

BUILDING SUCCESS

CONNECTING PEOPLE WHO CARE THROUGH WORLD CLASS SPACES



ISSUE 09 • SEPTEMBER 2023

IN THIS ISSUE

Embedding and Sustaining a Learning Culture

RFLPS is managing a multi-phase imaging equipment replacement scheme

Page 2

National Healthcare Estates and Facilities Day 2023

Page 3

Community Diagnostic Centres (CDC) 2nd birthday

Page 4

RFL Hampstead Discharge lounge Facilities

Page 5

Royal Free Oscars Awards

Page 6

Business Improvement Team

Page 7

Spotlight on new starters

Page 9

Introduction to the ninth edition of the RFLPS Newsletter

KELLY LIU
Head of People



Welcome!

5th July 2023 marked 75 years of National Health Services and we have celebrated together with our amazing colleagues across all sites.

When NHS was founded back in 1948, it was the very first universal healthcare system to be available to everyone, free at the point of delivery. It was set up to provide everyone in the UK with healthcare based on peoples' needs and not on their ability to pay. Since then, NHS has evolved and adapted to meet the needs of many generations, delivered huge medical advances, including the Europe's first liver transplant in the later 1960s, the introduction of the world's first CT scan, the World's first IVF test-tube baby, and many more.

Today, the NHS is recognised globally for the standard of care it gives to patients and is the fifth biggest employer in the world. NHS treats more than a million people a day and touches all of our lives. We also celebrated RFLPS 5th Birthday this year. We are proud to have worked closely with a number of NHS Trusts including our "parent" company, the Royal Free London Foundation Trust. RFLPS are proud to support the NHS and continue to transform how Estates and Facilities are managed and delivered. Happy Birthday NHS and RFLPS.



RFLPS offices at White Lion Street

Embedding and Sustaining a Learning Culture

At RFL Property Services, we want to embed and sustain a continuous learning culture where we can strengthen our people capability for the future. Therefore, we are now partnering with FranklinCovey to provide tailored learning and development opportunities to people at levels.

Whether it's through the FranklinCovey learning platform or our regular Lunch and Learn sessions, colleagues at RFL Property Services will have opportunities to refresh their knowledge and learn new skills to help with their continuous personal and professional development.

From September, we will also be lunching our Learning and Development Bulletin with monthly focused learning topic via Franklin Covey learning platform and virtual "Knowledge Café". Please look out for our September Learning and Development Bulletin.



RFLPS IS MANAGING A MULTI-PHASE IMAGING EQUIPMENT REPLACEMENT SCHEME

At the Royal Free Hospital (RFH), Royal Free London Property Services' (RFLPS) capital projects team is managing a multi-phase imaging equipment replacement scheme. The project includes the replacement of 3 X-Rays, 3 CT Machines and 1 MRI. Due to the requirement to retain clinical services at RFH the project is being completed in 3 phases over a 14-month programme.

The first phase is nearing completion with the installation of an X-Ray and CT machine scheduled to be take place over August and September.

Due to the requirement to retain clinical services, RFLPS capital projects team have liaised closely with RFH clinical team and 3rd party stakeholders to ensure a business-as-usual approach is implemented to minimise any

impact to patient care throughout the project. Frequent project interface meetings with the clinical team have been held to improve early identification of potential risks and allow mitigation measures to be agreed and implemented.

Forecast Practical Completion for the Project is Q2 2024 with the conclusion of the final pair of X-Ray and CT installations.



NATIONAL HEALTHCARE ESTATES AND FACILITIES DAY 2023

Celebrating our Estates and Facilities Heroes

On Wednesday 21st June The Estates and Facilities Teams showcased their services to the wider organisation to celebrate the 2nd National Estates and Facilities day at the Royal Free and Whittington Hospitals.

At Hampstead, stalls were set out in the Restaurant from our Portering, Catering and Estates Teams along with displaying the Domestic decontamination VHP machines for everyone to see what these vital bits of kit do in our clinical areas over 200 times every month.



In the afternoon the Catering Team provided a wonderful afternoon tea and the Estates and Facilities teams were able to take time to relax and enjoy some time together.



Alongside our Inhouse Teams we were supported by our contractor colleagues from Sharpsmart and DHL who play an integral part in delivering essential services 24 hours a day.



NATIONAL HEALTHCARE ESTATES AND FACILITIES DAY 2023

The day celebrated and recognised the Estates and Facilities department who keep Whittington Health running.

There were various stands within the main Hospital entrance atrium from all departments, Estates, Facilities, Capital and Property. Various departments and suppliers gave demonstrations to what they do, and how things work

logistically and what's required behind the scenes.

To make the event informative, light-hearted and fun we had; the Metropolitan police giving safety advice, smoothie bikes, giveaways/ raffles, and a bake off. For Estates and Facilities staff, we provided a free lunch and ice cream vouchers.



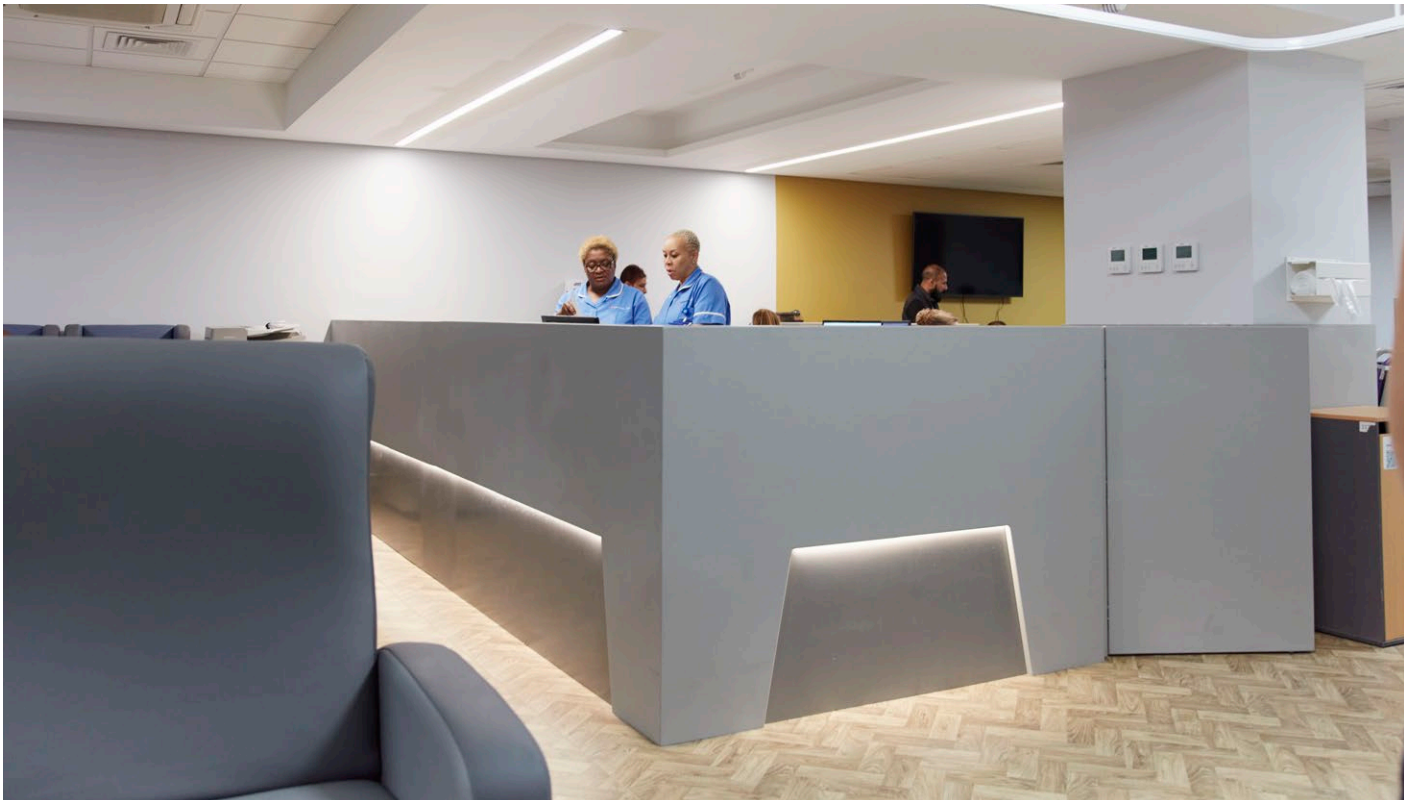
COMMUNITY DIAGNOSTIC CENTRES (CDC) 2ND BIRTHDAY

It is hard to believe that one of the first Community Diagnostic Centres (CDC) in the UK is now 2 years old.

Located at Finchley Memorial Hospital, our Capital Projects and Property Teams, led on the design and timely construction of this facility, with our ICB colleagues in NCL as our Client. Some facts about this facility:

- Since opening, the CDC has carried out over 130,000 scans and tests
- 6 different trusts are able to refer their patients to the facility
- there are 10 modalities contained within the CDC (2 CT Scanners, 3 MRI Scanners, 2 ultrasound rooms, 2 x-ray rooms, 3 ophthalmology rooms, 2 lung function rooms, 1 sleep room, 2 cardiology rooms, 2 phlebotomy chairs and 1 microvascular room)
- and finally cakes were provided to the on site team to celebrate the 2nd birthday of this facility.





RFL HAMPSTEAD DISCHARGE LOUNGE FACILITIES

The RFLPS Capital Projects team recently completed a full remodelling and refurbishment of the RFL Hampstead Discharge lounge Facilities. Upgrades have included TVs, magazines, newspapers, a hot food service and a self-serve refreshment station giving it the feel of stepping into an “Upper Class” airport lounge.

Located on the ground floor near the front of the hospital, the new lounge will improve patient flow by allowing more medically fit patients to be transferred from the ward while they wait to be discharged.

Patients will be able to relax in a modern, welcoming environment, that has been co-designed with their input to meet their needs while they wait to leave the hospital. All patients leaving hospital no longer need to wait on the ward for transport, medication, or paperwork, they can now come to the new lounge and wait in comfort allowing their vacated ward bed to be

made ready for a new patient coming into the hospital.

The Royal Free Hospital director of nursing Rebecca Longmate said: “The goal is for the discharge lounge to make patients feel that are no longer in a clinical space, that they have progressed in their recovery, giving them a positive mindset as they leave. It also helps us to provide more capacity, earlier in the day for new patients coming in.

“We are really pleased that use of the discharge lounge has increased so much – it is a really important space for us to facilitate flow through the

hospital and decrease waiting times for patients arriving in the emergency department and waiting for elective surgery.”

Capital Projects Director Brian Pratt commented “The team have once again excelled in delivering a game changing facility in record time to our clinical and patient transport team colleagues. Working up against tight deadlines and adjoining clinical services that remained operational throughout was a real challenge, but working in partnership with our contracting team, LPL, we have once again delivered a scheme to be proud of.”

WE'RE GONNA MAKE THIS A NIGHT TO REMEMBER

Facilities Teams clean up at Royal Free Oscars Awards

Wow! What an amazing achievement from our Facilities Team, they walked away with 3 (yes that's three) Oscars and a runner up in the following categories:

Group Living our values award winner – Ioanna Chindris, Domestic Services

Group Non-clinical team of the year – RFLPS Catering Team

Corporate Servies Non-clinical employee of the year – Paula Barradas, Domestic Services

Corporate Services Celebrating diversity runner up – Stephen Downer, Support Servies and co-chair of LGBT+ and friends network



Ioanna Chindris

Ioanna works in various departments including ED, Childrens Physio and Occupational therapy and was nominated by her clinical colleagues who said, Ioanna comes to work every day with a smile, keeps the place clean and engages with staff and patients with great respect and kindness.

Well done Ioanna, great achievement!



RFLPS Catering Team

The awards keep coming for this dedicated team, already recognised as an exemplar in their field they have now won this very prestigious Oscar. Their dedication to meet the dietary needs of all our patients is second to none, and we've all loved their ice lollies during the heat wave.

Well done Catering team, very well deserved!



Paula Barradas

Paula has worked at Graseby House since the building opened and is responsible for cleaning the bedrooms, communal areas and the office spaces. Paulas nomination described how all the residents know her very well and that Paula goes above and beyond every day and was described as an unsung hero and a domestic Florence Nightingale who always has a broad smile.

Well done Paula, amazing dedication! [See clip with RFLPS Chief Operating Officer, Jay Khan here.](#)



Stephen Downer

Really great for Stephen to be recognised for all the hard work he does promoting diversity whilst carrying out his role of Support Services Team Leader. Stephen takes an active lead at all Trust events to ensure this important message continues to be heard and he's very proud of the LGBT+ and friends network's achievements over the past 10 years.

We're proud of you Stephen!

BUSINESS IMPROVEMENT TEAM

The newly formed Business Improvement Team was established to support the estates and facilities departments across all RFLPS managed sites to deliver the E&F strategic pillars.

Our strategic pillars are to drive **operational excellence**, provide a world class **experience**, support our **people** and deliver **sustainably**.



Vision

The Business Improvement Team aims to deliver change by challenging operating models and processes to transform and grow Estates and Facilities Services at sites across North Central London.



Mission

We partner with our service delivery teams to supportively deliver the E&F strategic pillars (Operational Excellence, Experience, Sustainability and People) and L6 diagnostic incremental improvement.



Values we aspire to

Innovation , Efficient, Effective, Growth, Listening, Value Adding, Patient and Staff Focused, Improvement, Collaborative, Respectful.

Chief Operating Officer:
Jehangir (Jay) Khan



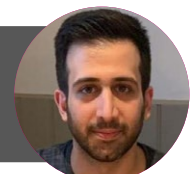
Senior Business Improvement Manager:
Alice Adshead



Business Improvement Manager:
Simon Sesay



Assistant Improvement Manager:
Hooman E. Fakhar



BUSINESS IMPROVEMENT TEAM

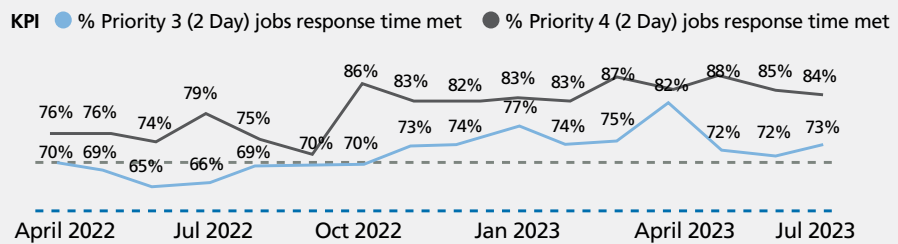
PowerBI scorecard reports

The team are leading in digital reporting by developing PowerBI Balanced Scorecard dashboard which is produced on a monthly basis and provide our executive teams with detailed E&F key performance metrics. This enables customers and E&F leaders to make data-driven decisions.

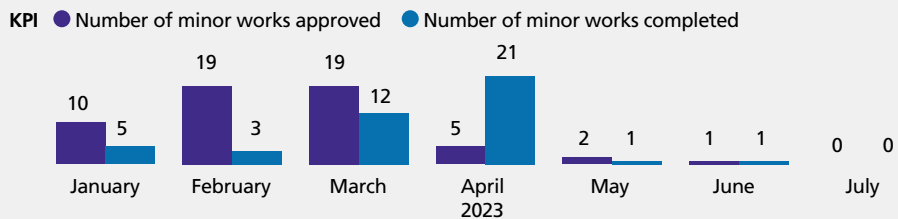
Business Improvement team is training the Business Support teams on Balanced Scorecard reporting and PowerBI, to give them the ability to produce these reports for the teams that they are supporting. We are also planning to incorporate the Finance and Workforce dashboards into

PowerBI reports, to make those data more visual and make the analysis more efficient for our E&F colleagues. Moving forward we will be assessing systems used across all services with the aim to automate data collection from systems such as CAFM, energy and medical system maintenance services.

MULTIPLE SELECTIONS



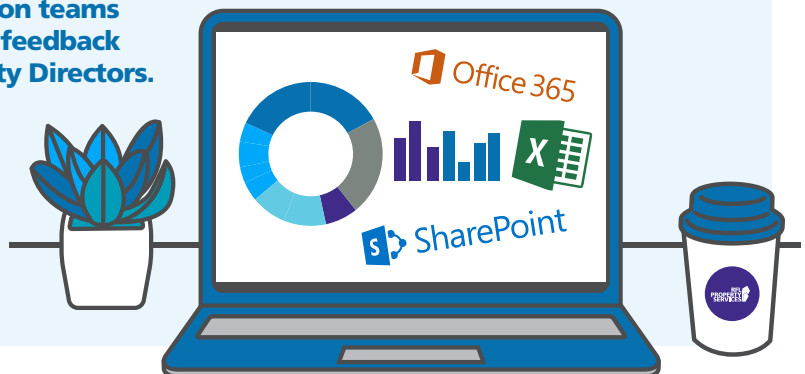
MULTIPLE SELECTIONS



BUSINESS SUPPORT TRAINING

We have organised and completed a six-week training course for the Business Support administration teams across all sites which was met with amazing feedback and supported by all the Directors and Deputy Directors.

The course included training on Office 365, including SharePoint, Excell, PowerPoint, Pecos, Power Bi, TRAC and PlanetFM Finance. The admin team are now Super Users we have a dedicated teams' channels for support and information sharing.





SPOTLIGHT ON NEW STARTERS

A VERY WARM WELCOME TO ALL OF OUR NEW STAFF

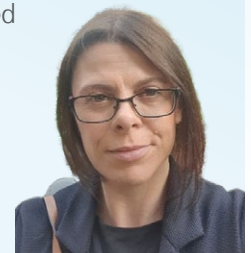
John Senior
Computer Aided Design (CAD) officer

"I am the Computer Aided Design (CAD) officer working within the Space Planning team. I have more than 25 years of experience in CAD Space Planning & Move Management. I've developed my skill set over the years working for several blue-chip companies and within the education sector before joining the NHS. I enjoy finding space and restacking building solutions."



Julie Morris
People and Resourcing Specialist

"In July, I became a proud member of the RFLPS as a People and Resourcing Specialist. With over 12 years of experience in the HR field, I've immersed myself in the dynamic logistics and supply chain sector. My recent focus has revolved around shaping and enacting impactful HR policies, all while spearheading strategic initiatives aimed at ushering in significant organisational change."



Christian Proto
Group Parking Manager

"I am the new Group Car Parking Manager, and I am responsible for looking after the parking at the RFBG and CF hospitals whilst working with our contractor Parking Eye. This includes the managing of visitor and staff parking and general complaints and Penalty Charge appeals.

With over 5000 staff and the huge demand for visitor parking it is very hard to accommodate everyone. I will be carrying out a full review of the current parking policy and once in place will continue to periodically review this policy to see ensure it is still fit for purpose."



Mark Turner
NEPTS Assessment Services
Deputy Contract Manager

"Over the last 25-years, I have had opportunities to change and develop my career, in roles such as security, portering, logistics, supervisory and management; in all areas of this I have always pushed myself to work hard and achieve my goals.

When I got the opportunity to further my career and pursue a new challenge with Royal Free Property Services, I greeted it with open arms and an open mind. You can tell that everyone in the team is truly dedicated to delivering world class care to the patients and community, that only motivates me more to push for the best performance we can achieve for our hospitals and patients."



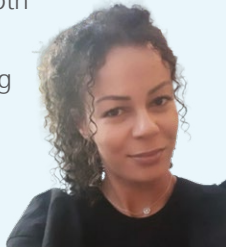


SPOTLIGHT ON NEW STARTERS

Julieanna Korell
Estates and Facilities Contracts Manager

"I am an extremely self-motivated individual with extensive experience in housing administration and contracting. Prior to joining RFLPS, I worked within social housing and for a renowned development company managing contracts for both private and public sectors.

I am looking forward to now starting on a new chapter in my life to re-align and deliver contracts across a variety of diverse sectors for the NHS."



Habibur Rakib
Business Support Officer

"I am a passionate yet easy going individual with a broad range of experience. Previous to working with RFLPS, I worked with the UCLH for a number of years, prior to that I worked in a range of environments including Banking, Education and the Fitness Industry. I have been working with the Property Services team for the last 6 months and enjoy the working culture here and learning new things every day!"



Ibfubara Mac-Yellowe
Patient Transport Manager RFH

"I have been in the patient transport sector for 8 years now. I started with DHL Patient Transport for 4 years and then moved to Falck Ambulance Patient Transport service for another 4 years. I joined the Royal Free London Trust in June 2023 as the Patient transport Manager and am glad to be part of the Royal Free Team. The team have been very supportive, and we are looking together to ensure patients experience the best service when it comes to their transport booked in and out of the hospitals after their appointments."



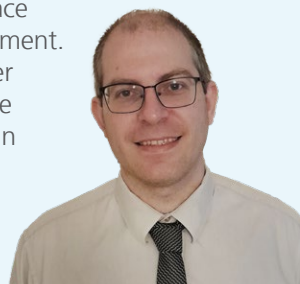
Ajenthnan Sivarajah
NEPTS Assessment Services governance lead

"I am so pleased to join Royal Free London Property services, working with amazing, hardworking individuals, my role as a governance lead for non-emergency patient transport, I put our patients at the heart of everything I do."



Ryan Jones
Interim Space Programme Manager

"I am the Interim Space Programme Manager. I have many years of experience in Facilities Management, Space Planning and Project Management. I have developed my skills over the years working with diverse organisations and take pride in supporting their teams to get the best out of space."



Daniel Euston
Estates and Facilities Contracts Manager

"I am the Estates and Facilities Contracts Manager focussed on optimising service delivery in both domestic and commercial sectors. My expertise spans efficient Contracts Management, risk mitigation, and adept change management. I engage with stakeholders, contractors, and senior leaders."

