

Case Study



St Hugh's Hospital

Value - £450,000 | Contract Length - 8 Years



St Hugh's Hospital is a registered charity and 'not for profit' provider offering holistic levels of care. In 2012, the hospital was searching for a dependable supplier to provide mechanical and electrical maintenance to the hospital. Derwent fm is proud that it was chosen as the reliable provider to maintain the hospital's excellent patient satisfaction standards through promoting business continuity and the availability of first-class facilities.

The Challenges

As a healthcare provider, reputation and customer satisfaction levels are vital to ensuring customer peace of mind. Consequently, the hospital facilities must remain:

- Open to patients during planned business hours - any disruption caused by mechanical or electrical fault can result in patient cancellations and a loss of reputation.
- Safe to the public - ensuring that all compliance and health and safety checks/maintenance are up to date.
- Cost effective - as a not for profit organisation who support the NHS, the maintenance of hospital facilities should at all times be an effective use of funds.

'The peace of mind that Derwent fm provide is invaluable'

How we helped

Reliability, dependability and peace of mind

Our proactive contract management capability means that St Hugh's Hospital can contact us 24/7 should they encounter any issues. This function has proved invaluable to St Hugh's as they have experienced multiple out of hours issues that, had they not been resolved, may have resulted in the hospital being unable to open to receive patients. However, we are quick to respond at all hours, ensuring that engineers are on-site and that any issues are resolved quickly. This ensures that business can continue as normal and that no disruption is incurred. As a result of Derwent fm's proactive response to incidents, Gary Allington, the Facilities Manager at St Hugh's, states that 'the peace of mind that Derwent fm provide is invaluable'.

Knowledge and Expertise

Derwent fm are always on hand to provide advice and guidance to their customers. St Hugh's know that if they have an issue or a query regarding their hospital facilities, our knowledge and expertise is just a phone call away. As a result the Derwent fm staff have become an extension of the St Hugh's team, allowing for a partnership approach. Derwent fm pride themselves on this approach knowing that they are big enough to deliver but small enough to care.

Cost savings and effortless compliance

Derwent fm's planned and managed planned preventative maintenance (PPM) schedules ensure that St Hugh's hospital remain compliant with all health and safety and legislative requirements. The Hospital is maintained frequently at a time that suits the client. As a healthcare provider, there are areas that require maintenance out of hours, such as operating theatres. Derwent fm are flexible to ensure that St Hugh's remain compliant whilst maintaining their excellent customer satisfaction rates. Health and safety compliance including Legionella testing, ensures complete safety and service excellence to St Hugh's patients.

Derwent fm ensure that they remain proactive, alerting St Hugh's to maintenance issues before they become a problem, saving St Hugh's time and money and ensuring business continuity.

Core Services

Hard Services

- Plant Maintenance
- Boiler Maintenance
- Generator Maintenance
- Fire systems Maintenance
- Lighting Maintenance
- Nurse Call System Maintenance
- Lightning Protection
- Water Hygiene Management
- Ventilation System Maintenance

Derwent fm has provided St Hugh's Hospital with facilities management cover over several years and I have nothing but positive feedback from the site team. I have found Derwent fm to be of great support and assistance in all matters relating to maintaining our site and are our 'go to' people for advice and support on any issues connected to facilities. On several occasions in the last twelve months the fm team have been the difference in keeping the hospital working and preventing patient cancellations.

This is something vital to your reputation as a healthcare organisation. They always go that extra mile at any time of the day to keep our organisation safe, compliant and operating well. I would wholeheartedly recommend Derwent fm services to any organisation.

Gary Allington | Facilities Manager
St Hugh's Hospital