



Medicines & Healthcare products Regulatory Agency

MHRA Central Freedom of
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[MHRA Website](https://www.mhra.gov.uk)

Our Ref: **FOI2024/00396**

6 September 2024

Dear [REDACTED]

Thank you for your Freedom of Information (FoI) request received on 8 August. You wrote:

"I would like to know if the following information provided by the NW London ICB's CNO on 25.07.2024 is accurate: "AJM have a MDSO appointed and have notified the MHRA team."

Did AJM Healthcare/AJ Mobility Ltd. (subcontract provider of NHS Community Wheelchair Services for over 180,000 service users in England) really appoint an MDSO and notify MHRA in July 2024 or did AJM appoint an MDSO, and notify MHRA, at an earlier date?

I cannot request this information directly from AJM because they do not respond to any FOI requests. AJM do not deem themselves a public body.

The problem with AJM Healthcare, the major provider of outsourced NHS WCSs is that they often provide inaccurate information: "AJM already has a MDSO and has fully complied with the MHRA process." (email dated 06.03.2024, email from one of the directors, Mr Eatherington).

Later in March 2024, in public FOI responses, NW London ICB and the MHRA stated that AJM Healthcare does not have, and has never had, an MDSO in place."

MHRA Response

We confirm that we hold the information you have requested.

AJM Healthcare have told MHRA that they have an MDSO in place, and therefore off the back of this correspondence, contact has been made with the organisation to help facilitate the MDSO formally registering their contact details with MHRA.

If you have any queries about this letter, please contact us quoting the reference number above.

Yours sincerely,

MHRA Central Freedom of Information Team
Medicines & Healthcare products Regulatory Agency

Your right to complain under the Freedom of Information Act

If you are not happy with this response you may request an internal review by e-mailing foi.request@mhra.gov.uk or by writing to: MHRA Central Freedom of Information Team, 10 South, Colonnade, Canary Wharf, London, E14 4PU

Any request for an internal review must be received by us within 40 working days of the date of this letter. Please note we are not obliged to provide a review if it is requested after more than 40 working days.

If you are not content with the outcome of the internal review, you may apply directly to the Information Commissioner's Office for a decision. Generally, the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.
Website: [ICO FOI and EIR complaints](#) or telephone 0303 123 1113.

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