



Mersey Care NHS Trust

... providing Merseyside with specialist mental health services

Mersey Care NHS provides specialist mental health

The Company

Mersey Care NHS Trust was set up in 2001 to provide specialist mental health and learning disability services for the people of Liverpool, Sefton, and Kirkby. With around 4,700 staff, Mersey Care helps people with learning disabilities and mental health difficulties to optimise their health, life experience and citizenship.

Communication with drivers was time consuming

The Challenge

Since July 2006 Mersey Care is bringing mental health patients to hospitals in the morning for their treatment and back home in the afternoon. In the time between the vehicles are available for other jobs. Jenny Cross from the dispatch of Mersey Care said, "Before implementing TomTom WORK, I had to wait until each driver could pull over to the side of the road to call them about a new job. I'd then tell them all the details of the request, which the driver would have to write down. The jobs vary a lot and it is important that the details are correct. For more remote addresses, the drivers sometimes had to look up the destination on a map, before getting on with the job. It was all really time consuming."

TomTom WORK fitted their needs best and it's extremely easy to use

The Solution

The transport team had tested out several similar systems but chose TomTom WORK as it best fitted their needs and it was extremely easy to use. Using TomTom WEBFLEET J. Cross is now able to see exactly where her vehicles are. She and the drivers can also communicate easily with each other through text messages. Once job orders are received, drivers can easily check the best route to that destination using the TomTom GO. In this way, Mersey Care is able to operate a much more efficient, flexible business. "Now, I can send details of new jobs to the drivers as soon as I receive them, rather than having to plan at the beginning of the day or waste time ringing each driver to check where they are ... TomTom WORK has been brilliant! It's really made my job easier."

