



first response
is critical to your
patients needs





first for high
quality

Who we are...

First Response is a highly professional, HCPC (Health and Care Professions Council) paramedic led ambulance service operating in pre-hospital Emergency Medical Services (EMS), Critical Care and Urgent Care settings. Supporting NHS or Independent sector healthcare organisations needs 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. Our service technology platform has had significant investment and comprises high-end Corpuls3 telemedicine with technical support from satellite tracking, mobile data and N3 secure booking seven days a week. We operate a clinically led 24 hour control room managing a million NHS funded journeys a year.

First Response is working in cooperation with Falck, the Scandinavian based leading global emergency services provider, to develop the most responsive and trusted ambulance partner in the UK today. Learning from best practice gained over 100 years of delivering EMS across Europe, Falck are not only sharing advanced technology but also their application of core values and an investment in high quality staff training.

Accreditation

As a division of Medical Services, First Response is accredited by the same regulatory bodies to meet national quality standards which ensure we operate safely within the broader healthcare system in the UK. Our Quality Management Standards are supported by ISO 9001, ISO14001, ISO 27001 and BS 25999 certification and drives our operational model to achieve efficient and effective processes.

Care Quality Commission

Medical Services Ltd was the first independent sector company to be registered by the Care Quality Commission (CQC) in 2011 and First Response are inspected under the same regulations and as a division of Medical Services have the same compliance processes in place to meet and exceed the CQC standards.

Clinical Governance

First Response has a quality governance framework in place that ensures excellent patient care. Our Medical Director, an Emergency Medicine consultant at Kings College Hospital NHS Foundation Trust, provides oversight to the Clinical Quality Safety and Effectiveness (CQSE) board to ensure staff work according to the most current clinical guidelines whilst following robust protocols that safeguard patients and ensures they get the best possible care.

Ambulance services have changed significantly in the past decade, with big improvements in response times for emergency calls, in training and quality of care, vehicle standards, equipment and technology. In addition, services are improving their ability to assess, diagnose and treat patients over the telephone and face to face."

Transforming urgent and emergency care in England, Urgent and Emergency Care Review, November 2013



first for
advanced
technology

Services

First Response has the capacity to respond to Critical Care and Urgent Care requests from either GPs or hospitals. We can also support NHS Ambulance Trust's emergency service, flexibly deploying vehicles and crews in different configurations at varying times to best enhance the front line service when called upon.

For acute hospital patients in need of specialised care it is all about providing the right combination of clinical expertise and service level to ensure the patient's transfer is seamless and safe.

In London services can be requested by telephone or booked online for a one off journey, or clients can configure a package to suit their own service needs. Anything from a crew on standby to complementing a contracted service. Talk to us and we will show you how flexible the arrangements can be, and how quickly the service can be rolled out.

Paediatric transfers

First Response operates a paramedic led paediatric transfer service. Paramedics who work on this service are specifically trained and supported by a range of paediatric specific equipment, including paediatric monitors and ventilators.

Inter hospital transfers

Patients with urgent, acute medical needs or patients with complex needs who require safe transfer between healthcare settings need care and skill to ensure they have a prompt safe journey. Whether patients are transported between High Dependency or Critical Care units, from one hospital to another, or to a care



facility or hospice, our fleet of clinically equipped vehicles and well trained staff can be deployed effectively to support clients requiring this service.

Clinically managed Control room (Operations centre)

First Response understands the importance of supporting clients and operational staff with a clinically trained team working in our national control room. Our control room will be supported by HCPC registered paramedics who are on duty seven days a week and whose role is two-fold; support decision making to ensure the correct clinical response is applied for each patient whilst also providing additional clinical support for First Response operational staff.

Technology

Some of the most advanced technology in the field of emergency medicine is allowing us to provide a better quality service with improved outcomes for our patients. This, in conjunction with modern techniques and training, allows patients to be better monitored at critical stages of their care.

First Response has set the standard for clinical care by investing in the state-of-the-art ventilator, the MEDUMAT Standard2. To support clinicians, and essentially the patient, all critical respiratory parameters are quickly and clearly shown on a digital screen.

Corpuls3 offers a revolutionary defibrillator/monitoring device that is designed as a complete modular system. The unique wireless network-technology allows the three independent components to work as if they were physically connected. In addition, the telemedicine function allows clinicians to remotely monitor the patient.

The Stryker Power-PRO TL with XPS has an innovative battery-powered hydraulic system that raises and lowers the patient with a touch of a button in addition to an easy to use manual back-up system. The XPS can provide an expandable surface especially useful when transporting bariatric patients.

“Urgent care in the NHS is for patients who have an injury or illness that require immediate attention but is not usually serious enough for a visit to an accident and emergency department. This service, in conjunction with emergency care, has been reviewed and new vision and action have been identified to enable patients to access services quickly and efficiently.”

Transforming urgent and emergency care in England, Urgent and Emergency Care Review, November 2013



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Staff

Our approach to staff is values led and includes training, job satisfaction and applying technology to provide the best care for patients. Our teams consist of individuals who are registered, qualified and committed to working on the front line of critical care and emergency services.

We are an equal opportunities employer who is proud of what our teams can achieve. We actively encourage our staff to progress and develop their careers and through ongoing professional development enable them to contribute effectively to the pre-hospital/ambulance sector.

Training

In the world of Continuous Professional Development (CPD) within the emergency medicine sector our staff complement is an “asset” that needs continuous nurturing with new and improved techniques that will allow them to develop as an individual that can continue to deliver key services to patients.

Our training programmes play a pivotal role in staff motivation and recruitment. While an individual may apply for a specific role, more and more people also want to understand what their prospects are within the company. Investment in training is essential in developing a workforce that can meet the challenges of a modern service today. Many of our operational challenges are addressed proactively using a more consistent and ongoing approach to training and development, resulting in better staff retention, happier crews and a better patient experience.

Case study

The right level of care, the right resource at the right time

We received a request from the hospital to provide paramedic led ambulance crews around the clock whilst services were being reconfigured to be able to safely transfer walk-in paediatric cases between hospitals.

Supporting the A&E staff in a busy hospital requires co-ordination. We met the key stakeholders, understood the requirement and deployed the service in under a week.

The requirement was for HCPC registered paramedic led teams in high tech critical care ambulances, including incubators and pods, to be on site to transfer paediatric admissions to Milton Keynes and Addenbrooks Hospital NHS Trusts at any time of day or night.

The staff worked with the Trust team to agree communication plans and shared their discharge policies. First Response agreed a set of clinical governance arrangements with the Trust and commercial terms were also put in place.

Having a flexible, high quality temporary resource was all that was required. A six month deployment for temporary cover gave the Trust the support at the right time.

Of course, it could be an Urgent Care Centre, or supporting an ambulance Trust on emergency calls. The aim is to provide the patient with the right level of care and the client with the right resource at the right time.

Our service has high end technical support from satellite tracking, mobile data and Corpuls3 telemedicine with N3 secure

booking and tracking. We operate a clinically led 24 hour control room managing a million NHS funded journeys a year. One patient at a time or one vehicle, one deployment or one contract at a time.

“The Paediatric Transfer Service was an unqualified success. The teams were highly professional, always presenting to the unit in a timely manner when requested. They put the child and family’s needs at the centre of all their attendances and were kind and compassionate at all times. When not working specifically on paediatric transfers, they supported the rest of the Trust with discharges home and even worked on the unit if they were able.

“Finally, the team brightened each day for the Riverbank Team with their humour and good natured presence on the unit. This is so important in the pressured hospital environment, and can only serve to improve the experience of the families.”

Jackie Scott, Paediatric Matron,
Bedford Hospital NHS Trust

first response – contact us

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