



St Helens Hospital



Receiving the Trust's Outstanding Achievement Award



Whiston Hospital

# St Helens Hospital and Whiston Hospital

**Catering for a combined population of c.350,000, St Helens Hospital and Whiston Hospital in Merseyside required an FM contractor capable of providing an exemplary environment for patients, as well as facilitating the efficient delivery of the hospitals' vital services.**

## The solution

The hospital's operator New Hospitals Ltd awarded the £7.5m p.a. contract to VINCI Facilities. Spanning a duration of 41 years, the contract sees VINCI Facilities responsible for providing a total FM solution along with capital works up to £5m in value.

Now more than fifteen years into the partnership, VINCI Facilities continues to excel thanks to its focus in the following areas:

### Trust and transparency

£300k was invested by VINCI Facilities in the development of a unique online CAFM system. The system monitors SLAs, and calculates penalties in real-time, with data being added via technicians' PDAs to provide a 100% paperless solution.

### Cost saving initiatives

A dedicated Environmental Utilities Manager continually monitors energy performance, and develops energy and cost saving initiatives. A flagship example is the installation of a new Combined Heating and Power system, which is successfully delivering savings of more than £400k per year.

VINCI Facilities also doubled the size of the endoscopy department. This challenging £550k project required working in a live environment and installing specialist equipment to exacting standards of cleanliness. By negotiating with its supply chain, VINCI Facilities reduced equipment costs by a substantial £90k.

## Continuous improvement initiatives

An innovative work order management tool called VICCI has been created by VINCI Facilities that harnesses data from the CAFM system to provide real-time and automated interactive work order displays. Displayed on a 65" monitor in the FM office, VICCI's dashboard presents key information on all reactive work orders and incorporates visual and auditory alerts to ensure that SLA response times are met.

In a drive to improve safety standards, VINCI Facilities voluntarily increased the response level of certain tasks; for example, increasing Lift Entrapment from 'Urgent' (2-hour response time) to 'Emergency' (30-minute response time).

VINCI Facilities also volunteered to take over ownership of managing the process for logging, quoting and approving Small Works (up to £1.5k), and utilised Lean methodologies to streamline the approach and maximise efficiency.

### Corporate social responsibility

The contract team have fundraised £25k+ for the hospitals and a local hospice, and have spent c.110 days volunteering their time to support decorating, gardening, and Christmas hamper projects.

### Awards

VINCI Facilities has been recognised with the Trust's Outstanding Achievement Award, as well as the Health Service Journal Award for Property and Estates Management Service Provider of the Year.

## KEY RESULTS



**99% of all work orders delivered within SLA targets.**



**Over £5m of variations and life cycle works completed every year on behalf of the client and the Trust.**



**Zero RIDDOR reportable incidents and zero environmental incidents.**



**Savings of >£500k p.a. achieved for the client.**



**VINCI Facilities' works achieved 99% in both hospitals' PLACE (Patient-Led Assessments of the Care Environment) audits.**

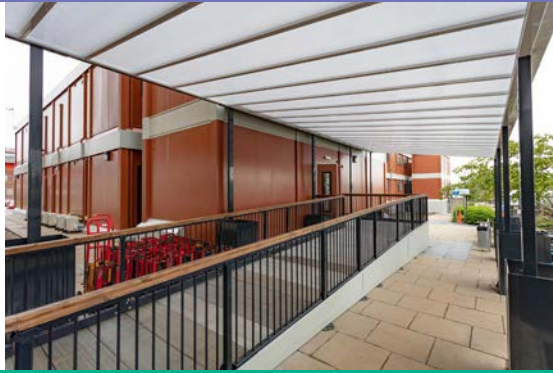


**Average customer satisfaction levels of 97%.**

**"Staff used to wait up to 20 weeks to have a light bulb replaced. Hospital staff are now confident that their service requests will be answered promptly and efficiently within two working days."**

Sue Brandreth, Project Director at St Helens and Knowsley Teaching Hospitals NHS Trust.

Construction of a 64-bed two-storey ward, built from 32 high-quality portacabins, and with a connecting bridge to the main building



Extension to the A&E department, increasing the size of the waiting area by 50%



Creation of a new 412-space car park



Installation of a 1.3MW CHP system and a Flu-Ace heat recovery system

