



South Coast Emergency Medical Services Ltd

## Patient Transport Services



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Registered Limited Company in the UK

No. 06948787

# Introduction

With many years experience in the Ambulance Transport, Event Medical Provision and Medical Training industries, the team at South Coast Emergency Medical Services offers a full range of services to an even wider range of customers across the UK.

Established in 2008 by a team of experienced ambulance crews and managers, the organisation has grown steadily and provides services to a wide range of clients, both within the local area and nationally.

South Coast EMS is based in Southampton, but has the ability to provide a competitively priced, high quality service almost anywhere in the UK and in Europe.

## Our Main Services Include:

**Qualified Emergency and Non Emergency Transport Service**, Qualified Crews including Ambulance Technicians, Paramedics, Ambulance Care Assistants and Nurses are available to transport your patients any distance including overseas, from Discharges home to repatriations/transfers to specialist centres or other health authorities. In the past we've even been tasked with escorting elderly and disabled clients at weddings and family social events. No request is left unconsidered, no matter how bizarre it may sound.

**A Full Event Medical Cover Solution** including: Emergency Ambulances, 4x4 Ambulances, 4x4 and On Road Rapid Response Vehicles, Cycle Response Units and Static Treatment Centres all staffed with Paramedics, EMT's, First Aiders, Nurses and Doctors as required by your event and advised by the "Health And Safety Executive" guide to event safety (known in the trade as "The Purple Guide")

**Training Service**, running both nationally recognised, accredited courses and bespoke courses tailored to your organisations' individual needs. Including; First Aid At Work, Emergency Aid Refreshers, Moving and Handling, Care Skills, Safeguarding Vulnerable Adults and more.

**Medical Escort Service:** If you're travelling and need a helping hand to make the journey that much easier, give us a call, or if you're a group of people, who need a dedicated First Aider or Nurse to travel with you and help with any medical emergencies, give us a call / email and we can discuss your options.

The team maintain their qualifications to high nationally recognised standards and; where possible, they are registered with appropriate governing bodies (Such as the Health Professions Council (HPC) and EMT Registries), keeping them up to date with changes in best practice and ensuring uniformity of service and a uniformly high standard of healthcare provision.

South Coast Emergency Medical Services Ltd has a rapidly expanding client base, located throughout the UK, including Registered Charities, Music and Entertainment Venues, Equestrian Centres, Sporting and Martial Arts Clubs, Motor Racing Venues and Hospitals.

South Coast EMS is currently registered as "Members" of the "Association of First Aiders", which can bring added benefits to any candidates booking training courses with us. We are also registered NHS and Local Government Suppliers.

## Our Transport Services

South Coast Emergency Medical Services can provide a complete range of transport services to suit the needs of your organisation.

We can provide the following solutions to your transport requests:

### Emergency Ambulance (Qualified)

This is one of our Emergency Ambulances, fully equipped to an emergency standard, similar to that of the NHS "999" Ambulances, The Ambulance would be crewed with one Emergency Medical Technician (EMT), who would typically drive and would work with either 1 Paramedic (SR/EMT-P) or a suitably Qualified Nurse (e.g. ITU/HDU/ED Qualified and Experienced). This crew is ideal for ITU Transfers or Emergency Transfers where the patient is unstable or requires drugs or advanced techniques en route. This crew are capable and experienced of "blue light" emergency driving.

### Emergency Ambulance (Intermediate)

This is one of our Emergency Ambulances, Equipped as above, but with a crew consisting of Two Emergency Medical Technicians (EMT). This crew is capable of dealing with ITU Transfers where there is an Escort present (From "Pickup" hospital). But is best suited to the urgent transfers, e.g. Transfers from a local hospital to a regional centre for treatment, e.g. Transfers into Southampton General Hospital for Cardiac Surgery/Stenting or Neuroscience Referrals. This crew is also capable and experienced of "Blue Light" emergency driving.

### Non Emergency Ambulance (Patient Transport)

This Ambulance is equipped to a basic standard, normally carrying Basic First Aid Equipment, an AED (Defibrillator) and Oxygen. It is crewed with One Emergency Medical Technician (EMT) and One Ambulance Care Assistant (ACA); they are designed to be able to deal with Routine Appointments, Transfers and Discharges. This type of crew is not routinely capable of Emergency Driving.

### Emergency "Car" Transport

This would be one of our Ambulance Response Cars, crewed with One Emergency Medical Technician, who is capable of "Blue Light" Emergency Driving. This resource is designed for transporting medical teams, body parts/organs, blood and pre-surgical transplant patients.



### Patient Transport (PTS) Car

This would be a Non Blue Light capable Ambulance Car, Crewed with one Ambulance Care Assistant (ACA), designed to take patients to their appointments and to carry out discharges of independently mobile patients.

The Staff and Management Team have many years experience at working in the Ambulance Transport sector, with other Private Ambulance services, the NHS Trusts and the Voluntary Ambulance Charities, many of our employees are still working for these organisations, which means their training and skills are not only practiced regularly, but are kept up to date with current trends.

Our main experience lies in:

Difficult Discharges and Problem Solving, Long Distance Repatriations, ITU/HDU Transfers, Cardiac Transfers (Pre and Post Operative), Maternity Transfers, Neonatal Transfers and Neuroscience Transfers (Pre and Post Operative).

We're also ideally placed, based in Southampton; we can get to anywhere along the southern part of the UK with relative ease.

# South Coast Emergency Medical Services Staff

## Crew Skill Levels:

- **Ambulance Care Assistant (ACA) -**
  - o have been trained in
    - Basic First Aid,
    - Oxygen Therapy,
    - AED and Resuscitation Techniques.
    - They also have a good knowledge of Ambulance Aid and
    - Moving and Handling Techniques.
  
- **Emergency Medical Technicians -**
  - o have completed a
    - recognised EMT-Basic Course as a minimum requirement, but have added knowledge of
    - AED,
    - Oxygen Therapy,
    - Entonox as Pain Relief,
    - Cardiac Monitoring,
    - Fluid Management (Can deal with Free Flowing I.V. Fluids) and
    - Administration of some emergency medications, such as GTN, Aspirin, Paracetamol, Hypostop and Salbutamol if required.
  
- **EMT-P -** Have completed a recognised EMT-P pathway (or equivalent) as a minimum requirement, these personnel hold all the skills of a Paramedic, but without the HPC Registration.
  
- **Paramedic -** Registered Paramedic with a HPC Pin Number, as with EMT-P, these personnel are able to use all the skills normally associated with Paramedics, including
  - Advanced Airway Management,
  - I.V. Fluid Administration,
  - I.V. Drug Administration and
  - Advanced casualty management skills.
  
- **Nurses -** will be fully qualified and have registration with a relevant governing body. In most cases, they will be experienced at working within ITU/HDU and Emergency Departments, making them ideal for use on transports where the patient may require more advanced monitoring, fluid management, drug administration and additional nursing techniques. These personnel are often a good substitute for a Paramedic on an emergency transfer/admission.

All of our staff are trained in Oxygen Administration and are capable of conveying patients with a requirement for medical oxygen en route.

# Available Resources

## Vehicles/Resources

South Coast Emergency Medical Services are able to offer

- **Frontline Ambulances** (Blue Light Capable) to convey both stretcher patients and seated patients, can be used for both Emergency and Non Emergency (Routine) Journeys.
- **Ambulance Cars** (both Blue Light and Non Blue Light Capable) to convey Medical Teams, Body Parts/Organs, Blood, and Non Emergency (Routine) Patients.
- **NEW for 2009 – 4x4 Emergency Ambulance**, for getting to those hard to reach places, or working in inclement weather, such as snow or flooding.
- **To Come: Bariatric Transport Vehicle** – We are currently working to source a vehicle capable of transporting bariatric patients, both in seated and stretcher positions. Watch this space for further information.



## Medical Equipment:

All our equipment is regularly tested and calibrated and includes:



\*depends on skill level requested.

- AED/Defibrillators and Cardiac Monitors (Manual, Semi Auto and Automated)\*
- Neck Collars (Normally Multi Size for ease of use)\* and Associated Trauma Equipment.
- Airway Management Equipment, including Airways, BVM Resuscitators and Portable Manual and Powered Suction equipment.
- Basic First Aid and wound treatment equipment.
- Equipment for the treatment of sporting injuries, e.g. Ice Packs, Strapping.
- Equipment for the treatment of Burns, both minor and major.
- Oxygen Therapy Equipment including Masks and Nebulisers.\*
- Analgesic Gas Delivery Equipment including Masks and Mouthpieces.\*
- Drugs and Medications (depending on crew skill level).\*
- Equipment for dealing with major and minor traumatic injuries.\*
- Maternity Equipment.\*
- Patient assessment and observation equipment, e.g.
  - Blood Pressure monitors
  - Blood Sugar monitors
  - Oxygen Saturation monitors
  - Cardiac Rhythm monitors.
- And a lot more...

The majority of our equipment is single use and disposable, to cut down on the risks of cross infection and all our used equipment is disposed of as per national regulations for disposal of clinical waste.

### **Medical Escort Policy:**

Where the journey requires a clinical escort to be sent by the initial hospital/ward/unit, South Coast EMS will endeavour at all times to return the escort to their initial start point as quickly as possible after the transfer has been completed. We understand that hospital staff are already overstretched and will do our best to get your staff back to you as quickly as possible.

Another option might be to contract South Coast EMS to provide the trained escort for you, by prior arrangement, we can have fully qualified nurses and paramedics available to transport your patients. Contact us with your requirements for further information and a quote.

### **Patients Personal Belongings:**

South Coast EMS do not ordinarily impose a limit of the number of patient property bags we can carry, although our crews will only carry as many as can safely be stored on the vehicle, in exceptional circumstances we may request that wards make alternative arrangements for any excess property. We are also capable of transporting folded wheelchairs and walking frames with the patient if required.

If we're aware of the situation before we arrive at the pickup location, we can plan to accommodate your needs as much as possible.

### **Short Notice Requirements:**

We know there's nothing more frustrating than waiting around for transport, especially when the patient is taking up space needed by someone who needs it more. We can be by the patients' side quickly and offer a high quality of service, even at short notice.

South Coast EMS will endeavour to accommodate all short notice requests within a reasonable amount of time, Call us to discuss your requirements

### **Difficult Admissions / Discharges:**

Often discharges and admissions are refused by statutory services due to their difficult nature, e.g. Terrain, or Inability of the patient to assist in manoeuvres, etc.

Give us a call with your requirements and as much information as you can, we'll conduct a feasibility study and make every effort to honour your requirements in a safe and effective way. Maintaining the dignity of the patient at all times.

### **Contract/County Boundaries and Distance Work:**

At South Coast EMS, we're not restricted by contract or county boundaries, If you need a patient taken anywhere in the UK, give us a call, we'll give you a competitive quote.

## South Coast Emergency Medical Services Ltd (Transport Service – Resource Matrix)

Resource Type	Vehicle Type	Crewed With	Blue Light Capable	Patient Transport Type	Ideal Workload	Minimum Patient Capability	Maximum Patient Capacity
<b>Emergency Ambulance</b> (Qualified)	Emergency Ambulance	1 x EMT(Technician) 1 x Paramedic/Nurse	<b>YES</b>	Stretcher Seated	ITU/HDU Transfers Pre-Operative Cardiac Transfers Emergency Transfers of Unstable Patients	No Minimum Capability	1 Stretcher /Seated
<b>Emergency Ambulance</b> (Intermediate)	Emergency Ambulance	2 x EMT (Technician)	<b>YES</b>	Stretcher Seated	As Above – With Clinical Escort Maternity Transfers Post Operative Cardiac Transfers Paediatric Transfers Distance Transfers and Repatriations Discharges/Transfers from A+E	No Minimum Capability	1 Stretcher 1 Seated
<b>4x4 Emergency Ambulance</b>	4x4 Ambulance	As Per Qualified, Intermediate or Patient Transport Crew Depending on Role Required.	<b>YES</b>	Stretcher Seated	Rough Terrain Response Work Transfers/Discharges in Bad Weather (e.g. Snow/Flooding)	No Minimum Capability	1 Stretcher or 1 Seated
<b>Non Emergency Ambulance</b> (Patient Transport)	Non Emergency Ambulance	1 x EMT (Technician) 1 x ACA (Care Assistant)	<b>NO</b>	Stretcher Seated	Discharges from A+E Discharges from Wards Long Distance Discharges/Repatriations Outpatient Appointments Day Surgery Appointments	No Minimum Capability	1 Stretcher 2 Seated
<b>Emergency Car Transport</b>	Ambulance Car	1 x EMT (Technician)	<b>YES</b>	Seated	Medical Team Transport Blood/Organ Transport Emergency Admission of Seated Patients e.g. Pre Transplant.	Patients must be mobile with minimal assistance	3 Seated
<b>Non Emergency Car Transport</b>	Ambulance Car	1 x ACA (Care Assistant)	<b>NO</b>	Seated	Routine Outpatients Appointments, Routine Discharges.	Patients must be independently mobile.	3 Seated

Contact **South Coast EMS** to Make a Booking on **07826 652400** or Email: [info@scems.co.uk](mailto:info@scems.co.uk)

## Guide Pricing for South Coast EMS Transport Services:

Resource Type	Charge Per Shift (8 Hours or Part Thereof)	Charge Per Hour (If Over 8 hours)	Ad Hoc Booking Single Journey Charges
<b>Emergency Ambulance with Qualified Crew</b>	£600.00 + VAT + Mileage Charge	£100.00 Per Hour + VAT + Mileage Charge	Contact Us for A Quote
<b>Emergency Ambulance with Intermediate Crew</b>	£450.00 + VAT + Mileage Charge	£75.00 Per Hour + VAT + Mileage Charge	Contact Us for A Quote
<b>4x4 Emergency Ambulance</b>	£450.00 + VAT + Mileage Charge	£75.00 Per Hour + VAT + Mileage Charge	Contact Us for A Quote
<b>Non Emergency Ambulance</b>	£375.00 + VAT + Mileage Charge	£60.00 Per Hour + VAT + Mileage Charge	Contact Us for A Quote
<b>Emergency Car Transport</b>	£300.00 + VAT + Mileage Charge	£45.00 Per Hour + VAT + Mileage Charge	Contact Us for A Quote
<b>Non Emergency Car Transport</b>	£250.00 + VAT + Mileage Charge	£25.00 Per Hour + VAT + Mileage Charge	Contact Us for A Quote

**Please note, these prices are a guide only, please contact us for an accurate quotation based on your individual requirements.**

**Also discounts may be made for multiple/regular bookings, contact us for further details.**

**Mileage charges cover Fuel Costs and wear and tear on the vehicles, mileage will be kept to a minimum and unnecessary mileage will not be charged – Mileage is charged at £3.00 per patient mile in addition to the hourly/daily rate. Contact us for more information.**

**Half Day** rates are available upon request.



# Standard Terms and Conditions For Ambulance Transport

In these Terms and Conditions "We", "Our", "Us" refers to South Coast Emergency Medical Services Ltd or South Coast EMS, which are to be considered one and the same and "You" or "Your", refers to the party contracting with South Coast EMS. During the continuance of the Agreement into which these Terms and Conditions are incorporated (the "Agreement"), we shall supply our services and You shall purchase the same subject to these Terms and Conditions. Definitions in the Agreement shall also apply in these Terms and Conditions. In the event of any conflict between these Terms and Conditions and other terms of the Agreement, those other terms of the Agreement shall take precedence.

## 1. Orders/ Acceptance to cover Transport Requests.

- 1.1 All orders for Us to provide services to you must be placed by You using Our "Transport Request Form".
- 1.2 We cannot guarantee that any particular request for Us to provide services will be accepted.
- 1.3 The issue by Us of a quotation is not a binding offer and We will only assume contractual liability once We have accepted in writing Your confirmation that the quotation meets Your requirements.

## 2. Charges

- 2.1 Our charges are subject to change at any time without notice, although once a quotation has been received by "Us", having been signed by "You", charges for that Contractual obligation may not change outside of those acceptable changes outlined within the quotation, specifically the addition of expenses based on actual expenditure where this differs to estimated expenditure from the original quotation, most notably, mileage amounts, parking charges and subsistence. Charges for services, e.g. the provision of personnel will not change without prior written warning and re-submission of an official quotation.
- 2.2 The charges as set out in the Tariff for Resources are applied for bookings/journeys of not more than 8 hours duration, between the hours of 08:00 and 18:00. Transport outside these hours may be subject to a surcharge, dependent on the start and finish times and the duration of the journey. Journeys booked where part or all of the duration is outside of these times may be charged an "Unsocial Hours Charge"; this would be made clear within any quotation sent to "You".
- 2.3 For bookings where the duration is greater than 5 hours, time must be allowed for Our personnel to take breaks.
- 2.4 In the event of "Shift Bookings", where a service is provided to you for a certain amount of time, the finish time stated on the booking form is taken as the completion time of our contractual obligation, therefore our crews reserve the right to refuse any work which would take them past the finish time. Where the crew agrees to work past their designated finish time, an overtime charge is payable, which is 50% on top of the standard hourly charge for each hour or part thereof unless a specific overtime charge is agreed at the quotation stage. Unsocial Hours charges would also be taken into account.
- 2.5 A mileage charge may be made for "Base to Location" mileage, which is levied for all mileage between South Coast EMS base location and the location of the first patient pickup. (at times this may be included in the "Call Out" or "Daily Rate" charges).
- 2.6 If You wish to cancel Your request for Our service, You must give us notice prior to our arrival at your location, a cancellation charge of 10% of the whole booking will be levied, If the cancellation is received after our arrival at the pickup location then a charge of the full fee plus VAT (where applicable) will be made.
- 2.7 Terms of payment are 30 days from the date of invoice. Late Payments will incur interest at 3% over Barclays Bank Base Rate.

## 3. Your Responsibilities

- 3.1 As the authority making the booking, you are responsible for ensuring the information given to our staff is accurate.
- 3.2 If the booking/workload exceeds 5 hours, you are responsible for ensuring our staff are allowed adequate time for breaks.
- 3.3 You are responsible for ensuring our staff are informed of any change in the patient's condition at all times prior to the collection of the patient.
- 3.4 You are responsible for ensuring our staff are given a formal clinical handover prior to their acceptance of the patient.

## 4. Our responsibilities (and limitations to the same)

- 4.1 We will provide ambulance and transport services to your organisation in a manner commensurate with good practice in ambulance aid delivery.
- 4.2 We may carry out Our own Risk Assessments, but these are for Our own purposes.
- 4.3 Our South Coast EMS Duty Managers shall conduct the deployment of Our personnel. They are responsible for the health and safety of Our staff and have a legal obligation under the Health and Safety at Work Act.
- 4.4 South Coast EMS staff work on a part time basis, Acceptance of all bookings is subject to the availability of such staff. In the unlikely event that insufficient personnel are available for an accepted booking, every effort shall be made to locate resources from elsewhere, as appropriate to the nature of the booking. Should adequate resources remain unavailable, We reserve the right to provide notice to the named contact person on the booking form, of Our intent to withdraw from the booking. If the named contact cannot be reached, all reasonable effort shall be made to inform the appropriate organisation in some other manner. It is the responsibility of the person booking Our resources, to ensure an appropriate system/route of communication is made known to Us. We accept no liability for any losses You may incur due to the cancellation of the transport for reasons as set out in this Clause. From time to time, it is expected that South Coast EMS may sub-contract part or all cover of a particular obligation to reputable local companies, full details of other resources involved will be available upon request in this case.
- 4.5 We will not accept any liability for any losses incurred as a result of our cancellation of transport.
- 4.6 Neither We nor Our personnel shall be liable under any circumstances, for any damage to land or property in the event of access being required to a casualty or to allow egress from a site.
- 4.7 Subject to Clause 4.11 below, neither We nor Our personnel shall have any liability to You or any third party, for any loss, expense or damage of any nature, suffered or occurred arising from any breach of any condition of the Agreement or any negligence or any breach of statutory or other duty or in any other way in connection with performance or purported performance of or failure to perform the Agreement.
- 4.8 Nothing in this Contract shall be taken to exclude liability for death or personal injury resulting from Our (or Our personnel's) negligence.
- 4.9 We shall not be liable for any failure in performance of any of Our obligations under the Agreement caused by factors outside of Our control (including but not limited to fire, storm, flood etc.)

## 5. Information Provided to and by South Coast EMS (Emergency Medical Services)

- 5.1 If, in Our opinion, a suitable level of crew qualification cannot be agreed, or Your booking appears to put Our staff and subcontractors at unacceptable risk of injury or illness, We reserve the right not to proceed with Our services.
- 5.2 Acceptance of all bookings (and the fees quoted) for the provision of resources is made on the understanding that the details of the booking submitted to Us are accurate and correct. If We are notified of changes to these details, such as levels of resources, duration, time or location of Transport, We reserve the right to revise Our fees, or to reconsider Our acceptance of the booking. If upon arrival at the pickup location, the senior member of staff in attendance considers the booking to be more involved or of a higher risk than stated on the booking form or subsequent correspondence, We reserve the right to withdraw from the booking. In such circumstances all reasonable effort shall be made to advise the contact name on the booking form of the reasons for withdrawal. Should it be necessary at this stage to withdraw from the booking, full charges will apply for the resources provided, and We accept no liability for any loss you may incur due to the termination of the booking in such circumstances.
- 5.3 With regard to details of persons treated by South Coast EMS personnel, personal information will only be provided upon a request by legal representation and/or by written consent of the individual concerned, all subject at all times to the Data Protection Act 1998.

## 6. Complaints

- 6.1 Any complaints or disagreements regarding Our services or Our personnel must be made in writing to the Managing Director at our registered address.

## 7. General

- 7.1 Each party will ensure that all confidential information received from the other, remains confidential subject to any disclosure required by law (when full consultation will take place between the parties prior to disclosure).
- 7.2 If You are subject to the Freedom of Information Act 2000, then You agree that before disclosing any information about Us, You will Consult with Us in order to consider if any exemption to disclosure may be applied.
- 7.3 Each party confirms that it owns or has all necessary rights in the use of all intellectual property in relation to the services which are the subject of the Agreement (and the related catalogues/literature) and each acknowledges that such intellectual property shall remain the property of, or the rights in the use of shall remain with the originating party, unless otherwise agreed in writing between the authorised representatives of each party.
- 7.4 If any clause or part of this Contract is found by any court, tribunal, administrative body or authority of competent jurisdiction to be illegal, invalid or unenforceable then that provision will, to the extent required, be severed from this Agreement and will be ineffective without, as far as is possible, modifying any other clause or part of this Contract and this will not affect any other provisions of this Contract which will remain in full force and effect.
- 7.5 The parties to this Contract do not intend that any of its terms will be enforceable by virtue of the Contracts (Rights of Third Parties) Act 1999 by any person not a party to it.
- 7.6 No failure or delay by either party to exercise any right, power or remedy will operate as a waiver of it nor will any partial exercise preclude any further exercise of the same or of some other right, power or remedy.
- 7.7 The Agreement may only be varied or amended in writing and signed by the parties specifically referring to this clause and stating that the Agreement is varied in the manner specified.
- 7.8 The Agreement into which these terms and conditions are incorporated contain all the terms which the parties have agreed in relation to the subject matter of this Agreement. Nothing in this Clause shall be taken to exclude liability for fraudulent misrepresentation.
- 7.9 Nothing in the Agreement or any arrangement contemplated by it shall constitute either party a partner of the other nor shall the execution, completion and implementation of the Agreement confer on any party any power to bind or impose any obligations to any third parties on the other party or to pledge the credit of the other party.

## 8. English Law and jurisdiction of English Courts

- 8.1 The Agreement shall be governed by English Law and the parties consent to the exclusive jurisdiction of the English Courts.



**Transport Services**

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