



YOUR STAFF EMPOWERED TO FEEL SAFER

Delivering 24 hours a day

The NHS Wales Shared Services Partnership (NWSSP) provide support to front line services across Wales.

One of these vital functions is a Health Courier Service (HCS). Operating 24 hours a day, 365 days a year, they deliver everything from medical records and laundry, to blood samples and drugs. As well as more recently, PPE and COVID tests.

With 185 vehicles on the road, they cover an enormous 3.4 million miles a year, with deliveries taking place around the clock, to every hospital and primary care centre in Wales.

Whether it's a routine delivery or a last-minute response, it's critical that all items arrive on time, and it's just as important that the drivers are safe, especially when travelling alone.

Lone Worker Protection

Vodafone's Lone Worker Protection solution is provided through partner Orbis. It's a remotely managed personal alarm, which when pressed, reaches specially trained operators with 24/7 direct contact to the emergency services.

Following a three-month trial, the HCS worked with their procurement colleagues, and in Autumn 2020, rolled out the solution to 145 drivers.

Now, if they trigger an amber alert, the team can leave a message with the response centre before a delivery, so operators can hear their movements and see their location.

And the red alert connects immediately to specially trained operators who can listen in, assess the situation, and talk with drivers. It even provides accurate GPS data on a couriers' location, informing their team and the emergency services if needed.

"Given the level of protection the Lone Worker Protection solution offers, it provides cover to all our resources, across Wales"

Gildas Griffiths, Deputy Head of Supply Chain, Clinical Logistics and Transport
at NHS Wales Shared Services Partnership

Peace of mind

HCS operate 24/7 across Wales, sometimes in 'high risk' or rural areas. Lone Worker Protection provides 24-hour response, giving drivers additional assurance that they can get help, at the touch of a button.

"Lone Worker Protection gives our drivers reassurance that support is there if they need it," explains Gildas. "But it's given the partners and families of our drivers peace of mind too."

It's already been proven to work on route to the summit of Yr Wyddfa (Mount Snowdon), where as part of their training for a charity walk, Gildas and his team tested the solution, where they received an immediate response.

With help from over 30 others, including colleagues, friends, Vodafone account manager Kaja Bronowska and Vodafone's Head of Public Sector Guy Matthews, more than £8,000 was raised for MacMillan Cancer Support Wales.

The roll-out has also inspired NHS Wales to think about devices for lone workers in other areas of the organisation.

"Given the level of protection the Lone Worker solution offers, it provides cover to all our resources across Wales," concludes Gildas.

Why Vodafone Business

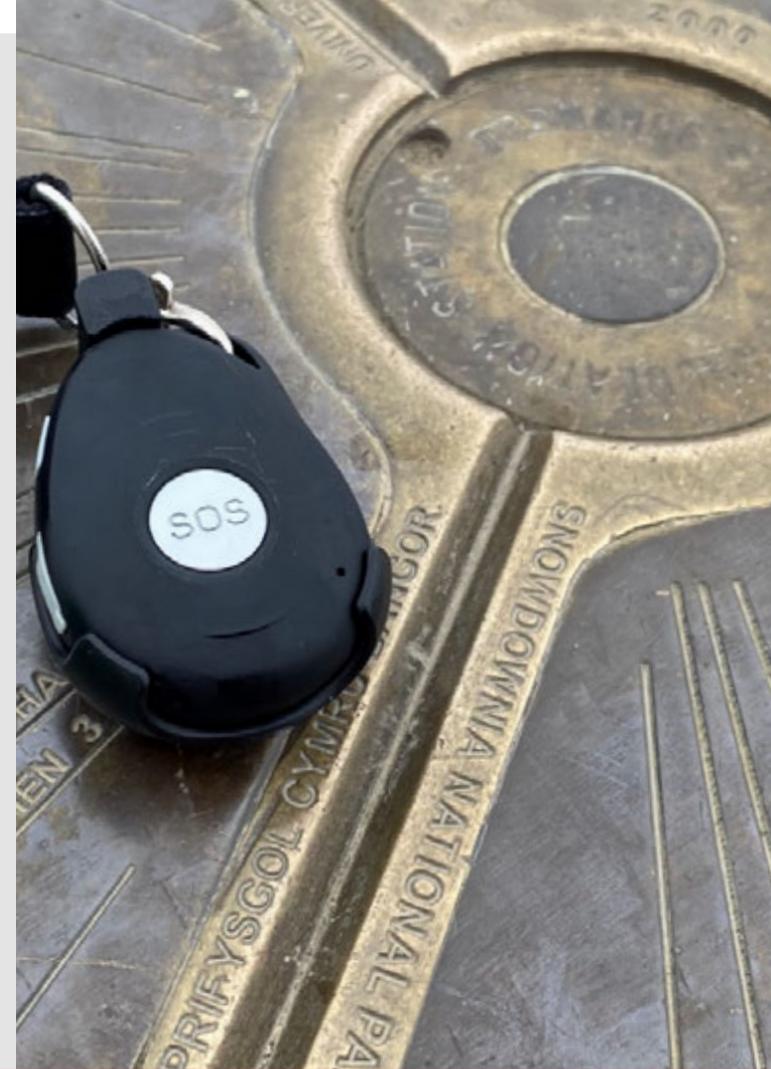
The Lone Worker Protection solution is for any organisation with staff who may face additional risks or challenges due to working alone.

It offers 24/7/365 support and contact into the response centre, where specialist agents are on hand immediately.

Using GPS, the Lone Worker Protection solution can provide quick and accurate location information of lone workers.

It also has a 'man down' alert, automatically triggered when the solution detects a fall, particularly relevant for employees working at height,

Find out more about Orbis Lone Worker Protection from Vodafone [here](#).



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