



**‘Putting patient experience at the top
of the agenda’**

**Simon Smith, Head of Care Standards,
ERS Medical**

@ersmedical

www.ersmedical.co.uk



ERS Medical

Who are we...



Provide a range of specialist patient transport and courier services to the NHS including:

- non-emergency patient transfers
- high dependency transfers
- transport for those with mental illness
- repatriation journeys

We also provide a healthcare courier service providing same or next day transportation for specimens or healthcare notes.

A little background...

ERS Medical has been trading under new ownership for 12 months, with the purchase of the business came a collection of historical issues relating to patient satisfaction.

In order to deliver to the highest level of service we knew patient experience needed to be addressed, but more importantly become a core measure of success within the business.



A fresh perspective...

Under new ownership, with a fresh perspective and a real drive to place patient experience at the heart of our business we knew a new initiative must be put in place to plant it firmly into our key performance indicators and hold as much weight as financial and clinical report indicators.



Our Patient Experience Programme...

Patient safety and patient experience is at the very core of ERS Medical as a business.

As a patient centred business we strive to provide the best care for our patients while identifying areas to continually improve.

Our innovative patient experience programme ensures we are encouraging feedback at every opportunity of the patient journey with us from the initial booking process through to after the patient has arrived at their destination.



Feedback....

- End of call surveys
- On board paper surveys (freepost)
- Picture format surveys
- Survey via website
- Signage within vehicles
- Streamlined complaints systems
- Respond within NHS guidelines
- Social media

We welcome your feedback

If you wish to make a complaint, raise a concern or provide any other feedback please:

Call: 0333 240 4999 option 2 (24 hours per day 7 days a week)

Email: complaints@ersmedical.co.uk or info@ersmedical.co.uk for a compliment

Write to: Complaints Administrator, ERS Medical, Hetton Court, The Oval, Leeds LS10 2AT

Or complete a freepost on board patient survey available on this vehicle.

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ERS Medical Online Patient Survey

1. Which hospital were you visiting? Please enter the full name of the hospital and location below

2. Can you confirm the date your journey took place? Please use the format dd/mm/yyyy, for example 19/03/2015

3. If you know the crew members names, please enter them below

4. We would like you to think about your recent experiences of our service. How likely are you to recommend our service to Friends and Family if they needed similar care or treatment?

☐ Extremely likely

☐ Likely

☐ Neither Likely or unlikely


☐ Unlikely

☐ Extremely unlikely

Complaints Procedure & Data Protection Leaflet




On Board Ambulance Survey



To be completed by crew:	NHS Site:	Vehicle Reg:	Date of Journey:			
Your drivers today were:	ERS Medical ID number:					
Your feedback is important to us and we would like to hear about the service you have received.						
Please complete this short survey and return to us freepost at the address overleaf. Please tick ONE box only.		Please score on a scale of 1-5 (5 - Extremely likely/satisfied to 1 - Extremely unlikely/dissatisfied)				
Question	5	4	3	2	1	Don't know
We would like you to think about your recent experiences of our services. How likely are you to recommend our service to friends and family if they needed similar care or treatment?						
Can you tell us why you gave that response?						
Did you receive your reminder call / message?	Yes <input type="checkbox"/> No <input type="checkbox"/>					
The time I was picked up was within a reasonable time limit of the one confirmed when the journey was booked						
The crew introduced themselves and explained clearly what would happen during the journey and allowed me to ask any questions						
I was treated as an individual with dignity and respect while I was with the crew members and they understood my needs						
I arrived at my destination in time for the appointment or the journey took a reasonable amount of time						
The vehicle used to transport me was suitable for purpose, easy to access, clean and comfortable						
When I arrived at the hospital/clinic, I was booked in, introduced and handed over to a named member of the team or if going home I felt comfortable, safe and secure						
Thinking about the care I received from the team today, I believe the service met my needs and my expectations of the service						
Are you (please circle most applicable)	Patient	Carer	Other	Please give the numbers in your postcode in the boxes provided:		
What is your sex?	<input type="checkbox"/> Male <input type="checkbox"/> Female			What age are you?		
What is your ethnic group?	<input type="checkbox"/> White <input type="checkbox"/> Mixed/Multiple ethnic group <input type="checkbox"/> Asian/Asian British <input type="checkbox"/> Black/African/ Caribbean/Black British <input type="checkbox"/> Other ethnic group			<input type="checkbox"/> 0-15 <input type="checkbox"/> 16-24 <input type="checkbox"/> 25-34 <input type="checkbox"/> 35-44 <input type="checkbox"/> 45-54 <input type="checkbox"/> 55-64 <input type="checkbox"/> 65-74 <input type="checkbox"/> 75-84 <input type="checkbox"/> 85+		
Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?				<input type="checkbox"/> Yes, limited a lot <input type="checkbox"/> Yes, limited a little <input type="checkbox"/> No <input type="checkbox"/> Prefer not to say		
Thank you for travelling with ERS Medical. We would like to share your comments anonymously on our website, if you would be happy for us to use this information, please tick this box. <input type="checkbox"/>						


On Board Ambulance Survey



NEPTS

2

Freepost RTEU-RKSK-SASB
ERS Medical
Hetton Court
The Oval
Hunslet LEEDS
LS10 2AT

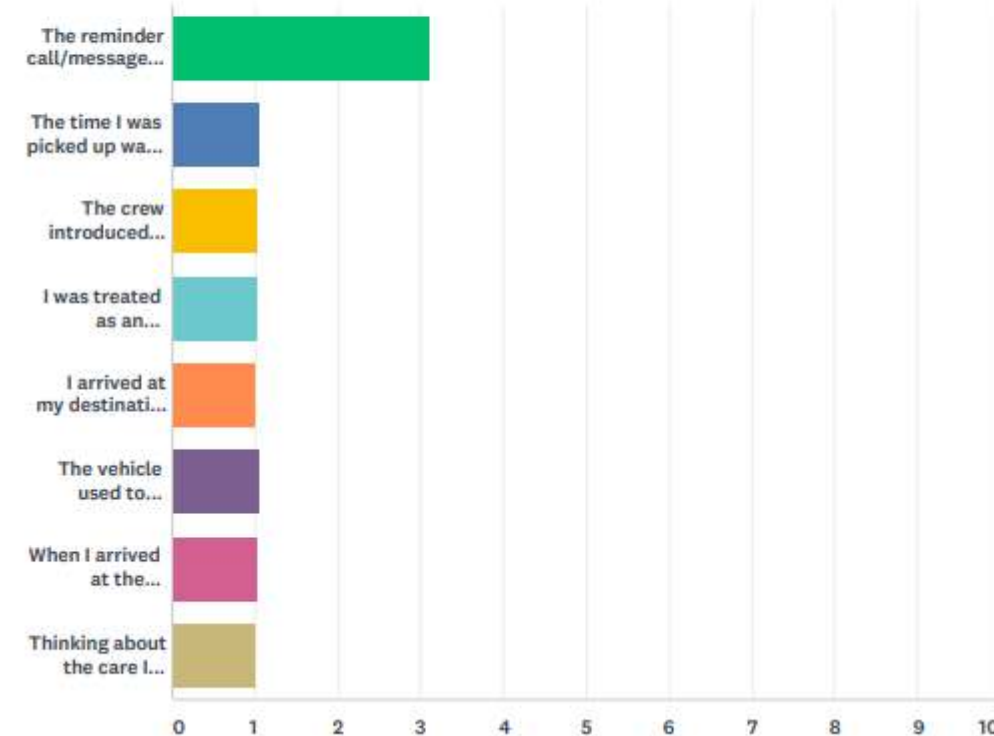


Reporting....

- **Generate monthly reports to feed directly into our governance framework.**
- **Trends are identified and presented at the monthly senior management team meeting**
- **As well as quarterly patient safety committee meetings overseen by our Medical Director.**

Q7 Please could you tell us how you would rate our service based on the following areas of your journey, if the question is not applicable then please choose this option

Answered: 133 Skipped: 0



Results...

Important to remember this project is ongoing and never complete. We are striving for continuous improvement.



Andy Scott @notAndySC · Oct 5
 @ERSMedical just seen one of you couriers help an old lady who had fallen over in the street. Once a nurse had checked she was ok the courier helped the lady in to his vehicle to give her a lift home. So fantastic to see

AnnieDee @LochdonAnnie · Aug 23
 Many thanks to the lovely people @NNUH as they put my old ma back together. Special thanks to Charlotte in Outpatients Physio and to @ERSMedical for managing the wheelchair (and ma!) so elegantly. We are so lucky to have you!

Your feedback is important to us and we would like to hear about the service you have received.

Please complete this short survey and return to us freepost at the address overleaf. Please tick ONE box only.

Question	Please score on a scale of 1-5 (5 - Extremely likely/satisfied to 1 - Extremely unlikely/dissatisfied)					
	5 😊	4 😊	3 😐	2 😐	1 😞	Don't know
We would like you to think about your recent experiences of our services. How likely are you to recommend our service to friends and family if they needed similar care or treatment?	✓					
Can you tell us why you gave that response?	in no way can I fault the service given because					
Did you receive your reminder call / message?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>					
The time I was picked up was within a reasonable time limit of the one confirmed when the journey was booked	✓					
The crew introduced themselves and explained clearly what would happen during the journey and allowed me to ask any questions	✓					
I was treated as an individual with dignity and respect while I was with the crew members and they understood my needs	✓					
I arrived at my destination in time for the appointment or the journey took a reasonable amount of time	✓					
The vehicle used to transport me was suitable for purpose, easy to access, clean and comfortable	✓					
When I arrived at the hospital/clinic, I was booked in, introduced and handed over to a named member of the team or if going home I felt comfortable, safe and secure	✓					
Thinking about the care I received from the team today, I believe the service met my needs and my expectations of the service	✓					

Your feedback is important to us and we would like to hear about the service you have received.

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Question	Please score on a scale of 1-5 (5 - Extremely likely/satisfied to 1 - Extremely unlikely/dissatisfied)					
	5 😊	4 😊	3 😐	2 😐	1 😞	Don't know
We would like you to think about your recent experiences of our services. How likely are you to recommend our service to friends and family if they needed similar care or treatment?	✓					
Can you tell us why you gave that response?	THIS IS JUST FOR GOING HOME WITH DRIVER NAMED ABOVE. I WISH IT WAS SAME IN THE MORNING.					

Looking ahead...

- **Feedback about comfort rather than historical lateness**
- **New fleet - comfort is priority going forward**
- **Patient centred - unique position working with primary and secondary care. With patients for a long time sometimes, crews can be a calming force. Symbiotic to patient experience. Hand off to next healthcare professional run smoother.**



Thank you...

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