



Foreign &
Commonwealth
Office

List of medical repatriation companies in the UK

Prepared by Consular Directorate in London

www.gov.uk

The following list of medical repatriation companies has been prepared by the Consular Directorate in London for the convenience of British Nationals who may require this service and assistance overseas. It is provided on the understanding that the FCO does not assume or undertake any legal responsibility to anyone who chooses to take it into account when instructing a provider.

Further, the FCO does not accept any liability to any person or company for any financial loss or damage arising from the use of this information or from any failure to give information.

The purpose of this list is to provide as much relevant information to enable British nationals to make better-informed decisions. Our lists are **not recommendations and should not be treated as such.**

List of medical repatriation companies in the UK

Updated: June 2016

This list is in alphabetical order.

AXA Assistance (UK) Ltd

The Quadrangle, 106-118 Station Rd, Redhill, Surrey, RH1 1PX

Tel: 0203 3284 0879

www.axa-assistance.co.uk

This company has told us the following things:

- They are an insurance company with an assistance department that specializes in medical repatriation
- They do not offer national assistance but can offer private international assistance
- They offer repatriation from any country the FCO has deemed safe to visit
- They have offices in Canada, USA, Mexico, Brazil, Argentina, Colombia, Panama, Chile, Mauritius, Algeria, Morocco, Spain, Portugal, France, UK, Ireland, Belgium, Switzerland, Germany, Czech Republic, Italy, Poland, Greece, Turkey, Russia, India, China, Thailand, Singapore, Taiwan, Hong Kong, and Japan
- Their service is available in the local languages of these offices
- They offer medical team repatriation services, emergency evacuation services
- They are registered with FCA in the UK
- They do not offer a free service

Capital Air Ambulance

Hangar 68 Exeter International Airport, Devon, EX5 2BD

Tel: +44 (0)1392 350020

www.capitalairambulance.co.uk

This company has told us the following things:

- They are a medical repatriation company
- Through their sister company (British International Helicopters) they can arrange transport by helicopter, sea (ferry/ship/hovercraft), and ground transport (road ambulance or train)
- They serve every part of Great Britain and Ireland, including all surrounding islands with suitable airports
- They operate worldwide
- The following languages are spoken in-house: Arabic, English, Filipino (Tagalog), French, German, Hungarian, Italian, Polish, Portuguese, Romanian, Sinhalese, Spanish, Swahili, Tamil, Welsh
- They have accredited partners in North America, Africa, India, Singapore, Thailand and the Caribbean
- Capital has specialist medical equipment, including neonatal incubators, infant 'baby pods', and adult intensive care stretchers
- They carry comprehensive life-support items (ventilators, monitors, 'bedside' laboratory analysers, infusers), orthopaedic equipment (splints, spinal mattresses, stretchers, immobilisers), cardiac care items (defibrillators/pacemakers, cardiac monitors), and medications and fluids
- They offer specialist neonatal care and paediatrics, a service for victims of major trauma, spinal patients, burns patients, obstetric (pregnancy and post-natal) care, psychiatry, coronary (heart) care, palliative (end of life) care, and bespoke management of passengers with pre-existing disabilities and special needs
- Capital is fully accredited by EURAMI (the European AeroMedical Institute), a global regulator of air ambulance standards
- Capital is registered with the CQC (Quality Care Commission), England's regulator of health care
- They do not offer a free service but works with a children's charity which may be able to help fund the repatriation of uninsured families with an ill or injured child or an unexpected early delivery of a premature baby

Goldfinch Aviation Medical Care

The Old Barn, King Lane Farm, King Lane, Leeds, LS17 5PS

Tel:+44 (0)113 2857990, Fax: +44 113 2857991

www.goldfinchmedical.co.uk

This company has told us the following things:

- They are a medical repatriation organisation.
- They operate worldwide.
- They liaise with airlines to gain permission for patients to fly.
- All escorts are registered with the relevant UK Professional bodies (General Medical Council / Nursing and Midwifery Council).
- They have medical transport equipment including oxygen concentrators.
- They use external language providers specialising in speaking with overseas medical carers.
- They can arrange air ambulances
- They can arrange road ambulances
- They offer a bed-to-bed service
- They do not offer a free service

Hearts First Ambulance Service

Unit L, Houndswood Gate, Harper Lane, Radlett WD7 7HU

Tel: 01923 894212

This company has told us the following things:

- They are a specialist Road/Ground Repatriation Service
- They cover all the UK and Western Europe (France, Belgium, Holland, Denmark, Germany, Austria, Sweden, Poland, Czech Republic, Croatia, Italy, Switzerland, Malta, Spain, Portugal)
- Staff speak French, Spanish, Polish, Italian & German
- They have equipment for bariatric clients.
- They are a member of NAPAS – National Association of Professional Ambulance Services
- They do not offer a free service, but do offer discounted pricing to private patients with no travel insurance

Mediaviation Ltd

Patricroft, Healey Road, Ossett, West Yorkshire, WF5 8LW

Tel: +44 (0) 845 094 8408, Fax +44 (0) 845 094 8409

info@mediaviation.com, www.mediaviation.com

This company has told us the following things:

- They operate a repatriation service providing medical escorts on commercial airlines.
- They have partners who supply private air ambulances
- They cover all regions within the UK
- They can arrange repatriations from any part of the world, except potential war zones
- They use translation services when needed
- They have specialist equipment and are able to access additional specialist resources depending on the requirement
- All their medical staff are registered under their own individual regulatory authority within the UK e.g. Doctors GMC, Nurses NMC and Paramedics HCPC
- They do not offer a free service but support the ARC (Aero Medical Repatriation Charity) which can in exceptional circumstances provide some financial assistance when arranging a repatriation from overseas (this does not include medical expenses incurred while abroad)

Medical Repatriations

6 Hillside Terrace, Moffat, DG10 9RT

Tel: +44 (0) 7710 782789, Fax: +44 (0) 7053 671368

medicalrepatriations@gmail.com

This company has told us the following things:

- They offer a repatriation service to British nationals abroad
- They cover the whole of the UK
- They repatriate from anywhere worldwide
- They have fluent German, Spanish and Norwegian speakers
- They have access to stretchers, oxygen and drugs to use in transfers
- They are affiliated to air ambulances and repatriation bodies and doctors and nurses are members of their respective regulatory bodies
- They do not offer a free service, but can help fundraise to aid payment

Medical Rescue International

Godwins Farm, Tichborne, Alresford, Hampshire SO24 0NA

Tel: +441962 735955, Fax: +441962 736089

admin@medrescint.com, www.medrescint.com

This company has told us the following things:

- They operate a medical repatriation service, contracting Air Ambulance aircraft when and if required.
- They serve all of the UK.
- They can arrange for repatriation from any country except North Korea.
- Their staff speak French, German, Russian and Hebrew.
- They specialise in repatriating mental health patients, patients with spinal problems, cardiac patients, and babies
- They do not offer a free service

Medicar European

Hinxhill Estate, Hinxhill, Ashford, TN25 5NR

Tel: +44 (1233) 660999

operations@medicareuropean.co.uk, www.medicareuropean.co.uk

This company has told us the following things:

- They are a medical repatriation ambulance company
- They cover all areas of the UK
- They arrange repatriations from mainland Europe as well as the Balearics, Corsica, Sicily and Malta
- They are affiliated to the CQC and the National Association of Private Ambulance Services
- They do not offer a free service

Feedback Form for Customers

If you do decide to use any of the repatriation organisation on this list, we would like to hear from you. While there is no obligation on your part to provide feedback on the services you receive, **any feedback you can give us is helpful.**

Once completed, please return the form to the Consular Directorate in London by post to King Charles Street, London, SW1A 2AH, or by email to fcocorrespondence@fco.gov.uk, marking it for the attention of the Consular Directorate. Thank you for your help.

Name of organisation:

Date of contact:

- 1. Are any of the details on our list regarding this provider wrong? (e.g. address, telephone number, etc.)**

- 2. What service did you need?**

- 3. Why did you need this service?**

Please circle the appropriate boxes below:

4. How would you rate the value for money?

Excellent Good Average Poor Very Poor

5. How would you rate the professionalism of the staff?

Excellent Good Average Poor Very Poor

6. How would you rate the overall service received?

Excellent Good Average Poor Very Poor

7. Do you have any other comments?

We would like to share this information with other customers but if you would prefer it not to be seen by others please tick the box

Feedback provider's name:

Tel. No.:

Email:

Date: