

BUILDING SUCCESS

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**Mala Chaman, Domestic
services assistant, in
recognition of 40 years
service at the Royal Free,
with Caroline Clarke, RFL
Group Chief Executive**



Margaret Harris, Royal Free Hospital Domestic service manager, commented;

'Mala is a lovely lady, is willing to go the extra mile and leaves a great impression on the staff within the departments she works.'

Pictured from L to R: Georgi Tasev – estates and maintenance assistant, Darrieux Murphy – domestic supervisor, Madeleine Cesbedes – catering assistant, Zee Maqsood – security officer, Vijay Poliah – decontamination technician

Introduction to the first edition of the RFLPS Newsletter

Andrew Panniker
Managing director



WELCOME

For me the journey of RFLPS since the start in 2018 has been a bit of a roller coaster ride initially full of uncertainty and trepidation but followed by a real feeling of excitement and sense of achievement, leaving me at the head of the queue for more.

I am excited to launch the first issue of the RFLPS newsletter and hope that this will inspire you, make you feel a real sense of accomplishment of what has been achieved and attract more people to jump on for the ride.

This newsletter will be issued every quarter to the Estates and Facilities teams across all sites. It will tell the story of what you have achieved so far and give insights into what is next.

My key highlights so far...

- the selfless service response of all our teams through the pandemic and willingness to do whatever is asked
- scrutinising the BBC documentaries and thinking 'wow you lot do a great job, how good do our hospitals look'
- leading the team who built the London Nightingale as an insurance policy for London delivering 500 ICU

beds in 9 days, which thankfully was not really needed due to tireless work of all staff in the London hospitals

Finally I would like to say, it's been a pretty extraordinary time in all our lives where we are all having to live and work in completely different ways to what was 'normal' and I am so proud of what you and your colleagues have achieved and the way you have played your part this year. You and your families should be really proud of what you have done and the way with unflagging resolve you continue to deliver upon everything that is asked of you.

With the lockdown relaxed for a few days and remembering a lot of you will be working, I hope, within the rules, you get time to reconnect with family and friends and that the festive period broadens your smiles and fills your lives with joy and happiness.



CHALKMILL DRIVE DECONTAMINATION UNIT - ONE YEAR ON

In June 2019, the Royal Free London (RFL) opened the largest, most modern decontamination unit in the UK, the unit presently processes approximately 4 million instruments, 46,000 endoscopes and has 80+ members of staff operating 24/7, 365 days per year.

After a successful phased transfer into the new facility, the serious work of achieving quality accreditation began; in September 2019 the team, led by David Dodd, Quality Manager were successful in achieving ISO 13485 accreditation. This was a system built from the ground up for the operation at the new unit and this success was followed up in October 2020 by achieving zero nonconformities on the recertification audit, something previously not achieved by any of the RF Decontamination units. This terrific result was mirrored by the endoscopy team led by Jason Cox, Deputy General Manager and Thomas Alayande, Production Manager Endoscopy in that they also achieved zero nonconformities on their IHEEM audit, forming an essential part of the Trust JAG accreditation.

Since the unit opened we have been successful in winning a number of new contracts such as, Highgate Hospital, Cadogan Clinic and joining us in 2021/22 Cleveland Clinic London and over the past 12 months we have also been supplying a service to, Spire Slough, BMI, Basildon Hospital and Homerton University Hospital Endoscopy unit, we were also the Decontamination supplier for the Nightingale London.

As we all know, 2020 has been a challenging year due to the Covid-19 pandemic throughout which the team

at Chalkmill Drive have shown how dedicated and flexible they are. A third of the team were transferred to other areas of the Trust supporting, theatres, stores, portering, meet and greet, etc, and the feedback we have had regarding our team has been amazing, they truly embraced the chance to help.

The other two thirds of the team were then split, one third continued to supply a decontamination service to the Trust ensuring patient safety, and the remaining third of the team responded quickly to the challenge to set up a large PPE distribution warehouse next door in Chalkmill Drive Unit 2. This has now been supplying 660 million units of PPE to most of London for the past 6 months, this success has been achieved with a team of staff that had no experience of warehousing but again embraced the challenge led by Stuart Tuffin, Logistics Manager and Calvin Oummadi, Supervisor.

Our first year of operation has shown that centralising decontamination



Pictured: Leslie Crouch

was the correct choice and that the service has improved for all our internal customers, feedback received from all external customers has been amazing without exception and we continue to win new contracts on the back of these comments.

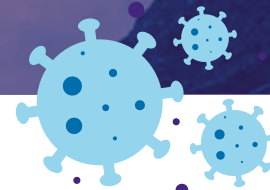
The team at Chalkmill Drive have proven in the past 12 months how dedicated they are, not just in improving quality and service, but by continuing their support to the Trust during the pandemic. Well done to everyone.



AS WE ALL KNOW, 2020 HAS BEEN A CHALLENGING YEAR DUE TO THE COVID-19 PANDEMIC THROUGHOUT WHICH THE TEAM AT CHALKMILL DRIVE HAVE SHOWN HOW DEDICATED AND FLEXIBLE THEY ARE.



Pictured: Elizabeth Milan



TAKING CARE OF YOURSELF



As recognised in this first newsletter we know that all our teams have gone the extra mile in delivering our services well during such a challenging time. At this time supporting your health and wellbeing is more important now than ever as we continue to respond to the on-going Covid-19 pandemic coupled with onset of the winter period.

We have been reviewing our health and wellbeing initiatives and the trust has been working closely with the Royal Free Charity to develop an enhanced support package for staff.

Over the next few months, the trust will be highlighting various offers, initiatives and support available to you focusing on a different wellbeing theme each month.

Well-being support is available for all our teams on Freenet.

During the height of the Covid-19 Pandemic you delivered



13,365

Overnight stays were booked by our accommodation team for hospital staff



50,000 gowns

Fashion and sewing experts, community volunteers and staff from the Royal Free London came together to produce hundreds of surgical gowns every day.



25

During Covid-19 our ME team successfully managed to source and deploy 25 critically needed ventilators to our sites as the RFL rapidly increased its ICU capacity.



350,000

We served over 350,000 staff meals around the clock, seven days a week, during April and May 2020 alone.



6,000l/min O² flow

Doubled oxygen capacity at the Royal Free Hospital site within a space of 4 weeks. In excess of 6,000l/min flow through both VIE setups.

WEST HERTFORDSHIRE HOSPITAL TRUST (WHHT)

Following competitive tender, we are pleased to announce that RFL Property Services have been successfully awarded to provide West Hertfordshire Hospital Trust (WHHT) with Project Management Office (PMO) and Project management support for their major development.

The project includes a new build hospital at the Watford General Hospital site and some new and refurbishment of existing buildings and facilities at the hospitals in Hemel Hempstead and St Albans.

The team were instructed initially to appraise the Strategic Outline Case, property and land advice, and project delivery.

Since appointment in January the partnership between RFLPS and WHHT has evolved, and in addition to the PMO and project management the RFLPS team are also providing; healthcare planning advice and business case writing services as we look to develop and deliver the Outline Business Case. In addition, Liam Commins, has been seconded from the RFH estates team into West Herts to support the day to

day operational estates team.

Key to delivery of the project overall is the coordination and management that the PMO provides to all related work streams.

On behalf of WHHT RFLPS have procured and are now managing a multidisciplinary team of architects, engineers, landscape designers, town planners and cost advisors to assist development of the project.

Mark Bateman Head of Project Delivery said; we are looking forward to a successful and creative partnership with the WHHT, providing specialist services and our knowledge to assist other NHS providers realise major capital developments.

Welcome Joan Emenike

Dear Colleagues, I'm pleased to welcome Joan Emenike to the Chase Farm Hospital (CFH) Estates and Facilities team, Joan has been appointed as Deputy Head of Estates & Facilities at Chase Farm working for RFL Property Services.



Joan will assist the existing team overseeing day-to-day Estate, Facilities and associated operational services mainly at CFH, but also group wide where and when required.

Joan will be reviewing and improving these services incorporating Trust's corporate policies, strategies and vision, emphasising the cultural changes and innovations essential to modernising healthcare and an improved patient experience.

Mark Bateman Head of Estates and Facilities said; the existing

team are providing a very good service, however with the award of the WHHT project we have been stretched in the last period. With Joan's appointment providing the necessary resource and attention required to continue the servicing and preservation of this exemplar hospital.

I am sure that you will all give Joan a warm welcome and provide support where required to ensure that CFH continues to deliver an excellent experience for our staff, patients and the public.

Rob Leak, Chairman of RFLPS, gives an update on his role



I am delighted to have an opportunity to contribute to the first issue of Building Success and share what being Chairman of RFLPS is like.

As some of you may know, after a career in senior management positions in the private and public sector I was appointed Chairman of RFLPS at the start of 2019.

My role focusses on ensuring the Board meets regularly, achieves the highest standards of corporate governance, and

develops a clear strategy that meets the objectives of its shareholder and customers. I also meet regularly with senior executives to ensure there is effective communication between RFLPS and its parent, RFL.

RFLPS is a successful company. RFLPS staff, led by Andrew Panniker and his team, have done a fantastic job, delivering high quality projects and services. These have helped build RFLPS's reputation, enabling

external contracts to be won and money invested back into RFL.

There is potential for RFLPS to do even better, reaching a new standard in delivering quality services to both RFL Hospital sites and external customers. The executive team are working on a new business strategy to achieve this. My role as Chair is to ensure this strategy is appropriately tested by the Board to ensure it is achievable and delivers the objectives of the shareholder.

RFLPS has an excellent future and on behalf the Board I would thank you for your hard work and commitment that has made this possible.

Nasrin Cobb



I have over 30 years' experience in negotiating and delivering major IT transformation programmes to the UK Public Sector.

My present role is Director of Global Government Partnering within Foreign, Commonwealth and Development Office Services. I am responsible for; embedding commercial excellence, delivering ministerial targets for global customer satisfaction, helping to deliver Diplomacy 20:20 agenda and extending our partnerships with the government.

I believe we can improve patient's care and experience, making them feel more comfortable and looked after, by providing a better, cleaner environment, supported by the facilities they need, whenever they are in one of our hospitals.

I will be proud to be able to help the NHS deliver better services to its patients and staff.

Liz Walters



I am delighted to have joined the RFLPS board as a non-executive director.

Having practised as a lawyer for over 35 years I now sit on the Standard Committees of Westminster Council and the Corporation of London and am a member of the Teaching Regulation Agency Professional Conduct Panel.

As a non-executive director my role is to act as a sounding board for the executive team, to meet with senior executives and stakeholders to understand their needs and expectations and to ensure that the highest governance standards are observed and services delivered.

I look forward to getting to know many more people at RFLPS and to making a contribution to its growth and the delivery of world class services.

The Rainbow ward - a new addition at Barnet Hospital

As the first wave of Covid-19 took hold in March 2020, the Projects team were tasked with creating a 40-50 bed dedicated space, at speed, to help facilitate the treatment of Covid patients at Barnet Hospital (BH).

The works were subject to an initial cash injection from Central Gov't with an initial budget of £4m. After a very high level options appraisal for the work, a decision was taken to utilise offsite construction methodology and erect a 40 bed nightingale open plan arranged, modular building by the east entrance of BH.

Rainbow Ward, as it was subsequently named, was originally designed to be a decant facility for some of the general



beds within the main building in order to create specialist bed availability elsewhere. An initial 3 month construction period was

agreed to however, as the prevalence of infections within the first wave of Covid decreased, a review of the layout of the modular was undertaken. The review, led by our projects team, resulted in a majorly redesigned, fully HTM Compliant facility with 15 side rooms and 4 five bed bays

being provided. All side rooms have en suite facilities and all bedheads are now with suction and medical gas. A hugely challenging programme with interfaces into the PFI and the modular contractor, expertly led by Adam Ormiston and our external design consultants, delivered

in October 2020, a mere 6 months after contract award.

