

Building success

ISSUE

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NEWSLETTER

Successful merger
with North Mid

Live and loud
on social media

Celebrating National
Estates & Facilities Day



INSIDE RFLPS' DECONTAMINATION UNIT

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We hope you enjoy 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.



HELLO AND WELCOME FROM KATE



At the midpoint of the year, I want to take a moment to recognise all that has been achieved. What a half year it has been! Starting with the successful Royal Free London Group merger with North Mid supported by RFLPS and finishing with a fabulous day celebrating National Estates & Facilities Day.

↑ KATE COSCO
Head of customer
experience &
change drive

In this edition, we will focus on all of the brilliant work that has been created and implemented by you as a team, with a real focus on improving our patient and staff experience. There are loads of examples to choose from, but we will be focusing on our Enterprise PMO team and our impact report in this edition. In addition, we can't walk past the two major celebrations that have taken place: the RFLPS Awards and National E&F Day. These were both great events celebrating all that is great about you as a team and highlighting some of the amazing work that you undertake every day. We go about our work quietly and usually under the radar, but do not underestimate the difference you make and how critical you all are to the functioning of all the health units. Whether you are managing a multi-million pound project, serving food to our patients or staff or cleaning, everything you do makes a positive difference.

It's been a busy six months for RFLPS, as the team has supported the Royal Free London Group's merger with North Mid. Later in this newsletter, you'll also hear from Nisha Plaha at the Finchley Memorial Hospital Community Diagnostic Centre (CDC). The first half of 2025 also saw the first steps in the catering growth strategy come to fruition, with the support of the Business Improvement (BI) team, successfully pitching and winning Chase Farm Catering and Retail outlets, which are due to open on 1st October (that showcase will be in the next edition).

Before we delve into the details, I wanted to take the opportunity on behalf of the whole of RFLPS to wish Deborah Sanders all the best in her retirement. Her relentless commitment to healthcare over her career has been inspiring, and we wish her all the best in all her future endeavours.

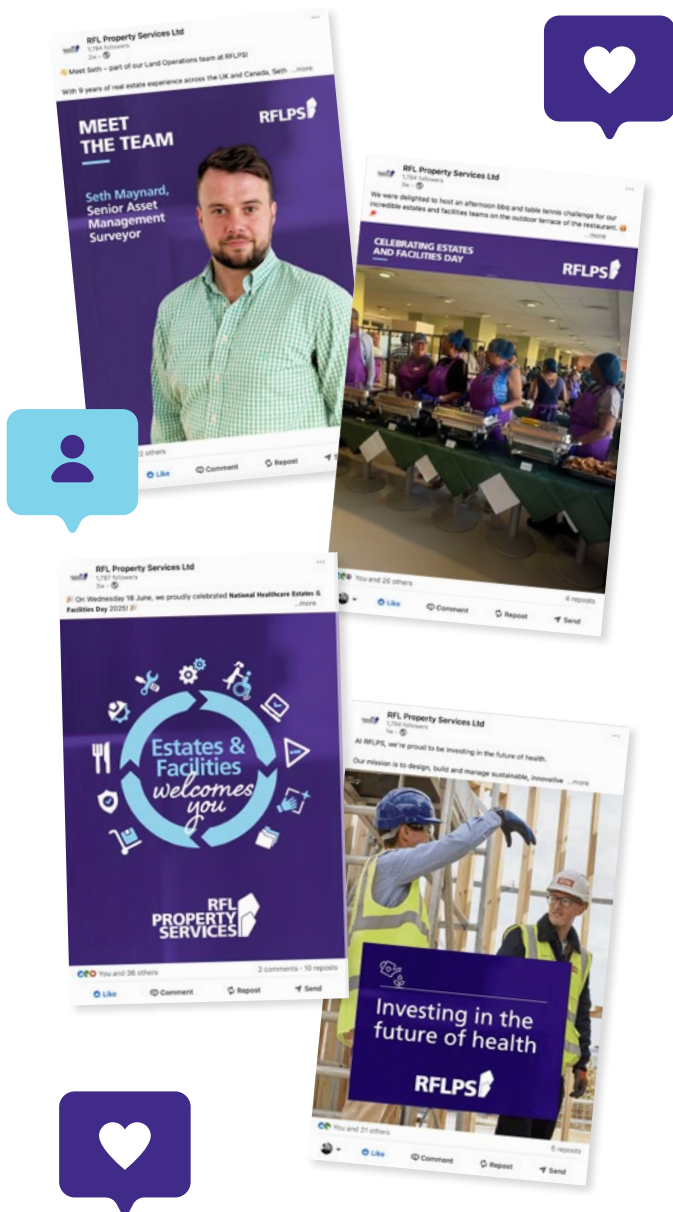


WE'RE LIVE AND
LOUD ON SOCIAL
MEDIA – AND
WE NEED YOUR
SUPPORT!

We're stepping up our game and actively promoting RFLPS across LinkedIn and Instagram – and the results are already making an impact.

From showcasing the incredible work we deliver to celebrating team milestones, project successes, and industry insights, we're making sure people know who we are and what we stand for.

But to really maximise our reach – we need you.



HERE'S HOW YOU CAN HELP

+ Follow

If you haven't already, **follow RFLPS** on LinkedIn and Instagram to keep up with all the latest news and achievements.

♥ Like

💬 Comment

↻ Repost

Like, comment, and share – Every interaction boosts visibility. A quick like, a supportive comment, or sharing something you're proud of really helps spread the word.

✈ Send

Share your stories – Got a success to shout about? A photo from a site? A milestone your team hit? We're always on the lookout for great stories to feature – just let us know!

WHY IT MATTERS

Our growing social media presence is more than just marketing – it's about raising our profile, supporting new business opportunities, and showing the world what RFLPS delivers to the healthcare sector. Most importantly, it helps us celebrate the people behind the projects – you.

Got a post idea or content to share? Drop us a message at enquiries@rflps.co.uk

Introducing the Enterprise Project Management Office (EPMO)

YOUR NEW SUPPORT SYSTEM FOR DELIVERING SUCCESSFUL PROJECTS

We're excited to introduce the Enterprise Project Management Office (EPMO) - a new initiative at the heart of our consultancy that's here to support you and strengthen how we deliver projects across RFLPS.

The EPMO is designed to make your job easier by offering structure, consistency, and expert guidance. It will help ensure that every project we deliver is aligned with our business goals, adds measurable value, and meets the high standards our customers expect.

We're starting with non-RIBA projects and will soon be expanding support to Capital Project and Programme Managers.



WHAT THE EPMO DOES

Our mission is simple:

Help you deliver better projects.

Here's how:

- **Governance & Standards** – We create consistent approaches to project management across the consultancy.
- **Resource & Information Optimisation** – We support planning, staff allocation, and help ensure our work delivers tangible benefits.
- **Capability Building** – From mentoring to upskilling, we're here to support your development as a project manager.
- **Centre of Excellence** – We champion best practice, tools, and methodologies to raise the bar on every project.
- **Ongoing Support** – We'll be working with project teams to provide hands-on advice, guidance, and training.

MEET THE EPMO TEAM

The EPMO
is being
implemented
by a
dedicated
project team:

JOANNA
JACKSON
PROGRAMME
MANAGER



AMMARA
SHEIKH
REPORTING &
ANALYSIS LEAD



AKIN
TINUOYE
PMO
CONSULTANT



TOM
BUNTING
PROJECT
MANAGER



BIBI
MOHUNGUR
BUSINESS
SUPPORT
OFFICER



The work is overseen by the Consultancy Operations Group, with support from Executive leadership.

WHY IT MATTERS

The EPMO will operate across the entire consultancy, not just one team or department. That means we'll be able to provide a joined-up approach, increase consistency, optimise resources, and ensure every project stays on track — delivering great outcomes for our customers.

WANT TO KNOW MORE?

We'd love to hear from you. If you'd like to find out how the EPMO can support your work, please get in touch at rf-tr.epmo@nhs.net or reach out to Joanna Jackson directly at joanna.jackson13@nhs.net.

Let's make project delivery smoother, stronger, and more successful - together.



Introducing the RFLPS DEI&B Group: Building a workplace where everyone can thrive

The 2025 RFLPS Awards Ceremony wasn't just about recognising achievements – it also marked the official launch of our Diversity, Equity, Inclusion & Belonging (DEI&B) Group.

This new initiative is a key step in shaping the future of our organisation, with a bold 12-month roadmap that outlines how we'll make RFLPS an even more inclusive, equitable, and empowering place to work.

WHY WE LAUNCHED THE DEI&B GROUP

Formed in late 2024 following a company-wide call for volunteers, the DEI&B Group brings together colleagues from across the organisation. Our mission is to lead RFLPS on its DEI&B journey – aligning our values with the company's wider goals and helping embed inclusion into everything we do.

Interested in learning more?

If you'd like to find out more about the work of the DEI&B Group, please don't hesitate to get in touch. Email us at: rf-tr.deib-rflps@nhs.net





OUR VISION

We want to create a culture where everyone feels safe, respected, heard, and empowered to bring their full selves to work. This isn't about box-ticking – it's about real change, led by our people.



OUR FIVE KEY OBJECTIVES FOR YEAR ONE

1. Establish the group's identity across RFLPS
2. Promote a stronger sense of inclusion and belonging
3. Empower colleagues at every level
4. Encourage open engagement and dialogue
5. Champion meaningful, lasting change

WHAT WE'RE DOING FIRST

We've already kicked off a number of exciting activities to bring these objectives to life:

Listening & learning

We'll soon launch a company-wide questionnaire to understand what DEI&B means to our teams and to identify areas where we can do better.

Creating safe spaces

Regular focus groups and drop-in sessions will offer space for honest conversations and shared ideas.

Recognising each other

We're introducing a DEI&B kudos feature on Hive, so you can celebrate colleagues who help make our workplace more inclusive.

Building community

We'll host regular team socials to help strengthen connections and encourage cross-team collaboration.



MEET THE TEAM

Our DEI&B Group is made up of a passionate group of 12 members from across RFLPS:

Chair: Calvin Oummadi (deputy logistics manager – decontamination services)

Deputy chair: Albina Muzaci (Pears building team leader)

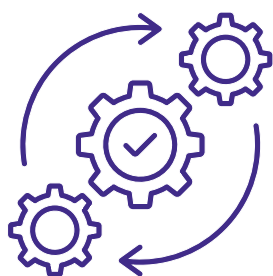
Secretary: Bibi Mohungur (transformation business support)

Group members: Julie Morris, Jeremy Sharp, Seth Maynard, Victoria Cartwright, Ashraf Javed, Nisha Plaha, Hooman Ebrahimi Fakhar, Chris Kyriacou, Mark Wittich

Executive sponsor: Kelly Liu

Introducing North Mid: a new chapter in our story

With deep community roots and a legacy of compassionate care, North Middlesex University Hospital officially joined the Royal Free London NHS Foundation Trust on 1 January 2025, opening a bold new chapter for patients, staff, and the estate services that keep everything moving.



This merger is more than a structural shift; it's the culmination of a journey. For years, North Mid and the Royal Free have collaborated behind the scenes, sharing expertise, supporting each other through clinical partnerships, and building trust. Now, as one organisation, we're harnessing that experience to deliver even more ambitious care.

By joining a group of world-class institutions, North Mid gains access to broader resources, specialist services, and innovation while staying true to its proud local roots. But the heart of North Mid remains unchanged: local patients at the centre, with care that honours the rich culture, resilience, and needs of our neighbourhoods. Now, as part of the Royal Free London NHS Foundation Trust, North Mid is stepping into a new chapter - one that preserves its unique spirit while unlocking new possibilities.

For generations, North Middlesex University Hospital has stood as a trusted anchor in North London. It's more than a hospital. It's where grandparents were born, children received their first vaccinations, and families found comfort in life's most vulnerable moments. This hospital doesn't just serve the community, it reflects it. With one of the most diverse catchments in the UK, North Mid's staff speak over 70 languages. It's a place where care is personal, inclusive, and shaped by lived experience. In

many ways, it is the community it serves.

North Mid is one of the busiest district general hospitals in London, and it wears that badge with pride. Every year, it handles over 200,000 A&E attendances, making it one of the capital's most in-demand emergency departments. Its maternity unit delivers more than 5,000 babies annually, and its paediatric services are a lifeline for thousands of local families. From minor injuries to major trauma, North Mid is often the first port of call for a fast-growing, diverse population. But it's not just about volume, it's about breadth. North Mid offers a wide range of services, including:

- **24/7 Emergency Department with a major trauma centre designation**
- **Maternity and Neonatal Care, including a special care baby unit**
- **Oncology, Colorectal, and General Surgery**
- **Cardiology, Respiratory, and Endocrinology**
- **Paediatrics and Adolescent Medicine**
- **Geriatric and Stroke Services**
- **Outpatient clinics across dozens of specialties**
- **Community mental health and sexual health services**

North Mid's Estates and Facilities (E&F) team is the engine room of the hospital, quietly powering everything from heating and



lighting to patient transport, cleanliness, and security. It's a department that rarely makes headlines but is essential to keeping care safe, smooth, and dignified.

Now, with North Mid part of the Royal Free London group, the E&F team is supported by Royal Free London Property Services (RFLPS), bringing NHS know-how and commercial expertise to estates and facilities management. RFLPS provides strategic oversight and operational delivery across the group, helping sites like North Mid optimise space, modernise infrastructure, and plan for the future.

This partnership means North Mid can tap into:

- **Strategic estate planning and master planning expertise**
- **Sustainable development and energy efficiency initiatives**
- **Capital project delivery and compliance assurance**

Through RFLPS, our Estates and Facilities professionals are not only maintaining standards, they're

shaping the future of NHS care. From carbon reduction initiatives to major upgrades that touch every ward and waiting room, they're the unsung stewards of transformation. The result? A safer, smarter, and more sustainable hospital environment, one that supports world-class care and a better experience for patients and staff alike.

It's a hospital that never stops moving - because the community

it serves never stops needing it. This is not a story of change for the sake of change. It's a story of growing stronger, together. Because North Mid's future isn't just bigger - it's brighter, more connected, and still unmistakably local. As we look ahead, North Mid will continue to grow, with RFLPS by its side, building environments where care can thrive. We're not just adapting for the future; we're helping design it.



Spotlight on new starters

I joined RFL Property Services in February 2025, bringing over 15 years of experience in healthcare facilities management in large acute hospitals. My background is commercially driven, with a strong focus on delivering patient-centred services and ensuring value for money across operations. I am passionate about creating environments where healthcare teams thrive and patients feel truly cared for - both in terms of service quality and the spaces they occupy. I first worked at North Middlesex early on in my career, so coming back as the Deputy Director for E&F feels a bit like coming home. Outside of work, I'm kept busy by my three children and enjoy live music and eating out whenever I get the chance.

DAVID MORGAN
DEPUTY DIRECTOR OF
ESTATES & FACILITIES



My name is Majid Ali, and I am excited to join RFL Property Services as the Senior Property Manager. I bring nearly 20 years of experience managing diverse property portfolios across the UK, Europe and the Middle East, most recently as Head of Property at Great Ormond Street Hospital.

I am passionate about strong governance, tenant relationships, compliance and sustainability. All with a hands-on, service-driven approach. Outside of work, I regularly go to the gym and attend Yoga classes. I enjoy watching Formula One, tennis and football. An avid traveller and reader. Love spending time with family and friends. Looking forward to working with you all!

MAJID ALI
SENIOR PROPERTY
MANAGER



WE'RE EXCITED
TO HAVE
YOU JOIN
OUR TEAM

I'm excited to join the Royal Free Hospital as a Mechanical Bias Infrastructure Engineer, with safety as my top priority. With over 10 years at Guy's and St Thomas' NHS Trust, I maintained and improved HVAC, steam, and chilled water systems, while diagnosing complex mechanical and electrical faults. I'm passionate about fault-finding and system enhancements. Outside work, I enjoy travelling with family, watching football, and learning new languages. I look forward to driving improvements at Royal Free London.

SWARAN SINCLAIR,
MECHANICAL BIAS
INFRASTRUCTURE
ENGINEER





I'm excited to start my journey at the Royal Free and to be part of a dedicated team supporting healthcare estates. I bring over a decade of experience in water safety, alongside a strong background in project and estates management across both the private sector and the NHS. I also have expertise in pressure systems (PSSR) and medical gas systems. I'm passionate about ensuring safe, compliant, and efficient environments that support high-quality patient care. Outside of work, I enjoy spending time with my family, going to comedy shows, and playing chess.



DOLAN MONTGOMERY
WATER SAFETY
MANAGER

Ammara Sheikh has recently joined the Transformation EPMO team as Reporting & Analysis Lead, supporting the Capital Projects team. She has a background in Finance and Management Information (MI) Analytics, having worked with blue-chip companies such as General Electric, as well as global consulting firm, Korn Ferry. Ammara holds a BSc in Business Administration and is a Certified Associate in Project Management (CAPM). Outside of work, Ammara enjoys travelling and exploring new cultures.



AMMARAH SHEIKH
REPORTING &
ANALYSIS LEAD



A VERY WARM WELCOME TO
ALL OF OUR NEW STAFF

Celebrating National Healthcare Estates & Facilities Day 2025

On Wednesday 18 June 2025, our hospitals joined healthcare organisations across the UK in marking National Healthcare Estates & Facilities Day — a dedicated day that shone a spotlight on the remarkable work of our Estates & Facilities (E&F) teams.

At Barnet Hospital, Chase Farm Hospital, Royal Free Hospital and Chalk Mill Drive, we proudly stood alongside over 633 healthcare organisations who, in the previous year, celebrated more than 294,000 E&F staff across the UK.

WHY THIS DAY WAS SO IMPORTANT

The work of Estates & Facilities teams often happens behind the scenes, yet they have always been the backbone of our hospitals. From engineers maintaining critical systems, cleaning staff keeping our spaces safe, to catering, portering, security, laundry and fire safety teams — they ensured our hospitals remained operational, clean, secure and welcoming.

As highlighted by the joint associations that supported this national day, even though E&F services made up around 8% of NHS staffing, they were frequently overlooked compared to their clinical colleagues.

This day provided a meaningful opportunity to change that narrative and give them the recognition they have long deserved.



HOW WE CELEBRATED ACROSS OUR HOSPITALS

This year at Barnet, Chase Farm, Royal Free and Chalk Mill Drive, we:

- **Hosted thank-you gatherings** where teams came together over refreshments to celebrate their vital contributions.
- **Handed out appreciation certificates and small gifts** to staff across estates, cleaning, catering, security, portering, laundry, engineering, maintenance and support services.
- **Featured E&F heroes on our social media channels and internal communications**, sharing stories of their dedication and essential roles.
- **Displayed colourful posters and digital screen messages** across our sites to remind everyone of the crucial work carried out by our E&F teams.
- **Encouraged staff and patients alike to personally thank members of the E&F teams**, nurturing a culture of everyday gratitude.

THANK YOU TO ALL OUR E&F TEAMS



As we looked back on National Healthcare Estates & Facilities Day 2025, we proudly recognised and deeply appreciated the often-hidden yet indispensable work of our Estates & Facilities colleagues.

Thank you to every member of our teams at Barnet Hospital, Chase Farm Hospital, Royal Free Hospital and Chalk Mill Drive. Your dedication continued to underpin the outstanding care we provided to patients every day.

#HealthEFMDay Brought It All Together

Teams enthusiastically took photos, shared stories, and posted across social media using #HealthEFMDay. This helped highlight not only the incredible work of our local teams but also joined the wider national conversation, bringing well-deserved attention to these often-unsung heroes.

Leadership team

"This was an occasion for us to celebrate the work of you, our Estates & Facilities heroes!"



Looking ahead: RFLPS business plan and growth strategy

The RFLPS business plan for 2025/26 was launched at the recent business update and awards session. If you missed it, here's a quick recap of our business priorities for the year ahead.

RFLPS will continue its mission to deliver high-quality, innovative, and sustainable healthcare environments across the NHS and beyond. Our priorities are focused on four key pillars: **people, quality, sustainability and growth, and experience.**

At the heart of our strategy is investing in people. We are committed to attracting and retaining the best talent in the industry, developing leadership at every level, and nurturing a culture of collaboration, inclusion, and continuous improvement. Through targeted learning and development programmes, we aim to empower our teams and create an environment where everyone can thrive.

Quality remains a core focus. We are raising the bar on service delivery by challenging traditional models and driving consistency, transparency, and excellence across all operations. This includes strengthening governance,

embracing innovation, and ensuring that our services meet the highest standards across all sites.

Our ambition for sustainability and growth drives us to meet a £7.5 million financial improvement target, with plans already well underway. As a commercial NHS provider, we are expanding our consultancy offer, entering new markets such as education and life sciences, and reinvesting surplus into patient care and infrastructure to support long-term resilience.

Finally, we are placing greater emphasis on experience, not just for patients, but for our staff, partners, and clients. By developing smart, people-centred solutions and leveraging data-driven insights, we aim to optimise how our estates and services are experienced and delivered.



Together, these priorities position RFLPS to continue growing as a trusted, purpose-driven partner in the future of health.

FINCHLEY MEMORIAL HOSPITAL

RFLPS delivers a bespoke patient focus group for Finchley Memorial Hospital community diagnostic centre

The projects team at Finchley Memorial Hospital community diagnostic centre (CDC) has recently delivered a bespoke patient focus group.

Nisha Plaha, who leads on GP engagement for the CDC, and has also recently taken on responsibility for leading patient experience, explains more. "The CDC offers a range of planned diagnostic tests, checks, and procedures, having opened its doors almost four years ago. The CDC is a great example of how the integration of care can work well within a community setting. So far, it has delivered over 415,000 tests, allowing patients to be diagnosed quicker and receive the treatment they need sooner, ultimately contributing towards improving health outcomes.

The success of the CDC relies on patient feedback and engagement; it's important we seek and listen to the views of patients to ensure we can understand what is working well and what isn't. By having a platform for patients to engage with us, we can seek to act on their suggestions, which can ultimately contribute towards providing a more effective service that patients value.

Currently, patient satisfaction is measured monthly, whereby patients are asked to take part in a survey based on the service they have received. The data is analysed and presented across a number of governance groups, alongside ensuring that both positive and constructive feedback is shared with service leads to respond and take action. Whilst the survey provides a good benchmark for understanding what patients think about the service, the feedback platform Envoy doesn't allow for bespoke or tailored

surveys. Therefore, in order to offer tailored feedback, RFLPS was asked to deliver a patient focus group to understand how patients feel about the environment of the CDC.

The delivery of the focus group was a great success. A total of 10 patients were asked to participate, with 8 patients attending. Overall, the patients were complimentary about the service and environment of the CDC, commenting positively on questions asked about the cleanliness, clinical spaces, and waiting areas. The session also helped to provide constructive feedback on how the wayfinding can be improved for locating the various service areas. This feedback is incredibly helpful to receive, as it will help support the CDC to implement such changes. A detailed report on the focus group was also delivered as part of the activity, with the client commenting positively on the work that took place."



If you want to know more about GP engagement or patient experience at the CDC, do reach out to Nisha on nisha.plaha@nhs.net to find out more!



Investing in the future of health: Our impact 2024/25

At RFLPS, we are proud to launch our 2024/25 impact report — a celebration of how we continue to lead the way in shaping healthcare environments that enable better care, better outcomes, and better futures.

Since our formation in 2018 with just eight people and a bold ambition, we have grown into a team of over 180, delivering high-profile, high-impact services across London and beyond.

Delivering tangible benefits for the NHS and our communities

Our impact report reflects the breadth and depth of our work this year. From leading transformative infrastructure projects to delivering exceptional estates and facilities management, we have continued to ensure the NHS estate is ready to meet the evolving needs of patients, staff, and the wider health system.

Some of our proudest achievements this year include:

- Supporting the delivery of over 334,000 diagnostic tests at Finchley Memorial CDC, helping to improve access and outcomes for patients.

- Completing the UK's first Quadra PET CT installation at the Royal Free Hospital, enhancing diagnostic accuracy and efficiency.
- Successfully integrating North Middlesex University Hospital's estates and facilities services into our portfolio, extending our direct impact to over 380,000m² of healthcare estate.
- Playing a leading role in the New Hospital Programme, where our strategic consultancy is shaping future-ready healthcare infrastructure.

OUR PEOPLE, OUR STRENGTH

Our people remain at the heart of everything we do. From our frontline teams to our strategic consultants, we take immense pride in fostering a workplace where everyone feels supported, valued, and empowered to grow. This year, we have expanded our learning and development opportunities, strengthened our apprenticeships, and embedded our commitment to diversity, equity, inclusion and belonging (DEI&B) at every level.

Testimonials from across our organisation speak to our culture of care, inclusion, and ambition — values that underpin the services we deliver and the communities we serve.

LEADING ON SUSTAINABILITY AND QUALITY

We are also proud to be leading the charge on environmental responsibility within the NHS. This year we secured £10m in external funding to accelerate our decarbonisation plans, supporting projects such as heat pump installations,

energy recovery systems, and solar photovoltaic. These initiatives not only reduce our carbon footprint but also help future-proof NHS estates.

Our commitment to quality has been formally recognised through ISO 9001 and 14001 certifications, and we are proud to have achieved triple exemplar status at the Royal Free Hospital — the first NHS hospital to achieve this recognition for in-house soft FM services. Additionally, our work at Finchley Memorial CDC earned recognition at the HSJ Partnership Awards for Healthcare Infrastructure Project of the Year.

LOOKING AHEAD WITH CONFIDENCE

As our managing director Andrew Panniker, has said, this impact report is more than a record of achievements — it is a reflection of who we are and where we are going. We remain committed to evolving with the needs of our clients, driving innovation, and ensuring that every project we undertake delivers real value for patients, staff, and the health system as a whole.

Together with our partners, clients, and people, we continue to invest in the future of health, building not just better spaces, but better futures.

➔ **Read our impact report here**





Building skills, scoping venues, and strengthening networks

Jo Jackson (Service Transformation Programme Manager), BiBi Tanwir Mohungur (Business Support Officer), Phoebe Braidwood (Deputy Director, Capital Projects), and Seth Maynar (Senior Asset Management Surveyor) recently participated in this year's Association for Project Management (APM) Conference.

The event served as a vital opportunity for professionals in the project delivery field to exchange insights, explore innovations, and strengthen cross-sector collaboration.

The APM is the chartered body for the project profession, providing valuable opportunities

for continuous professional development (CPD), learning, and collaboration. Our colleagues explored topics such as innovation, AI, leadership, and sustainability while networking with peers across the sector, bringing back new knowledge and inspiration to support our transformation efforts.

Meanwhile, Kim Bebbington (business development manager) was in Manchester attending the NHS Confed Expo. As well as connecting with contacts across the system, Kim was also scoping out the venue in preparation for our planned exit in October, ensuring we're well prepared for the months ahead.



RFLPS AWARDS

On Thursday 22nd May, RFLPS held their annual Business Review and Awards event, which was well attended by all our teams across all elements of the business and service delivery.

The event celebrated past successes, looked toward the future and growth, and our DEI&B team presented their vision and bold plans for engagement. Congratulations to all our nominees and to the winners and runners-up who contribute to our success and drive future service innovation and delivery. Thank you to all of our teams, and here's to another successful 2025.

Managing directors special award



Simon Sesay
Business improvement

Innovation award - business goal: experience



Indira de Matos
Transformation – winner
Samuel Ekundayo
Transformation – runner up

People matter award - business goal: people



Ricardo Bandeira
Decontamination – winner
(Award collected by Rhoda Ige on behalf of Ricardo)
Joanna Jackson
Transformation – runner up

Service delivery award - business goal: quality



Gabriella Baker
Transformation – winner
Patient feeding department
Catering – runner up

Dynamic improvement award - business goal: sustainability and growth



ISO accreditation working group
Multi - winner
Hooman Ebrahimi Fakhar
Business improvement – runner up

Individual contributor of the year award



Matthew Scannell
Facilities – winner
Zac Richter
Decontamination – winner
Tom Bunting
Transformation – winner
Fatma Kafali
Decontamination – runner up

Team of the year award



Decontamination team
Decontamination – winner



Finchley Memorial Hospital CDC team
Transformation – winner

Restaurant catering team Catering – runner up

Logistics Office

Focus on



Calvin
Oummadi

Deputy logistics manager

1. Who are you and what is your role?

I'm Calvin Oummadi, and I work as the deputy logistics manager of the decontamination unit at RFLPS. My role involves planning the logistics for all the sterile instruments and scopes that go out to hospital trusts, sites, and private clinics.

2. What does your job involve?

I oversee the entire logistics process for decontamination. That includes collecting used medical instruments from hospital sites, bringing them back to our decon unit, and making sure they're thoroughly disinfected and sterilised. Once cleaned, the instruments are inspected, packed, and wrapped, and then put through our autoclave steriliser at 134 degrees before being dispatched back to their respective hospital sites for use in theatres.

3. Can you describe the decontamination process?

We collect used instrumentation, bring it to our unit, where it's highly disinfected and sterilised. After that, we inspect everything carefully in our packing area to ensure all instruments are present and properly cleaned. Once packed and wrapped, the sets go through the sterilisation process and are sent back out to the hospitals and clinics that need them.

4. What is your career background?

I started out in retail before moving into healthcare. My first job in this sector was as a technician at Barnet Hospital about seven years ago, before our current decontamination unit was even built. I've worked my way up through production roles, became a production manager, and then moved into my current logistics role. I've been lucky to work alongside great colleagues who have helped me grow and develop my knowledge. Every day brings a new challenge, and I'm always learning.

5. What motivates you in your role?

What I enjoy most is the collaborative atmosphere. We all share the same patient-focused goals, and that's what really drives me. I also appreciate how working here means that even a simple chat with a colleague can lift your spirits if you're having a tough day outside of work.

6. How does RFLPS support career development?

We really believe in promoting from within. A lot of us here started out as technicians and have worked our way up to team leader, supervisor, or management roles. RFLPS invests in its staff and supports our career growth.

7. What do you enjoy most about working at RFLPS?

For me, it's the people. Everyone brings something different, and we all have our own stories. The shared goal of helping patients unites us, and it makes coming to work rewarding. I also enjoy the social aspect — a good conversation with a colleague can really brighten your day.

8. What do you like to do outside of work?

I'm a big football fan. I play for a team and love watching football too. I also enjoy spending time with family and friends, going to the gym, and generally staying active. I'm a very sociable person and enjoy keeping busy.

9. What advice would you give to others?

I'd encourage more people to come and see what we do in the decon unit. It's a really important part of healthcare, and I think people would be surprised by just how vital our work is to patient safety.

FAQs



HIGHLIGHTS 2025

Patient transport journeys

250,000 

Decontamination

7.4m **45,000** 
surgical instruments scopes

Portering, cleaning and catering services

Triple exemplar
status

Medical devices – responsible for management of

55,000 assets

Waste disposed of (tonnes)

5,510.31T 

Number of patient meals served

520,000 

Financial Improvement Plan 2025/26

RFLPS FIP got off to a flying start for 2025/26 delivery, and thank you to all colleagues for stepping up to the challenge and attending the engagement sessions during the early part of the year.

RFLPS were the first division to achieve the deadline to identify their FIP contribution by the end of May deadline. Schemes have been modelled up and put into a plan which delivers circa £7.5M benefit. The focus is on ensuring all delivery remains on plan and translating amber schemes into green go-live status. The next newsletter will feature progress on our FIP delivery plans.

If you have any ideas on how we may contribute further to FIP 2025, please do reach out to Dave Reavy, who is leading the delivery plans.



Anna Majkowska wins employee of the month at Finchley community diagnostic centre

"Anna was nominated in recognition of her energy, drive, and enthusiasm, which have been essential in helping our imaging services meet the UKAS deadline. The nomination also serves to appreciate her dedication and hard work across UKAS, Hyex-2 and all areas of her contributions to the CDC. A huge thank you to Anna!"

**Chloé Goodman, operations manager
Finchley Memorial Hospital - community
diagnostic centre**

 ELIZABETH PICKERING AND
ANNA MAJKOWSKA