

**Board of Directors
Tuesday 30 August 2022
HIF Business Plan 2022-23**

Agenda Item Number:	8.0
Presented for:	Discussion/Approval
Report of:	Business Plan 2022/23
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Report History:	None
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List of HIF's Objectives	
1. Delivering safe, efficient ,compliant, responsive and outstanding quality services	X
2. Being well led and financially sustainable	X
3. Embedding Business Modernisation and service development throughout the Company	X
4. Growing our future Business Development opportunities	X
5. Being an employer of choice, developing our staff, being an outstanding place to work and delivering our services with pride	X
6. Delivering our services sustainability, minimising our impact on the environment	X
Recommendation:	
The Board is requested approve the of the business plan for 2022/23	

Business Plan 2022/23

1.0 Background

- 1.1 Work has been on going to develop the business plan for the organisation over recent months.
- 1.2 This work has now been completed and the final draft of the Company Business Plan is attached for consideration/approval by the Board. This Plan has been developed in conjunction with the Senior Management Team and it is intended to share this widely across the organisation to involve the Departments and Teams in the work that is being taken forward.
- 1.3 A summary plan (Plan on a page) will also be developed which can be included on the web site and used at various events e.g. recruitment events

2.0 Request for Approval

- 2.1 The Board of Directors is asked to approve the Business Plan for 2022/23

Harrogate Integrated Facilities

Business Plan
2022-23

Contents

1. Introduction
2. Overview
3. Strategic context
4. HIF Achievements
5. HIF Main Priorities for 2022/23
 - 5.1. Capital Programme
 - 5.2. Business Development
 - 5.3. Service/Departmental Plans
6. Governance & Quality
7. People & Workforce
8. Sustainability
 - 8.1. Carbon Reduction Project
 - 8.2. Green Plan
9. Risk
10. Financial Planning
11. Conclusions



1. Introduction

Harrogate Integrated Facilities (HIF) has developed the Business Plan for 2022/2023. It looks at the developments undertaken to date and builds on this work to identify the programme of work for the Company to take forward over the next 12 months.

2. Overview

Harrogate Integrated Facilities (HIF) is a wholly owned subsidiary of Harrogate and District NHS Foundation Trust (HDFT) which provides facilities and estates services. Since 1 March 2018 the Estates and Facilities management functions of the Trust have been provided by HIF with its own Board and management. The Company employs 475 staff across a range of service areas, providing both hard and soft FM services.

The relationship between the Trust and Harrogate Integrated Facilities continues to develop as we move forward in partnership. The facilities and estates services provided by HIF provide the fundamental infrastructure for the Trust's services including catering, portering, security, laundry, car parking, domestics and cleaning services, estates, engineering, sterile services and decontamination, and Medical Equipment Library and devices training. The Company continues to work closely with HDFT to consider how services can be further improved and is also exploring business development opportunities both with HDFT and other Stakeholders.

3. Strategic context

As part of the development of the Business Plan for 2022/23 we held a series of planning workshops with the BOD and senior leaders within in the organisation to review our mission statement and strategic objectives/ themes that will support the development of our future strategic vision and three year strategic plan.

Our strategic aims are identified below:



Our strategic themes have been shared with staff groups across the organisation and will be used to support staff development and appraisal going forward.

4. HIF Achievements in 2021/2022

2021/2022 has been a busy year for the organisation. As well as welcoming new people to the organisation. We have also achieved a number of initiatives. This includes:

Providing High Quality Services

- Developed and introduced our Integrated Board Report (IBR)
- Governance structure in place
- New compliance reporting in relation to PLACE
- Implementation of MICAD system for Estates and Domestic
- Developed an action plan from the Staff and Inpulse Survey

Business Plan and Strategic Direction

- Annual Business Plan in place and updated each year
- Reviewed the mission statement and developed a series of strategic themes which will support the development of the HIF 3 year strategy
- Working with the Trust to support and develop an IT strategy

Ensuring HIF is a good place to work

- Introduced a staff portal
- Established meet and greet sessions with Directors
- Introduction of suggestion boxes across Estates, Catering and Portering
- Relunched our HIF hero awards
- Introduced Charters and Codes of Practice in departments across the Company
- Established our quarterly HIF newsletter
- Held dedicated recruitment events, which have been successful
- Celebrated National Estates and Facilities Day
- Introduced a HIF reading group

Business Development

- HIF website established
- Introduced 'Herriots to Go' service
- Continue to explore business opportunities with SSD
- Continue to work closely with Harrogate Hospital and Community Charity to explore partnership working opportunities

Environment Agenda

- Completed major project in relation to Carbon Reduction across the HDH site
- Signed off Green Plan to enable work to progress in 2022-23 to implement our Sustainability agenda, taking the lead role on behalf of Harrogate and District NHS Foundation Trust.

5. HIF Main Priorities for 2022/23

Our main priorities for 22/23 are:

Workforce

- Recruitment and retention of quality staff

- Review of recruitment processes
- Redesign of existing staffing structures in Catering and Estates departments
- Greater engagement with all staff groups across the organisation through social media, newsletters and direct engagement

Service Delivery

- Support the Trusts elective recovery programme
- Continue to deliver high quality soft and hard FM services across the organisation
- Support the delivery of the Trusts Winter Plan

Governance

- Implement the new governance structure across the organisation
- Monitor compliance and quality standards across all areas to ensure agreed standards are met

Business Development

- Continue to explore opportunities to grow our business through initiatives with HDFT and other strategic partners

Deliver a financially sustainable organisation

- Explore service transformational opportunities which will deliver efficiencies that will support investment plans within HIF
- Deliver the agreed efficiency programme for 2022/23
- Reduce agency spend across service areas

Sustainability

- Deliver the Salix project
- Take forward the initiatives identified in the approved Green plan

5.1. Capital Programme

HIF recognises that it has a key role to play in ensuring the built environment and critical infrastructure throughout Harrogate and District NHS Foundation Trust is maintained to a high standard.

The Estates Team therefore continue to work closely with our Capital Planning Team colleagues in HDFT to deliver a range of improvement works and backlog schemes which are fully project managed from inception to completion.

The Trust has an ambitious 5 year Capital Investment Programme with various new build and refurbishment projects planned for feasibility studies and scoping exercises in 2022/23. In addition to this, the backlog maintenance and improvement schemes scheduled for completion in 22/23 financial year are listed below:

Scheme	£000's
Replacement Lifts – (Strayside, Catering)	XXXXXXXXXX
Passive Fire Engineering – Fire Stopping, Fire Door Survey and Replacement	XXXXXXXXXX
Electrical Capacity Survey	XXXXXXXXXX
Heat De-carbonisation Survey	XXXXXXXXXX

Depreciation Funding	£
Main Kitchen Catering Equipment and Environment Upgrades	xxxxxxxxxxxxx

In addition, the Estates Team will also have a significant role in the delivery of the £ xxxxxxxxxxxx Project. Further details are identified in *Section 7*.

5.2. Business Development

Following the establishment of HIF, a key driver has been to explore potential future business opportunities for the Company, either through working more closely with its key stakeholder HDFT or considering other external markets.

In January 2021, HIF commissioned the Business Development team to work with the Company to explore a range of opportunities.

This work has proved to be very successful with the development of a number of initiatives including:

- Development of our Company website
- Development and expansion of our social media presence through the utilisation of Twitter, Facebook and LinkedIn
- Development of the HIF brand guidance with a sub brand for HIF Catering Brand awareness
- Expansion of our catering offer to provide click and collect and take away service.

These early initiatives have provided a firm foundation on which the Company can now develop its business development strategy. Over the next 12 months we will work closely with departments across the Company to develop a three-year Business Development Strategy which will focus not only on our internal offer to HDFT, but also other external stakeholders.

There is an extensive Business Development Transformational plan which has been agreed. Work will be progressed in the following areas: -

- Digital
- Catering
- Sterile Services
- Future Tender opportunities

5.3. Service/Departmental Plans

Each of the Departments across the organisation have developed plans to be progressed across their individual service areas. These are detailed at **Appendix A**.

6. Governance & Quality

HIF is committed to ensuring that there are good governance arrangements in place to support the delivery of services across #teamHDFT to ensure high standards are achieved in relation to quality of services, performance, compliance, workforce and finance.

HIF has an established Governance meeting and Committee reporting structure which ensures that the quality, governance and compliance is monitored and reported on a regular basis, providing assurance of our high-quality services.

Our HIF Board of Directors, HIF Senior Management Team (SMT) and our two sub committees - 'Governance and Compliance' and 'People and Culture', monitors HIF's governance, compliance and quality.

The meetings and committees receive regular reports on the work and position of the Company through our established Integrated Board Report (IBR). The IBR details the monthly position of the Company's key Performance Indicators (KPIs), Workforce and Finance positions, in addition to our Quality, Performance and Standards achievements.

HIF recognises the need to liaise closely across #teamHDFT to ensure the Estates, FM services, SSD and the Medical Devices/equipment library service achieve the necessary standards required to support the Trust in the delivery of high quality patient care and staff well-being.

Our Quality & Governance Lead works closely with HIF services to ensure the high-quality standards are maintained. This includes work in relation to PLACE, Estates compliance, cleaning standards, and quality of our catering service.

7. People & Workforce

The Company recognises to meet its objectives, provide high quality services and expand its client base it needs to ensure that it has an effective and efficient workforce, who have the right values and skills to meet the organisation's needs.

Over the past 12 months the Managing Director has strengthened the leadership team with the appointments of a Deputy Director of Facilities and a Head of Estates. These key positions are supported by the Senior Management Team, including the new appointment of the Catering Manager.

Organisational changes have taken place particularly within Estates following the Oxley Report, which is now having a six month review to ensure that the changes made are meeting the requirements of the service. The Catering service structure is currently under review and consultation with staff is due to commence, with a view to introducing a new Catering structure in the Autumn of 2022.

Culture surveys have been conducted within the Catering and Domestic Services, and has recently commenced within Portering. The new Health Roster system has been introduced throughout the Company and ESR Manager Self-Serve is planned for September 2022. Improvements to both the portering and estates rest areas have been made.

The Staff Survey Results have shown 4 main themes that need to be concentrated on:

- Leadership
- Communication
- Involvement
- Personal Development

An action plan has been developed for 2023-24 and actions and progress are to be reported to the HIF People and Culture Committee on a monthly basis.

One of the major challenges to the Company is Recruitment and Retention of Staff but we have held two successful recruitment campaigns and continue to explore different forums to encourage applications into the organisation. In order to support the Company's people a number of priority areas have been identified and an action plan developed.

We will continue to monitor regularly our performance in relation to appraisal rates, sickness absence and mandatory training compliance through the departmental updates at SMT and via the Integrated Board report.

Overall we want to be a great place to work for our staff. We will continue to engage with all staff groups across the organisation receiving feedback on both day to day issues as well as exploring opportunities with teams across the organisation. We value our staff and want them to be an integral part of the future development of the Company as a whole.

8. Sustainability

HIF is fully committed to supporting the sustainability agenda and is actively working to reduce our carbon omissions and deliver improvements across our environment.

8.1. Carbon Reduction Project

In October 2020 the NHS published its “Delivering a Net Zero National health Service” plan with the aim to be the world’s first net zero national health service by 2040.

As part of our Green Plan ambitions to become Net Zero by 2040, Harrogate Integrated Facilities Ltd on behalf of HDFT submitted an application to the Department for Business, Energy and Industrial Strategy (BEIS) under the [REDACTED] project for funding to support the decarbonisation of the Harrogate District Hospital Site. This has been successful and a grant with a total value of £[REDACTED] was awarded for completion in 2022/23. Work has been ongoing throughout 2022/23 to deliver a challenging project.

The scheme has enabled the following to be delivered:

- Replacement of flat roofs and provision of roofing insulation
- Replacement of Air Handling Units (AHUS's)
- Replacing old single glazed windows
- Providing Photo Voltaic (PV) panels for energy generation.
Replacement of plant equipment currently being fed by steam.
- Provision of a Ground Source and Air Source Heat Pump to reduce reliance on burning fossil fuels.

We have ambitious plans for the future that will continue to support our trajectory towards “Net Zero” by 2040. This will involve a second [REDACTED] Public Sector Decarbonisation Scheme (PSDS) bid in 22/23 to deliver a range of engineering solutions that will continue to reduce our reliance on fossil fuels.

One of the key strategic aims in delivering net zero by 2040 is to develop fully electric hospital sites for all HDFT services that procure energy from 100% Renewable Sources only.

To achieve our objectives we will continue to work with our strategic partners. We are currently active members of the Humber Coast and Vale ICS / Sustainability Group and the West Yorkshire and Harrogate Operational Sustainability Group supporting both local and national green agendas and best practice.

8.2. Green Plan

As part of #teamHDFT's Sustainability agenda, HIF developed the "Green Plan 2022-2025", which was approved in March 2022.

The plan, which initially covers the next three years, sets out the key areas we need to focus on, including significantly reducing our carbon emissions across our footprint by developing

schemes that support walking, cycling, enhancing green spaces, reducing pollutants and waste.

Initial actions include a setup of a Sustainability Board to include senior members of the #teamHDFT and inviting colleagues to become 'Green Champions' to support the workstreams for these tasks to be undertaken.

9. Risk

The Company continues to manage risk on a monthly basis at the Risk & Compliance Group. The Risk & Compliance Group is chaired by the Deputy Director of Estates and Facilities with attendance from all Heads of Services. The Group reviews and manages the Company's risk registers, reviewing all levels of risk.

The key areas of concerns for the Company relate to:

- Recruitment & retention of Staff
- Delivery of contractual requirements
- Improving the infrastructure and environment across the site, particularly in relation to backlog maintenance and equipment

10. Financial Planning

The 22/23 financial plan for HIF assumes a surplus of £ [REDACTED] will be delivered by the year end.

The HDFT Contract income value includes an uplift for inflation at [REDACTED] % and an efficiency reduction of [REDACTED] %, which is in line with the Trust national contract adjustments.

Further recurrent adjustments were also made for energy, deep cleaning and [REDACTED] at a value of £ [REDACTED]

The HIF Operational expenditure budgets have been rolled over from 21/22 and have only been adjusted to account for any incremental pay changes. Internal adjustments will need to be made to budgets to account for cost pressures and areas of significant inflation.

Table redacted

Quarterly contract meetings will be held with the Trust to discuss any further variations to this contract value that may arise during the year and these will be accounted for accordingly.

11. Summary

This Business Plan outlines the key developments that the Company is looking to progress in 2022/2023. 2022/23 has been a busy year with the foundations set on which the Company can now build on and move forward. It is an exciting time for the organisation, with opportunities to embed the cultural changes we have made and take forward the quality and compliance initiatives we have introduced which will deliver improvements in the quality of services we provide.

Throughout the year we will look to monitor progress with regular updates to the Board of Directors in relation to the delivery of our plan and the development of our wider strategic vision.

Catering

The Catering Service offers freshly prepared and cooked meals, catering for all hospitality needs in Harrogate District Hospital and Ripon Community Hospital. This Service is one of only a few within the NHS that offer this freshly prepared meal service.

Meals, snacks and beverages are provided for patients, visitors and staff, plus a hospitality service is available on request.

The Catering Service is committed to meeting the special dietary needs of customers, as closely as possible and all the team undergo specialist training in this and other important aspects of food safety. Supporting local companies for food and beverage supplies whenever possible, the best value ingredients and products are procured.

The Catering Service is managed by a skilled and dedicated team, including chefs, diet clerks, kitchen porters and catering assistants, who strive to make meals: a time everyone looks forward to.



Service Objective:

To provide a high-quality Catering Service which offers a range of appetising, safe and nutritious food and drink to enable all patients, staff and visitors to have a choice which reflects their dietary needs and tastes. The Catering Service shall be flexible to reflect the demand of a changing ethnography. To achieve this, the Company shall;

- a) provide a wide and varied selection of food and beverages, meet the dietary needs and preferences of the care groups and other customers serviced including; healthy eating, ethnic, cultural, religious, patients too ill to eat standard food, including vegetarian and vegan options, plus prescribed therapeutic and non-allergen containing food and beverages
- b) provide safe, wholesome meals, snacks and beverages in compliance with requirements of all food safety legislation
- c) ensure food is prepared and presented in an attractive and professional manner with particular attention paid to appearance, taste, texture, portion control and nutritional value

Our service Offerings:

A full catering and vending service at Harrogate District Hospital and Ripon Community Hospital, consisting of:

- a) meals, snacks and beverages to patients
- b) meals, snacks and beverages to staff and visitors
- c) hospitality and function catering, as appropriate

Standards we work to:

- Policy
- Legal frameworks, Acts and Legislation
- NHSI/E, CQC, NICE, PLACE, HSE, EA, Food Safety, Environmental Health, Trading Standards
- HTMs
- HIF Employment Standards

Opportunities

Key business development opportunities within specific aligned areas, to progress commercially and safely, with the collaborative support of the Trust Business Development Team.

Risks

- National and global supply chain market conditions and price inflation.
- Workforce availability and national local labour market conditions
- Staff development and retention
- Capacity to deliver the increasing demands of our services users, while complying with an increasing complexity of food safety law

Domestic Services

The HIF Domestic Department team of 130 colleagues provides a cleaning services to all wards and departments throughout Harrogate District Hospital and Ripon Community hospital.



In addition to the above:

- The ward based team provide hydration services to in-patients and are involved in the meal service. The ward based Domestic team members are known as first “non clinical” staff members who have a regular contact with patients.
- A specialist deep cleaning team provides a decontamination services of all required areas ensuring the environment is infection free. The deep cleaning team is highly trained in operating specialist Proxicide system that is used to eliminate C.diff and CPE infections.
- The department increased working hours and currently operates 24 hours a day 7 days a week, in order to meet organisation needs.

Service Objectives:

- Provide a service that is reliable, helpful and responsive to the needs of HDFT.
- To meet the required standards of compliance
- Respond to the decontamination requests within agreed time period
- Provide an efficient and cost effective service. Undertake regular reviews of staff resources. Undertake regular reviews of products used in respect of value for money.
- To ensure staff are highly trained and fully competent in the Domestic Assistant role
- Provide a quality driven professional healthcare cleaning service in direct support of safe environment for patients, visitors and staff of HDFT.

Risks:

- Workforce availability and national labour market conditions
- Capacity to fulfil service needs while experiencing staff shortage

Standards we work to:

- Policies, including cleaning policy
- National Healthcare Cleaning Standards 2021
- Legal frameworks, Acts and Legislation
- Health and Safety
- NHSI/E, CQC, NICE, PLACE, HTMs
- HIF Employment Standards

Opportunities:

- To become fully compliant service that achieves highest cleanliness standards
- Expand service to the community sites and other healthcare service providers in the area

Hotel Services

The HIF Hotel Services Department encompasses several services, with specific expertise to lead the company in the provision of Soft FM requirements for HDFT, these services covering the following areas of expertise:

- Accommodation Management Services
- Linen, Laundry and Sewing Services
- Healthcare General Administration Services
- Car Park Management Services



Service Objectives:

- Ensure the effective and efficient running of residential accommodation, taking into account all policies and procedures and making maximum use of all available resources.
- To provide staff with the appropriate type of accommodation to meet their needs and advise prospective residents of the range of accommodation available and the appropriate rent.
- Provision of the uniforms for nursing staff across HDFT. A bespoke service is provided.
- Provide a comprehensive Linen and Laundry Service to ensure clean and appropriate Linen is available in all areas and for all users at the times required and in the volumes necessary to support the smooth running of the HDFT. Comply with all requirements set out in the General Service Specification relevant to the delivery of the Linen and Laundry Service.
- Administrative support and a comprehensive general office and reception service to all patients, visitors and staff for HDFT, maintaining a full reception service with efficient information dissemination and all other general office duties.
- The Company shall provide a Car Parking and Traffic Management Service ensuring the free flow of traffic, management of all car parking spaces and administration of permits.

Standards we work to:

- Policy
- Legal frameworks, Acts and Legislation
- NHSI/E, CQC, NICE, PLACE, HSE, EA.
- HTMs
- HIF Employment Standards

Risks:

- Workforce availability and national labour market conditions
- Laundry contractor unable to provide linen pieces in the quantity required by the company
- Staff development and retention
- Car parking space requirements exceed the capacity

Opportunities:

- Key business development opportunities within specific service areas to progress commercially with the collaborative support of the Trust Business Development Team.

Estates

The HIF Estates Department provide a range of professional engineering, project management and maintenance services to support HDFT in delivering high quality patient care. The department consists of a highly skilled multi-disciplinary team who manage and deliver a large portfolio of critical estates services. We also play a key role in reducing carbon emissions and developing a pathway to “NHS Net Zero by 2040” in line with the HDFT Green Plan.



Service Objectives:

- Provide a high quality estate and property management service that is responsive to the needs of service users and patients.
- Ensure the services we deliver are safe, compliant and subject to robust auditing processes
- Develop an asset management plan to support accurate backlog maintenance forecasting and risk management
- Deliver high quality refurbishment and new build projects
- Deliver efficient, compliant value for money estates services which can be evidenced through our annual ERIC and PAM returns to NHSE/I
- Continue to provide a robust on call service 24/7 365
- Ensure Compliance with CQC Essential Standards.
- Take a lead role in delivering NHS Net Zero targets and the HDFT Green Plan.

Our service Offerings:

- Estate and Property Management
- Energy and Sustainability
- Waste Management
- Lifecycle and Asset Management
- Capital Works and Project Management
- Contract Management
- Helpdesk
- NHS Apprenticeship Scheme and Staff Development

Standards we work to:

- NHS Standard Contract
- CQC Essential Standards of Quality & Safety
- Health Technical Memorandum and Health Building Notes
- HSE Approved Codes of Practice
- SFG 20

Opportunities

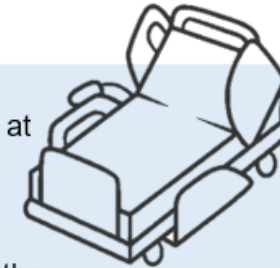
- Grow the estates service to cover a range of HDFT community premises
- Consultancy Services
- Develop an estates project team to support minor works
- Expand our use of Digital Services for Compliance and Risk Management

Risks

- Recruitment
- Ageing building stock and infrastructure

Medical Equipment Library and MDSO

The Medical Equipment Library deliver, collect, clean and monitor use of a small range of electro-medical devices across Harrogate Hospital. We also hold a stock of consumables used with syringe drivers, which can be accessed by Trust staff at any time in small quantities. Local Nursing Homes can also purchase small volumes of consumables from us.



The Medical Devices Safety Officer monitors all incidents involving equipment across HDFT, looking for trends. In addition they play a role in ensuring the process for purchasing medical devices is followed Trust wide.

Service Objectives:

- To ensure HDFT staff and patients are provided medical devices which are safe, well maintained and fit for purpose within the times specified in the KPI
- To maintain a safe level of medical device stock
- To ensure medical devices no longer required by the wards and departments are collected in a timely manner and decontaminated ready for next use

Opportunities:

- To increase equipment catalogue available within the department

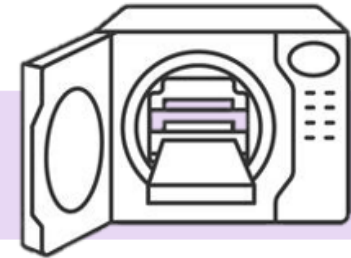
Standards we work to:

- MHRA Managing Medical Devices 2021
- CQC Standard 15
- 7 day service for Equipment

Risks:

- Workforce availability
- Failure of ageing IT system currently in use to track equipment
- Risk of equipment being purchased without consideration for maintenance and library storage
- Financial loss to HDFT due to equipment going to the community and not being returned

Sterile Services



Sterile Services are a team of around 35 staff providing a compliant decontamination service for all reusable medical devices with full tracking and traceability, from the patient and throughout the full decontamination life cycle. The department strives to provide a first class service and meet the needs of all its service users effectively and efficiently. The department maintains its focus on quality over quantity, demonstrating continual improvement with all levels of best practice being achieved and maintained in this field.

Service Offerings: Decontaminate and sterilise reusable medical devices - Decontaminate flexible endoscopes - Delivery and collection of flexible endoscopes - Assembly and packaging of cannulation packs - Expert decontamination advice - Fast track turn-around service for HDFT - 24 hour turn-around service for all internal clinics - A week turn-around service for external clinics (including logistics) - Training for service users and representation at various committees - Can provide full tracking and traceability reports in the event of a patient or product recall

Service Objectives:

- To fulfil all the regulatory and audit requirements to meet the standards
- The department shall ensure that all instruments and sets remain uniquely identifiable in accordance with regulatory requirements
- To deliver a level of service at least to the standard detailed in any service level agreement or contract and thus meet the expectations of our customers and patients
- To ensure the wellbeing and the Health & Safety to all staff is a priority focus by improving equipment and integrating a permanent rest space into the department
- To increase the number of staff trained in all areas of the department (currently 30%)

Opportunities:

- To provide a validation service for medical device manufacturers
- To extend our offering of ward packs to other services, such as blood culture packs
- To provide a decontamination service to new customers

Risks:

- Recruiting and retaining a experienced and qualified workforce
- Capacity to deliver the increasing levels of activity
- Ability to meet service level agreements when there are insufficient medical devices for specific specialties
- Handling and storage conditions of that are out with the control of Sterile Services
- Washers need replacing, more frequent breakdowns leading to 75% capacity on many occasions and potential risk of patient cancellations

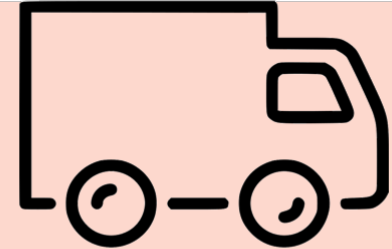
Standards we work to:

- Medical Devices Regulations 2002
- Health Care Act 2008
- MHRA, Managing Medical Devices 2021
- Care Quality Commission – Regulation 15
- ISO13485
- ISO 14644 – Class 8
- HTM 01-01
- HTM 01-06

Healthcare Portering, Courier and Waste Management Services

The Healthcare Portering & Courier Logistics Services supports the:

- Transport patients within the hospitals using various forms of lifting aids when necessary.
- Lift, carry, handle and transport goods within the hospitals including food, linen, laundry, beds and bedding, furniture, medical and other equipment, stores, refuse, SSD, Pharmacy items
- Receive, despatch, sort and convey messages, documents, specimens, parcels and mail also blood supplies collection and delivery within or between the hospitals.



Service Objectives:

- Transport patients within the hospital.
- Lift, carry, handle and transport goods within the hospitals including food, linen, laundry, beds, bedding, furniture, medical and other equipment, stores, refuse, SSD and Pharmacy items.
- Receive, despatch, sort and convey messages, documents, specimens, parcels, mail, blood supplies collection and delivery within or between the hospitals.
- Accompany patients being admitted, relatives and other visitors within the Hospital.
- Arrange furniture in any areas within the Trust as required.
- Recognise and identify full range of medical gases.
- Receive full and return empty medical gas cylinders.
- Erect, dismantle, transport orthopaedic equipment as required.
- Drive, clean, and carry out routine checks on courier vehicles.
- Carry out tasks relating to security, emergency, fire and other priority areas.
- Main reception desk duties.
- Carry out theatre duties.

Standards We Work To:

- Policy
- Legal frameworks, Acts and Legislation
- HIF Employment Standards

Risks:

- Recruiting and retaining a experienced and qualified workforce
- Capacity to deliver the increasing levels of activity
- Risk of injury and/or harm to members of the Portering Team during response to security situations involving violence and/or aggression

Opportunities:

- Key business development opportunities within specific service areas to progress commercially with the collaborative support of the Trust Business Development Team.