

# BUILDING SUCCESS

CONNECTING PEOPLE WHO CARE THROUGH WORLD CLASS SPACES



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## Introduction to the twelfth edition of the RFLPS Newsletter

### DAN BAKER

Director of Transformation



# Welcome!

**Welcome to the 12th edition of Building Success. What a busy start to this year with plenty to celebrate and to be proud about.**

As one of the Directors in our Consulting business, the depth of experience, knowledge and compassion from our staff never ceases to amaze me, and this has never been more apparent than at our recent (inaugural) RFLPS Awards ceremony! To see so many of our dedicated staff be recognised for their outstanding contribution to both the success of our business and service to our patients and clients was inspirational to me and my Executive colleagues and makes us all proud to represent RFLPS as we continue to grow and evolve! With this in mind, I am proud to introduce to you this issue of the RFLPS newsletter. We will start by celebrating the winners of the RFLPS awards and RFL Oscars, followed by spotlighting women in construction and the 6CP leadership programme.

We will explore the service excellence at the Decontamination service, before recapping our activities across the National Estates and Facilities Day before ending by introducing some of our new starters.

Also, a big congratulation to Paddy Hennessy on being appointed the role of Technical Operations Director, and Jeremy Sharp who has now been appointed as the Director of Quality and a fond farewell to Mark Bateman. Mark joined RFLPS in 2014, leading the construction of Chase Farm Hospital. He then went on to lead the Estates and Facilities Operations at Chase Farm Hospital and, more recently, at the The Whittington Hospital. Mark has been instrumental to many of RFLPS' successes and has been a fantastic colleague along the way. We'll miss you Mark!



## HIGHLIGHTS 2023/24

Wood Green CDC have undertaken **109,000** tests since opening

Finchley Memorial Diagnostics Centre have undertaken **240,000** tests since opening



We maintained **3,187** medical devices with



Over the last year, **7,600** accommodations booked



**54%** of repairs completed within 24 hours





# RFLPS PROPERTY SERVICES AWARDS 2024

**Recognising outstanding contributions to the business during the 2023-2024 financial year.**

**Congratulations to all the winners and runners-up for all your hard work and continued commitment to RFL Property Services!**

On 16th May, RFL Property Services came together to celebrate our success over the past 12 months and to recognise the extraordinary talent that made our business thrive! Some outstanding individuals and teams were put forward by their peers to receive special commendations under the six award categories, which included:

- **Individual Contributor of the year**
- **Team of the year**
- **Dynamic Improvement Award**
- **People Matter Award**
- **Service Delivery Award**
- **Innovation Award**

As we entered our sixth year of trading, we reflected on our growth and achievements during this time and the people who were integral to making it happen. Every single member of our team played a crucial role in achieving our mission: Connecting People Who Care Through World Class Spaces.



## Individual contributor of the year

**Winners:**

**Rachal Kane**  
Senior Project Manager  
Capital Projects

**Margaret Harris**  
Domestic Services  
Manager



## Team of the year

**Winner:**

**St. Pancras Redevelopment team**  
**Samuel Ekundayo** - Project Manager  
**Naila Carvalho** - Project Manager  
**Dragomir Ralev** - Senior Project Manager  
**Harry Farr** - Project Manager  
**Nicholas Ball** - Project Manager  
**Kristina Klymchuk** - Assistant Project Manager  
**Sarah McMahon** - Project Manager



**Runner-up:**

**Hinchingbrooke Theatres Redevelopment Team**  
**Laura Wilkes** - Programme Manager  
**Tom Bunting** - Project Manager  
**Gabriella Baker** - Project Manager  
**Gina Winton** - Project Manager

# RFLPS PROPERTY SERVICES AWARDS 2024

Congratulations to all the winners and runners-up for all your hard work and continued commitment to RFL Property Services!



## Dynamic Improvement Award

Winner:  
RFLPS  
Catering Team



## People Matter Award

Winner:  
**Oliver Miller** - Senior Project  
Manager Capital Projects  
Runner-up:  
**Peter Morris** - Property  
Management Lead



## Innovation Awards

Winners:  
**Maria Garcia De La Torre Montes** - Senior Business Intelligence Analyst Transformation  
**Anna Majkowska** - Senior Project Manager Transformation



## Service Delivery Award

Winner:  
Accommodation services

# CELEBRATING OUR CORPORATE SERVICE OSCAR WINNERS

**The accommodation services team have won an RFL Oscar for Non-clinical Team of the Year for helping welcome more than 500 international nurses to the trust in the past two years, planning for their arrivals and helping to find accommodation.**

The team supported with sourcing accommodation within existing RFL housing provider stock during what has been a period of huge demand with challenging capacity issues. The team have had to find innovative solutions by sourcing alternative supply from other keyworker housing providers in London to ensure nurses have a decent and affordable place to live on arrival. This has involved a big effort from the team in contacting and meeting with numerous keyworker housing providers to secure the required accommodation. Over the past year, the team has booked over 7,600 nights at RFC's Pears Accommodation and local Premier Inns for patients attending vital treatments at RFH.

Over the past 2 years (2022 and

2023), the team have supported sourcing accommodation for all nurses on arrival. In total, we managed to find accommodation for over 500 nurses across existing and alternative providers, helping, on average, over 20 nurses each month, which is a staggering achievement. As far as we are aware, no other Trust in London has achieved this number. As of the end of 2023, this helped RFL achieve the lowest vacancy rate of all acute Trusts in London. The team worked collectively and collaboratively to achieve this, sharing the challenges and workload, and I am personally extremely proud of their achievement and their attitude to providing excellent customer service.

They received 890 nominations from



**Kathy Ford** - Accommodation Support Co-ordinator, Accommodation Services, **Trevor Murtagh** - Assistant Manager, Accommodation Services, **Sakis Karagiannidis** - Accommodation Officer, Accommodation Services

across the trust, of which 131 were for staff and teams working in corporate services.

The team provide exemplary customer service to our staff, clinical teams and patients, and live the Trust values each day. In recognition of these achievements, I believe they are deserving of this award.

Congratulations also go to the Royal Free Hospital Portering Team for achieving runner-up in this category.

## UK Construction Week



**BY PHOEBE BRAIDWOOD**  
Deputy Director Capital Projects

**This year's UK Construction Week included a 'Culture Change Hub' hosted by 'Design and Build UK Women In Construction'.**

I had the privilege to step out of the office on a sunny afternoon on 8th May to head over the ExCel Centre for UK Construction Week. The event is free to attend and has been running since 2022 in London and Birmingham. It caters for the whole construction supply chain, showcasing leading construction products, all of the major construction professional bodies, international pavilions, seminar hubs and speakers from industry and

government leaders.

'Design and Build UK Women In Construction' was hosting the 'Culture Change Hub' with Seminar topics that included - Training for Success, Wellbeing, Talent Discovery, Fostering a Culture of Innovation and Creativity in Construction and Diversity and Inclusion in Construction. The conversation panel members included Sandy Rhys Jones OBE - President of the CIOB, and representatives from consultancies and contractors such as Gleeds, Redrow, Wates, and Bechtel. It was inspiring listening to women sharing their success stories (and challenges!)

from a career in construction and how we can support and promote equality, diversity and inclusion and help others get into our exciting industry, feel a sense of belonging and then remain in the industry and progress a successful and rewarding career.



# DECONTAMINATION SERVICE



**CALVIN OUMJADI**  
Deputy Logistics Manager

**My name is Calvin Oumjadi, and I'm the Deputy Logistics Manager for the decontamination unit based in Enfield. I worked for RFL for six years before joining RFLPS in March 2023.**

**Leading by Example and a Culture of Growth/ Fostering Careers:**

During this time, I've witnessed remarkable growth within the decontamination unit, especially the logistics department. In 2019, it was a small group of four drivers and four vehicles. Under the strong leadership of Mark Sibbons (GM), David Dodd (Operations Manager), and Stuart Tuffin (Logistics Manager), we've expanded to a multi-shift team with 18 drivers (excluding leadership) and 11 vehicles. They've nurtured a culture of investment and promotion, as evidenced by my own career path. I started as a sterile service technician in Barnet in 2018, then progressed to production manager after our move to the Chalkmill Drive Supercentre. Most recently, I transitioned into logistics, and Stephen Warby, previously a team leader, has been promoted to Logistics Supervisor.

**Delivering Excellence 24/7:**

Today, our multi-shift team delivers sterile instruments and endoscopes around the clock, year-round. We operate from morning to night, ensuring processed Instrument Sets and Endoscopes reach theatres promptly. Our reach has expanded significantly, now delivering to numerous locations beyond the

original Royal Free, Barnet, Chase Farm, and Hadley wood. We average an impressive 1,318 point-to-point deliveries and 1,150 point-to-point collections per month.

**Sustainability – A Shared Commitment:**

At the decontamination unit, we're constantly seeking innovative solutions that align with the Greener Royal Free Vision. We've significantly reduced our carbon footprint by transitioning from an all-diesel fleet to one that includes five electric vans. This commitment to sustainability reflects our shared values.

**A Rewarding and Adaptable Environment:**

Every set we process supports patient care, making a real difference in their lives. Knowing that contributes to a uniquely rewarding work environment. While adaptability and quick response are essential, our shared vision of patient well-being fuels our dedication and keeps us motivated.

I'd recommend for others across the trust to learn more about the decontamination process and see what happens to the instruments you might use or see being used. There's a lot behind our work – come and visit the decontamination unit and see for yourself.



**RFLPS Director of Capital Projects Brian Pratt was invited to present at the Universities and Healthcare Estates and Innovation Conference in July, held at Stamford Bridge in London.** His talk was about how RFLPS has helped shape the prioritisation process of capital funding within the NHS with specific regard to critical infrastructure and backlog maintenance. Additionally, the talk focussed on Procurement and Grant Funding tips. The event was extremely well attended by estates and capital professionals from around the country. Events like these serve to get our collective RFLPS voice out there and build our brand with potential customers looking for innovative and forward-thinking solutions. RFLPS have already received follow-up requests for more information on our innovative approaches to capital management and overall prioritisation from other NHS Trusts present at the event. Anyone looking to take that next step in representing the organisation in this manner is encouraged to speak to their line manager. We are also scheduled to present at IHEEM in the autumn, and there will be further opportunities throughout the year!



RFLPS were recently showcased in the July edition of BDC magazine. Scan the QR code to read the article.





# CELEBRATING ESTATES AND FACILITIES DAY

**A big thank you to all our estates and facilities colleagues for the invaluable work they do every day.**

We want to highlight the RFL estates and facilities service and its incredible staff members – including our cleaners, porters, fire officers, security, switchboard team, decontamination teams and catering staff. Their work ensures the smooth running of our sites across the trust and has a huge impact on patient and staff experience.

To celebrate, several events have been taking place across the trust. Staff are also able to share messages of thanks on the good deed feed.

Staff were invited to come along and meet colleagues at the roadshow market, where representatives from various Estates and Facilities teams hosted information stalls. There were roadshows at Barnet Hospital, Chase Farm Hospital, Decontamination Centre, North Middlesex Hospital and in the Royal Free Hospital main reception area.

A table tennis competition for staff also took place in the Royal Free Hospital canteen.

Estates and Facilities colleagues also celebrated with afternoon tea and a raffle with prizes at Barnet Hospital, Chase Farm Hospital and the Royal Free Hospital.

Celebrations in Barnet Hospital

took place at the main entrance of the hospital, where stalls for each contractor were set out with material and extra goodies. The Estates and Facilities in-house team were joined by Medirest, Equans, DHL (Patient Transport), Siemens, Elis and Sharpmart. These fantastic teams are all essential to delivery services across the hospital. Our clinical teams and the Capital Projects Team also joined the colleagues.

At Whittington, a free buffet lunch was provided for all Estates and Facilities staff who were working on the day and those staff working a night shift that day received a voucher for a free breakfast. Gunnersaurus, the AFC mascot, joined the day to take pictures with the legions of Arsenal fans.

At North Middlesex Hospital, colleagues from DHL patient transport, Domestic teams, Equans, Elis Linen, Hostess teams, Medirest, Sharpmart/TGC Waste, & Security attended the celebration in the restaurant. 24 staff members were presented awards from senior management following nominations from colleagues across all hospital departments. All attendees were entered for a free raffle.



## Whittington Hospital



# CELEBRATIONS CONTINUED ACROSS OTHER RFLPS SITES

## Royal Free Hospital

### Chase Farm



### North Middlesex



### Barnet



### Decontamination Centre



# SPOTLIGHT ON NEW STARTERS

## A VERY WARM WELCOME TO ALL OF OUR NEW STAFF



### **Gabriella Baker** Project Manager

I'm really pleased to be joining RFLPS to continue contributing to health sector improvements, having previously led service transformation in public mental health elsewhere in the NHS. I am motivated by any opportunity to create more equitable and digitally-enabled health services, and am currently learning a couple of programming languages outside of work in support of this. I also love pottery and graphic design, which I try to keep up when I can!



### **Charlie Burlton** Estates Manager

I'm really excited about the opportunity to share my more than a decade of experience in facilities management and my expertise in HTM with Barnet Hospital. Besides my professional background, I enjoy playing Saturday football with my local football club and when I get a chance watch Tottenham Hotspurs. At home, I find joy in gardening, which helps me relax and stay connected with nature.



### **Lynden Bernard** MiCAD Systems Manager

I have joined the Space Planning Team towards the start off this year, and I am looking forward to ensuring that we keep and improve our quality of service. My background in projects and facilities within different business subjects from insurance through entertainment establishments. These experiences ensure attention to detail and working to deadlines is a high priority along with communicating with various stakeholders at all levels in a professional manner. My hobbies include, OCR Races, Gym and spending time with my family.



### **Joanna Jackson** Programme Manager

I began my career with Newton and a County Council before moving into project management roles in Adult Social Care, the NHS, and a multinational pathology organization. I specialise in service transformation, change management, and consultancy, with qualifications in agile and lean methodologies. I join RFLPS after managing the transfer of three pathology services to a new hub in Blackfriars, excelling in performance tracking, PMO management, and stakeholder collaboration. Outside work, I enjoy baking, traveling, fashion, and the arts.



### **Maria Garcia De La Torre Montes** Project Manager

I have recently joined RFLPS as a Business Intelligence Analyst. Over the past 20 years I've been working in the telecommunications industry in different roles, from data analyst to programme manager, having data as a core skill. This role is a perfect opportunity for me as it combines my passion for data analysis and working in healthcare. Outside work, I like to practice Tai Chi, knitting, travelling, and spend time with my friends and family.



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).