

EXPEDITORS HEALTHCARE

Healthcare Critical Logistics and Distribution Services

With a vision to complement their parent company's social care history while providing the UK's National Health Service (NHS) with innovative supply chain solutions to manage critical medical supplies, Eleanor Hospital Logistics (EHL) was formed in 2013. They bridged a gap in the industry and created a service that enhanced NHS hospital systems and visibility. This system ultimately elevated patient safety and optimized the workload of hospital teams.

OPPORTUNITY

In August 2017, EHL were awarded a five-year contract to support London hospitals. Shortly after the award, they were informed that some medical consumables had been overlooked and required an immediate solution - to be stored in a Medicine and Healthcare products Regulatory Agency (MHRA) approved facility. They would need to turn to a support system to build this facility quickly and efficiently.

CHALLENGES

With just a few weeks to go until EHL's contract went into action, they knew that with our expertise and dedicated teams, Expeditors would be the quickest and strongest provider to support setting up their new facility. We had a matter of weeks to transition and be fully operational which in itself required unique and meticulous project management covering systems integration, data/reporting needs and standard operating procedures.

OUR SOLUTION

At go-live Expeditors received a stock transfer in excess of 1,000 pallets of pharmaceutical fluids destined for hospital wards, theatres, and critical care areas. Recording of batch numbers and expiry dates brought full visibility of inventory detail required for daily stock replenishment of the correct product into hospitals. Daily demand orders are placed electronically by hospital wards which are received by the Expeditors team and picked, palletised by hospitals and delivered first thing the following day.

RESULTS

At the heart of the service is a solution that delivers value, efficiencies and cost savings to the NHS. To this point, EHL have been able to expand their business with the support of Expeditors and safe in the knowledge they can simply say "yes" to any customer request that comes their way.