

Service is the key

As Railtex 2009 approaches, **Express Medicals** looks forward to the Earls Court event with great enthusiasm.

For, as company director Dr Dan Hegarty says, the exhibition offers an opportunity to really 'feel the buzz' of the railway sector in a unique way



There will certainly be an atmosphere of anticipation and excitement as Railtex draws closer. Preparing for the event stimulates the team as its members come together to plan and organise so as to optimise the wonderful opportunities afforded by this exhibition.

Railtex is a marvellous opportunity to project our company's image as one of being friendly, welcoming and professionally helpful. The staff on our stand will project our ethos of 'SERVICE'. As a company we delight in providing a high quality service to all our clients, including solving the most challenging issues of the everyday service environment. It is our hope that all visitors to our stand, irrespective of whether they are current clients or not, will enjoy chatting with Express Medicals staff. We want people to leave Railtex with a highly favourable impression of our staff.

And so the 'feel-good' factor is vital to our own staff and all customers/potential customers. However, dealing with a friendly and enthusiastic team is not enough on its own. We totally understand that potential clients want to know what 'substance' lies beneath the smiles? Indeed, why would anybody reading this article even wish to visit Express Medicals stand? Here follow some reasons why:

Experience

Our company has 13 years' experience in respect of railway medicine. All staff, clinical and administrative, are versed in the Railway Group Standards (including the most recent changes thereto). At the core of our business is the delivery of both medical and drug & alcohol services to companies working on the Network Rail, London Underground and Docklands Light Rail infrastructures.

Our staff

● We have a highly trained medical team that includes consultant occupational health physicians, other doctors, occupational health advisors and other nurses. This team works under the daily direction of a clinical manager who reports directly to the medical director. A PhD pharmacist oversees our medication advice team and a number of MROs (medical

review officers) help to deliver our medication advice service. We have the appropriate and experienced staff to deliver an exemplary medical and DOA (drug & alcohol) service to clients.

● Medical staff are complemented by a robust administrative team which works under the daily direction of our operations manager. The staff are very familiar with our railway clients' needs and are highly focused upon customer service. Staff fully realise the importance of meeting deadlines, issuing certificates / documentation very promptly and turning around results urgently. Clients benefit from an "easy-to-use" booking service and a supportive after-care service. Whilst we endeavour to keep complaints to a minimum, we welcome feedback and will always investigate any shortcomings in order to continually improve our service.

Customer service

Excellent customer service is *always* our aim. All sections of our company are imbued with the director's ethos that 'the customer is king'. Our greatest satisfaction comes from meeting customers' requirements in a professional and efficient manner.

Training

Great emphasis is placed upon staff training. Staff from all sections of the company receive both internal and external training. Medical staff are particularly encouraged to pursue ongoing professional development

Accreditations and audit

Accreditations include Link-up, Investors in People, BS ISO 9001: 2000 and CBH (Constructing Better Health). We are currently working towards BS OHSAS 18001: 2007.

We are regularly audited both internally and externally in relation to our quality systems, processes, training programmes etc. External audits are carried out by Link-up, LGC (laboratory), LRQA, and Investors in People. Internal audits are undertaken by our clinical manager and our consultant physicians.

We see clients in ten clinics (Southampton, Bristol, London, Ashford [Kent], Birmingham, Derby, Doncaster, Manchester, Leeds and Glasgow). We are planning to open clinics in some other locations during 2009. The clinics are supplemented by an on-site service which covers England, Wales and Scotland. This service operates 24/7 and 365 days per year. Drug and alcohol services include all

categories of collections (pre-employment, unannounced random, periodic, pre-appointment and for cause), analysis of samples (by a UKAS-accredited laboratory), educational seminars, policy review, MROs (medical review officers) and expert witnesses (in the event of a challenge against a result going to court). All samples are collected under strict chain-of-custody protocols by fully trained medical staff.

Medical services include all types of railway medicals (e.g. PTS [being replaced by Competence Fitness Medicals], train driver medicals and medicals for the London Underground and Docklands Light Rail infrastructures. Other medical services include occupational health surveillance (e.g. hearing tests, HAVS screening...), case management and fitness-to-work assessments etc.

All medical and drug & alcohol services are underpinned by a robust system of secure electronic record-keeping.

Express Medicals has a proven pedigree of experience in the enthusiastic delivery of a

professionally high quality of service to the rail sector. We understand the importance of assisting our client companies to both meet and exceed their legal obligations in respect of occupational health provisions. The company has grown steadily over the past 13 years and has successfully matured into a robust provider of occupational health and screening services.

Express Medicals is really looking forward to Railtex and welcoming readers onto **Stand 330**. You are also very welcome to come and see us in our main centre in London. Do come and meet some of our staff and see, at first hand, how we can look after your company's occupational health/screening needs. Just phone Philip or Lydia to make an appointment and please visit our website.

Have a fun Railtex!

Express Medicals
 Tel: 020 7394 1788
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Keeping Occupational Health on Track

Express Medicals is approved to supply LUL Track Accustomed, Track Competent and Protection Master medicals.

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 email: info@expressmedicals.co.uk
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