

**Information Governance Department**

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Ref: FOI/2025/11264

Date Received: 28<sup>th</sup> November 2025Response Due: 30<sup>th</sup> December 2025Date: 29<sup>th</sup> December 2025

Dear Sir/Madam

With reference to your request for information received on 28<sup>th</sup> November 2025, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

**I am writing under the Freedom of Information Act 2000 to request information from Wrightington, Wigan & Leigh NHS Foundation Trust.**

**Please note that this request is not intended to challenge or dispute any decision made by the Trust in relation to the award of the PTS shift fill tender. Instead, we seek clarification on a specific matter of record. Our request is as follows:**

1. **Did the Trust receive our offer in the format and wording we submitted? For clarity, we would be grateful if you could confirm whether this wording and format was received by the Trust:**

***'Proposal Summary for Patient Transport Services***

***Submitted to: Wrightington, Wigan & Leigh NHS Foundation Trust.***

***Service Scope: Provision of a 2-person ACA with specialist crew for patient transport***

1. ***Pricing and Fees - Our pricing model is transparent, competitive, and designed to deliver value without compromising on care quality.***

***• Core Hourly Rate (for evaluation): £58.80 per hour.***

***• Administrative Fee (to 365): £2.35 per hour.***

***• Total bid price of £61.15 per hour***

***• Overtime Policy:***

- *First 30 minutes of overtime are provided free of charge.*
- *Standard total bid price hourly rate applies beyond the first 30 minutes.*

**2. Crew Provision and Structure** - Our crews are handpicked for their clinical expertise, compassion, and ability to manage complex additional clinical challenges such as mental health scenarios with dignity and professionalism.

- **Team Composition (per ambulance):**
  - 1 x Team Leader - ACA
  - 1 x Escorts - ACA
- *All staff ACA crew have the relevant medical qualification and in addition are PMVA (Prevention and Management of Violence and Aggression) trained, with an emphasis on de-escalation and the least restrictive intervention approach, in line with NHS mental health best practice. Crew have additional bariatric patient and access / stair management skills.*
- *Crew are compassionate and experienced with knowledge of patient and family support in specialist conditions such as end of life.*
- *Additional staff available upon request at a rate of £19.49 per hour.*

**3. Management and Communication** - We ensure seamless communication and operational continuity, no matter the hour or complexity of the case.

- *Key Performance Indicators (KPI) are recorded daily, and reports are sent to clients using ad-hoc or contractual basis requirements (monthly as set out in instructions).*
- *In addition to the KPI information requested, IMT Medical can also provide comprehensive analysis that adds context and depth to the data. This enhanced reporting helps identify trends, uncover insights, and highlight opportunities for improvement, ensuring that the KPIs are not just metrics but actionable tools for decision-making.*
- *KPI data is available electronically in Office format (EXCEL or other) to provide our clients the ability to easily review, customise, and integrate the information into their own reporting and decision-making processes.*
- *On-scene leadership is provided by the Team Leader*
- *Crew management may be coordinated directly through the Team Leader or through our fully supported by a 24/7/365 Control Centre, operated by IMT Medical, ensuring seamless communication, coordination, and oversight if required.*

**4. Staff Competence and NHS / CQC Aligned Training** - All training is fully aligned with NHS England, CQC standards, and local safeguarding protocols, ensuring safe, lawful, and compassionate care.

*All staff hold over 35 relevant qualifications and certifications, including:*

- *ACA medical.*
- *Level 3 Safeguarding (Adults and Children)*
- *Mental Capacity Act (MCA) Safeguards & Awareness*
- *Autism and Learning Disability training, including the Oliver McGowan Mandatory Training*
- *MAPA / PMVA / De-escalation Techniques in line with NHS mental health and CQC expectations*

**5. Ambulance and Transport Provision** - Our fleet is adaptable, and designed to meet the full spectrum of patient transport requirements.

- *1 Ambulance Vehicle included in the bid, equipped with:*
  - *Bariatric Stretcher.*
  - *Passenger seating area*
  - *Wheelchair access*
- *Vehicle substitutions are available based on your or our dynamic risk assessment, including:*
  - *Celled vehicle for patients with aggressive behaviour and who are sectioned.*

- **4x4 vehicles for access-restricted areas**
- **Front-line ambulances with bariatric stretcher capacity, where clinically indicated**

**6. Service Resilience and Contingency Planning - We pride ourselves on being a reliable partner, ready to respond swiftly and safely when it matters most.**

- **We maintain a fleet of resilience vehicles and standby crews capable of being deployed at short notice**
- **Additional resources are readily available to support:**
  - **High-risk transfers.**
  - **Peak activity periods.**
  - **Emergency response requirements within mental health settings.**

**7. Summary of Benefits - We are committed to delivering a seamless, safe, and compassionate patient transport service that aligns with the Trust's high standards and values. We welcome the opportunity to partner with Wrightington, Wigan & Leigh NHS Foundation Trust and contribute meaningfully to the care and wellbeing of your patients.**

- **NHS-aligned care built on safety, dignity, and patient-centred values.**
- **Highly trained, specialist mental health transport crews.**
- **Transparent pricing with built-in value (free overtime buffer).**
- **Rapid scalability and flexibility of crew and transport type for urgent or complex cases.**
- **KPI and management data beyond requirements if required.'**

Yes. The Trust received this offer, and it was in the format above.

**2. To which Company was the shift tender awarded?**

Medical Response Services (MRS).

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Tabitha Gardner  
Chief Finance Officer

**PLEASE NOTE:**

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire, SK9 5AF

Helpline number: 0303 123 111