

IMPACT ON CUSTOMER EXPERIENCE

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Hinchingsbrooke Treatment Centre, Kier Workplace Services, Prospect Healthcare (Hinchingsbrooke) Ltd and North West Anglia NHS Foundation Trust

The Hinchingsbrooke Treatment Centre is an NHS facility providing acute services for people in Huntingdon in Cambridgeshire, and the surrounding area.

It provides outpatient services, day case procedures, short stay elective surgery, outpatient and diagnostic appointments.

The centre was designed to complement new ways of working and medical advancements and deliver the full range of acute services relied on by more than 160,000 people, with changes having to be made without disruption.

The key driver for the Trust is that the building provides a patient-focused relaxed environment supporting the safe delivery of care and enhances the patient experience. As well as building maintenance there is a need to drive efficiency.

Kier has worked in partnership with Prospect Healthcare (Hinchingsbrooke) and North West Anglia NHS Foundation Trust to continually find new initiatives to make year-on-year improvement since the centre opened in 2005.

Kier has provided total facilities management to the centre since it opened through a private finance initiative, including mechanical, electrical and building fabric maintenance, reactive work and projects, compliance testing, building management systems, cleaning, portering and basic security. A 24-hour helpdesk ensures that support is always available.

The Trust and Kier restructured to make sure the use of the building is fit-for-purpose and created an open and honest relationship with the client.

Kier works with the client and the Trust to manage the lifecycle funds over the 30-year contract period so that the facility is handed to the Trust in the same condition as when it was first built.

KPIs are monitored through audits of health and safety, statutory compliance, response and rectification times including administration.

Last year, Kier carried out a space utilisation project to give the Trust an indication of which areas experienced high footfall and show how other spaces could be used.

In 2016, a target to reduce energy consumption by 20 per cent by 2019 was set. More sustainable alternatives are used when carrying out lifecycle works and replacing mechanical and electrical assets.

Lamps are gradually being replaced with LED throughout the building saving money on energy to be used elsewhere. More efficient air conditioning units are being used as part of lifecycle upgrades, reducing energy consumption and improving the environment for staff and patients.

There is an ongoing campaign to change behaviour and encourage energy and resource conservation and recycling. Energy performance operational ratings suggest that the targets are being achieved.

Extensive monthly reports are issued providing information regarding monitoring of performance, KPIs, planned preventative maintenance, compliance status, health & safety, lifecycle, energy consumption, cleaning and portering performance and staff training.

Monthly performance meetings are held to discuss the report and the facilities management service, attended by matrons, ward manager and the outpatients' sister as well as other key stakeholders.

Continuous improvements include smaller level improvements that impact end users, such as installing vending machines for patients and visitors, refurbishing the reception area corridor and outpatients' area, additional drop down seating, and putting up displays for volunteers of the Patient Advice and Liaison Service department.

Kier carries out an annual customer satisfaction survey. In the most recent, the general manager of Prospect Healthcare (Hinchingsbrooke) rated the overall satisfaction level with Kier as "totally satisfied".

All planned preventative maintenance tasks are completed within the set timeframe, ensuring full utilisation of operational capacity of clinical areas.

Reactive estates tasks are being met in 99.1 per cent of cases, minimising the impact in patient areas. And 99.5 per cent of cleaning reactive tasks meet the response and rectification KPIs.

Cleaning standards measured through daily audits exceed the 92 per cent standard scores from the national specifications, contributing to the unit meeting its targets on infection control.

Last year, 92.5 per cent of the 17,482 portering tasks were completed within the specified timeframe, providing a prompt logistical service to nurses with the transport of patients, meals, linen and medical notes.

Infrared motion sensors for lighting and air conditioning in theatres and endoscopy suites have saved £5,000 without any down time.

Estimated annual savings from works carried out last year include more than £4,500 from lighting improvements and over £6,800 from better air conditioning.

The centre scored 100% satisfaction in the most recent client survey while feedback from the Trust staff, patients and visitors received from the Kier Awareness Day show a consensus that people are satisfied with all services.

The judges said...

This entry demonstrated what can be done to enhance the impact on the customer experience when all parties work together. Hinchingsbrooke provides a great story for the FM industry in that PFIs can work and work well if stakeholders take a collaborative approach and don't use the contractual elements of the contract to put barriers up that hinder the delivery of services to the customer.