

# BUILDING SUCCESS

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## OSCAR WINNERS

Our services continue to deliver outstanding outcomes during the pandemic and deliver essential support services to our patients and our clinical colleagues across the Group. The annual staff awards 'Oscars' celebrates the success of our colleagues. This year Reece Wright, estates officer, was awarded outstanding contribution to patient safety in the corporate category, and the decontamination team, for joint non-clinical team of the year also within corporate category. Nigel Brinkhurst, PPU head chef was awarded non-clinical employee of the year for the Royal Free Hospital site and then brought home the group non-clinical employee of the year award at the Group awards. Congratulations to all our winners.

Pictured left to right: Nigel Brinkhurst – Head Chef PPU, Reece Wright – Estates Officer, Thomas Alayande – Production manager for Endoscope reprocessing, Emelita Quilao – Team leader in SSD, Irene Nastor – Team leader in Endoscope reprocessing

## Introduction to the fourth edition of the RFLPS Newsletter

**Maggie Robinson**  
Director of property



# WELCOME

Welcome to the 4th RFL PS newsletter, Building Success. We have never been challenged so hard as we have over the last couple of years and all of our teams have gone above and beyond to support our clinical colleagues, patients and each other. We are now in the midst of another serious challenge and our services will once again be very busy. On behalf of the management team, a heartfelt thank you for your continued amazing support and unwavering commitment.

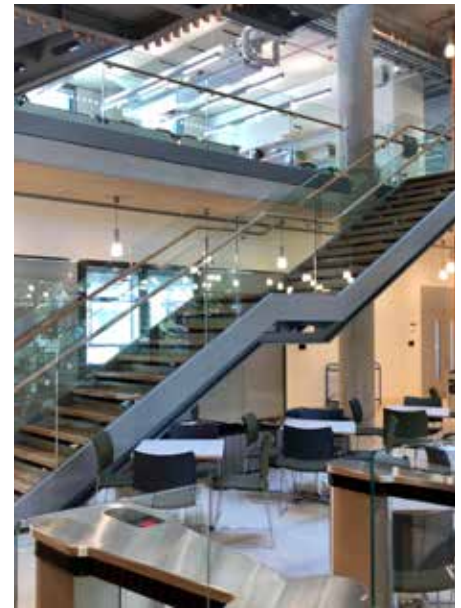
You will be in no doubt of the importance of your work and the vital support you provide which is fundamental to patient care. I'm sure you will agree that whilst it is very challenging, it is a privilege to work in our wonderful NHS. I recently refreshed my understanding of the NHS Constitution and this really brought home to me the value of the services that we provide. You can read more about the Constitution [here](#). Working on the front line you will have ideas on how we can improve the services we deliver to further improve patient experience. Please do get in touch via your line managers or email me

on [maggierobinson@nhs.net](mailto:maggierobinson@nhs.net) To raise awareness of the work that we cover in property, please look out for the article in the newsletter.

In the period ahead please consider ways to support your resilience and health and wellbeing. Take rest, where you can, to recharge. It is more important than ever to ensure we are fully vaccinated including covid boosters and flu vaccination. These are being offered by RFL so please [book your appointment](#).

It just remains for me to say I am immensely proud of what you do and hope you are too! Wishing everyone a safe and very happy festive season.





# PEARS BUILDING OPENS

**RFLPS are proud to be delivering the hard and soft facilities management services within the newly opened Pears Building on the Hampstead campus. The Pears Building provides a new home for the UCL Institute of Immunity and Transplantation (IIT), allowing researchers to collaborate with clinicians at the Royal Free Hospital.**

The award-winning Pears Building is a recent recipient of the Construction News – Building of the Year award 2021. This seven-storey facility caters for up to 200 researchers, providing laboratories and offices, the Royal Free Hospitals visitor car parking facilities as well as two floors of patient hotel

accommodation, providing thirty five rooms dedicated to patients undergoing clinical trials and hospital treatment.

The newly appointed FM team delivers estates, hotel and housekeeping, reception and building services management to ensure that the

building functions well for all the occupants seven days a week.

The hotel facility is now becoming increasingly popular and as the UCL teams start to return to site, the building is anticipated to be fully operational by the end of the year.

## Mabel Worburton appointed as Building services manager for Pears Building

RFLPS is pleased to announce the appointment of Mabel Worburton as the new Building services manager for Pears Building. As the building manager, Mabel will provide leadership, training, and support for the Pears team, consolidate relationships with the Royal Free Charity and UCL institute of immunity and transplantation working in conjunction with the Estates directorate at the Royal Free hospital.

Before joining RFLPS, Mabel worked at Frimley Health NHS Foundation Trust managing facilities teams and stakeholders on four sites including community sites.



## Download the MySBSPay app



**All staff can now download the MySBSPay app to their phone from the app store or google.**

MySBSPay is an innovative payslip app from NHS SBS that allows NHS employees to view and compare their payslips at the touch of a button.

# SPOTLIGHT ON THE PROPERTY TEAM



We cover four key areas

## Tim Bensted Accommodation Services Manager

Tim heads up Accommodation Services where we place staff in private, housing association provider and Royal Free Charity owned accommodation. Recently we have also taken on providing a booking management service for the Royal Free Charity's new Pears patient hotel. We have been very busy over the last few months supporting placements for the newly arrived overseas nurses.



## Peter Morris Property Management

Peter leads Property Management including putting in place lease agreements and ensuring landlords comply with their statutory obligations. We also deal with business rates, insurances and annual asset valuations. Over recent years the property management team has been a major contributor to our FIP targets.



## Miliana Dotcheva Programme Manager - RFL Group Space Management

Miliana manages the space allocation process working closely with the hospital site executive and operational teams to support expanding clinical services. This is a very challenging role in the context of limited space availability and delivering against strategic and operational priorities.



## Pete Martin Strategic Development

Pete is responsible for Strategic Development which optimises the value of the trusts land and property, for example through securing planning permission and selling surplus land to contribute towards the building of new hospitals or for investment into the trust's capital programme.



If you would like more information please get in touch – and we are keen to encourage you to come and spend some time with us. Consider shadowing one of the teams for a few hours. We'd love to come and spend some time in your service areas too. Getting to know each other will help us to do our jobs even better. Look forward to hearing from you.

## Obituary Sabbath Archer

It is with deep sadness that we announce the death of Sabbath Archer, who worked as part of the security team at the Royal Free London for 17 years.

Here, his colleagues pay tribute to Sabbath in their own words:

"Sabbath was a role model and mentor to many. He was a man that was always ready to speak up for what he believed was right. This made him an inspiration to his friends and colleagues, not only for the way that he took pride in all he did but he always encouraged and expected the best from those around him.

"Sabbath will be truly missed by so many and the loss will be felt throughout the hospital and by those

that knew him past and present. He will be forever remembered for his bright smile and constant optimism no matter what he faced."

With his family's permission, a JustGiving page has been set up which a link for can be found on the memorial page on frenet.



## Staff Experience & Development

The **2021 NHS staff survey** has recently closed. Your views are really important to us and thank you to all of you for taking your time to complete this survey. The results will be available in the New Year. Last year we listened to your views and these are some of the activities that have resulted from that feedback.

Following a number of engagement sessions with our teams, you told us what mattered to you and as a result of what you told us last year this is what we have done so far.

As a result of what you told us last year this is what we did:

- Put in place measures for giving those staff that have expressed an interest in access to IT training and apprenticeship, healthcare cleaning and portering. To date, we have had over fifty domestics interested in learning new IT skills and the Cohort of six staff have recently completed their modules, with cohort two planned for January 2022.
- Facilities team leaders are currently undertaking their level three apprenticeship in Facilities operations. A further eleven domestic services team members are about to commence their level two cleaning services apprenticeship.
- Staff in our Decontamination teams are now able to do an apprenticeship Healthcare science assistant - decontamination science. There are 13 people on the first cohort and more staff who expressed an interest will get the opportunity to commence the programme as part of our commitment to developing our teams.

## RFLPS Goes Green!

**Alongside our parent company colleagues, we in RFLPS are also doing our part in achieving a greener RFL. Our commitment and pledges underpin a much wider business and community ethos which we will be seeking to adopt in all commissions, both within the RFL Trust and externally.**

Following the recent announcement of the NHS becoming "Net Zero" by 2040, we in RFLPS are perfectly placed to play our part in the RFH Green Plan that covers the challenges that this target sets for the NHS. The two targets for the NHS Net Zero commitment are as follows:

- for the emissions we control directly (the NHS Carbon Footprint), net zero by 2040, with an ambition to reach an 80% reduction by 2028 to 2032
- for the emissions we can influence (our NHS Carbon Footprint Plus), net zero by 2045, with an ambition to reach an 80% reduction by 2036 to 2039.

Our Facilities and Capital Projects colleagues, alongside our Chairman, Non-Executive Directors and Directors are all championing this initiative with personal and corporate pledges that will make us all greener, quicker.

### **Personal Examples include:**

'Over the next year, I will take more sustainable travel options and will not undertake air travel wherever possible. In addition, I will continue to nurture and enhance my garden, especially my trees.'

'My family and I undertake not to throw any food away. We will also repair, rather than replace, wherever possible.'

'Will make a much bigger effort to reduce use of paper particularly printing of documents and food wastage--will stop being taken in by the supermarket offers such as buy 2 for one.'

'I will be more mindful of what I eat and where it comes from. My family and I will also be reducing our water and electricity consumption by 15% per annum - new meters already being installed!'

Our Catering team have developed 7 Team Commitments with specific regard to living the commitment of sustainability and our Capital projects team have generated a multi-point plan highlighting aspects including the use of BREEAM (excellent only), carbon calculators and a materials passport for use in all schemes within the Trust and wider.

So what will be your commitment as we enter 2022?

## Christmas message – Andrew Panniker



**2021, another challenging year faced with COVID, record numbers of patients coming through the doors and more being asked of you than ever before.**

You have all shown personal strength, resilience and an ability to bounce back and do more. I am truly grateful to you all.

The OSCARS quite rightly recognised some individuals and teams.....but you are all stars!

I wish you all the very best for this festive season and hope it brings some laughter and the promise of hope.

Finally, could I ask you to look after yourselves, your families, your colleagues, friends and our patients, by getting vaccinated and boosted.



We hope you have enjoyed reading this newsletter. If you have any stories you would like to share or comments about the Newsletter please email Sharon Sullivan at [sharon.sullivan1@nhs.net](mailto:sharon.sullivan1@nhs.net).