

Case Study

Delivering cost savings to Northumbria Healthcare NHS Foundation Trust



ERS Medical provides a patient transport service to Cramlington Specialist Care Hospital, part of Northumbria Healthcare NHS Foundation Trust, a service covering 12,864 patients.

Because the needs for patient transport are ever evolving, it's important that we are able to analyse both previous and current activity to understand changes required to meet different levels of demand and predict adjustments that will need to take place in the future.

In 2018/2019, Cramlington Specialist Care Hospital 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 the data for weekday and weekend activity over the previous 12 months across several variables, including:

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

Through this review we identified that the weekend resource did not match demand. As a result, we worked with the trust to reduce the amount of resource over the weekends. This resulted in a cost saving of £21,000.

Key outcomes



More suitable resources resulting in better patient experience



£21,000
in costs saved due to readjusting services based on needs



"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 – a prime example being social distancing measures introduced during the pandemic.

With Cramlington, as it was a new hospital, activity data was forecasted and indicative. Therefore, it was imperative to continually review their requirements and customise the patient transport service accordingly, to give them the best value for money and the best quality service for their patients."

Gemma Hodgson
Business Relationship Manager at ERS Medical

Driven by Patient Care
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