



Blair Thomson, ERS Medical Operations Manager

**Fife is situated between the Firth of Tay and the Firth of Forth in Scotland, with inland boundaries to Perth and Kinross and Clackmannanshire.**

**NHS Fife is one of the 14 regions of NHS Scotland and provides healthcare services to the area via a network of hospitals, general practitioners, dentists, opticians and pharmacies.**

**ERS Medical has been providing 'out of hours' transport services for NHS Fife Primary Care Emergency Service (PCES) since 1 April 2014. This involves transporting general practitioners (GPs) to see patients at home visits.**

**The contract was awarded to ERS Medical again in 2019 continuing the contract into its sixth year of service.**

### **Geographical challenges**

The NHS Fife PCES is accountable for the provision of primary medical services to the population of Fife and Kinross (approximately 379,000) outside normal working hours. As a large rural area with varied geography and several concentrations of population, there are particular geographical challenges to overcome in order to meet the health needs of the people of Fife.

### **Innovation**

As an organisation, ERS Medical is committed to delivering a cost-effective and sustainable service to customers. The tender for NHS Fife PCES also required the successful provider to demonstrate expertise, experience, innovation and sustainability. ERS Medical scored highly on all fronts with proven innovation and forward-thinking.

### **Meeting the standards required**

Home visits are triaged by NHS24 and sent to Fife PCES for action. All home visits are allocated a time specification according to the clinical need of one, two or four hours. Compliance with the time allocation is monitored on a weekly basis by NHS Fife PCES, and also on a monthly basis by ISD (Information Services Division) as part of the HIS (Healthcare Improvement Scotland) Standards for out of hours care.

### **Contract Change**

ERS Medical was the first contract provider change for NHS FIFE PCES since its inception in 2004. This change in contract was undertaken in partnership with the NHS Fife PCES Management Team to ensure all staff members were treated respectfully and kept informed at all times.

The contract change was undertaken smoothly, with no disruption to service.

### **Driven by Patient Care**

To find out more about our services please contact:

**0333 240 4999**  
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## Out of Hours Transport NHS Fife Primary Care Emergency Service (PCES)



“We’ve been receiving a lot of positive feedback. Our GPs are saying that ERS Medical drivers are highly approachable, professional and consistent in their approach. It’s nice to see all drivers wearing uniforms as well.”

“If there are any issues, I know I have an entire team of people I can contact who are there to support the contract and any issues have been responded to quickly and effectively.”

**Lisa Milligan**  
Service Manager, NHS Fife PCES



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### Out of hours service

The NHS Fife PCES operates from 6pm to 8am from Monday to Friday and from 6pm Friday until 8am Monday morning from various sites, covering a total of 118 hours per week. The service also provides cover for eight public holidays and four Protected Learning Time (PLT) afternoons.

For the period of 1 April 2018 to 31 March 2019, ERS Medical transported GPs to 10,942 home visits.

To deliver the PCES transport, ERS Medical uses three mobile units, with a driver each, during weekdays and four mobile units at weekends. Two additional cars are brought in on public holidays.

The vehicles used on the contract are multi-terrain. They deliver high performance in adverse weather and challenging ground conditions including rural farm tracks.

A stock of medicines and clinical supplies is also kept in the vehicle to assist with any home treatments the doctors undertake.

### Results

Careful and considerate mobilisation of the contract, partnership working with NHS Fife PCES and a progressively adaptable approach by ERS Medical has ensured that the performance criteria is always being met. Similarly, the flexible and approachable nature of the team at ERS Medical helps resolve any issues as soon as they are raised.

### FACTS 'N STATS

**522,090**

Population of Fife and Kinross

**118**

Hours covered per week

**10,942**

home visits undertaken by ERS Medical from 1 April 2018 until 31 March 2019.

**11.11%**

of all overall Out of Hours activity generated by NHS patients in Fife covered by ERS Medical.

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