



Medical Services –  
Putting **patients** first

[www.medicalservicesuk.com](http://www.medicalservicesuk.com)





We remain the most experienced and longest serving provider of patient transport services.

### Values

In the UK we remain the most experienced and longest serving provider of non-emergency transport services (NEPTS) and as our service has developed and matured we have learned a great deal. We are part of the new wave of providers who will be offering more complex ambulance transfers and emergency services.

We have joined with Falck, the global leader in emergency medical services (EMS) operating in 43 countries, to underpin our knowledge and support our development in this market sector. The Falck team have successfully applied their core values to underpin a service which has been built over 100 years. This has defined the same quality and professionalism with every patient contact, in every country, every day of the week.

Our partnership and learning opportunities result from our clinical skills and governance, but most importantly, they have enabled us to maintain strong relationships built on consistent values applied to our every day operations.

### Our Mission

Our mission is to put patients first by delivering an outstanding service with the highest standards of care, cleanliness, safety and training and with the flexibility of a competitive, commercially driven organisation.

### Our Vision

Is to continually review our services and be the national agent of change to make a meaningful and positive contribution to the public and private healthcare communities by:

- Developing our workforce through improving their skills and offering them sustainable, challenging career opportunities
- Shaping the most modern fleet of low carbon, environmentally friendly ambulances available
- Creating and using technology to provide safer more reliable systems that benefit patients, clients and ambulance crews



Our continued efforts to exceed quality standards and provide patients with a high quality service.

### Accreditations

As a partner of the NHS and the broader healthcare system in the UK all our services are required to meet with national standards and be accredited by organisations that allow us to operate safely and accurately. These measures and standards are also used to shape and improve our services in our continued efforts to exceed these standards and provide patients with a high quality service.

### Care Quality Commission

When the independent ambulance industry was regulated in April 2011, Medical Services was very proud of the fact that we were one of the first companies to be registered by the Care Quality Commission to meet and exceed their standards which ensure we operate safely within the broader healthcare system in the UK.

### Quality Management Standards

Our Quality Management Standards (QMS) are supported by ISO 9001, ISO14001, ISO 27001 and BS 25999 certification and drives our operational model to achieve efficient and effective processes.

### Carbon Footprint

As a provider of NEPTS we are acutely aware of the impact we have on the environment and have made a long-term commitment to keeping environmental awareness high on the management agenda and to continue to work to develop further initiatives to reduce our effect on the environment.

We have in place an ambitious environmental programme, in conjunction with the Carbon Trust, to reduce our carbon footprint by reducing CO2 emissions and wherever possible by working with suppliers who have also embraced the concepts of environmental change management.



We can use more frequent listening exercises to turn patient feedback into a better patient experience.

### Support

We are one of the most successful delivery partners of high quality NHS NEPTS contracted services and on demand ambulance services.

Supporting change with Commissioners, developing innovative models of partnership and reliably doing the day job of helping patients access NHS healthcare means we are on hand every day, all day. We have embraced the “seven day” NHS<sup>1</sup> and are ready when you are.

With a proven record of leading the sector on technology, the environment and delivering on commitments, Medical Services provides value and quality in abundance.

Our future will focus on staff engagement and core values using more frequent listening exercises to turn patient and staff feedback into a better patient experience. In addition to our core service area of non emergency services and we are growing organically into delivering Urgent Care and Intermediate Care ambulance services.

The new division, called First Response, will be one of the additions to our innovation and modernisation agenda.

### First Response

First Response is a highly professional, HCPC (Healthcare Professional Council) paramedic led ambulance service operating in pre-hospital Emergency Medical Services (EMS), Critical Care and Urgent Care settings. Supporting the NHS and Independent sector healthcare organisations requires co-ordination, communication and access to the right professionals with the right set of skills.

First Response is able to deploy ambulances with specialist staff to satisfy the requirements of each client. We operate a clinically led 24 hour control room supported by robust training programmes to ensure a high quality service that delivers for clients.

1. NHS Services open seven days a week: Every day counts - 16 November 2013 - NHS Improving Quality



## Innovation

Medical Services has invested in a series of integrated software applications designed to improve the service we deliver and make it ever more flexible and responsive to our clients' needs and expectations. Our service technology platform has had significant investment and comprises high-end telemedicine with technical support from satellite tracking, mobile data and N3 secure booking seven days a week.

Connected to the NHS N3 platform, we provide a secure system with a single online booking procedure that is open to all registered Trust users and links into most existing systems in the NHS. The seamless booking process is simple and can be used to book, change and cancel patient journeys. Our online system allows clients to see real time activity and shows a daily picture of how the service is performing. The metrics collected by our systems provide us with a fully audited trail of each patient journey and each ambulance.

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Integrated software applications make us ever more flexible and responsive to our clients' needs.

Our new automated scheduling and booking system will increase vehicle utilisation and efficiency. This new system takes into account all of the elements of a patient booking, such as mobility, destination and equipment required and using the high quality Ordinance Survey data assisting us to map and schedule journeys which will allow us to respond to the predefined needs of the client.

From advanced GPS tracking on our vehicles and the handheld devices used by our staff we can offer geofencing and a call ahead service that proactively assists Trusts to minimise late or missed appointments. In addition, we are installing Falck Sirius vehicle telematics, an innovation that will give us more information on our driver behaviour, which supports more efficient and safer driving, resulting in better patient satisfaction and more fuel efficient vehicles.

## Engagement

Communication provides a framework for effective engagement with all our stakeholders using many internal and external mechanisms with the overall

purpose of providing audiences with the right information using the right data that best suits them.

Our staff engagement programme enables us to listen to what our workforce says and share examples of how core values are applied to caring for our patients in everyday PTS and ambulance transfers.

In addition, we use our internal newsletter to inform our staff about what their colleagues are doing, new training courses, and policies that affect their work. We communicate with our operational staff on a daily basis to ensure they have everything they need to provide clients with the service they have signed up to. We ask patients to tell us what they think about our services. We communicate with our external stakeholders through the media, our website, at key industry events or using varying forms (printed and digital) of communication.

All of our communication mechanisms are geared to do one thing – talk to people about what we are doing, when we are doing it and why it is so important we do it that way.



We are an equal opportunities employer: proud of our achievements and proud of our people.

### Careers

Medical Services has evolved from a commercially focused company to one with a caring philosophy without losing that all important business edge. This transformation has taken some time to achieve.

From ambulance driver to emergency medical technician, from business development executive to human resources officer, Medical Services can support and offer a pathway to a rewarding career.

With continuous investment in training to enhance people's skills, we are committed to developing our staff and our service. We are an equal opportunities employer: proud of our achievements and proud of our people.

### Training

At Medical Services we invest in our people. Using our values we have developed our proficiency in doing what we do well, and constantly refresh and improve the skills of all our staff. Our teams are encouraged to expand their skills to meet new challenges.

Not all their training is used everyday and skills such as emergency first aid are not called on during every shift. When these skills are called upon, our patients can be certain that our staff will be responsive, accurate and efficient.

Some skills are essential including how to communicate with patients in a professional and dignified way to meet the needs of patients in a caring and efficient manner.

In our modern society access to good quality training is a pivotal decision that any potential new recruit will make when choosing which organisation to work for.

# Contact us

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