

Company: Physiotherapy Solutions Contact: Bevan Ellis & Stuart Paterson– Joint Managing Directors

Company Details

Crystal Palace based Physiotherapy Solutions was established in 2002 to provide musculoskeletal solutions to individuals, businesses and organisations. It is co-owned by its two Directors Bevan Ellis and Stuart Paterson.

Supply London support

Physiotherapy Solutions attended an event in Lambeth and registered with Supply London in May 2009. Mary Edwards, a Supply London Supply Chain Adviser and a qualified ISO 9001 Assessor was assigned to support Physiotherapy Solutions.

At the first meeting it was identified that though Physiotherapy Solutions were already contracted to NHS Lambeth PCT to provide a triage service and were also running a pilot scheme for NHS Bromley PCT, their tendering expertise was limited and they urgently needed support as a number of opportunities were already in the pipeline. They were already an Investors in People company but felt strongly that they required ISO 9001 accreditation and being a Small Medium Enterprise (SME) were concerned about being perceived as being too small to bid for larger contracts.

Mary initially provided support with a tender for NHS Westminster PCT which included reviewing all policies for Health & Safety, Environment, Quality and Equal Opportunities, advice on compiling a Business Continuity Plan as well as support with the tender itself. Though Physiotherapy Solutions were not awarded the contract they were successful in getting through to the interview stage which gave them confidence with future tenders.

In March 2010 Physiotherapy Solutions tendered for the opportunity to provide a triage service to all of NHS Bromley PCT for three years.

Journey to success

Physiotherapy Solutions with Supply London's support were successful at the PQQ stage and in May 2010 were invited to tender. Mary provided support and advice by email, telephone as well as by visiting the company. Mary's colleague Michael Gutierrez also provided telephone support on pricing. In June 2010 Physiotherapy Solutions were invited to an interview and again Mary provided telephone support.

At the end of June 2010 Physiotherapy Solutions were informed that they had been awarded the contract and they will start to deliver in September 2010.

Winning the contract with NHS Bromley PCT has had a huge impact on the future of the company as it will increase their turnover by 35%, not only has it safeguarded jobs at the company it has increased their employee numbers by 15 and means that they are on track to achieve their financial targets for the next 18 months.

In July 2009 Physiotherapy Solutions attended an Implementing a Quality Management Workshop and following on from that Mary provided them with support and advice by email, telephone and face to face with the ISO 9001 accreditation process. Mary attended both their Stage 1 and 2 assessments and Physiotherapy Solutions were successfully recommended for accreditation in April 2010.

“Having the support from our Supply London advisor, Mary Edwards, has really had a significant and positive impact on the growth of our business. The support we received was always professional, knowledgeable and focused on addressing our particular business needs.

Mary had a very ‘hands on’ approach and provided invaluable input in helping point our business in the right direction. I cannot recommend Supply London’s support enough” Stuart Paterson, Director of Physiotherapy Solutions

