

# BENEFITS OF THE NHS NATIONAL ENTERPRISE MAINTENANCE AGREEMENT (NEMA)









“While embattled Ambulance Services all over the world measure their performance by response times, the United Kingdom has taken the lead. NEMA and PDC will provide the foundation for research into evidence based responses. This is a very exciting forward leap in the development of taking healthcare to the patient and the transformation of the Ambulance Service”.

Gwyn Pritchard  
*Director of European Business Development*



## SERVICES PROVIDED UNDER NEMA

Listed below are the services that will be provided under NEMA to each Trust:

### SERVICES

- Software ESP for all Trusts
- Card ESP for all Trusts
- Multimedia CDE for all Trusts
- All certification training
- All recertification fees
- Regional Reps
- Accreditation ACE and re-ACE fees and services
- Dedicated website
- On-site visits
  
- Software interfaces to third-party companies
  
- Establish official beta group and acceptance process
  
- Research and study projects

### DESCRIPTION

Updates, upgrades, support  
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Quarterly delivery of CDs  
EMD, EMD-Q, etc.  
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For cross-agency training  
  
For submission of compliance data for ACE and other items  
2 annual tech visits. 1 annual consulting/implementation visit  
1 annual Academy/ACE visit. 1 annual “health” check visit  
Interface work to third parties such as CAD companies, PSI, NHS, etc.  
Agreed-upon agencies for beta testing and feedback  
Specified acceptance test and procedures  
Coordinated studies for dispatch sciences





## ENHANCED INFRASTRUCTURE

With the implementation of NEMA, PDC and IAEMD will dramatically increase and strengthen their presence in the UK, enhancing their commitment in many areas including: legal, human resources, infrastructure (buildings, equipment, etc.), and financial. Listed below are some of the enhancements to infrastructure that will occur in step with the implementation.

### PHYSICAL, STAFFED, PDC OFFICE

- Brick-and-mortar presence with staffed personnel
- Single UK phone number/point of contact
- Administrative services
- Local UK account management
- Sales and consulting staff
- Product distribution
- Documented complaint/issue resolution process
- R & D coordinator
- Beta group location and equipment
- Customer service desk
- 24/7 technical support service (phone, web, and e-mail)

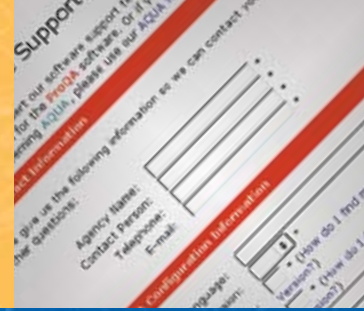
### PHYSICAL, STAFFED, IAEMD OFFICE

- Brick-and-mortar presence with staffed personnel
- Single UK phone number/point of contact
- Training certification coordinator
- UK certification processing with UKAED/ ASA/NHS/NVQ logos on diplomas
- UK on-line services for recertification
- Instructor training, development, and management
- Coordination with NEMA user group
- Documented complaint/issue resolution process
- UK standards coordination
- Coordination of research/study projects



## INCREASED MPDS SUPPORT:

Under the NEMA agreement PDC and IAEMD will equalise, standardise, and increase the amount of support services provided to the UK NHS Trusts along with the enhanced personnel and infrastructure investments catalogued previously. Listed below are details of the types, levels, and processes for increased support:



## EXPANDED TYPES AND LEVELS OF SUPPORT

- Dedicated clinical support
- Dedicated technical support
- 24/7 phone and e-mail
- 72-hour on-site response for unresolved Tier 1 issues
- Tiered issue escalation
- Beta group support and coordination
- Coordination of creation and function of beta groups and testing
- Informed, organised, timed releases of software
- Quarterly on-site visits
- New version implementation
- QA support
- Issue reporting and resolution
- Dedicated QA support
- National Accreditation Officer

## DESCRIPTION

Specified individual to answer/resolve clinical issues and work with the Standards group to enhance and resolve issues.

Documented 3-tier categorisation and escalation of reported issues.  
Tier 1 - critical, unable to use MPDS  
Tier 2 - MPDS functioning with negative impact on user  
Tier 3 - change/enhancement request

## PRIORITY PRICING:

The National Enterprise Maintenance Agreement with PDC and IAEMD will dramatically decrease the cost of products, services, and support to the NHS Trust, in many cases by as much as 50%.



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