

Case Study

Delivering facilities management services to a non-NHS Property Services owned property

DENESIDE MEDICAL PRACTICE SEAHAM

Background

NHSPS representatives:

- Paul Swansbury, Principal Operations Manager
- Kevin Showler, Service Delivery Manager

The Challenge

Deneside Medical Practice is a very busy, independently owned practice that was struggling to keep up with the level of demand for hard facilities management (FM) services. On top of that, the GPs did not have the expert knowledge required to ensure the site was fully compliant. The current set up was of multiple contractors working at the site which created confusion and a high work load for the practice manager, meaning she was unable to focus on the requirements of her practice manager role.

Deneside Medical Practice wanted a one-stop-shop for all hard FM services including maintenance, safety and security, and approached NHS Property Services to find out what solutions we could offer.

The Solution

Having met with the practice manager to discuss their needs, we were able to provide all of their hard FM services including mechanical and engineering, grounds and garden, and building fabric, at a very competitive rate.

All the services are delivered by our expert, in-house team, with the exception of a couple of specialist services such as fire alarm maintenance, for which we used a carefully selected contractor whom we work with closely.

The Result

Deneside Medical Practice are very happy with the service delivery from NHS Property Services.

Our experience in delivering healthcare property maintenance services has provided them with reassurance, and we have released time back into the practice manager's diary to allow her to focus more on her practice manager role rather than worrying and spending time on maintenance of the premise.

Adele Scott, Assistant Practice Manager commented that the biggest strength has been the *"easy reporting system and feedback from calls and requests"* and added that *"it's lovely to have a lead person to be able to contact should we have any issues. All the providers who have been to the practice to carry out tasks have all been very friendly, approachable and professional."*