

# BUILDING SUCCESS

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## Pears Building

The Pears has come alive with most building users returning to work and occupancy continuing to rise with some days operating at 80 -95% post pandemic. We are recruiting for flexible housekeepers to join a friendly team.

As part of the Trust's commitment to reducing carbon emissions, car charging ports have been installed in the level 00 garage - currently waiting to be commissioned before they can be used.

As the weather gets warmer, the memorial garden seems to be the place to soak up the sun with new lavender planters recently being installed. A plaque for Hampstead famous resident – Rowland Hill was also recently installed on the steps of the memorial garden.

**The Café On The Green will be opening its doors on 1st June 2022.**



Pictured left to right: Macmillan Afriyie – Domestic Assistant, Margaret Hylton – Business Support, Mustapha Belbassir – PF Catering Assistant, Victoria Cartwright – Project Manager - Facilities, Matthew Donaldson – Security Officer

## Introduction to the fifth edition of the RFLPS Newsletter

**JAY KHAN**

Chief Operating Officer



# WELCOME

**Firstly, a big hello to everyone - especially to those I've yet to meet in person. Give me time please!**

So, who is Jehangir (Everyone calls me Jay) Khan ...? Family man 3 crazy kids Laaibah (15), Ibrahim (14) and Ismael (7) oh yeh can't forget the wife, Maria. Want to know something interesting I have the same Date of Birth as my wife, and she didn't allow me to get married on the same day. #HeartBroken. Die-hard Arsenal (Invincibles) fan too!

My background is all around working in customer centric businesses. I've been incredibly fortunate to work in industry leading organisations such as British Airways & Premier Inn. My last role was looking after Passenger experience, Estates & Facilities management, and Retail at Network Rail High Speed Stations where we saw around 55 million passengers a year.

What really matters to me I can break down to 4 P's (I love simplicity)... People, Patients, Performance & Profit (In that order).

My first few weeks have been insightful mainly due to being new to the NHS.

So please be patient with me asking lots of 'daft' questions, as I learn. I'm taking lots of notes and I'll have more questions, but it has been brilliant – and I'm still smiling and I'm still very happy I applied for the role. The best bit, so far, has been meeting the people who make RFLPS tick, I have been blown away with the herculean effort on what you have all delivered over the past 2 years this is truly remarkable. I could wax lyrical and fill up the entire newsletter so I will just say... Take a bow everyone!

I'm determined to meet as many people as possible to truly understand how it works but, more importantly, to understand what life is like in the many parts of our business. But a huge thank you to the people I have met so far and the conversations we've had have been invaluable.

If you have got this far thanks for reading my story and I reckon we will get on just fine!



# GREEN CREDENTIALS AND SUSTAINABILITY

The NHS is responsible for about 4% of England's total carbon emissions and in January 2020, the campaign for a Greener NHS was launched to mobilise more than 1.3 million staff and set an ambitious, evidence-based route map and date for the NHS to reach Net Zero.

The NHS has committed to net-zero emissions by 2040, for the carbon emissions that they control directly, with an ambition to reach an 80% reduction by 2028 to 2032, and a target of 2045 for the broader emissions that they can influence.

In line with this goal, RFLPS Estates developed a Heat Decarbonisation Plan which seeks to outline the Trust's current position regarding Heat Decarbonisation, as well as identify areas for improvement, that will inform the Trust's short, medium and long-term plans to decarbonise and reach net zero direct carbon emissions by 2040.

## Proposed Decarbonisation Journey

2021 >> 2026 >> 2031 >> 2040

### Short-Term

- 100% LED Lighting
- AHU Optimisation & Upgrades
- Energy Monitoring and Targeting
- BMS Optimisation & Upgrade
- Behaviour Change Programme
- Pipework Insulation
- HVO Fuel
- 100% Renewable Electricity Tariff
- Photovoltaic
- Water Source Heat Pump

### Medium-Term

- Air Source Heat Pumps
- Investigate Replacement of CHP and Gas Boilers with Heat Pumps
- De-steam and expand LTHW network
- 100% Renewable PPA
- Carbon Offsetting
- Additional Onsite Renewables
- Battery Storage

### Long-Term

- Investigate use of Hydrogen
- Investigate use of Fuel Cells

In November 2020 RFL completed its baseline assessments and produced its Green Plan for 2020-25 with a view to deliver net zero RFL by 2040. This Decarbonisation Plan is a first version

of a high level Decarbonisation Plan overarching all sites and buildings. By end of 2022, we aim to have a dedicated plan for each site.

## Active Bystander training session

All staff are invited to attend a short Active Bystander training session - which aims to help staff across the Trust and RFLPSL to challenge poor behaviours which may have become normalised over time. The session includes self-coaching techniques to help you keep a cool head when you're faced with a challenging situation - and assertive language devices which you can use to make sure your voice is heard if you want to raise a concern.

We hope that by working together we can create a safe and supportive working environment within our organisations. The sessions are on a first come first serve basis and will initially be delivered via Microsoft Teams.

The dates for the training and venue are as follows:

5 May, 10-11am – limited availability

10 May, 2:30 pm – 3:30 pm – available places

19 May, 2:30 pm – available places

25 May, 10-11am – available places

How can I express interest?

For those that wish to attend the training, please email at [subata.aslam@nhs.net](mailto:subata.aslam@nhs.net) with their preferred date or ask your line manager to do so on your behalf.

# HLIU

**NHS England requested activation of the High-Level Isolation Unit (HLIU) located on the 11th floor, north wing of the Royal Free Hospital in order to admit and treat a critical Lassa fever patient.**

This unit provides facilities for safe management of confirmed cases of Viral Haemorrhagic Fevers (VHF) and other hazard category 4 infectious pathogens.

Patients admitted to the unit are nursed in a negative pressure isolator that is located inside a negative pressure room providing highest level of infection control to clinical team. Relevant emergency procedures were immediately activated by various estates and facilities teams to ensure full readiness prior to occupancy and 24/7 standby cover for all the three weeks unit was activated for. Estates were remotely monitoring the performance and operation of various infrastructure systems to ensure function and full compliance via the automated Building Management System.

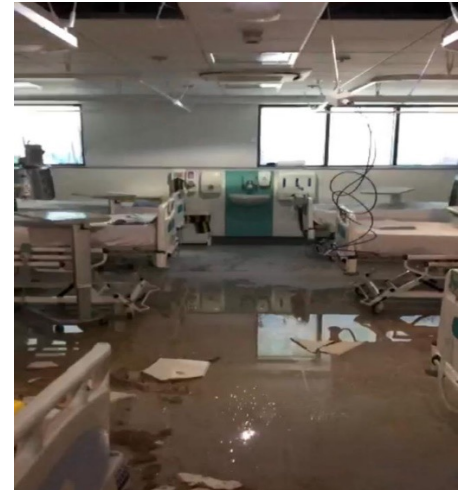


# TOTTENHAM HALE

**An external major water flood caused full closure to Tottenham Hale Dialysis Centre.**

The cause of the flood was due to a burst water pipe in the residential flat on the top floor, which is managed by a different tenant. The flood caused severe damage to flooring, ceiling, ventilation, medical equipment and caused electric boards to trip.

Dialysis services were transferred to the Royal Free Hospital. The estates team split into three groups: one to continue delivering the services at the main RFH as usual, a second team to be stationed at THDC to oversee extensive repairs ensuring the unit re-opened as soon as possible, the third team assisted clinical colleagues to prepare an alternative PITU ward at RFH to accept affected dialysis patients and to ensure minimal disruption to essential services. THDC is one of the largest standalone centres and serves a very large community. Transport assisted with moving the affected 250 patients between sites until the repairs were fully completed after two weeks. We received very positive feedback for the good performance and dedication from various teams involved - domestic cleaning, porters, transport, relocation and commissioning and estates engineering.



Before



After

## Project Choice programme

At RFLPS catering we are celebrating our second semester of collaboration with Project Choice to provide a programme of work experience for youngsters who have challenges to accessing the workplace and workplace training. Eight students placed with RFLPS catering continue to learn across the catering service at Hampstead performing roles from basic book keeping, developing cooking skills, picking and packing in-patient

meals, with their place of pride being the glass café on Pond Street, where they have been challenged to not only run counter sales and learn barista skills, but also work behind the scenes making food and learning the basics of running a food outlet. All students attend classes once a week and work with RFLPS each Tuesday - Friday. Project Choice provides an on site job coach at all times should a student, manager or a staff mentor require any support.

**“I love talking to the staff. Working at the Glass Café is peaceful and there’s lots of space to learn here.”**



Student, Samuel Innes, pictured at work in the glass café.

# RFLPS SERVICE TRANSFORMATION CDC

**RFLPS Service Transformation has been supporting the planning, design and delivery of a fantastic NCL Community Diagnostics Centre (CDC) programme in NC London.**

This is part of a Government pledge of £350m to create 40 one-stop-shops for checks, scans and tests. There will be many more of such centres in the future. The service aims to not only support elective recovery but also relieve pressure on acute sites by reducing inpatient stays as patients are better able to receive their diagnostic test in hospital on the day of request.

In August 2021, commissioned by NCL, the RFLPS Service Transformation team established a Programme Management Office for both the Finchley Memorial Hospital and Wood Green Shopping Centre sites. The Service Transformation team has expanded following excellent delivery and outcomes from the initial appointment.

Since joining the programme RFLPS have managed the establishment of a number of services at Finchley Memorial Hospital:

- Mobile MRI service
- Mobile CT service
- Ultrasound service
- Extended hours Phlebotomy service
- Ophthalmology service
- Cardiology service
- Respiratory service
- Over the coming months we will be opening additional services including a permanent MRI.

Overall the centre has seen 22,511 patients so far across all specialties, supporting all of NCL.

As shown in the images on the right, construction works have commenced at Wood Green Shopping Centre, where we are converting a shopping unit into a CDC - hosted by Whittington Health - which will provide x-ray, ultrasound, phlebotomy and ophthalmology services in its first year of operations. The Wood

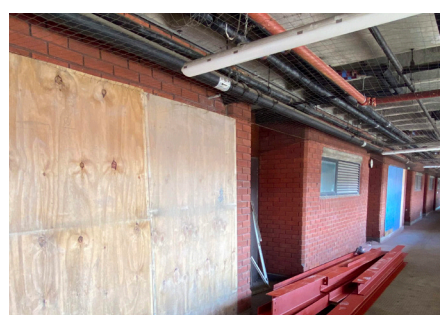
Green CDC is scheduled to open in August 2022.

The Service Transformation PMO has worked seamlessly with the Capital Projects team throughout this commission to date to ensure the establishment of best practice project controls and construction delivery in a complex and fast-paced programme, under the auspices of NCL Commissioners and NHSE local and national teams.

In addition RFLPS has played a key role in supporting the local ICS in managing a feasibility study for the CDC in year 2 to inform Business Case application planning.

The CDC programme has attracted national media attention - including a Prime Ministerial visit to the Finchley Memorial Hospital CDC in January – and as such we are relishing the chance to promote our work and our brand to the watching world.

We look forward to bringing you further updates on this programme later in the year.



## Supplier engagement session

Brian Pratt, Director of Capital Projects, Royal Free London Property Services, with key note addresses from Vicky Clarke, Group Chief Finance officer and Andrew Panniker, Managing Director of Royal Free London Property Services, where delighted to welcome over 70 suppliers, contractors and Consultants to a socially distanced event in the Peter Samuel Hall at the Royal Free on March 9th.

The event was firstly to thank all in attendance for their tremendous commitment and dedication in providing critical support to the Royal Free Group, especially over the past 2 years. The efforts of our numerous supply chain partners, under incredibly stressful conditions, along with our own staff, built at pace facilities to accommodate and support our Covid patients and staff. Secondly, it was to outline the Trusts 'Next Chapter' and the 3 year Capital Programme for the Trust, which the invitees will play a major part in to deliver. Further presentations were provided from Phoebe Braidwood on our innovative capital programme reporting system, Renuka Umasuthan on the Trusts Green Plan and Paul Beaver facilitated a discussion with the attendees on Present Challenges / Future Opportunities and how we can all work better together. This event would not have been possible without the kind support of our Facilities teams and of course the Trusts IP&C and Health and Safety Teams – a huge thanks you to them all. The invitees thanked the RFL Trust and RFLPS for undertaking this event and bringing everyone together, providing confidence for all to move forward.

# SUPPORTING UKRAINE

**The Royal Free London is co-ordinating efforts across north London to share vital medical supplies with those who need them 1,500 miles away in Ukraine.**

Chalkmill Drive decontamination unit—the largest facility of its kind in the UK – will act as a hub for equipment from hospitals across the patch which will then be shared with those affected by the war in Ukraine.

The unit in Enfield was a focal point for the collection and distribution of PPE in parts of north London during the COVID-19 pandemic and staff there will be using their experience to collect items including bandages, tourniquets and syringes to support the relief efforts in Ukraine.

## Support for staff: Ukraine crisis

There are lots of ways staff can seek support on a confidential basis, including via [Care First](#) which is available 24/7.

This service can be contacted on 0800 174319 with online support via [www.carefirst-lifestyle.co.uk](http://www.carefirst-lifestyle.co.uk) (username: royalfree / password: hospital12).

Care First have a number of steps in place to support staff, read their statement [here](#). This includes access to their translation service, should staff wish to access support in their chosen language. Care First have both Ukrainian and Russian speaking counsellors for contracted counselling where clinically appropriate.

We have a range of support which is available for staff, please visit our [staff support pages](#) on Freenet for further information about what is available.

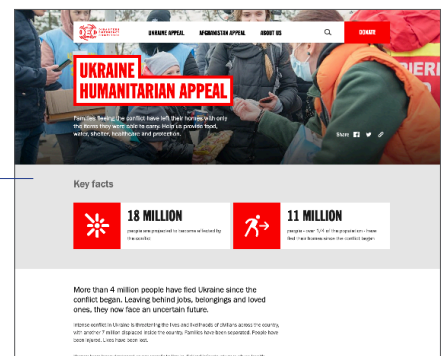
The resilience and emotional support team (REST) are running impartial listening sessions for those affected by the conflict in Ukraine. The sessions will run every Tuesday 12pm - 1pm. There is no need to book, just drop into the session.



[Click here to join the meeting.](#)

[KeepingWell NCL](#) has additional resources to assist staff, as well as guidance for managers seeking to support their staff

[The Disasters Emergency Committee](#), a coalition of 15 leading UK charities, has launched its collective appeal to provide emergency aid and rapid relief to civilians suffering during the conflict.



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[bluelightcard.co.uk](http://bluelightcard.co.uk)

**BLUE LIGHT CARD**



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).