





# **Queen Elizabeth Hospital: Partnership Overview**

Queen Elizabeth Hospital in Woolwich is run by Meridian Hospital Company on behalf of Lewisham and Greenwich NHS Trust. Keen to improve and expand its operations, Meridian sought a new contracting partner capable of delivering the necessary hard FM and construction works.

#### The solution

The contract was awarded to VINCI Facilities due to its track record of success with Meridian. With a value of £30m-£50m over ten years, the contract sees VINCI Facilities work in partnership with its specialist building and refurbishment arm, Building Solutions, to deliver FM services along with £1.5m-£5m of capital works and life-cycle works per annum.

Now well established, the following areas of focus have proven vital to the contract's ongoing success:

## **Maximising value**

Building Solutions pursues value engineering opportunities whenever possible to create savings for the client. For example, a £600k project to refurbish the Ambulatory Care department saw the organisation deliver substantial savings by self-delivering the works and conducting value engineering initiatives to minimise the cost of M&E and fabric works.

## Flexibility and rapid mobilisation

As part of the Government's 'Winter Pressures' initiative, Building Solutions conducted a £2.4m project to improve the A&E department in readiness for winter, when flu and norovirus are prevalent. With a time frame of just 18 weeks, Building Solutions rapidly mobilised and worked 24/7 via rotating eighthour shifts to ensure the project was completed on time.

#### **Health and safety**

A strong focus is placed on off-site manufacturing to control noise and dust on the premises, as well as to minimise the time frame of works on site. For example, the Ambulatory Care refurbishment project saw bespoke desks, benches and nursing stations created off-site. In addition, all active work areas were hoarded, locked and sealed with dust screens to provide 100% isolation from the hospital environment.

## **Strong supply chain management**

Building Solutions manages a network of trusted contractors from its approved contractor list, along with a selection of firms specified by the client for specialist works, such as the installation of anti-ligature windows.

All of the contractors are DBS checked and receive an induction that's tailored specifically to ensure safe and hygienic operations. In addition, they receive regular vaccinations as well as ongoing best practice training via a comprehensive suite of e-learning modules.

## **Corporate social responsibility**

Team members regularly volunteer to support the needs of the hospital and its patients. For example, a recent initiative saw them volunteer their time to redecorate the children's ward, with Building Solutions covering all costs of materials.

#### **SCOPE OF WORKS**

- » Planned and reactive hard FM.
- » Capital works.
- » Internal and external refurbs.
- » M&E works.
- » Structural surveys.
- » Glazed atriums.
- » Extensions.
- » Roof works.
- » Installation of BMS.
- » Minor demolition works.

### **KEY RESULTS**

- » 400+ jobs completed to date; 90%+ delivered on time and on budget.
- » A strong culture of HSE has resulted in zero accidents and zero environmental incidents.
- » A focus on value engineering and collaboration with the client and design teams from project inception has delivered significant efficiencies and savings.
- » £3m+ per year has been spent with local SMEs.
- » Guy Pocock, Head of Capital Planning and Development at Lewisham & Greenwich NHS Trust commented: "I am delighted to advise that VINCI Facilities played a huge part in the success of the Winter Pressures project by employing and managing the design team and managing the delivery of the construction project. They were pro-active in responding to change and delivered the D&B elements of the work to a good standard, on time and within the Trust's Capital Budget."



Meridian Hospital Company

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For further details, please contact: Steve Edgson: 07901 104415, steve.edgson@vincifacilities.com Matt Hickman: 07711 597741, matt.hickman@vincifacilities.com