

Case Study

West Midlands Ambulance Service



Cleaning the ambulance roof is no longer awkward thanks to the 'Easyhigh' cleaning tool



IMPROVING PATIENT CARE:

The program involved a **comprehensive analysis** of everything involved in **delivering patient service**, from the procurement and distribution of **cleaning, hygiene and clinical products** to the process of cleaning and **reequipping the ambulances to the standards and frequency required**.

Cleaning procedures, products and systems were studied by our innovation team. This involved spending a 'day in the life' and shadowing some of the ambulance station staff in various roles. This process of observation and analysis was followed by an investigation into how improvements could be achieved.

A report of the key findings in terms of cleaning processes and equipment was presented to the trust clearly identifying areas of risk, waste, cost reduction opportunities and other improvements.

Euan finds Arrow as a family business "more personal, a cohesive unit". Based on this excellent relationship, Euan accepted a proposal from Arrow to carry out an extensive Innovation Program.



"I see Arrow as an expert distributor, not just a supplier. I was attracted to Arrow from the start as they don't have to go outside the organisation to get things done."

"They are faster, more nimble and quicker off the mark to do things compared to larger organisations."



Euan Connell

Head of Purchasing and Contracts at the Trust



Customer care
is one of Arrow's
great strengths, all staff
have the same aim and
work collectively to
achieve this.

ADVISE SUPPLY SUPPORT

We help cleaning professionals to rethink traditional approaches to find better ways of working through our structured advisory services.

Working with Arrow means you can depend on our highly personal and responsive service and you will get access to the best possible solutions and supply options. We keep our promises so you can keep yours.

West Midlands Ambulance Service Trust serves a 5.6 million population covering an area of more than 5,000 square miles.

The trust respond to around **3,000 '999' calls each day**, employ approximately **4,000 staff** and operate from **16 hubs**.

Here are some of the opportunities to reduce **cost, time, risk and improve hygiene**:

- We found a way to dispense nitrile gloves that is quicker, more hygienic and less wastage, and **saves time for paramedics when attending patients**
- We provided a mop for cleaning the ambulance floor and ramp that is more absorbent and does not lint
- We enabled a **20-30% reduction in task time** for three of the processes involved in the weekly deepclean
- We found a method to **quickly remove dirt and return the AED bags to an 'as new' standard**, these bags typically get very dirty on operations and are awkward to clean effectively.

Get in Touch!

01743 283 600

- info@arrowcounty.com
- arrowcounty.com

Arrow County Supplies
Arrow House
Longdon Road
Shrewsbury SY3 9AE

