



MEDICAL RESPONSE SERVICES

BUSINESS STRATEGY 2023-24

PROVIDING NON-EMERGENCY
PATIENT TRANSPORT SERVICES



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Who we are

Medical Response Services has been providing Non-Emergency Patient Transport Services (NEPTS) since 2005. We have grown considerably from the early days and now have over 40 employees serving the North West of England. We provide services to NHS Trusts and Local Authority's as well as some private individuals who want the highest levels of care for their loved ones.

Over the years we have developed our services in to what they are today and we are striving for continuous improvement all the time.

We are a proud independent provider of NEPTS.



Our Recent Achievements

We are proud of where we have come from and what we are achieving. None of this could be achieved without everyone who works for MRS working together as a team. Some of our most recent achievements include:

- In June 2022 MRS was rated Good by the Care Quality Commission, achieving good in all 5 Key Lines of Enquiry.
- In 2022 we transported over 13,000 patients, not just within the North West but all over England and Scotland.
- We have achieved accreditation with the London Procurement Partnership for the delivery of NEPTS in the North West of England.
- Development of specialised bariatric transport service with dedicated vehicles and equipment.
- Investment in newer vehicles with reduced emissions and a programme of renewal for other vehicles.



Our strategic direction

To enable us to achieve our vision of being an exceptional provider of non-emergency patient transport services we have re-affirmed our strategic direction and set the following key objectives across 6 key areas.

Patients

To deliver safe individualised and compassionate care, giving patients excellent outcomes and experiences.

People

To ensure our colleagues are professionals in their field, up to date with all training and development and are continuously working to our values.

Performance

To consistently improve and deliver an efficient and responsive service tailored to our client's and patient's needs.

Partnerships

To improve the working relationships with our partner organisations ensuring we deliver services that meet their needs.

Pollution

We will put action plans in place to bring our Environmental and Sustainability strategy to life.

Paper

We will develop a digital strategy to make advances towards becoming paperless.

Our Operational Objectives

What we will deliver





Patients

- We will always provide compassionate and individualised care to all of our patients, delivering an excellent experience and outcomes for them.
- We will assist our client NHS trusts to improve patient discharges to increase capacity and occupancy in beds
- We will improve our service for people with a learning disability and autistic people through education and training



People

- We will ensure all our teams receive the most effective training and development to improve performance in their roles.
- We will attract, develop and retain new people from within the local community.
- We will focus on staff survey responses to improve the working lives of our teams.
- We want our colleagues to be proud to be a part of our successes.



Performance

- We will embed a culture of continuous improvement across our services, measured within our performance measures and quality standards.
- We will secure our competitive position, so that we can retain or win contracts and sustain our crucial role with our local NHS trusts and authorities.
- We will continue to monitor and report on our performance measures and quality standards, ensuring improvements are made in our performance wherever possible.



Partnerships

- We will provide high quality responsive services to our client base, ensuring our service provision meets or exceeds their needs.
- We will participate in multi-disciplinary team working to ensure the safe discharge and care of patients with complex needs.
- We will actively seek to develop new partnerships across the North West region, providing specialised solutions to meet their needs.



Pollution

- We will continue to invest in replacing our older fleet with lower emission vehicles.
- We will further develop waste reduction plans and maximise opportunities for recycling.
- We will bring the environmental and sustainability strategy to life through improvements to our practices.
- We will develop reports on our improvements towards net zero.



Paper

- We will devise plans to digitise our paper processes by 2025.
- We will recycle all of our cardboard and shredded paper.
- We will expand our use of cloud based portals to further digitise information and documents intended for our clients and colleagues.
- We will investigate digital solutions to support the care of our patients.

Our priorities for the coming period will see us build on the improvements we have made to the service over the last few years, providing professional advice and services to the NHS and local authorities. We want to work more closely with those organisations that contract our services, ensuring we understand their priorities and provide tailored services.

We also want to develop new partnerships across the North West region, providing services that people can rely on, helping them to achieve more effective and efficient discharges, freeing up much needed beds on hospital wards and in care and nursing homes.

Reviewing this plan

We will review our objectives on at least a quarterly basis, examining the successes and the risks as well as setting out milestones for the next period.

We will ensure we undertake regular reviews with our contracted organisations, working collaboratively with them to plan for the longer term.



**MEDICAL
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SERVICES
LIMITED**



CONTACT US TODAY

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