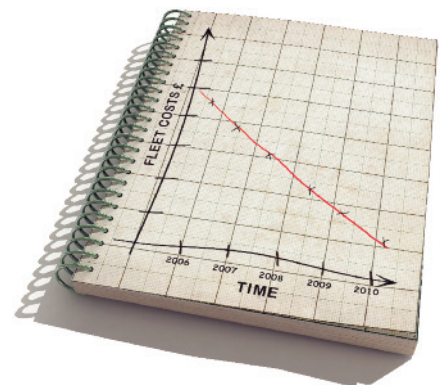


Case Study

Managing change for Surrey and Borders NHS Trust.

Surrey and Borders Partnership NHS Trust is a specialist NHS Trust providing mental health, including drug and alcohol services, child adolescent mental health and specialist learning disabilities services to the people of Surrey, Croydon and North East Hampshire.

The organisation works in partnership with local authorities in each area to ensure delivery of services in accordance with national guidance and local requirements.



Previous history.

Surrey and Borders Partnership NHS Trust previously held a contract with vehicle leasing company Highway. However, this organisation was taken over by First National Vehicle Contracts (FNVC). Lex Autolease acquired FNVC in 2003 and took over the management of their existing vehicle leasing agreement.

Managing change.

The first priority for Lex Autolease, on taking over the contract from FNVC, was to manage the change of parentage as efficiently as possible. Having experienced some upheaval from the previous change of parentage from Highway to FNVC, John Cook - Transport Manager at Surrey and Borders Partnership NHS Trust, was anxious to keep the fleet fully functioning. This would ensure essential services could continue without disruption.

To manage the integration of the ex-Highway and FNVC fleet into Lex Autolease, Dean Hedger - Public Sector Business Development Manager,

Type of company:
NHS Trust.

Service offering:
Contract Hire with Maintenance.

Size of fleet:
100 commercial vehicles.

Key benefits:

- Managing change.
- Cost effectiveness.
- Bespoke service.
- Flexibility.
- Reassurance.
- Partnership.

“I cannot fault my relationship with Lex Autolease. Not only have they been incredibly flexible and supportive, but they pro-actively offer help and advice.”

John Cook, Transport Manager,
Surrey and Borders Partnership NHS Trust.

held an initial meeting to identify John Cook's requirements and concerns. John Cook commented: "I was immediately reassured that any issues would be dealt with by somebody who already understood our organisation." Following the first appointment Dean had a number of meetings with John to make sure that he was fully aware of the differences in service delivery and terms and conditions when using Lex Autolease as his Contract Hire provider. John continues: "Thanks to Dean's vigilance I was able to keep the fleet on the road from day one. We also developed a close partnership that continues to this day."

The changeover to Lex Autolease also enabled the bespoke nature of John's requirements to be met. The Community Maintenance Teams required specially adapted vans to meet the needs of its engineers. This included roof racks, additional security systems or internal modifications such as shelving or carpeting.

However, the greatest challenge was to meet the diverse needs of the patient transport team. Individual specifications were required for each group of patients. John explains: "I am absolutely passionate about getting this right. Any mistakes could have serious consequences." Modifications could include, for example, additional heating for the elderly. In inclement weather they can quickly get cold when getting on and off the vehicle. Heating helps keep the internal climate as constant as possible. Other adaptations might include additional grab rails, steps and seat restraints for people with disabilities or mental health issues.

Another important consideration is the inclusion of strong UV filters. Those whose movement is restricted are in danger of getting sun-burnt in hot weather because they cannot move themselves out of harm's way. No small detail can be overlooked, including the colour scheme and lighting in vehicles used by people with visual impairments.

To help John meet these requirements, Lex Autolease selected two vehicle converters to adapt new vehicles according to John's specifications and carry out conversions for wheel chair access.

“Lex Autolease has done a fantastic job in ensuring this process runs smoothly, overseeing everything from order to delivery.”

John Cook, Transport Manager,
Surrey and Borders Partnership NHS Trust.

Lex Autolease has also helped John set up a workshop to provide on-going maintenance.

John has benefited from the flexibility provided by Lex Autolease. During the length of the contract the NHS has gone through many changes and John has relied on the strength of his relationship with Dean to talk frankly about the implications. Furthermore, on taking over the contract, Lex Autolease was able to take over the existing fleet only replacing vehicles as required, resulting in a very cost-effective solution.

Outcomes:

Lex Autolease was able to effectively manage the change of parentage, greatly reducing administration and developing an excellent working partnership. On-going support has also been provided to John to help adapt to changes required by the NHS without causing disruption to the fleet.

According to John: "I cannot fault my relationship with Lex Autolease. Not only have they been incredibly flexible and supportive, but they pro-actively offer help and advice." John has also valued the high level of customer service he has received. There is a good flow of information with regular meetings and a monthly Fleet Update.

John says: "I am confident to pick up the phone and talk to Lex Autolease on any matter knowing that they will respond immediately. Furthermore, their detailed understanding of our organisation, enables Lex Autolease to deliver such a highly bespoke service. I look forward to our partnership continuing to grow in the future."

To find out more,
contact our dedicated
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