

# ERS Medical

Driving excellence in service delivery



As the UK's leading health and social care transport provider, ERS Medical has delivered proven cost efficiencies to the NHS while ensuring quality in patient experience. We play a vital role in communities across the UK, transporting vulnerable patients, and ensuring flow is maintained between health and social care – both sectors that will continue to need consistent support through strong partnership working.

Out of 130,000 journeys in one of our largest contract areas in the last year, 97% were on time. Furthermore, we are proud to share that 96% of patients would recommend our service to their friends and family.

## Our value as a partner

We work with over 250 NHS organisations as an established and trusted provider.

The value we bring lies in our people, the information and insight we continually share and build on, and the relationships we develop with our customers and patients.

We are committed to the NHS and throughout the pandemic we have adapted to changing needs with openness, speed, and flexibility. Ensuring and maintaining efficient patient flow will be critical in supporting the NHS's recovery and transition into the "new normal", and we are committed to being part of this process.

Our culture and values of patient focus, integrity, compassion, respect, professionalism, innovation and working in partnership underpin how our colleagues work every single day. They govern our actions and determine our success.

## Our value as a provider

Our service goes beyond moving patients from point A to point B. From contracting through to delivery, we are committed to ensuring that the correct resources are in place to ensure patients experience a safe and comfortable journey, and our NHS customers can trust that the service they have in place is underpinned by expertise, experience, and insight.

We pride ourselves in our dedication to ongoing evaluation, allowing us to make continual improvements to patient flow and ultimately making us a trusted partner for the NHS. Our management information surpasses standard contract requirements, and our reporting, evaluation, and analyses allow us to deliver specific areas of improvement including:

- Better patient and staff experience
- Increased journey efficiency / number of patients moved
- Cost savings for the NHS

## Our service delivery and impact

Our excellence in service delivery and added impact comes from our teams on the ground as well as the systems we have in place to support them and our customers. We know that on a daily basis, events are often fast-moving and complex, and decisions need to be made quickly and close to the ground. Key to this is having access to accurate data from a single source, eliminating the need to manually seek and collate information. Our systems for booking, compliance measurement and HR track data in real time. This offers insight to not only keep patient flow moving, but also tracks how we are delivering against our contracts.

Beyond day-to-day insight and required reporting, we review our contract performance on an ongoing basis, provide additional analysis, and make recommendations for improvements.

"I work on behalf of our NHS clients and in partnership with them to make sure that we continually review the services we deliver in an ever-changing transport environment.

When we report on a service, we provide our clients with comprehensive details about the patient transport service that includes reviewing data by day of the week right down to the hour of the day. We also review mobility types to improve efficiency and understand how many patients are being transported per journey, especially with social distancing measures now in place."



**Gemma Hodgson**  
Business Relationship Manager at ERS Medical

### Leeds Teaching Hospital NHS Trust

**2017**

In July 2017, we completed a routine service evaluation



We identified that vehicle requirements were not meeting patient requirements



We then determined the composition of the fleet of vehicles that would match patient needs

#### Outcome:



Significantly improved efficiency and number of patients moved



Annual saving of **£216,000** to the trust

### Cramlington Specialist Care Hospital

**2018  
2019**

In 2018/2019, our customer wanted to understand the detail behind which patients were being moved throughout the day to ensure that service provision was meeting patient requirements



We worked with the trust to provide and analyse 12 months of data across variables including:

- Day of the week
- Post code area
- Mileage radius
- Multiple occupants on vehicles
- Abort reasons



We found that weekend resource did not match demand and worked with the trust to adjust resources accordingly

#### Outcome:



Cost saving of **£21,000**



Better patient experience

### Our expertise

Our 1000-strong team has a high level of expertise across patient transport service requirements, and we provide a nationwide, flexible, 24-7-365 service across the following:

- Non-emergency patient transport (NEPTS)
- Mental health transport
- High dependency patient transport
- Medical repatriation services
- Medical courier services & healthcare mail room services
- Neonatal patient transport
- On demand transport services
- Managed services
- Covid-19 vaccination transport

We deliver ambulance-specific training qualifications to our staff through FutureQuals. These clinical qualifications have been developed by the NHS to meet the core requirements of NHS Ambulance Trusts, Independent Ambulance Services and Voluntary Aid Societies.

All of our patient-facing staff must complete several mandatory training modules; continuous learning and development is part of every colleague's training and development plan. Patient safety is our priority, and our people are trained to put patient needs first.

Supporting our people is our management information – offering the insight for quick, effective decision making and eliminating the need for unnecessary administrative work. Our additional ongoing evaluation allows us to deliver the highest level of service while striving for continual improvement.

Being able to adapt to changes in patient requirements, resources, and customer needs is more important than ever. We are in a strong position to both predict and react to customer needs, and ultimately to ensure that we are delivering the best possible service.

To find out how we can support your organisation, contact:

**0333 240 4999**  
[info@ersmedical.co.uk](mailto:info@ersmedical.co.uk)  
[www.ersmedical.co.uk](http://www.ersmedical.co.uk)

“My husband, who is partially paralysed, is conveyed to the Queen Elizabeth Hospital dialysis unit three times a week. The ambulance crews who collect and deliver him in his wheelchair have been remarkable. They are always cheerful, welcoming and caring. They are mindful of his particular needs and always ensure his safety and comfort. Throughout the pandemic they have recognised that he is extremely vulnerable and have adhered strictly to infection prevention and control processes. We cannot praise the service too highly.”

Esme Corner, OBE