



# St Helens Hospital and Whiston Hospital

St Helens Hospital and Whiston Hospital cater for a combined population of c.350,000 across Merseyside. VINCI Facilities provides a Total FM solution across both sites, ensuring an exemplary environment for patients and facilitating the efficient delivery of the hospitals' vital services.

The 41-year contract has a base value of £8.5m p.a. plus <£15m of capital works each year. Now sixteen years in, the partnership continues to go from strength to strength. The areas below have proven particularly important to VINCI Facilities' success:

## Capital works

VINCI Facilities has delivered a diverse range of capital work projects that have expanded and enhanced the hospitals' offerings. Examples include the construction of a children's observation department, endoscopy department, decontamination department, 64-bed two-storey ward, A&E extension, and a 412-space car park.

One flagship project saw the installation of a new Combined Heating and Power system, which is successfully delivering savings of more than £550k per year (as monitored by the team's dedicated Environmental Utilities Manager).

Demonstrating a flexible approach, VINCI Facilities has recently expanded its capital works offering to encompass a wider range of healthcare facilities across the region (e.g., Ormskirk Hospital). This is due to the original client (St Helens and Knowsley Teaching Hospitals NHS Trust) merging with Southport and Ormskirk Hospital NHS Trust to form Mersey and West Lancashire Teaching Hospitals NHS Trust. While the core FM contract remains the same, capital works now encompass facilities across the wider geography.

## Continuous improvement

VINCI Facilities strives to continually improve standards to exceptional levels. For example, the team have:

- » Invested £300k in a CAFM system that monitors SLAs and calculates penalties in real-time, with data being added via technicians' PDAs to provide a 100% paperless solution.
- » Developed an innovative tool called VICCI, which harnesses data from the CAFM system to provide a real-time display of work orders and uses visual and auditory alerts to ensure that SLA response times are met.
- » Voluntarily increased the response level of certain tasks; e.g., increasing Lift Entrapment from 'Urgent' (2-hour response time) to 'Emergency' (30-minute response time).
- » Voluntarily taken ownership of managing the process for logging, quoting and approving Small Works (<£1.5k).

## Corporate social responsibility

The team are passionate about fundraising for the hospitals and a local hospice, and have raised a substantial £30k to date. Most recently, nine colleagues completed a 3 Nations Cycling Tour, which saw them cycle 190 miles across an elevation of 8,000 feet. The contract team have also spent more than 110 days volunteering their time to support decorating, gardening, and Christmas hamper projects.

## KEY RESULTS



99% of all work orders delivered within SLA targets.



Over £9m of variations and life cycle works completed every year on behalf of the client and the Trust.



Zero RIDDOR reportable incidents and zero environmental incidents.



Savings of >£550k p.a. achieved for the client.



VINCI Facilities' works achieved 99% in both hospitals' PLACE (Patient-Led Assessments of the Care Environment) audits.



Average customer satisfaction levels of 99% from the Trust.



Five major awards received:

- » Trust's Outstanding Achievement Award (twice).
- » Health Service Journal Award.
- » BIFM Award.
- » IWFM Award.

Whiston Hospital: Children's observation unit constructed via a two-storey extension



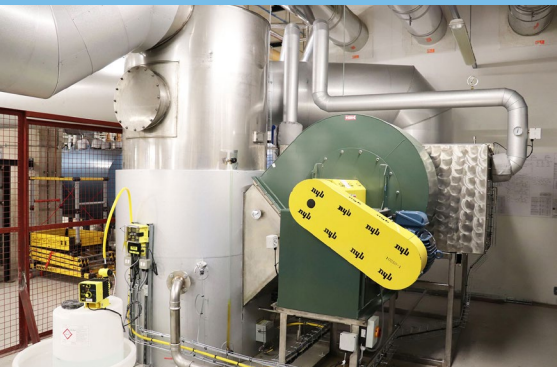
Whiston Hospital: Extension to the A&E department, increasing the size of the waiting area by 50%

Whiston Hospital: 64-bed two-storey ward, built from 32 high-quality portacabins



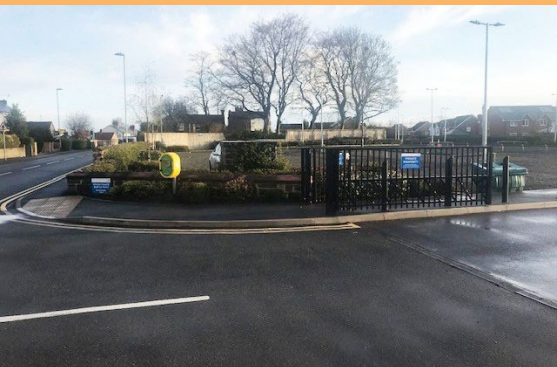
Whiston Hospital: Installation of a 1.3MW CHP system and a Flu-Ace heat recovery system

St Helens Hospital: New build decontamination unit



Whiston Hospital: Creation of a new 412-space car park

Ormskirk Hospital: New build endoscopy department (currently being constructed)





**VINCI**   
FACILITIES

**NHS**  
Mersey and West Lancashire  
Teaching Hospitals  
NHS Trust

