



# CASE STUDY

# MIDLANDS AIR AMBULANCE CHARITY

Midlands Air Ambulance Charity operates three air ambulances and three critical care cars covering six Midlands counties. We recently chatted with Darren Davies, Head of Quality and Compliance and CQC Registered Manager to discuss the team's experience of Radar Healthcare.

The CQC's inspection framework advocates for service providers to gather additional feedback from service users and to demonstrate their commitment towards enhancing their service quality based on this feedback. With Radar Healthcare, collecting, tracking, and substantiating such feedback has become an effortless task, thereby facilitating successful inspections. As a result, Midlands Air Ambulance Charity has been rated Outstanding by the CQC in two of its locations.

The team at Midlands Air Ambulance Charity used to track and monitor risks manually with Excel spreadsheets. However, the team can now easily evidence improvements in service user and patient safety by utilising Radar Healthcare's fully configurable risk registers and integrated action plans. The platform enables the team to import relevant data with ease.

Radar Healthcare now offers the possibility of early escalation through email notifications that are promptly sent to the senior team upon entry of incidents. While the workflows of Radar Healthcare facilitate incident management, early notification allows for immediate action to be taken if necessary, and promotes shared situational awareness.

## SUMMARY OF SUCCESS:



Innovation proposals with Radar Healthcare are **75% more streamlined with increased automation** compared to the original process.



Radar Healthcare's innovative, AI-powered analytics allows Darren and the team to **make more accurate data-driven decisions**.



A new **user-friendly innovation process was implemented** enabling staff to provide feedback, resulting in several suggestions that **enhanced patient safety**.



**Rated Outstanding by the CQC** at two locations as a result of being able to **collect, track, evidence and share feedback** to inspectors.



[CLICK HERE TO WATCH THE FULL INTERVIEW WITH DARREN DAVIES](#)

“ This is all about patients. It's not about anything else. It's about improving quality of care to patients and Radar Healthcare helps me to influence and contribute to that.

It's delivered everything that we expected. In fact, I'd argue it's exceeded expectations. There's a wealth of opportunities and we do it in partnership.

**Darren Davies, Head of Quality and Compliance for Midlands Air Ambulance Charity**