

Transportation and Travel Services for Health

Supplier Profiles

Supplier Profiles

This document provides a concise overview of supplier capabilities and contributions in support of the Transportation and Travel Services for Health Framework Agreement.

Each supplier has been invited to share a one-slide summary highlighting their unique value, relevant experience, and alignment with NEPTS priorities such as net zero, efficiency, productivity, and safety.

The aim is to foster transparency, collaboration, and innovation across our supply base – enabling us to deliver better outcomes together.



Advance Medical Transport Services Ltd

Delivering Patient-Focused Transport with Dignity and Care

We are a professional medical transport provider delivering safe, efficient, and adaptable patient movement services across the UK and Europe.

Our Unique Strengths

- **Modern, Specialist Fleet:** Every ambulance is under 4 years old, fully equipped for bariatric and specialist movements (Vac Mat, Scoop, etc.).
- **High Clinical Capability:** 75% of our vehicles are HDU and blue-light capable, with 95% of crews FREC 4 or above — enabling us to adapt from PTS to HDU instantly as client needs change.
- **24/7 Control Hub:** Real-time monitoring and scheduling for efficient, responsive, and client-focused operations.
- **Sustainable and Safe:** Every vehicle undergoes daily inspections and is maintained by our dedicated onsite mechanical team.
- All vehicles are GPS-tracked to optimise routes, maximise fuel efficiency, and minimise environmental impact.
- **Continuous Staff Development:** Our dedicated training suite ensures ongoing clinical competence and skill advancement across all levels.
- **Strategically Located:** Based in Sittingbourne, Kent, with direct access to M2/A2, M20/M25, and European routes via the Channel Tunnel — enabling rapid deployment for UK wide patient transport services and international medical repatriation.
- **Experience and Expertise:** Our team brings over 35 years of combined expertise in patient transport, ensuring exceptional knowledge, reliability, and clinical proficiency across every service we provide.
- **Trusted and Accredited:** Key clients include
 - BART's Health Care – PTS, Renal and HDU Transport Services
 - Dartford and Gravesham NHS Trust – PTS, HDU, Renal, Pediatric and Cardiac Transport Services
 - Maidstone and Pembury NHS Trust – PTS and HDU Transport Services
 - Medway NHS Trust – Cardiac Transfers
 - Government – Registered supplier for medical repatriation

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Shared Business Services



Our Mission

"Delivering Patient-Focused Transport with Dignity and Care"

Our Vision

"We aim to be conscientious professionals who work ethically, efficiently, and effectively in our daily planning, delivering high-quality patient care and ensuring a positive patient experience"



Mind and Behaviour Ltd t/as Aero Medical Ambulance Service



Shared Business Services

Aero Medical Ambulance Service is based in Hertfordshire, located close to main London road routes to access areas quickly.

Aero Medical Ambulance Service is an independent provider of quality private ambulance services. We have a well-known reputation for specialising in medical repatriations within the UK and Europe since 1974.

Aero Medical Ambulance Service offer a friendly and professional service to meet your requirements. All our ambulances are kitted to deal with all needs of the patient. Patients receive a high level of care, from the moment of first contact to ensure all their needs are met.



We are a leading provider in patient transport

At East Anglia Medical Care, we pride ourselves on being a reliable, flexible, and caring provider of patient transport across the UK. We're a family-run business based in Suffolk with UK wide coverage, and we've built our reputation on professionalism, compassion, and doing what's right for every patient we move.

Our Experience

We've been delivering patient transport and medical cover for both NHS and private clients for several years — from routine hospital transfers to high-dependency and mental health journeys. We're fully CQC registered and work to the highest standards of safety and care.

Our Value

What makes us different is our personal approach. We know that every journey matters, and our crews take the time to make sure patients feel safe, respected, and looked after. We're big enough to deliver across the country, but small enough to stay hands-on and responsive when it counts.



East of England Ambulance Service NHS Trust (EEAST)



Shared Business Services

Why choose EEAST?

- **Regional NHS Provider** – Trusted partner with proven delivery for both A&E & NEPTs contracts across six ICBs with 20+ years' NEPTS experience.
- **Comprehensive Services** – High Dependency, Bariatric, Palliative, Wheelchair, and Stretcher services.
- **NHS Advantage** – As an NHS Trust, EEAST leverages the full breadth of its organisation, including clinical governance, estates, IT, training, and procurement. Ensuring resilience, integration and best value for public services.
- **Patient Centred Care** – Highly trained staff delivering compassionate, personalised care with robust safeguarding, DBS checks, safer recruitment checks and adherence to NICE guidelines.
- **Innovation & Technology** – Cleric CAD, SHREWD dashboard, real-time tracking and internal Contact Centre and control rooms.
- **Sustainability Leadership** – Committed to Net Zero by 2045, with a published Carbon Reduction Plan and active fleet decarbonisation strategy.
- **Social Value Delivery** – Modern slavery mitigation, apprenticeship programmes, and equal opportunity policies embedded in contract delivery.
- **Robust Governance & Reporting** – Dedicated contract management team, real-time KPI reporting and collaborative engagement with NHS SBS and system partners.



Ambulance Services

Central Medical Services (CMS). Since formation in 2011 have provided Medical Services across the UK. Owned and managed by clinicians. We are a specialist provider of:

- **Emergency Ambulance Services** (Complying to the National Specification for Double Crewed Ambulances for English NHS Ambulance Trusts)
- **High Dependency Transport Services**
- **Critical Care Transport & Critical Care Services**
- **Patient Transport**
- **Repatriation (UK, Europe and International)**
- **Hospital Cohorting Services**

Whatever your requirements, CMS will provide high quality, patient centric care, to the highest standard. We provide an end-to-end service and have a wide scope of staff from PTS through to Consultant level care.

CMS work to NHS employment standards, with all staff trained to the highest standard with enhanced DBS.

The Ambition of CMS is to be ahead of the game with the 'NHS GREEN PLAN' working to NET Zero in line with the national agenda.

Contact 0115 8570999: Bookings@Centralmedicalservices.co.uk



CIPHER Medical Consultancy Limited is a leading independent medical organisation delivering pre-hospital, clinical, educational, rehabilitation and event medicine services across the United Kingdom.

Founded by a Consultant Paramedic, CIPHER Medical operates to NHS governance standards and provides a fully integrated model of care, from frontline emergency support and patient transport, through to event medicine, clinical staffing, training, and physiotherapy. With a national footprint and a commitment to excellence, the organisation partners with NHS Trusts, Integrated Care Boards, local authorities, and private clients to enhance capacity, resilience, and patient outcomes.

CIPHER Medical brings extensive experience in non-emergency patient transport (NEPTS) and frontline healthcare delivery, underpinned by NHS-level governance and ISO 9001:2015 certification. With a proven record supporting NHS Trusts across patient transport, urgent care, and clinical staffing, CIPHER consistently delivers safe, efficient, and patient-focused services.

- **Net Zero:** CIPHER is committed to sustainable operations through continuous fleet modernisation, low-emission vehicle investment and digital reporting
- **Efficiency & Productivity:** Technology-driven dispatch systems enhance operational efficiency, minimise downtime, and improve patient throughput.
- **Safety:** Comprehensive clinical governance, CQC-aligned standards, and rigorous staff training ensure patient safety and service reliability at every touchpoint.
- **Experience:** Over a Decade of combined pre-hospital, ambulance, and event medicine experience, delivering high-quality, scalable services that adapt to NHS and community needs.

By combining clinical excellence, operational innovation, and sustainability, CIPHER Medical aligns seamlessly with NEPTS priorities, supporting the NHS in delivering safe, sustainable, and value-driven patient transport services.

Non-Emergency Patient Transport Services

Our Unique Value

- **End-to-End Expertise:** Leveraging decades of healthcare logistics experience to deliver safe, reliable, and efficient patient transport solutions.
- **Integrated Technology:** Real-time tracking, route optimisation, and digital compliance tools for full visibility and control.
- **Scalable Solutions:** Flexible capacity to meet fluctuating demand across multiple sites and regions.

Relevant Experience

- Proven track record supporting NHS Trusts with critical supply chain and transport services.
- Successfully implemented patient-centric transport models aligned with CQC and NHS standards.
- Expertise in managing complex healthcare logistics, including time-sensitive and high-priority journeys.

Alignment with NEPTS Priorities

- **Net Zero:** Transitioning to low-emission and electric vehicles, optimising routes to reduce carbon footprint.
- **Efficiency & Productivity:** Advanced scheduling systems minimise delays and maximise resource utilisation.
- **Safety:** Fully trained staff, rigorous compliance with safeguarding and infection control protocols.

Commitment to Collaboration & Innovation

- We work in partnership with NHS stakeholders to co-design solutions that improve patient experience, reduce costs, and deliver measurable sustainability outcomes.



Elite Medical and Ambulance Services Ltd



Shared Business Services

The UK's most patient-accessible Ambulance service

Elite Medical is a private ambulance service with the operational diversity to be able to transport patients of any age with any range of diagnosis or presentations in an environment which is safe and patient-led. Our service is clinically and operationally driven to ensure that every patient who needs transport can access the service without the usual barriers, from bariatric to high dependency and mental health to young people, or sometimes any combination of these. The vision of Elite Medical is to ensure that every patient is treated the same, receives world-class, industry leading care from highly trained and enthusiastic staff and that they feel safe from start to finish.

Elite Medical is leading the way in modernising, not just the way we care for patients, but also the ways our partners and colleagues book journeys, by having meaningful conversations about what each patient *needs* not just what the risks are. With experts in all fields of NEPTS throughout our leadership team, each with well over a decade in their respective fields, you can be sure that there is someone at Elite Medical who can come up with a solution to your requirement.

For a service which is as diverse as the patients we serve, it has to be Elite Medical.



HATS Group Limited



Shared Business Services

Delivering safe, efficient and compassionate transport services

At HATS Group we provide regulated, specialist transport services for 40 NHS organisations and 51 Local Authorities, completing over 2 million journeys each year.

Operating from 25 depots and supported by almost 2,500 dedicated, highly trained staff and a fleet of 1,000 specialist vehicles, we deliver a wide scope of national specialist transport services including:

- Non-emergency patient transport
- High-dependency transport
- Bariatric transport
- Secure Mental Health transport
- Paediatric and Neonatal transport.
- Palliative and End-of-Life transport
- Staff and patient Taxi Services
- Courier
- Home-to-school transport for children & young people with Special Educational Needs and Disabilities

Regulated by the CQC, DVSA and DVLA, HATS accredited Training Academy and ISO-certified systems underpin safe, efficient and sustainable operations. As part of our Net Zero strategy, we launched the UK's first fully electric NEPTS fleet at Hillingdon Hospital, showcasing our commitment to environmental innovation and operational excellence. Rated Good overall and Outstanding for Responsiveness by the CQC, we are trusted partners in delivering high-quality, compassionate transport that puts people first.



Health Transportation Group UK



Shared Business Services

Driven by Compassion. Trusted for Care.

- Founded in 1989 – we have over 35 years experience delivering patient transport in the UK. We are part of the larger Health Transportation Group, the second largest private ambulance provider in Europe
- We deliver circa 600,000 journeys for the NHS per annum, currently operating in multiple areas including Norfolk & Waveney, Cornwall, Dorset, Mid and South Essex and Northeast Lincolnshire. From April 2026, we will be delivering a new NEPTS service in Suffolk and Northeast Essex.
- In 2024, HTG-UK acquired Therapeutic Response Ambulance service, integrating a market leading least restrictive, trauma-informed and evidence-based mental health transport model into our services.
- Our Carbon Reduction Plan targets net zero by 2040 (direct emissions) and 2045 (influenced emissions). Transport decarbonisation is our primary focus and we are constantly evolving our fleets to introduce more electric vehicles. All HTG-UK company cars have been fully electric since 2020 and we are ISO 14001 certified.
- HTG-UK prioritises patient safety through rigorous clinical governance, adherence to PSIRF, proactive risk management and an open learning culture. Sophisticated Radar Healthcare technology provides theme and trend analysis and monitors improvements against corrective actions from incident, complaint and survey feedback, while advanced telematics and AI tools enhance safe driving performance and fleet safety.
- We combine the latest Cleric auto-planning and dispatch technology with the knowledge and expertise of our talented and highly trained control teams, to achieve maximum productivity and efficiency. This is supported by highly adaptable multiflex ambulances and close Trust partnership working to enhance vehicle occupancy, minimise aborted journeys and align transport schedules.



Medi4 Ambulance Services Limited



Shared Business Services

Delivering Excellence in NEPTS

As part of the Spark Medical brand, Medi4 Ambulance Services brings a proven track record of delivering high-quality, patient-focused Non-Emergency Patient Transport Services (NEPTS). Our unique value lies in combining clinical expertise with operational innovation, ensuring every journey is safe, efficient, and aligned with NHS priorities. With years of experience supporting healthcare providers across the UK, we understand the critical role NEPTS plays in patient care pathways and system performance.

Unique Selling Points & Relevant Experience

Medi4 stands out through its commitment to reliability, patient dignity, and service flexibility. Our fleet is equipped with advanced technology for real-time tracking, route optimisation, and compliance monitoring, ensuring punctuality and transparency. Our teams are highly trained in patient handling, infection control, and safeguarding, guaranteeing a safe and comfortable experience for all service users. We have successfully partnered with NHS Trusts and ICBs, consistently meeting KPIs for on-time performance, patient satisfaction, and clinical governance.

Alignment with NEPTS Priorities

- **Net Zero:** We are actively transitioning to a low-emission fleet, incorporating electric and hybrid vehicles, and implementing carbon reduction strategies in line with NHS Net Zero targets.
- **Efficiency & Productivity:** Through digital scheduling, dynamic dispatch, and data-driven performance management, we maximise resource utilisation and minimise delays, reducing costs without compromising care.
- **Safety:** Patient safety is at the heart of our operations, supported by rigorous training, robust risk assessments, and continuous quality improvement processes.
- **Innovation:** Our investment in telematics and integrated reporting systems enables real-time visibility for commissioners and supports evidence-based decision-making.

By combining clinical excellence, operational efficiency, and sustainability, Medi4 Ambulance Services is uniquely positioned to deliver a NEPTS solution that meets today's challenges and tomorrow's ambitions.



Medical Emergency Solutions

Trusted, Consultant-Led Partner in Specialist Patient Transport

- Successful across five NHS SBS framework lots: *High Dependency Transport, Bariatric Transport, Paediatric & Neonatal Transport, Palliative & End of Life Transport, Stretcher Vehicle Transport*
- NHS consultant-led service with proven expertise in critical care transfers, 999 A&E Frontline, including provision and management of doctor and nurse led critical care teams.
- Deep understanding of the NHS ethos : patient safety, dignity, equality, and care continuity at the heart of every journey.
- Versatile, responsive operations delivering high quality care across planned and emergency settings.
- Fully aligned with the NHS Net Zero Travel & Transport Strategy, driving sustainability through EV fleet transition, route optimisation, and carbon reduction initiatives.
- High presence in the South East, East of England, East Midlands, Thames Valley with potential for rapid national scalability to meet Trust and ICS needs anywhere in the UK.



About OnCue

OnCue Transport is an established and trusted MedTech business specialising in the provision of safe, care-led, reliable, and scalable Non-Emergency Patient Transport Service (NEPTS). We currently average over 10,000 single and two crew patient journeys every week transporting NHS patients to and from hospitals, clinics, and GP appointments in London and across the UK.

Not Just Savings Today — A Resilient, Sustainable Partnership for Tomorrow

Our unique workforce model is designed for both today’s pressures and tomorrow’s challenges offering the NHS and our partners a smarter, leaner, more efficient and sustainable NEPTS workforce model, enabling us to drive value through flexibility, performance and local empowerment.

Resilient to Inflation

Spend only on productive journeys — not tied to fixed uplifts

Scalable Workforce

Capacity flexes with demand — peaks & troughs covered

Operational Resilience

Coverage during spikes, sickness, or local disruption

Continuity & IPC

Consistent driver pool — IPC compliance embedded

Financial Stability

Transparent, activity-linked cost base across lifecycle

Service Led – Data Driven

We are service led – data driven and have invested in the latest tracking technology for our fleet of one and two crew ambulances, using this data to improve fleet performance and provide our patients and partners with the best possible service. Our technology forms part of our Green Plan to aligned our long-term pathway to Net Zero with the NHS target for Carbon Footprint Plus of Net Zero by 2045.



We offer non-emergency patient transport services for people with medical conditions or mobility issues who do not require emergency care but need assistance travelling to and from healthcare facilities.

Timely and reliable non-emergency patient transport services that help reduce delays and missed appointments. The service ensures that people with medical conditions or mobility issues, who do not require emergency care, are supported in getting to and from the right health setting and returning home.

- Enhanced personal experience
- Safer transition home following a stay in hospital or treatment in a healthcare setting
- Reduced 'did not attend' rates
- Timely transfers of care and discharges from hospital

RESPONSE AMBULANCE SERVICE Ltd



Shared Business Services

NON-EMERGENCY AND SECURE MENTAL HEALTH TRANSPORT

Response Ambulance Service Ltd provide transport to individuals, private clients and hospitals across the whole of the UK. Based in Leeds, we are at the heart of the Yorkshire and Humberside area.

We deliver both experience and expertise with our skills and services. Our breadth of transportation capabilities means we can and will travel to any hospital, care facility and secure hospital within the UK.

We hire the best, so our team who are active non-emergency response professionals are not only highly professional but comply with regulatory UK standards including DBS checks and deliver outstanding care. Our experience extends to experience in mental health and we can support you with experienced staff who can help through at this vulnerable time.



Calm Heads, Caring Hearts

Secure Care UK is one of the largest specialist Mental Health Transport organisations providing safe, compassionate and accountable care to some of the most vulnerable individuals across the United Kingdom. With 11 operational bases from Leeds to Somerset, we deliver a truly national service supporting around 10,000 patient transfers each year, from routine movements to complex and high-risk cases.

Our work is underpinned by the BILD ACT standards and the Patient Safety Incident Response Framework (PSIRF). Secure Care UK is the only mental health transport provider in the country fully compliant with both frameworks, demonstrating our commitment to accountable, ethical and person-centered care. This ensures every patient journey is carried out with dignity, transparency and the highest levels of professional integrity.

We have developed our technology to put patient care first, combining safety, data accuracy and governance in every journey. Our bespoke digital platform enables live monitoring, incident tracking and comprehensive reporting, giving clients real-time insight and confidence in the service we provide and also provides reassurance to clients in meeting the reporting requirements of the Mental Health Units Use of Force Act 2018; supporting transparency, accountability and continuous improvement across all transfers. At Secure Care UK, we believe that technology and compassionate care work hand in hand, ensuring every transfer is not only secure but genuinely therapeutic.

Trusted NHS partner in patient transport & health travel solutions

Unique selling points

- **Clinically-led care:** Transport guided by healthcare expertise.
- **Proven reliability under pressure.**
- **Data-driven performance reporting:** transparency and accountability.
- **Smart technology:** real-time tracking & e-care systems.

Special offerings

- **Flexible packages** – Scalable for any service level.
- **Sustainability focus** – Expanding low-emission fleet.
- **Community impact** – Supporting local health initiatives.

Integrity. Innovation. Care.

Guiding every journey we make.



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Operational Excellence

- **Advanced Telemetry:** Real-time GPS and vehicle diagnostics for route optimisation and incident response.
- **Fast Response Times:** Proven rapid mobilisation and dispatch for timely patient transfers.

Certified, Specialist Training

- RRN & BildACT Certified PMVA Training: Delivered in partnership with ECC&R (UK) Ltd, who are Market leader specialists.
- RQF-Accredited Courses: Emergency First Aid, Mental Health First Aid, Safeguarding, and more.
- Curriculum includes Mental Health Act, Use of Force Act, Autism Awareness, and trauma-informed care.

Comprehensive Services

- Transport,
- Personal Respite Care
- Bed watch,
- Section 136 support,
- Bespoke mental health solutions.
- Repatriation

24/7 Nationwide Coverage plus Worldwide Repatriation

- Booked via our 24-hour control room.

Specialist Mental Health Transport

Thousands of transfers annually, including Mental Health Act patients. Skilled in complex cases (forensic, dementia, autism, challenging behaviours).

Compassionate, Safe Patient-Centred Care

- No Use of Cages: Trauma-informed, rights-based approach to patient care.
- Staff-led de-escalation prioritised over restrictive environments.

Alignment with NEPTS Priorities

- **Net Zero:** Sustainable transport solutions and route efficiency to reduce emissions.
- **Efficiency & Productivity:** Digital scheduling and telemetry reduce delays and improve service.
- **Safety:** Industry-leading training ensures lawful, compassionate care for all patients.

Governance & Quality

ISO 9001 & 14001 certified, robust incident reporting, aligned with CQC standards.

Values-Driven Culture

Openness, respect, unity, and determination underpin staff and patient care.



**We are more than just a Transport
Provider!**

Specialists In Mental Health Transport

Who are we:

Founded in October 2005, VKL Healthcare has been delivering secure mental health transport services for over **20 years**, operating across England and Wales, and with cross-border reach to Scotland, and Europe.

What We Do

- **24/7 Secure Mental Health Transport:** Urgent and non-urgent journeys, including inter-hospital transfers, out-of-area moves, court and prison transfers, AMHP/135 warrants, outpatient appointments, bed-watch and hospital admissions.
- **Tailored Services:** We provide services for children and young people, adults, forensic patients (with handcuffed/escort support where needed), conveyances under the Mental Capacity Act 2005, and Children Act 1989, and those with varied risk and acuity.
- **Additional Support for Professionals:** Including receipt and scrutiny of statutory detention papers (Mental Health Act), transition & transport plans, and Court of Protection work.
- **Patient-centred care:** our teams are all trained as carers first and comprise ambulance care assistants, Registered Mental Health Nurses, and Handcuff officers; each team is tailored to the patient based on a comprehensive risk assessment

Our Values

Compassionate. Accountable. Resilient. Effective.

These values define how we care for patients, support our teams, and partner with commissioners.

