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Release date: 28 July 2026

G4S HERALDS INNOVATIVE UK-FIRST PATIENT TRANSFER VEHICLES SUPPLIED BY FRAIKIN

News Summary:

- G4S has led a collaborative project involving Fraikin and other expert stakeholders to redefine patient transport, developing a highly configurable 3.5-tonne ambulance with the unique ability to transport two stretchers
- The pioneering modular design allows each vehicle to switch internal configuration in minutes, boosting operational efficiency while improving patient care and safety
- The full-service contract hire agreement with Fraikin also includes 161 PowerTraxx chairs and 80 powered stretchers from medical equipment supplier, Ferno, with all 402 assets treated individually to support independent servicing, inspections and compliance

Following the culmination of a complex two-year project to develop one of the most configurable, non-emergency patient transport solutions ever seen in the UK, [G4S](#) has taken delivery of an initial proof of concept vehicle, with 161 more set to follow on full-service contract hire from Fraikin.

The new 3.5-tonne Fiat Ducatos will operate across the Kent & Medway NHS Trust, with 155 featuring a uniquely versatile modular design that can be reconfigured for multiple operational requirements, including single stretcher, double stretcher, child transport combinations – a UK-first for a vehicle in this weight category. The remaining six feature a different specification to be used as High Dependency Unit (HDU) ambulances for patients requiring advanced levels of care.

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Notably, the agreement extends beyond the vehicles to also include 161 Ferno PowerTraxx chairs – which can manoeuvre patients around tight corners and up and down staircases – and 80 powered stretchers. All 402 assets are treated individually within Fraikin's fleet management system to support independent servicing, inspections and compliance.

Fiona Davies, Managing Director of Citizen Services at G4S, says: “From the outset we wanted to understand the problems and challenges frontline crews face day-to-day, so we asked them!

“Using their feedback, we sought to work with the best in the industry to create a vehicle that moves away from traditional builds seen across the sector. This was a truly collaborative project, developing a best-in-class solution that will genuinely improve safety, whilst also making our operation more efficient, easier to manage, more sustainable and ultimately a superior experience for both patients and staff.”

The ‘Swiss Army Knife’ of patient transfer

G4S and Fraikin worked with specialist vehicle bodybuilder [Victory Conversions](#), medical equipment supplier [Ferno](#), and PTS technical experts [Serva](#) to reimagine what a patient transfer vehicle could offer. The resulting highly configurable design means each vehicle can be setup to meet specific patient demands, with every crew having access to the equipment they need to be entirely self-sufficient.

Each ambulance includes the versatile PowerTraxx chair, specially designed dementia and mental health-friendly interiors, bariatric stretcher capability, easy access ramps and side steps with dedicated hand rails, defibrillators that can be used without additional training, plus specialist child and wheelchair accessible seating that can be quickly installed or swapped out for one or two powered stretchers.

The ability to carry two stretchers at one time, whilst remaining operable at 3.5-tonnes, is what sets the design apart from similar vehicles in the sector – a huge benefit when transporting renal patients, for example, who can travel together rather than requiring the additional resource of a second vehicle.

Thanks to their multi-use functionality, G4S can significantly improve patient care by minimising delays and removing the need for unnecessary additional journeys, something that is all too common within the industry. This subsequently helps to lower fuel costs, cut emissions, reduce vehicle wear, and ultimately deliver a more sustainable operation.

Shaun Hull, Commercial Director at Fraikin, says: “This has been a true team effort from start to finish, proving that a shared ethos can drive real innovation. By combining key stakeholder expertise, a groundbreaking vehicle design, comprehensive asset management, alongside our powerful connected technologies, we’ve been able to create a solution that delivers maximum whole-life value.

“It has been particularly rewarding to witness the excitement from the team at G4S regarding the digital innovation that underpins the project. Through MYSMARTFLEET and FRAIKinVIEW they gain market-leading visibility of both the fleet and specialist assets, enabling data-driven decision-making that delivers safer operations, reduced downtime and measurable savings throughout the contract.”

Using data to unlock efficiency and boost performance

Thanks to [MYSMARTFLEET](#) and its embedded Samsara telematics capabilities, G4S has access to real-time data and analysis on metrics such as distance travelled, driving efficiency and driver behaviour, alongside full visibility and tracking of each piece of specialist equipment. This ensures key patient-handling assets can always be located and efficiently maintained if separated from their allocated vehicle, adding a further layer of operational resilience and protecting patient safety.

Fraikin’s powerful maintenance portal, [FRAIKinVIEW](#), provides accurate predictive maintenance scheduling for both the vehicles – managed through Fraikin’s [FleetCare](#) programme – and the individual specialist assets. The agreement also includes 24/7, 365 proactive customer support, with all servicing, repairs, road fund licencing, regular safety inspections, annual MOT testing, tyre management and roadside assistance supplied for the ambulances.

Based across seven hospitals in the Kent and Medway NHS Trust, the vehicles will be on the road 365 days a year, working round the clock to provide transfer services to patients across the southeast of England, including London.

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Notes to editor:

About Fraikin

[Fraikin Ltd](#) is part of the [Fraikin Group](#), the largest commercial vehicle fleet services company in Europe, providing expert fleet management, contract hire and rental solutions to both the private and public sectors. The Fraikin Group, established in France in 1944 by Gérard Fraikin, has operations across Europe, with more than 3,000 employees, 11,200 clients, 171 branches and a fleet of more than 60,000 vehicles. Its operations span the Benelux countries, France, Germany, Italy, Poland, Spain, Switzerland, and the UK.

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