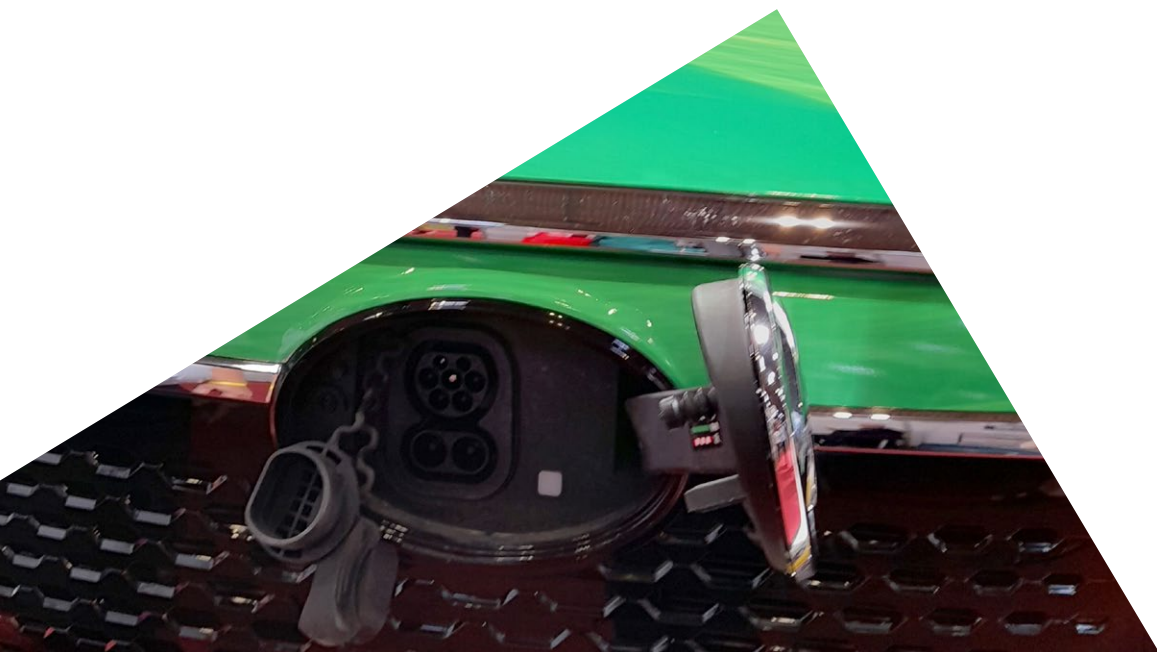
Our targets:

Our goals are closely aligned with the goals of our customers, with our largest customer group being the NHS.

We will:

- Significantly reduce carbon emissions to follow the NHS's ambitions to reach Net Zero by 2045, with an ambition to reach an 80% reduction of direct emissions that we can control, from 2028 to 2032.
- By 2023, replace 50% of our fleet used to deliver contracts with vehicles with the latest emission standards, ultra-low emission vehicles (ULEV) or zero emission vehicles (ZEV) and 75% of the fleet from 2026.
- Specifically, we have set ourselves a target to introduce electric vehicles to our fleet, with the aim of replacing 100% of our fleet with electric vehicles by 2035 (as per the NEPT vehicle decarbonisation timeline)*

By 2023, replace 50% of our fleet used to deliver contracts with vehicles with the latest emission standards, ultra-low emission vehicles (ULEV) or zero emission vehicles (ZEV) and 75% of the fleet from 2026.



Electric vehicle replacement schedule

2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035
1% of fleet	2%	4%	7%	10%	15%	20%	30%	40%	50%	60%	70%	85%	100%

* Targets based on 2021 fleet numbers of 488 vehicles; targets will require buy-in from commissioners in contracted regions and is also dependent on business growth rate and corresponding fleet size. These targets will be reviewed annually.





DELIVERING SOCIAL VALUE

As a market leader, we believe we have a responsibility to lead by example. To support this, we have designed a social value model, based on the themes in PPN 06/20 and one that wholly evaluates the key social priorities that we believe we can contribute towards.



This model is split into five main pillars: COVID-19 Recovery; Tackling economic inequality and supporting local economies; Fighting climate change; Improving health and wellbeing and reducing health inequalities; and Supporting local communities.

What are we doing?

• Covid-19 recovery

We continue to provide essential services to our local communities as part of our contracts for non-emergency patient transport and healthcare courier services. Additionally, when required, we will offer our support to any national response to COVID-19. This can be in the form of supply crews and vehicles to support national Ambulance Trusts or helping our customers roll-out the COVID-19 vaccine programme.

• Tackling economic inequality

We employ colleagues locally to ensure we bolster the economy for the regions that we operate within. Where possible, we will also use suppliers who are local to our bases and in all instances, we will source goods and services from the UK to contribute to our local and national economy.

By expanding in a region, we not only protect the jobs for the contracts we are taking on, but also create new positions that can be filled by local residents.

• Fighting climate change

We undertake effective stewardship of the environment and positively contribute to the regions we operate within. By this, we mean we will always use the best routes possible to transport our patients and to deliver healthcare courier services.

Additionally, we will proactively volunteer our time and resources to local and regional green initiatives run by the councils to improve the natural environment for residents.

• Improving health and wellbeing

On a national scale, we work with our corporate charity partner Alzheimer's Society to raise awareness about their work as well as raise funds through campaigns and activities.

Regionally and locally, we support health and wellbeing by promoting and championing the services provided by **Sport for Confidence**, a CIC. Their programmes provide inclusive sporting opportunities to people who face barriers to participation, including those with learning disabilities, mental health issues, dementia, autism, physical impairment or disability, homelessness, and many other complex health needs.

To further support the communities we operate within, ERS Medical has launched a "**Crews for Schools**" roadshow. We believe inspiration and motivation can start at a young age to empower our future generations. These roadshows will cover basic first aid and safety (depending on the age of the children attending) and discuss training and career pathways for children interested in working in healthcare. The aim of these is to also promote inclusivity to encourage more female children, children from low-income households and children from ethnic minorities as well as children with refugee status to consider an employment or training pathway in this industry.





OUR COLLEAGUES

As an organisation with a 1300-strong national team, we know it is vital to support and develop our colleagues to have a fulfilling career with ERS Medical.

INVESTORS IN PEOPLE™
We invest in people Standard





“Being ex-military, I became very aware of Mental Health and PTSD and how it can have an affect on every aspect of life, and unfortunately lost 3 former colleagues due to Mental Health conditions.

I’m very passionate about promoting MHFA at work, encouraging that even the smallest things can have a big impact on work, home, and life and that there is always someone there to listen.”

Janette Menmuir,
Operations Manager.



We are accredited by Investors in People (IIP) and promote staff development and wellbeing in a number of meaningful ways.

- We offer a comprehensive on-boarding and induction process to all new starters. Alongside this, existing colleagues undergo a training and development programme that is relevant to their roles.
- We also recruit and promote internally first, before advertising externally for any vacancies. Many of our colleagues have progressed their careers ERS Medical and we are proud to support them in their journey.
- We take the mental well-being of our colleagues very seriously. To support them, we have a range of colleague benefits including and Employee Assistance Programme with the UK’s leading provider. This gives our employees free health and wellbeing support including a 24-hour helpline, telephone counselling and face-to-face counselling sessions.
- We are partnered with Wagestream, a charity backed organisation that allows staff to draw on their wages as they earn them. It also reduces the likelihood of using expensive emergency short term loans and provides access to independent financial advice and savings accounts.
- All-in-one perk platform with Perkbox where employees can access hundreds of discounts on everything from grocery shopping to clothing and homeware.
- We recruit, assign and train Mental Health First Aiders (MHFA) for each of our UK sites to provide mental health support and guidance to our staff. To date, we have 55 managers in the business who have received MHFA training with further training planned.





Recognising and rewarding colleagues

ERS Medical has an Employee Recognition Scheme to recognise and reward colleagues who uphold the company values and demonstrate these in their day-to-day role. Quarterly winners are picked from each region and an annual winner is chosen from this list to win the grand prize!



Career development

Many of our colleagues have developed their careers at ERS Medical, learning, developing and growing with the business.

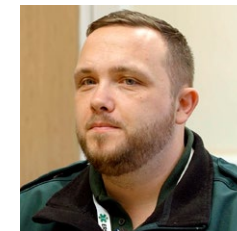
“I started my journey with ERS Medical by building our Contact Centre Operations. In December 2019, I became the Senior Operations Manager for Nottinghamshire, managing the second largest contract for ERS Medical. The business gave me other opportunities to progress even further, and I then became the CQC Registered manager for the Midlands I’m absolutely delighted for my experience, dedication, and work to be recognised by the business and to now be promoted to Head of Operations for the North.”

Kelly, Head of Operations (North)



“In 2018, I joined ERS Medical as the Operations Manager for Norfolk and in January 2020, I was promoted to Regional Senior Operations Manager. Norfolk has continued to grow, and the demanding work has enabled me to gain a further promotion as Head of Operations for the South.”

Nigel, Head of Operations (South)



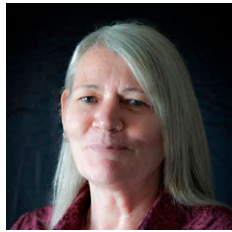
“I’m one of the Operational Team Leaders at ERS Medical. I started as an ACA, was a dispatcher for a few years and then moved my way up into this role.”

Stuart, Team Leader

Workforce retention

In a fast-moving sector, where people look to change roles after a few years, we are proud to share that our staff turnover rate was 18% vs an industry average of 30% in 2020.

By implementing various proactive measures, we reduced our staff turnover further to 9.2% in 2021, despite the challenges of the pandemic.



“Having worked for ERS Medical since 2018, I recently took the difficult decision to pursue a different role with another organisation. Upon starting this new role, it quickly became apparent that the structure, processes, communication, attitudes, training and support I was used to at ERS were lacking in my new place of work. Obviously, all businesses operate differently, but I soon missed the values, structure, and support that I had within ERS.


However, I am delighted and fortunate I have been welcomed back to my previous role at ERS – once again working with my previous line manager, who is such a positive and supportive role model. I am mature enough to recognise that no job is perfect, however a good organisation encourages and promotes the importance of good relationships, support, and open dialogue - all of which are huge deal breakers when it comes to feeling fulfilled in a job.”

Julie Atkinson-Baldwyn,
Quality & Governance Manager



“From the outset, I have been made welcome and included in the team. My colleagues are supportive and always willing to collaborate and assist me with material for bid writing. I am excited to be part of the company’s growth and I look forward to the years ahead with ERS Medical.”

Natalie, Bid Writer



Our staff turnover rate is **9.2%** vs. the industry average of **30%**





CONTRIBUTING TO OUR LOCAL ECONOMIES



“We were given the opportunity to supply and fit the signage for ERS Medical. It has been a pleasure to work with them and fulfill their requirements. Since they have moved to the area, ERS Medical have requested our services in providing signs to a further four sites in and around Staffordshire. They really are an amazing firm to be working with and we look forward to continuing our strong business relationship with them in the future.”

Phil Moorcroft,
Managing Director,
Phatt Printing

Each time we expand our operations and introduce our services to a new region, we positively contribute to the local economy by:

- Engaging with local suppliers where we can, who provide goods and services for our sites.
- Protecting existing jobs and creating new roles that are filled by people with local knowledge

In 2021, we created and filled 92 new roles that were in addition to the 200 jobs protected by expanding services into new regions by winning new contracts.

And more significantly, we protected 274 jobs in the West Midlands in 2021 by taking on new non-emergency patient transport contracts in the Stoke and Staffordshire region.





SERVING PATIENTS, CUSTOMERS, & SUPPORTING THE SECTOR



We're proud to support our NHS with our specialist health and social care transport service. As an essential cog in the wider healthcare system, the provision of our transport service means that the NHS can use their valuable capacity to do what they do best – delivering vital healthcare services to people.

In 2021, we:

- Undertook 750,000 patient journeys
- Transported 10 million pathology samples
- Delivered over half a million doses of the COVID-19 vaccine
- Opened four new sites, across two regions (South and West Midlands)

Supporting the sector during the pandemic

When the first and subsequent waves of the pandemic hit the NHS, we were proud to support our colleagues on the frontline, providing mutual aid to NHS Ambulance Trusts to help transport patients suspected of or positive with COVID-19.

Working with patient groups and stakeholders

We believe in engaging with our patients and stakeholders – the real service users on the ground, so to speak. This helps us get a real flavour of the service, understand any challenges and work collaboratively to continuously enhance our provision. Our regional Stakeholder Engagement Forums are free one-hour sessions run across all regions, inviting attendance from patients, patient group representatives, hospital staff and the local Healthwatch.

In the last year, our on-board ambulance patient feedback surveys (either completed during or after the journey and sent back to ERS Medical) show that over 94% of the patients transported by ERS Medical were “extremely likely” or “likely” to recommend their service to friends and family.

“This is a letter of tremendous thanks for all your wonderful people at ERS Medical who help us, due to our mobility problems, with your fantastic patient transport. I really don’t know what we would do without you.”

Patient

“Having recently discussed with you the assistance we needed with a resident with learning difficulties and autism in preparing him to be transported to his new care home the support you have provided has been fantastic. ERS have made temporary adaptations to the vehicle to ensure it is safer for him and been very supportive. Thank you for all your help and support.”

Patient

“I just wanted to say a huge thank you. I have M/S and Cancer and have had several hospital visits over the months. In these days of Covid and your staff being under pressure they are always so professional.”

Patient

“All courier staff attending have been punctual, friendly and professional. They always have a smile. Keep up the good work.”

Medical courier service user

“Thanks to the team at ERS Medical for their support in delivering the Covid-19 vaccines across Greater Manchester - meaning 100,000s have received timely vaccinations, preventing the need for cancellations, and averting any wastage of this precious life-saving vaccine.”

Neil Jenkinson
The Greater Manchester Covid-19
Vaccine Programme



94% of the patients transported by ERS Medical were “extremely likely” or “likely” to recommend their service to friends and family.





PROUD TO MAKE A DIFFERENCE

We often hear from our patients, customers and service users with comments either sent in directly or passed on to us from our customers. It gives us a tremendous sense of pride that we can play a small part in the wider healthcare system to make a difference.

Here are just some of the hundreds of comments we received in 2021.

“Patient’s wife would like to thank the crew for all their help yesterday in getting her husband home. She said they were absolutely brilliant at their job and cannot fault what they done.”

“I would like to give feedback for 2 transport staff as we had a complex discharge today for patient. Both staff were patient and professionally and now the patient will have a safe discharge.”

“I have been made aware of a distressing incident that occurred at Cavell Court yesterday, whereby the Home were not prepared for the return of a resident who was to receive planned end of life care. I understand that your team kindly stayed and supported the patient and indeed assisted with the transfer to the bed when it was made available. I would like to thank you and the crew for their kindness and care in supporting the patient in such a difficult circumstance.”

“The patient was anxious and the crew contributed to support the patient feel at ease which was so respectful. Please pass on my appreciation to both staff.”

“I am currently into my last week of a seven-month secondment as a Discharge Co-Ordinator. I have to say I have been impressed with the level of service offered by ERS – especially given the climate that we are all operating in and all of the constraints of transporting often elderly, frail people. So – big thank you to everyone involved.”

“I am a Technician with East Midlands Ambulance service. My crew mate and I were called to a patient suffering a hypoglycaemic event. The call came from one of your crews who were picking up the patient to take him for his dialysis. On their arrival they discovered that the patient was confused, not acting himself and was quite agitated. They knew the patient was a diabetic so gave him some Dextrose tablets and pop to raise his blood sugars. They then took his blood sugars which indicated that the patient probably was having a hypoglycaemic event but was starting to recover from this. On our arrival the patient was pretty much back to normal. If they hadn’t been there and acted as they did, the patient’s health would have declined and if left long enough there’s a potential of death. Due to their actions and care, the patient was able to go to have his dialysis. I hope this compliment finds the right people to pass the praise and thanks on to.”

“Compliment from Cherry Tree on the EPUT contract for the excellent service provided by the ERS team.”

“I’m contacting you with regards to the transport service received by my mother. She was collected and taken to NNUH for an outpatients appointment. Whilst at NNUH she unfortunately had an accident and spilt boiling hot coffee on her thigh. The ERS transport crew took her into A&E to get it treated - the lady was so kind, caring and compassionate with my mum. Before I arrived my mum was very upset, scared and in a lot of pain. She showed so much concern for her I was left a little speechless, this sort of commitment to a patient’s care and welfare is not always easy to find these days. I hope you will pass on my deepest thanks.”

“Patient’s daughter has called us this morning, after patient sadly passed away while at home last night. Patient’s family have asked that we give thanks to all staff that transported the patient previously and for the care and treatment towards the patient.”

“My wife fell and broke her right knee and collar bone in two places in October. As a result she had to be conveyed to the NNUH at least twice by ERS with another booked in December. Each member of the various crews has been considerate and thoughtful to her plight, plus they have a good sense of humour. May I also add that the telephonists are polite, efficient, and very much on the ball. All in all, in our view the ERS service is an excellent all-round service for the public.”

“We have received an email with high praise from our customer’s senior management for both our Team Leader and one of our Courier Drivers who actively manages SWLP’s consumables has been tirelessly assisting with SWLP’s stock management, especially during the national shortage of blood tubes.”

“Patient said that we are a brilliant, organised service and have taken a lot of stress off her about how she will get to her appointments. She also said the call centre staff are always pleasant and cheery on the phone when she’s booking her transport, and she really appreciates getting a confirmation call the day before as it puts her mind at ease.”



CHARITY SUPPORT

Given the nature of our service, we partner with a chosen charity that reflects what we do. We are proud to support the Alzheimer's Society as our corporate charity partner.

By partnering with Alzheimer's Society, we aim to do everything we can to raise funds, raise awareness and improve the experience of dementia patients travelling on our ambulances.

To help support people living with dementia, ERS Medical staff are encouraged to become Dementia Friends to learn more about dementia and the small ways they can help.

Our colleagues take part in different activities to raise funds for Alzheimer's Society, including supporting their national Elf Day campaign.

In the last year, these activities have raised over £2000 for the charity.

“We rely heavily on our kind supporters taking on such activities to enable us to support people living with dementia, campaign on their behalf and fund research.”

Julie Lee,
Community Fundraiser
for Alzheimer's Society



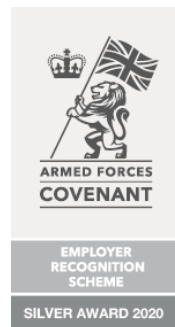
OUR PROMISE TO THE ARMED FORCES

The Armed Forces Covenant is a promise from the nation to those who serve. It says we will do all we can to ensure they are treated fairly and not disadvantaged in their day-to-day lives. This includes offering injured servicemen and women and bereaved families extra support where appropriate.

ERS Medical is proud to be a forces-friendly employer and has been awarded the Armed Forces Covenant Employer Recognition Scheme Silver Award. This award demonstrates our support for service personnel through employment and actively communicating and upholding a positive stance to our employees through our HR policies and processes.

“ERS Medical is a brilliantly supportive company, and I couldn’t ask for better. They provide time off for military training and holidays, so I get the best of both worlds. I can contribute to the NHS with my role as an ACA and I can proudly serve my country as a Reservist.”

David Scott,
Ambulance Care Assistant





GOVERNANCE

ERS Medical has a well established Corporate Governance Framework. Our Corporate Governance Code is designed to meet regulatory and statutory requirements, achieve effective self and coregulation, and provide the flexibility to manage changes which are inevitable for an evolving and developing organisation.

We know that the world needs every business at its best - helping the wider society and the environment. ERS Medical is also a signatory of the transformative Better Business Act, a campaign to transform the way we all do business and taking ownership of social and environmental impact. The Better Business Act would amend Section 172 of the Companies Act 2006 so that companies are legally obligated to operate in a manner that benefits their stakeholders, including workers, customers, communities, and the environment.

Certifications

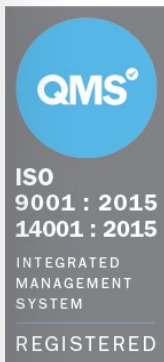
We are certified to ISO 9001:2015 and ISO 14001:2015. ISO 9001:2015 builds on seven quality management principles: Customer focus, leadership, engagement of people, improvement, evidence-based decision making and relationship management. These principles reflect the service delivered by ERS Medical and set the quality standard that clients can expect.

ISO 14001:2015 requires that an organisation considers all environmental issues relevant to its operations, such as air pollution, water and sewage issues, waste management, soil contamination, climate change mitigation and adaptation, and resource use and efficiency.

This certification demonstrates clear compliance with current regulatory requirements and gives clients the added confidence that they are being supported by a provider that is conscious about the future of the environment.

“Being certified to ISO 9001:2015 and ISO 14001:2015 is a formal and recognised reflection of our current practices, purpose and values with an internationally recognised and externally audited standard.”

Simon Smith,
Quality and Governance Director





OUR IMPACT AT A GLANCE

- **488 VEHICLES**
- **0.42KG CO2 EMISSIONS PER VEHICLE, PER ANNUM**
- **1300 COLLEAGUES**
- **12943.71KG CO2 EMISSIONS SAVED WITH JUST ONE ELECTRIC VEHICLE**
- **STAFF TURNOVER RATE OF 9.2% VS. THE INDUSTRY AVERAGE OF 30%**
- **CREATED AND FILLED 92 JOBS**
- **PROTECTED 274 ADDITIONAL JOBS**
- **750,000 PATIENT JOURNEYS**
- **TRANSPORTED 10 MILLION PATHOLOGY SAMPLES**
- **DISTRIBUTED HALF A MILLION COVID-19 VACCINE DOSES**
- **OPENED FOUR NEW SITES ACROSS TWO REGIONS**
- **110 TONNES OF CO2 EMISSIONS REDUCED IN JUST ONE YEAR.**



“As well as creating 33 new jobs, the ERS Medical courier service is an important cog in the healthcare system. There are over 300 locations relying on them to pick, pack and deliver - including 35 orders a day to Ipswich hospital. They have also played a significant role in delivering COVID-19 and flu vaccines in temperature-controlled courier vehicles, and supporting the vaccine roll out in schools. Thank you to the team at ERS Medical who have been providing a vital service, keeping the whole system moving.”

Tom Hunt MP,
Ipswich *

“It is great to get to know ERS Medical who will be providing a non-emergency transport service to many people in Stoke-on-Trent Central. By bringing their service to our region, they have also helped protect around 200 jobs while creating further employment opportunities in the patient transport sector. It’s important to have specialist providers like this who are progressive in supporting our NHS with the service they deliver.”

Jo Gideon MP,
Stoke-on-Trent Central*

*Quotes taken from press release.



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