

Case Study

Partnership Approach – How ERS Medical supported the West Suffolk, East Suffolk and North East Essex NHS Trust during COVID-19



ERS Medical goes above and beyond to support the West Suffolk, East Suffolk and North East Essex NHS Foundation Trust (ESNEFT) during the COVID-19 Pandemic.

ERS Medical provides a healthcare courier service for the ESNEFT covering 3 hospitals and 194 GP surgeries. They are responsible for the collection and distribution of samples, consumables, post, pharmaceuticals, CCSD and medical records across West Suffolk, East Suffolk and North East Essex.

At the start of this year, COVID-19 caused by the SARS-CoV-2 virus brought everyday life to a halt all around the world. In mid-March, when COVID-19 reached 270,000+ cases globally, the government implemented social distancing and lockdown measures. These measures and the rising number of cases of COVID-19 put immense pressure on the NHS.

FACTS 'N STATS

48hrs

to provide dedicated drivers.

14

fully equipped vehicles mobilised in 2 days.

1000

ESNEFT staff tested over the Easter Weekend.

Working in partnership

With hospitals and GP surgeries facing acute pressure and many vulnerable patients isolating at home, ERS Medical worked with ESNEFT to adapt their service to support the needs of both the Trust and the community. They provided the resources required for the collection and delivery of critical pharmacy items to some of the most vulnerable people isolated at home.

Further to this, as a medically focused healthcare transport provider ERS Medical has the training, processes, policies, and systems already in place to collect, transport and deliver sensitive items safely and compliantly. This enabled them to play a crucial role in the national pilot for staff testing. With 2 days' notice, staff cancelled annual leave, 14 fully equipped vehicles were mobilised, and routes were planned to enable the collection and delivery of test samples across West Suffolk, East Suffolk and North East Essex.

This resulted in 1,000 ESNEFT staff being tested over the Easter weekend.

As the situation progresses, ERS Medical is continuing to work with their NHS colleagues to provide the additional support required to keep the service moving.

“Thank you so much for the work, you did last week and at the weekend to test asymptomatic staff across ESNEFT, you set this up with very little notice as part of a national pilot, and because of your hard work, we could test 1,000 staff in two days. The work you did will contribute significantly to the national direction in staff testing.”

Nick Hulme

Chief Executive, East Suffolk and North Essex NHS Foundation Trust

“The ERS Medical team on the ESNEFT contract are proud to be part of the UK's COVID-19 efforts. From transporting urgent samples for testing to prescription deliveries, I would like to say a big 'thank you' to our team who cancelled leave and mobilised the service with just 2 days' notice and to our NHS colleagues who are working to support our local communities.”

Gary Brown

Senior Operations Manager (South)

Driven by Patient Care

To find out more about our services please contact:

0333 240 4999

info@ersmedical.co.uk

www.ersmedical.co.uk