

Welcome to Response Services Group UK



Response Services Group UK Ltd is a trusted supplier of services to patients throughout the Yorkshire Regions, we have been a reliable provider for over 5 years. Located in Barnsley, South Yorkshire we operate a modern fleet of vehicles including Emergency Ambulances, off road response cars, transport for transplant RRVs.

We would be delighted to hear from you to discuss any of your requirements. Team RSGUK looks forward to working with you!

A handwritten signature in black ink, appearing to read 'John McGill', is positioned above the name.

John McGill

Managing Director

Contents:

Dispatch	2
Patient Transport Services	3
High Dependency Transfers	4
End of Life Palliative Care	5
Secure Transport	6
Transplant	7
Events	8
Training	9—10

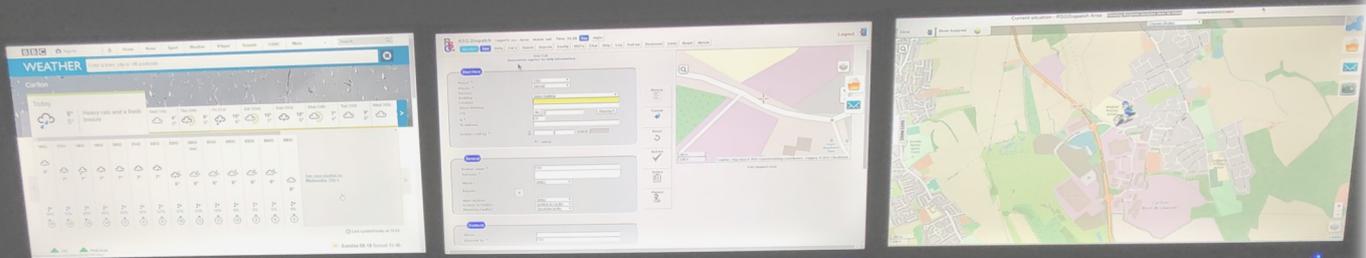


Dispatch RSG365.NET



Response Services Group UK Ltd has many parts to the business, one being our tracking and dispatch division RSG365 Communications Ltd. This our company that manages all our fleet options, as well as a dedicated control room for other businesses. RSG365 services include:

- Vehicle Tracking (up to date locations and reporting for clients)
- Asset Protection (always knowing where our assets are)
- Ambulance Personnel Location and Deployment
- Lone Worker Safety
- Care Staff Location and Management
- Incident Commanders — Deployable Assets
- Manager Assets — On Call Manager
- Dedicated control room for other businesses, deploying and managing assets
- Dedicated Business Managers



For further information please contact us on
0844 500 3969
email communications@rsguk.co.uk

Patient Transport Services



Response Services Group UK provides ambulance transport solutions for the NHS, Local Authorities, Social Services, and the Private Sector; and we specialise in:

- Hospitals and other medical facilities, including admissions, and discharges
- Nursing Homes, Care Homes and Respite Care Centres
- Appointments, including when a client may need a return journey home afterwards
- Long distance travel
- Airports
- Transfer of a client in his or her own home - for example to new bed facility downstairs

Our fleet of modern vehicles provide safety, comfort and flexibility to the client's needs:

Car Vehicles

Modern, spacious saloon cars for walking patients

Wheelchair Accessible Vehicles

Ambulances fitted with a ramp and floor tracking. Patients can travel safely and securely without having to transfer from their own wheelchair

Stretcher Vehicles

Modern high-spec vehicles, with stretcher facility and additional seating for an escort such as a carer or family members

All our ambulances are fitted with Pegasus Stretchers – All extremely comfortable for patients being transferred and moved

RSGUK currently does not offer Bariatric Vehicles or services

All our non-emergency staff undergo the following training:

- Intensive Ambulance Care Assistant Course, including driver training
- Enhanced DBS (Disclosure and Barring Service) checks
- Emergency First Aid
- Infection control
- Patient handling
- Health and Safety Awareness
- Dementia Awareness
- Safeguarding Vulnerable Adults and Children
- AED (automated external defibrillator) training
- Oxygen Therapy



**For further information please contact us on
0844 500 3969
email info@rsguk.co.uk**

High Dependency Transport



Response Services Group UK offers a unique specialist High Dependency transport service. This HDU Service – designed for patients not requiring emergency treatment – conveys a wide range of patients such as non-urgent inter-hospital transfers, GP referrals, and patients who require a particular level of care.

Response Services Group UK offers 24 hour cover to assist hospitals to transport medically stable High Dependency Patients to more suitable hospitals and clinics where the correct level of care can be provided. All transport provided is from our base location in Barnsley, South Yorkshire. We are within 45 minute transfer time from Leeds and Sheffield, with an approximate journey time of 1hour 30min from Leeds Bradford Airport.

Our experienced and highly trained staff along with fully equipped vehicles make conveying patients comfortable and suitable for the level of care required. We specialise in providing the below services both locally and nationally:

- Highly trained, experienced, ambulance crews
- Modern vehicles
- Stretcher facility
- Wheel chair accessible vehicles
- Facility to cater to bed bound clients
- Facility to cater to clients with memory impairment and dementia
- Limited amount of luggage/equipment can be accommodated
- From home to Care/Nursing Home environment
- Transfers to and from respite care
- Available for hospital and any other appointments
- Short notice transfers
- Evenings and weekend availability



For further information please contact us on
0844 500 3969
email info@rsguk.co.uk

End of Life and Palliative Care Transport



Response Services Group UK has provided transport for Palliative Care and End of Life patients since 2013, and offers a flexible, dignified, safe and compassionate service for those approaching end-of-life.

What we provide:

- Modern, comfortable vehicles, equipped with a stretcher and additional seating for up to three companions or carers
- Discharge from hospital to respite care
- Comfortable transfer to hospice care
- Experienced staff with additional training in working with End of Life and Palliative patients (further staff training information can be found in the Patient Transport Services section of the brochure)
- Oxygen Therapy, including High Flow
- Short notice transport
- Long distance transport
- Out of hours transport
- Comfortable stretcher with pressure-relieving mattress
- A flexible and responsive service allowing patients to reach their preferred place of care with the minimum delay



For further information please contact us on
0844 500 3969
email info@rsguk.co.uk

Secure Patient Transport



Our Quality Standards

- Registered, regulated and fully inspected by the Care Quality Commission (CQC)
- A preferred NHS supplier and industry partner to 365 Response
- Suppliers to various Public, Private and other types of organisations
- Managed through a robust framework of clinical governance and oversight
- Managed by a team with over 40 years combined industry experience
- All vehicles and equipment are maintained to the highest of cleanliness and mechanical levels
- Staff are trained to the high standard and are regulated by Ofqual

Benefits of using Response Services Group UK

- Experienced management, ensuring a service which is safe, efficient and well led
- All vehicles are kitted to industry specifications
- Our staff are trained to the highest industry standards and assessed regularly by senior paramedics and assessors
- We don't just transport patients, we care for our patients, treating others as we would want to be treated
- You will be allocated a dedicated case/account manager ensuring continuity of service



For further information please contact us on
0844 500 3969
email info@rsguk.co.uk

Transport for Transplant



Response Services Group UK Ltd works as part of a network of providers who work very closely with the NHS and the NHS Blood and Transplant services. We specialise in the movement of Specialist Nurses, Urgent Bloods and Organs from Transplant, working hard to ensure the highest of standards are reached at all times. Working to strict time limits and safety standards, 24 hours a day, 7 days a week, around the country at a moment's notice.

All our transplant vehicles are Fast Response Vehicles and are all equipped with the following:

- Unique GPS enhanced system allowing clients to monitor our vehicles en-route¹
- Telematics for Vehicle Tracking & Reports if so required
- Comprehensive insurance including Medical Malpractice
- Telephone and digital radio contact to base, with SOS emergency function on all radios
- First Aid Boxes, Fire Extinguishers and Child Proof Locks
- Cold bottled water for journeys and other refreshments (driver specific)
- Pillows and blankets to enhance the comfort of passengers on long journeys, or after a long shift

We ensure our vehicles are comfortable and well maintained, with standard protocol being daily inspection prior to use for faults and defects. All have full breakdown and recovery plans in place, should the unexpected occur. Our vehicles and drivers are compliant with all legal requirements.



¹ unique log in provided per service



For further information please contact us on
0844 500 3969
email info@rsguk.co.uk

Events



Response Services Group UK is one of the UK's leading providers of Event Medical Cover; we provide hundreds of hours of medical cover each year to a full range of events. We pride ourselves in the service and communication we offer our clients. Whether you need a single first aider for a school fair or a full medical team for a large event such as a festival, Response Services Group UK will handle all your medical provision from start to finish.

We use the Health & Safety Executives Guide to Safety at Events & the Purple Guide to complete a comprehensive risk assessment and work out what cover is recommended for the type of event you are running. We will provide you with guidance every step of the way and once booked supply you with a full Event Medical Plan & Post Event Report.

If you have been let down by an alternate provider at short notice we always aim to be able to provide you with emergency cover at very short notice whilst still complying with the HSE requirements for events.

No matter what size of event you are planning, when you book with us you will receive:

- Full Event Risk Assessment
- Event Site Planning Visit (If necessary)
- Dedicated Event Contact
- Post Event Report
- Enhanced DBS Checked Staff
- Fully Trained Uniformed Staff (No volunteers)
- High Quality Medical Cover
- Full Radio Contact At The Event
- £10 Million Pound Public Liability & Malpractice Insurance



For further information please contact us on
0844 500 3969
email info@rsguk.co.uk

Response Driver Training



Accredited Driver Training

Gain the driver safety skills needed to overcome any challenge

Response Services Group UK Ltd is pleased to offer exclusive driver training courses to a variety of potential students and skill levels. We currently offer various Emergency Response Driver Training. To date we have delivered these course to over 30 students with a very high pass rate, our courses are delivered in the very best of training facilities ensuring our vehicles are maintained to the highest standards for training.

We train in modern and up to date vehicles with the 12-day course being delivered on a normal car licence and thus allowing for a wider coverage to drivers wishing to undertake Emergency Response Driving both in the Private and Public Sectors.

Our course include some of the following:

- Advanced Driving to RoSPA/IAM standards
- Extensive Blue Light Driving
- Driving test with a Police Advanced Driving Instructor
- Drivers manual and test booklet
- Access to our Moodle Training Suite

Emergency vehicle training is not available to the public for obvious reasons. Anyone falsely trying to get Blue Light training can be reported to the Police for possible prosecution. At Response Services Group UK we carry out pre course checks to ensure that people participating in our training courses have a legitimate requirement.

We welcome participants from the Emergency Services, Private Ambulance Services and Voluntary Organisations. The organisations who provide Driver Training Courses for Emergency Response Drivers must ensure Emergency Response drivers are trained within the confines of UK law, by persons with appropriate training and experience. All RSGUK Driving Instructors are Professional Driver Trainers, DSA ADIs, and Registered Trainers who have worked in the emergency services and have used the speed limit exemptions at the highest level as drivers.

For further information please contact us on
0844 500 3969
email info@rsguk.co.uk



The Awarding Organisation
for Accredited Qualifications

CENTRE

Medical Training



Accredited Medical Training

Gain the medical skills needed to overcome any challenge you may face in the workplace

Response Services Group UK Ltd is pleased to offer some exclusive courses to a variety of potential students and skill levels. We currently have various medical and driver courses available, please see our website for further information.

At present we are offering courses in the following subjects:

- Level 2 Award in Cardiopulmonary Resuscitation and Automated External Defibrillation (RQF)
- Level 3 Award in First Aid at Work (RQF)
- Level 3 Award in Emergency Paediatric First Aid (RQF)
- Level 3 Award in the First Person on Scene Intermediate (RQF)
- Level 2 Award in Emergency Care Assistance (Clinical)
- Level 3 Award in Ambulance Technician (EMT) Private Sector (Clinical)
- Level 3 Award in Secure Transport Services for Transport Personnel
- Level 3 Award in Emergency Response Driving 14 Days
- Level 3 Award in Emergency Response Driving FRV 6 Days
- Level 2 Award in Ambulance Aid
- Level 2 Award in Advanced Driving
- Level 3 Award in Emergency Paediatric First Aid (RQF)
- Level 3 Award in Emergency Response Driving
- Level 3 Award in Emergency First Aid At Work (RQF)

All our courses are run from our training unit in Grimethorpe, Barnsley, you will be taught by the very best in instructors from the emergency services, military and other organisations. Both private and public sectors. If any of our courses may be of interest to you contact us using the details below.

For further information please contact us on
0844 500 3969
email training@rsguk.co.uk



Contact Us



If you require any of the services offered in this brochure or more information then please use the contact details below, our team will only be to happy to help.

Response Services Group UK Ltd

Unit 7

Acorn Phase 3

High Street

Grimethorpe

Barnsley

S72 7BD

Email: info@rsguk.co.uk

Website: www.rsguk.co.uk

