

# BUILDING SUCCESS

## HER MAJESTY THE QUEEN 1926-2022



@theroyalfamily

**Along with the rest of the country, we are deeply saddened to learn of the death of Her Majesty the Queen.**

Her duty and dedication to the nation and the Commonwealth have served as an inspiration to us all throughout her long reign. Our thoughts are with the entire Royal Family at this sad time.

RFLPS chair Rob Leak commented:

“On behalf everybody at RFLPS I would like to extend my deepest condolences to the Royal Family at this extremely sad time.

“Her Majesty’s flawless and selfless dedication to the people of this country

and the wider Commonwealth has been an absolute inspiration throughout her 70yr reign. As King Charles III stated in the closing of his inaugural televised address ‘May flights of angels sing thee to thy rest’.”

## Introduction to the sixth issue of the RFLPS Newsletter

**Andrew Panniker**  
Managing director



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**Working for the NHS in hospitals in unpredictable times is difficult, no doubt sometimes you feel under relentless pressure as more and more is asked of you as we face an increasing number of patients who come through the door seeking our care whilst we also try and reduce unnecessary expenditure and cut waste.**

I suspect sometimes you feel like a bouncing ball, but it can be rewarding, exciting and inspirational. Every day I see examples of exemplary care and attention and a real desire in work to do the right thing, put others first, to help patients when they are most vulnerable and to bring a smile to people’s faces. For this I am truly grateful.

But we recognise that home life is changing too and becoming more stressful as inflation and the cost living bites. You are facing a real squeeze on finances arising from increases in the cost of heating, lighting, travel to work and putting food on the table. RFLPS, Royal Free group and the Royal Free Charity want to actively help and offer support where needed. Please look at Freenet, Freemail or speak to

your managers about where to access information on our offerings, wellbeing and how to access help.

You are all key to the success of RFLPS and if you need support, just ask.

Finally, I know we have lots of unsung but on listening, reading and seeing the increasing number of challenges the security teams face across our sites on a daily basis as they put themselves forward to protect us and our patients, increasingly facing verbal and physical assault, we need to shout out a big thank you! I also give a commitment that we will undertake a full review of the security service to ensure we have the right guarding numbers, training and equipment to make you as safe as we reasonably are able.

# POA HIGHLIGHTS

**RFLPS have successfully carried out the refurbishment of Wellington Ward at the Chase Farm site to allow the use of the space for the critical Pre-Operative Assessment (POA) service.**

This has allowed for significant expansion of the POA service, increasing the flow of patients to theatres. The project included various elements of compliance works and refurbishment, including mechanical, electrical, and plumbing works. The project outline was established by the RFLPS space planning and healthcare planning, following this it efficiently flowed over to capital projects for delivery. The project required collaboration with various trust clinical stakeholders to understand what was required to create a space that was suitable for the end users. It was also well supported by the Chase Farm estates team throughout its lifespan, to ensure that the standards of the team were met, and the relevant information is communicated for handover and ongoing maintenance. The Chase Farm facilities team were engaged in design and during commissioning to ensure that the space was cleaned and stocked for the end users open opening. The space required all new furniture and equipment to be delivered within short timescales, this was successfully led by the RFLPS relocation and commissioning team. The successful collaboration involved in this project allowed it to achieve a tight programme, resulting the unit opening to patients in July following starting works just two months earlier.



# Royal Free London Catering Team recognised as 'exemplary'



**The Royal Free London Catering Team were very proud to receive exemplary status from the NHS exemplary trusts programme and hospital food network.**

On a recent visit Philip Shelley, Chairman of the NHS Independent review of hospital food, spoke with our catering team and colleagues in nursing, dietetics, speech and language and estates. Reflecting on the tour of the Royal Free Hospital Philip said: "It's been a privilege to be here and learn about the Catering Service, we want to share what you do so well with others."

The Catering Service and Team were also praised by Louise Hatwell, net zero programme manger at NHS England, for their "desire and ambition to continually improve"

Our NHS England colleagues were also introduced to the Project Choice team, all eight of our students graduated this year and have been key members of the Catering Team and have been fully involved in helping to achieve this exemplary status.

Well done to Larry and the whole Catering Team this is great recognition for the dedication and hard work that you display every day.



Pictured above are colleagues from NHS England with Larry Rosenthal, catering manager at the Royal Free Hospital, Jeunai Williams, speech and language therapist, Steve Packer, head of facilities, and Dov Gerber, patient governor at the trust.



# Tough Mudder



**RFLPS Capital Projects Team smashed it in over 35 degree heat on Saturday the 13th of August at Tough Mudder!!!**

A fantastic team effort and so much fun!! Well done and thank you to Rachel Kane Harry Farr Kovach Vlad for the leg-ups and piggybacks to get me around the course! Next meet April 2023, Phoebe Braidwood, Lead Programme Manager Capital Projects

## DIGITAL CONSTRUCTION AWARDS

Following on from the successful development and implementation of the Trust-wide online capital reporting workbook, our capital projects team were delighted to be shortlisted in 2 categories for Digital Construction Awards in July 2022. Whilst we were pipped at the post for the two categories entered, it was a great evening and a real statement of intent for where we want to take the overall RFLPS business. The online reporting workbook is now being rolled out additionally to various non-RFL Trust commissions as part of our delivery model USP within the RFLPS Capital Project sphere.



## What's happening at the Pears Building?

The Royal Free Charity (RFC) in conjunction with our RFLPS catering colleagues is supporting the Pears building in trialling a guest evening meal delivery service from 5th September to December 2022. This would help us address some of the concerns raised from our guest feedback forms around the lack of food services in the building. The guest will be able to order meals from reception and our RFLPS catering colleagues will make the deliveries directly to their rooms. We are excited to see the wonderful and healthy food from RFLPS hospital catering team being on offer to our guests.

In light of the rising utilities costs, RFLPS, UCL and RFC staffs have been asked to find sustainable ways to conserve energy around the building. Some of the initiatives we have taken to reduce the energy costs are practical steps such as dimming the lights in the reception and atrium areas, switching off lights, air conditioning units and computers in unoccupied offices, switching off big appliances such as fridges and washing machines when not in use. We are also reviewing run times on outside lights around the building and monitoring the run time on air handling units inside the building's plant rooms. We are encouraging our staff to be creative and to come up with ideas that would help the Pears building to be even more energy efficient. Every little step matters!

## NHS PARLIAMENTARY AWARDS



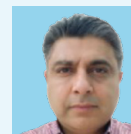
Margaret Harris and Dame Ruth May, Chief Nursing Officer for NHS England at Westminster

We are delighted by the news that Margaret Harris, Royal Free Hospital Domestic Service Manager, has won the coveted NHS Parliamentary Award for 'Covid-19 Response'. Margaret, who was nominated for the award by Priti Patel MP, was an ever-present and reassuring figure

during the pandemic. We would like to congratulate Margaret for winning this award, which is recognition of her and her team's exemplary and selfless dedication to their roles during the last two years of the pandemic.

## Introducing the Fab Four

**– Our new Deputy Directors of Estates and Facilities – your single point of contact on site for all things Estates and Facilities**



**Raj Odedra**

– deputy director of estates and facilities – Royal Free Hospital



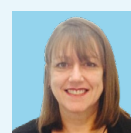
**Paul Beaver**

- deputy director of estates and facilities – Barnet Hospital



**Darrell Reilly**

- deputy director of estates and facilities – Whittington Hospital



**Michelle Thiel**

- deputy director of estates and facilities – North Middlesex University Hospital

# NCL COMMUNITY DIAGNOSTICS CENTRE (CDC) PROGRAMME IN NC LONDON

Further to the article in our March newsletter... RFLPS has been supporting the planning, design and delivery of a fantastic NCL Community Diagnostics Centre (CDC) programme in NC London. CDCs are being established across the UK to increase NHS diagnostic capacity by providing new facilities and equipment, training new staff, creating new partnerships and innovative ways of delivering healthcare, whilst reducing pressures on acute sites. There are two CDC sites in NC London as follows:

## Wood Green

(hosted by Whittington Health)

The Wood Green CDC opened on Thursday 25 August to patients from across Haringey and north central London. Situated within The Mall in Wood Green, the CDC is bringing diagnostic tests onto the high street. This was the culmination of an ambitious and highly complex Phase 1 of the project to establish services in a non-NHS setting.

The Wood Green CDC provides Ophthalmology, Phlebotomy, Ultrasound and X-ray appointments outside of the usual hospital setting. With improved accessibility and direct GP referrals, the CDC aims to reduce health inequalities that are seen in the borough through quicker diagnostic tests and access to treatment if required.

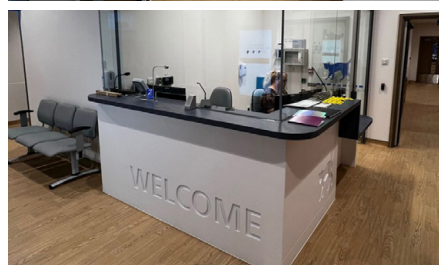
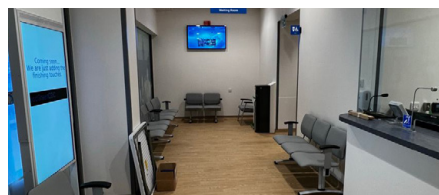


## Finchley

(hosted by The Royal Free)

The CDC at Finchley Memorial Hospital celebrated its first birthday in August, having helped over 50,000 NHS patients across Barnet, Camden, Enfield, Haringey and Islington get quicker access to diagnostic scans and tests since opening in 2021.

The Finchley Memorial Hospital CDC was one of the first sites in the UK to begin providing services in this new and innovative way. This ambitious programme has rapidly grown from a single mobile CT scanner to now include one fixed and one mobile MRI scanner and two non-obstetric ultrasound machines. Diagnostic services currently available include MRI and CT scans, non-obstetric ultrasound scans, blood tests, ophthalmology, and other cardiology,



respiratory and microvascular tests. Patients can still choose to attend their own hospital, but with Finchley being open seven days a week from 8am until 8pm, feedback has shown that patients are welcoming the convenience and flexibility this offers them to attend their appointments.

The new, dedicated MRI suite opened on 16 August with the first fixed scanner operational and able to scan its first patients.

Since our last update in March, NHSE has approved funding for Year 2 Business Cases for both sites. We look forward to bringing you further updates on progress during 2022-23.

### During Year 2 the following developments will take place at the Finchley CDC:

- Further expansion of the MRI suite with an additional fixed scanner
- Installing a fixed CT scanner
- Developing x-ray services
- Expanding respiratory services to include sleep testing (in addition to lung function tests currently offered)
- Providing all additional tests required to ensure Finchley CDC meets all 'minimum test requirements' for a 'standard' model CDC

### During Year 2 the following developments will take place at the Wood Green CDC:

- Installing a fixed MRI scanner
- Installing a fixed CT scanner
- Move Phlebotomy service to basement to accommodate the above



# ESTATES AND FACILITIES FIP

**To support the Royal Free London to deliver its challenging financial targets for 2022/23, work is ongoing to ensure that the Trust's finite resources are used both wisely and effectively whilst ensuring that we have the right workforce to provide the best experience to our patients.**

The 2022/23 financial year is going to be a challenging one for most NHS trusts and the Royal Free London is no different. We can all play our part in ensuring we live within our means and manage our finances appropriately whilst challenging ourselves to deliver the most effective services we can.

## What does this mean for us?

Within the Estates and Facilities department, we have been doing our bit, reviewing our services to identify improvements without affecting the quality service which we offer. The Estates and Facilities department were tasked with delivering improvements of £5.8m this financial year and, as of M3 (June), we have identified £4.3m with a potential additional £1.7m of plans set to be reviewed within the next month.

We have worked through a clear and transparent process to identify these improvements, being:

Looking at areas of waste and inefficiencies to make improvements and deliver a financial benefit.



For example looking at waste segregation which reduces costs and the amount of waste which is sent to landfill

Reviewing all Covid related expenditure, testing whether developing models of care will allow this to be reduced or managed more effectively.



Ensuring we recover all the income for services and areas utilised by third parties



We would like to thank you for the support and hard work to date, without the active involvement of our great teams we would not have identified the level of benefit which we have. We look forward to a positive second half of the year where, despite our excellent start, there is still significant work required to deliver our recurrent savings elements and support the Trust in delivering the £40m recurrent target.

## Get involved

To enable us to move together as effectively as possible we want to hear from you about how we can continue to improve services, reduce costs and to keep an open conversation. Please feel free to reach out to one of the team if you have an idea or would like to be involved.



# Flourish@ thefree

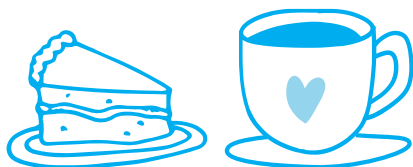


The Flourish@theFree project aims to improve the inclusivity, and health and wellbeing of our bands 1 to 5 colleagues across the Trust.

Please find more information at this freenet page: <https://freenet2.royalfree.nhs.uk/sites/group-services/people-microsite/SitePage/94071/flourish-thefree>

In addition we are working to further enhance staff experience and will be offering, head massage therapy, dog therapy, art therapy and a complimentary food offering on individual sites over the coming months. We are hoping that this will start mid-October.

We are also working with the Charity to set up a "Take a Break Day" for staff to drop into the Charity for coffee and cake, plus complementary therapies, the clothes hub - date to be advised for the middle of November.



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## CLOTHES HUB

Could you donate unworn or good quality used clothes to support the launch of a pre-loved clothes swap for colleagues at both the Royal Free Charity and Royal Free London?



We're launching this initiative as a three-month pilot beginning at the Royal Free Hospital from the end of September, and if successful will be extended to other sites. To launch it, we need donations of good quality clothes, bags, shoes and accessories for men, women, children, and babies. (No underwear, swimwear or jewellery will be accepted.)

From Monday 5 September, there will be a donation point in our offices at

**If you know of any individual department, clinics, or wards who might like to organise their own collections, including on other RFL sites, please ask them to contact Laura James at [laura.james@royalfreecharity.org](mailto:laura.james@royalfreecharity.org) so we can coordinate weekly collections.**

the Pears Building. RFL staff will also be invited to make donations, with other donation points located in the Royal Free Hospital at:

- the charity's enquiry desk on the ground floor near the main lifts
- the charity's support hub on the lower ground floor
- the senior executive offices on the second floor
- the first floor of The Grove building



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).