



ERS Medical's key services are the provision of ambulance services to both NHS and independent sector organisations which includes emergency and non-emergency patient transport services.

ERS Medical:

- Are one of the UK's largest independent healthcare service providers
- Complete **over 1.5 million journeys** a year
- Deliver a nationwide service from operational bases across the UK
- Have a comprehensive **fleet of ambulances and medicars** providing a suite of flexible 24/7/365 transport options
- Employ over 1,500 staff – including **paramedics, technicians and nurses**

IMPROVED TRANSPARENCY

Radars has helped us plan and manage issues and the intuitive reporting means we can easily evidence what we do.

TRANSFORMING HOW WE WORK

Radars Healthcare has been a hugely important part of our transition plans and has been very well received by all staff.

CONTINUOUSLY IMPROVING

We can see where our problem areas are in regard to events happening and more importantly we can now track the trend of these events, write action plans and link these to other areas of the business if needed.

The challenge

ERS Medical's ambition was to be the leading independent ambulance provider in the country by 2022, and they needed the right systems and processes in place to enable that success.

Their previous compliance system was designed for a non-healthcare service so it didn't work for the ambulance service who needed visibility across all their services and to be able to plan and react to incidents.

How Radar helped

The team at Radar not only helped ERS Medical import their business and regulatory requirements into Radar Healthcare but the move forced them to re-look at their internal compliance processes from another viewpoint which drove significant change and improvements within the business.



A key part of working with the team at Radar that you **review the processes as part of delivering the system**. It has been a **hugely important part of our transition plans** and has been **very well received by all staff**.

We have much greater transparency of our compliance. We are now able to plan to correctly and to manage issues more effectively and **our ability to now evidence what we do is hugely significant**.

We have seen a **huge improvement in our initial investigations** and our Regional Managers really buy into it.

We can **see where our problem areas are** in regard to events happening and more importantly we can now **track the trend** of these events, write **action plans** and link these to other areas of the business if needed.

CQC don't score private ambulance providers but when they have seen the Radar system they have been really impressed, as have our NHS customers, who now specifically ask for data out of Radar.

Simon Smith, Head of Care Standards at ERS Medical

