

South Tees Hospital NHS Foundation Trust



Winner of
Client of the Year 2019



“ Together we do the amazing ”

Client Overview

- maximizing social value
- 16% of the employees are trainees, graduates and apprentices
- collaborative working between the Trust and
- £125k procurement savings achieved
- 60% more efficient LED lighting installations/ automatic controls
- 12% reduced carbon emissions
- 100% recycled construction waste
- zero accidents in 5 years
- 39.9/50 score & CCS National Gold Award

Client Highlights

- quality & patient safety
- business sustainability
- partnership & engagement
- teamwork
- focus on effective usage of resources
- investment in research
- investment in training
- investment in technology
- consistent leadership
- £130m impacted the local economy

Brief & Compelling Summary

South Tees Hospitals NHS Foundation Trust is the largest trust in the Tees Valley, providing acute and community services. The NHS is experiencing increasing challenges and considerable change; our integrated team have provided innovative solutions and resources over the past 12 years to deal with many challenges. Interserve has a defined vision and transparent values to provide leadership to the suppliers, which is based on four transformational themes: Quality and Patient Safety, Organisational Capability, Business Sustainability and Partnership and Engagement. To deliver these themes, a real focus has been placed on building an integrated and unified team. The challenges faced by the NHS means that there is a need for partners who can provide real added value, exceptional service, and who bring lessons learnt and innovations to the table. This goes all the way up and down the supply chain. The solutions providers are required to work effectively and safely within the constraints of an acute health environment to protect the reputation of all stakeholders and patients. Risks are identified together, recorded on an electronic register, which is a living document.

Risks are weighted and shared appropriately, a pain/gain sharing mechanism has been agreed and financial incentives are in place to innovate and identify best value. Investment in technology, research, training and identifying best practice has helped to promote collaboration between the Trust and Interserve. Enabling a unified team shifts focus on what is important. The integrated approach is driving continuous improvement, and all parties are prospering, by taking lessons learnt to deliver marginal improvements, by innovating and listening to all stakeholders through POE's and usage of collaborative digital-technology. Under the framework there are a number of robust protocols available for the whole team to use to ensure consistency and openness. Including a suite of management tools, 'systems innovations' and framework documents that enable the delivery of promises. The inclusion of the Mentor system, a fully integrated construction software platform to manage any project through its full lifecycle, which provides all team members with transparency in relation to commercial information. The usage of VR, BIM models, workshops and sample rooms has benefited the engagement with a large number of stakeholders.

Over the last 4 years, Interserve has successfully completed in excess of 78 projects across the South Tees Hospital Estate. All around live hospital environments, diligently and sensitively so as to avoid any unplanned disruption to the normal hospital business. The partnership between the Trust and Interserve is recognised as being one of the best performing and innovative in the NHS. Challenges and best practice are shared within a collaborative environment. Standards, communications and satisfaction levels are improving year on year.