



CASE STUDY

Neath Port Talbot Hospital

Client:

Neath Port Talbot Hospital

Project:

Working in partnership with the service provider, Kier Managed Services, to manage hard & soft services.

Objectives:

To efficiently monitor & report on the service provided.

Results:

One of the most effectively managed hospitals of its type in the UK.

Efficiency achieved through FM software

In December 1999, the National Assembly for Wales approved the case for a new hospital to be located on Baglan Moor in Port Talbot. The hospital was to provide a state of the art healthcare facility for an area that had traditionally suffered trying economic circumstances as a result of the decline in both the mining and steel industries in the latter part of last century.

The new Neath Port Talbot Hospital comprises 277 beds and provides a wide range of services including acute medical emergency admissions, elective surgery, a 24 hour local accident centre, outpatients, children's, rehabilitation and diagnostic services. The hospital also provides the opportunity to transform local access to mental health services by offering an acute admissions unit, assessment facilities for geriatric psychiatry and day hospital provision in a stand alone Mental Health Unit.

The 30 year contract to build and maintain the hospital on behalf of Bro Morgannwg NHS Trust was awarded to a consortium including Interserve who was responsible for construction and Kier Managed Services who is responsible for a total package of facilities management services.

Kier Managed Services has been extremely careful in its choice of partners to work on the provision of both hard and soft facilities management services including catering, cleaning, maintenance, waste management and portering. One of its main management tools is QFM, the flagship Computer Aided Facilities Management software package designed by Service Works Group.

➤ Software is an Integral Part of the Trust's Success

QFM offers a range of applications that have become an integral part of the success of the scheme at Neath Port Talbot addressing the unique needs of a hospital environment. The features of QFM applied at the hospital include:

Help desk - The ability to respond quickly to the ever changing demands of a hospital environment means that an effective help desk facility can immeasurably improve the experience of staff, patients and visitors. It is particularly important that the public areas provide the right experience for everybody at the hospital and that changing demands are met quickly. The help desk at Neath Port Talbot is manned by three frontline staff and an administrator between 8am and 6pm. At other hours, the help desk is managed by the hospital switchboard, which is also manned by Kier Managed Services.

Planned maintenance, service management and schedules - By definition, the ability to anticipate and proactively meet demands in advance is more efficient and cost effective than responding retrospectively. QFM allows the onsite facilities team to provide seamless service to the Trust.

Service level agreements and contract management - Kier Managed Services' contract with the Trust relies on meeting stringent key performance indicators based on a sophisticated service level agreement. The ongoing logging and monitoring of tasks, coupled with real-time interrogation of the system, means that everybody is aware at all times of how well the FM team is performing against its KPIs and is able to respond appropriately and immediately to problems.

Stock control and asset management - In a complex environment such as a hospital, the ability to track assets and maintain stock levels is absolutely essential. QFM has the ability to quickly establish an asset register and maintain total control on an ongoing basis.

Health and safety - QFM allows managers access to the latest information on legislation, including a calendar to ensure that they are compliant with the latest health and safety legislation and to ensure minimum problems for employees and to minimise absenteeism through injury and ill-health.

Reporting - QFM provides the Trust with comprehensive reports each month that allows it to analyse performance levels and make business critical decisions. This can be particularly important when dealing with response times. In addition, the system provides comprehensive data when needed for periodic strategic reviews, in this case every seven years.



Each of these factors have played an important role in establishing Neath Port Talbot as one of the most effectively managed hospitals of its type in the UK. It is no surprise that so early into the contract, the hospital has already proved itself a huge success. A prestigious Charter Mark has been awarded in recognition of its excellent record of providing quality care. David Vinen, Kier Managed Services General Manager for the site said, 'I am extremely pleased for and proud of the whole FM Team at the hospital who have played an important role in contributing to the hospital's Charter Mark accreditation. The award demonstrates the benefits of private and public sector staff working together to deliver a range of first class services to the patients and users of the hospital.'



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