

# BUILDING SUCCESS

CONNECTING PEOPLE WHO CARE THROUGH WORLD CLASS SPACES

RFL  
PROPERTY  
SERVICES

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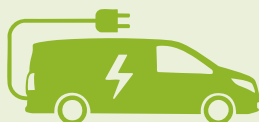
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## The Estates has gone green

We now have an electric van for work on satellite sites, and an EV charger has been installed on-site for overnight charging.



## Introduction to the thirteenth edition of the RFLPS Newsletter

**LAURA WILKES**

Transformation Programme Manager



# Welcome!

**As we near the end of another remarkable year, I want to take a moment to reflect on our journey and celebrate the many achievements we've accomplished together.**

2024 has been a year of transformative progress and inspiring stories at Royal Free London Property Services, all delivered by our amazing teams for the benefit of staff, patients and our clients.

In this latest edition of the newsletter, we will look at sustainability efforts implemented by our teams, and efforts to raise money for the Royal Free Charity. We have looked at how we have worked in partnership with clinical and operational colleagues at Barnet to open the new Urgent Treatment Centre which will make immeasurable improvements to the experience of patients as they come through Barnet Hospital, as well as helping the Barnet Hospital teams best manage flow and operational performance. We will also take a look at how we have been promoting the RFLPS brand at national and local conferences to support our company growth and business development.

In addition to these wonderful

achievements, we have seen other successes across our business in 2024 with the North Middlesex Security Team winning a National Healthcare award, The Royal Free Hospital being awarded exemplar status in cleaning, portering and catering making them the only "In House" Facilities service in the country to hold all three awards at the same time, and the expansion of our consulting business to new regional areas and taking on ever more exciting and innovative programmes of work.

As we look forward to 2025, I am filled with optimism about the opportunities ahead. Our dedication, hard work, and passion have set a strong foundation for continued success and I want to thank each and every one of you for your commitment and contributions. Together, we will continue to transform and make a difference in 2025.

Wishing you all a wonderful holiday season, some restful and meaningful time with your loved ones and a prosperous new year.





# BARNET HOSPITAL BRAND NEW URGENT TREATMENT CENTRE

**Patients at Barnet Hospital (BH) are set to benefit from a brand new urgent treatment centre (UTC) which has opened as part of the urgent and emergency care redevelopment project. The upgrade to the UTC formed the first phase of the redevelopment and has seen it move into a new dedicated space which is better equipped to treat more patients in the right place at the right time.**

An incredibly complex construction project, not only in terms of logistics, enabling and construction itself, but also through the innovative way this scheme has been procured outside of the PFI, in this instance, for the benefit of the Trust. The build has so far seen the reconfiguration of the therapies space on the lower floors to accommodate the move of urology, to then in turn allow the full reconfiguration of that space for UTC. A previously underutilised external courtyard area has now been built upon to create the new front door for UTC with dedicated paediatric and adult waiting areas for up to 65 attendees.

Phases 2 and 3 now commence seeing a reconfiguration of the existing ED space to provide a fit for purpose space for ambulance handover, mental health rooms and other much needed changes to allow the frontline ED

colleagues to work in a more fit for purpose environment.

The UTC is now located at the front entrance of the hospital to improve patient flow, in line with national guidance. Patients who attend on foot will be triaged in the UTC and can be transferred to the emergency department if needed. It comprises a new large, dedicated waiting area, paediatric waiting room as well as two GP rooms and three emergency nurse practitioner rooms, which have been equipped with them in mind to better support their ability to triage, diagnose and treat patients. This will also help with the target of 35% of patients presenting to the hospital being treated through the UTC.

There is also an ad hoc room that can be used by the team should they have the capacity to take on extra workload.



# BARNET HOSPITAL BRAND NEW URGENT TREATMENT CENTRE

**Brian Pratt, Director of Capital Projects RFLPS said:**

“Whilst I don’t like to use the word ‘complex’ too often when describing what I generally see as our bread and butter delivery capability, in this instance it is fully justified. The management of stakeholders, including the PFI in all its forms, has been key to the success of this groundbreaking first Phase and the expert team of Phoebe Braidwood, Rachel Kane and Harley Lawrence have successfully navigated the many troubled waters on this Phase 1 journey. I would also like to mention the invaluable help of the Barnet E&F team throughout all of this and in particular Louise Jackson and Charlie Burlton. Delivering this much needed facility will provide a real game changing environment for the frontline Urgent and Emergency Care staff, patients and visitors to Barnet Hospital.”

The next phase of the UEC development will see the refurbishment of the ambulance handover area and the creation of new mental health rooms with the full redevelopment is expected to conclude in spring 2025.”

**Deborah Sanders, Chief Executive of BH said:**

“The opening of the new UTC comes at a really exciting time for Barnet Hospital which has identified ‘age well’ and transforming ‘same day and integrated care’ as its two clinical strategy priorities. A key part of that is to ensure care happens at the right time and place, and to allow specialists to diagnose and treat patients on the same day of arrival where possible. The new UTC will help with those aims, freeing up hospital beds for those that need them the most.”



# NHS PROPERTY CONFERENCE

**RFLPS representatives attended the NHS Property Conference in November.**

We also took a stand to promote our work. It was a great opportunity to meet lots of familiar contacts and a few new ones. Similar themes and challenges across the NHS estate were discussed with a real desire to keep driving improvements despite the ongoing challenging environment.



# IHEEM

**RFLPS took a major step forward in our business growth mission by exhibiting at the healthcare industries leading conference and exhibition, IHEEM, in Manchester during October this year.**



Additionally, our Chief Engineer Liam Commins presented to conference on 'Our Journey to Net Zero'. By exhibiting at the conference, it allowed the RFLPS brand and industry offering to be presented to over 10,000 visitors over the 2 days. Footfall to our exhibition stand was beyond our expectations and business leads from this event are being followed up by all facets of our RFLPS business. Over the 2 days, RFLPS staffed the stand with all members of the executive team and senior leaders within each of our functions.

This was a window to showcase our wide-ranging talents in all operational and consultancy aspects and visitors to IHEEM were very impressed with our unique selling points to the sector. Highlighting our capabilities through case studies, our innovative and unique PowerBI Reporting App, and of course the customary RFLPS branded merchandise, really attracted inquisitive and interested parties from all sectors of healthcare to our exhibition.

Commenting on the success of the event, Andrew Panniker RFLPS

Managing Director said

**“Exhibiting at an event such as IHEEM is an important step in our roadmap for business success and to demonstrate the benefits of our operational and consultancy services. ‘Investing in the future of healthcare’ is at the core of our mission statement at RFLPS and exhibiting and presenting at IHEEM really shows the passion we have in making this a reality.”**

## ‘Investing in the future of healthcare’

### ATRIUM NEWS IN BRIEF

**The Atrium new AV system was put through its paces on Monday night by the Audiology team.**

They were instrumental in assisting us in buying the kit which is compatible with a hearing loop system.

We have two hearing loops one with headsets and the other one that works via an app on mobile phones and hearing aids.

A movie night watching the Aristocrats was arranged as a thank you for them.



The response was

***I want to thank you and everyone who has helped for the wonderful evening you put on for us. The others in my team were very impressed with everything. It makes us all feel valued by our hospital!***

### NMUH MERGER

On January 1st 2025 North Middlesex University Hospital (NMUH) will become the fourth hospital in the Royal Free Group of Hospitals and we will be welcoming their estates and facilities, capital, fire and health and safety, clinical engineering and the recently insourced catering and domestic services teams as part of our merged teams.

NMUH has been directly managed by RFLPS through a service level agreement (SLA) since May 2022 and we already have created synergies by this close working arrangement. We welcome our colleagues joining RFL Group and look forward to a continued relationship. In our next edition we'll have a greater focus on the merger outcomes and introducing our new colleagues.

# THE BIG HALF: RUNNING FOR A CAUSE



**In September, we had the privilege of participating in The Big Half, a half-marathon event, alongside our colleagues and partners, all in support of the Royal Free Charity. Together, we raised an incredible £3,212 for the charity, contributing to its ongoing efforts to improve patient care and facilities.**

Joining us in this meaningful challenge was Carl from MW Systems, who also ran alongside us. The idea for participating in the event came from the desire to support the charity while engaging in a fun and fulfilling activity. As a team, we felt it would be a great opportunity to raise money and give back to an organisation that we have worked closely with over the years.

Running together brought a sense of camaraderie that made the event even more motivating. Supporting each other every step of the way—whether through encouragement or just sharing the experience—made all the difference. The collective energy and sense of purpose kept us pushing toward the finish line, knowing that every mile run was helping to fund vital healthcare initiatives.

Our connection to the Royal Free Charity goes beyond fundraising. We've had the privilege of working with the charity on several impactful projects, such as the PET CT scanner, the 2nd Floor Rare Disease Hub Roof Garden, and the 4th Floor ICU Roof Garden. These initiatives are just a few examples of how we're committed to improving healthcare spaces and enhancing the experience for patients and staff alike.

The Big Half was not only a great way to raise funds for a good cause but also a reminder of the power of teamwork and the positive impact we can have when we come together. We're proud to continue our partnership with the Royal Free Charity and look forward to supporting them in future projects.

For more information about The Big Half, visit [thebighalf.co.uk](http://thebighalf.co.uk).



# Estates and Facilities Christmas Party

FRIDAY 13TH DECEMBER 2024

Bigger and better than ever!



There was a tremendous response to the much-anticipated Christmas raffle. With prizes including air fryers, tablets, huge chocolate bars, a large TV and loads of spot cash prizes, altogether a massive 56 prizes in total.

**Thank you and  
Merry Christmas**



A fabulous lunch was then served in the Restaurant to over 200 people from all services.

This annual event gives the Management team a chance to thank the frontline teams for all their hard work and give them a fun-filled afternoon to enjoy and relax.

A big thank you to all our Estates, Facilities, Porters, Domestics, Security, Medical Electronics, and Catering Teams.



## RFLPS Learning & Development News

**2024 has been a busy year for RFLPS People Team where the team have delivered a number of in-house developmental programmes across the business.**

3 cohorts have successfully completed the 6 Critical Practices of Leading a Team programme, tailored for our first line and mid-level managers. This programme equips our managers with effective people management techniques and skills that help strengthen individual and

team performance and enable them to achieve greater results through their team.

Kelly Liu, RFLPS Head of People has facilitated 2 cohorts of the 7 Habits of Highly Effective People developmental programme. This iconic 3-day development programme, tailored for today's evolving workplace, enables learners from all job levels to learn key principles, paradigms and skills of personal effectiveness and gain deeper appreciation for true collaboration and synergy with others, so they can get the results they want in their personal and professional lives.

Congratulations to everyone who has completed the developmental programme this year. If you would like to find out more about the programme, please reach out to RFLPS People Team.



# SPOTLIGHT ON THE BUSINESS IMPROVEMENT TEAM

**“Enhancing our customer experience journey”**

**BY JEREMY SHARP**  
Customer Experience  
Director



**Introducing the RFLPS Business Improvement Team, your dedicated internal partner for driving excellence within RFLPS and delivering service improvements across the RFL Group.**

We are passionate about our vision of establishing intuitive, efficient, consistently effortless and guaranteed environments, with one simple goal, “enhancing our customer experience through actively challenging performance outcomes across every aspect of what we do”.

As a creative, diverse and inclusive multi-faceted team who can do “a BIT of everything”, we benefit from being able to blend our knowledge and skills and collective experiences to innovate, guide and empower everyone we meet to contribute to enhancing all internal and external customer experiences. We specialise in proactive people engagement for solution development, lean process optimisation and ensuring sustainable growth. From six-sigma mathematical data-driven strategies to presenting fresh customer focused solutions, we aim to transform challenges into new opportunities for our business.

Here are just a few exciting activities we have been working on which will enhance our customer experience.

- **Non-Emergency Patient Transport Services**—focus on improving the patient journey.
- **Supporting the introduction of a new Computer-Aided Facility Management System (CAFM)**
- **Supporting the Decontamination team in capacity modeling and future business growth.**
- **RFLPS Catering Retail Improvements**—Hampstead site
- **Supporting the FM team at Hampstead as part of the Exemplar bid.**

With lots more service improvement activities planned for 2025 and beyond. Please join me in welcoming our Business Improvement Team.



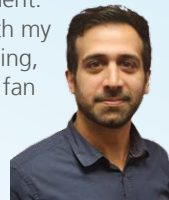
**Simon Sesay**  
**Senior Business Improvement Manager**

For those I have yet to meet, I have been part of RFLPS for over a year with experiences in Manufacturing, Pharmaceuticals, Construction and Defence industries previous to the NHS. Since I’ve started I’ve enjoyed meeting all the different areas and the challenges in our processes. Away from work I enjoy listening to music, cycling and spending time with my family, especially since my children have started university.



**Hooman Ebrahimi Fakhari**  
**Business Improvement Manager**

I joined in January 2023 to improve our processes and support staff to deliver better outcomes. A university Industrial and Manufacturing Engineer graduate, I started my career in Food, Automotive and Electronics manufacturing, growing my passion for continuous improvement. I enjoy spending time with my family and friends, travelling, watching films and am a fan of football and snooker.



**Kate Cosco**  
**Customer Experience Specialist**

I recently joined healthcare having worked for almost 20 years in retail most recently as a regional manager for Waitrose. I am a customer centric leader who drives change through people and always looks at problems from the service user perspective. I work collaboratively across a wide range of stakeholder groups to deliver an end-to-end solution.



**Matthew Lai**  
**Assistant Business Improvement Manager**

New to healthcare I recently joined after 18 years in Aerospace and Defense, and 4 years in Digital Homes Design and Retail Business System implementation. A Masters graduate in Electronics and Music, having been an engineer on civil and military platforms, Head of Improvements and Director of Group OpEx functions, as a Kaizen Lean, Human Factors, Configuration and Quality Management Systems specialist, I’m also a musician, filmmaker and hobbyist graphic designer.



**Mark Wardle**  
**Network and Software Manager**

I originally started in a 1989 industrial placement supporting the transfer of hospital assets when Hampstead Health Authority became the one of the first Trusts in the UK, Royal Free London. My role has since evolved into Computer-Aided Facility Management systems and electronic network infrastructure management, providing IT development and support to Estates users. I enjoy watching motorsport, reading about space and technology, listening to music and going to the cinema.



# SPOTLIGHT ON NEW STARTERS

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



### Tim Cracknell Security Manager

During my time working in security I have worked on the HS2 Project and was looking after the section from North West London to Aylesbury. I have worked in and run Operations Control rooms as well as looking after CCTV teams and the Supervisor Teams.

I worked very closely with Bodmin Hospital and was the Portfolio Manager for the Firewatch Team that was needed while a suitable Fire Alarm system was retro fitted there so have some experience of the challenges faced throughout the NHS Service.

I have also worked on events including The Epsom Derby, Tottenham Hotspur FC, Wembley Stadium, Watford FC, Warwick Castle and many others. My free time is spent going to the gym, meeting with friends or seeing my grandchildren and playing endless amounts of football with them, they certainly keep me on my toes.



### Ashley Thomas Project Manager

I'm Ashley Thomas, the new Project Manager at Royal Free Hospital's Estates Department. My NHS journey began in February 2019 as a maintenance craftsman, progressing through roles in building maintenance, mechanical engineering, and project management. I'll oversee critical engineering infrastructure projects to improve environmental conditions for patients and staff, enhancing reliability and compliance. Completing my MBA has expanded my understanding of business sectors and strengthened my leadership skills, supported by collaboration with clinical and non-clinical stakeholders. Passionate about professional development, I aim to support others' career growth while continually challenging myself to broaden my expertise. I look forward to the opportunities ahead—if you're near the Estates Department, feel free to stop by and say hello!



### Kim Bebbington Business Development Manager

I am excited to join RFLPS, where I will be bringing my expertise in new business development, marketing, and communications. My diverse experience spans both public and private sectors, including PFI and LIFT contracts. When I'm not at work, you can find me enjoying reformer Pilates or spending time with my husband, son and our mini golden doodle, Winnie, in the beautiful North.



### Neil Parmar Senior Project Manager

Neil recently joined the Transformation team as a Senior Project Manager. He brings almost a decade of NHS experience across numerous teams such as NHSEI, EDI, mental health, and ICB. Neil has a BA in Fashion Illustration from UAL:LCF and an MSc in Project Management from Northumbria University. Neil has a keen interest in EDI and mental health initiatives as well as modern working, such as AI integration.



### Seth Maynard Senior Asset Management Surveyor

I'm excited to join the Strategic Land team where we use masterplanning, asset management and redevelopment initiatives to add value. My background is working in real estate roles for public sector organisations predominantly in London but also in Canada. My varied experience will assist in providing tailored and creative solutions to our clients, with a particular focus on collaboration and feasibility analysis. In my spare time I enjoy travel, watching rugby, DIY and the search for the perfect pizza.



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).