

Case Study

Driving efficiency and cost savings for Leeds Teaching Hospital NHS Trust



ERS Medical provides patient transport for Leeds Teaching Hospital NHS Trust, a service covering 23,844 patients.

Standard to our contracts and underpinning our offer is our commitment to ongoing evaluation, insight, and service improvement, allowing services to meet the changing needs of the patient population.

For every contract we produce and continually update a Minimum Data Set (MDS), which captures all patient journey details such as patient mobility, time of journey, time on the vehicle, etc. In July 2017, through our routine service evaluation, we identified that the vehicle requirements defined in the contract were not meeting patient requirements, specifically regarding patient mobility and the types of vehicles their journeys required.

We analysed our MDS and determined the composition of our fleet which would allow for maximised service utilisation.

With our altered vehicle composition more accurately reflecting patient requirements, we were able to move patients more efficiently, delivering an annual saving of £216,000 to the trust.

It's important to us that our services are of the highest quality for patients and customers alike. By using insight to drive our decision making, we're able to be a strong partner to the NHS and offer patients the best possible experience in their healthcare journeys.

Key outcomes



Significantly improved efficiency and the number of patients moved



£216,000

In annual savings delivered back to the trust



"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."

As I look after all of our NHS clients nationally, I also implement any new and innovative processes that ERS Medical has launched, appropriate to the type of contract and patients transported in each region."

Gemma Hodgson
Business Relationship Manager at ERS Medical

Driven by Patient Care

To find out more about our services please contact:

0333 240 499
info@ersmedical.co.uk
www.ersmedical.co.uk