



Working in partnership with

Royal Free London **NHS**
NHS Foundation Trust

medirect

Performance with Heart



WORKING IN **PARTNERSHIP**

Steve Cenci
Managing Director Medirest



"We are really proud to have worked in partnership with Barnet Hospital over the past few years with performance at heart behind every service we operate. Our aim has been to consistently achieve high standards and to ensure our staff deliver services which support your staff, visitors and patients and keep your hospital moving. We are very much looking forward to continuing to enhance our services through thought leading solutions which meet your business needs and most importantly, aid in the wellbeing of your patients."

Jeremy Sharpe
Director of Facilities at Royal Free
London NHS Foundation Trust

"Medirest deliver our patient facing facilities services at Barnet Hospital as part of a long term partnership. It is incredibly important that these services are patient focused and contribute to a positive patient experience.

Maintaining a clean environment, providing good quality meals that patients look forward to and delivering services with a smile through the whole of the Medirest team really helps to lift our patients' spirits and are integral to the hospital's core values."





MEDIREST AT **BARNET**

Medirest is Compass Group's international healthcare support services brand that leads the market in the UK. We operate in more than 50 acute hospitals, day centres and clinics as well as a large number of smaller treatment centres, surgeries and other facilities.

Our teams are on hand 24 hours a day, 365 days a year to manage essential services on behalf of the Royal Free London NHS Foundation Trust, providing assurance and peace of mind to allow quality patient care. Our aim is to provide the market leading facility management services to the Trust.

Medirest improves the patient experience by consistently delivering:

- Clean and safe hospitals
- The best patient dining experience available
- Flexible and professional logistic services including 'on-demand' portering, helpdesk and support services.



Performance with Heart

The Medirest promise influences everything we do: putting patients, families and clinical staffs' well-being first through an empathetically human considerate approach, while delivering best value to our clients.

Our primary goal is to consistently deliver performance to all our stakeholders; from Trust executives, senior management and nursing staff, to patients and their relatives as trusted partners each day, every day.

From strategic planning to every patient encounter, we want to be recognised for our long-term commitment both to individual care and to our clients. In everything we do, we want our clients to understand the value we place on our partnerships and witness at firsthand the importance we place on the delivery of our promises. Each day, every day.

BARNET IN NUMBERS



We serve over

421,000

patient meals per year. That's forty eight patients every hour



In a year we recycle 7 tonnes of Steamplicity packaging – saving

11

tonnes of carbon

What this all adds up to:

- Unrivalled market knowledge
- First mover on every major technical change in the healthcare market during the last 5 years
- Access to a global network of experience
- Complete supply chain assurance and safety
- Guaranteed control and reduction of costs
- Increased quality, reliability and operational capability
- Single-point accountability for food and support services
- Financial transparency and economies of scale purchasing more than our top three competitors added together
- Application of a world-leading service framework
- Recognised client and consumer service ethos



Medirest has won the RoSPA Gold Award for our commitment to Health and Safety



We clean 58,000 square metres every day – that's equivalent to

8

football pitches



A Steamplicity meal is served to a patient in the UK every

6

seconds

Our PLACE scores at Barnet are in the top

10%

of hospitals in the UK for cleaning and patient dining

We handle and respond to over

270

Helpdesk calls every day



150,000

portering tasks are completed per year, over 17 tasks per hour



Last year Medirest surveyed over

1,300

patients and clients to improve and develop our services

WHAT WE DO

Providing the highest-quality, best-value cleaning, catering, support and retail services to the healthcare sector. Our influence and impact is a responsibility we don't take lightly, that's why we've developed industry leading brands, partnerships, standards and procedures.



"All the taste and all the vitality"
Steamplicity is a unique cooking system which steam cooks fresh food to perfection in minutes – ensuring all the taste and all the vitality!



"At the heart of our performance"
Our local helpdesk places us at the heart of Barnet enabling a fast and effective response to the needs of our services.



"Keeping your hospital moving"
Here we focus on non clinical healthcare logistic requirements ensuring we keep you moving via our portering services.



Our strategic partners, adding value to our overall offering, including Ecolab (Pest Control and cleaning chemicals) & Vis viz (Window Cleaning).



"Clean and safe for you"
An intelligent and client centred approach to healthcare cleaning ensuring healthcare environments are clean and safe for you.



Security
Our locally managed service uses recognised experts who offer a bespoke service in tune with the hospital requirements.



Bringing the high street to you via Costa Coffee. Lifestyle Staff & Visitor restaurant.

SERVICE SPOTLIGHT

Steamplicity explained

Steamplicity is the Compass Group's unique cooking system that steam cooks fresh food to perfection in just 3 to 5 minutes using minimal equipment.

Available in two core formats:

- Plated patient meals, delivering a choice of 24 hot freshly cooked nutritious meals to patients, cooked near the point of service
- Multi-portion format is an excellent option for workplace cafeterias, catering for visitors and the general public. It is also a popular catering solution for school meals operated by both Local Education Authorities and Independent Schools.



The benefits of Steamplicity

Steamplicity cooking delivers consistently high quality, great tasting food with more of the much needed nutrients retained than compared with traditional cooking methods.

Through Steamplicity, a client can reduce costs of labour, energy, space and capital investment whilst delivering a more flexible offer to those eating the food.

Steamplicity can also enhance the Corporate Responsibility credentials of its customer as it can reduce the carbon footprint of a user by lowering energy consumption and food waste.

Packaging waste is significantly reduced with the use of recycled materials and a zero to landfill policy at both Cuisine Centres where Steamplicity products are produced..



"Steamplicity is a major breakthrough in the drive for better hospital food. We have been very impressed with these new steam-cooked meals because they are appetising and nutritious and patients love them!"

Patients Association

5 compelling reasons to consider steamplicity

1. **COST** – Savings in labour, energy, waste
2. **QUALITY** – Consistently delivering hot, freshly cooked meals
3. **NUTRITION** – Healthier food, quicker recovery, happy patients
4. **FLEXIBILITY** – 24 hour provision for freshly cooked meals
5. **SPACE** – Less preparation, less storage space



MEETING YOUR SERVICES NEEDS THROUGH NEW INNOVATION



At Medirest, we understand the incredible demands placed upon our clients and the need to meet their operational requirements with seamless delivery solutions from end-to-end, notwithstanding the dual pressures on time and budgets.

We strive to be experts in our selected fields but we also recognise that sometimes we need additional expertise to compliment what we already provide.

Alongside our existing innovations we will be introducing a number of new solutions at Barnet Hospital during 2017-18 that will benefit and support the trust in providing world class care.

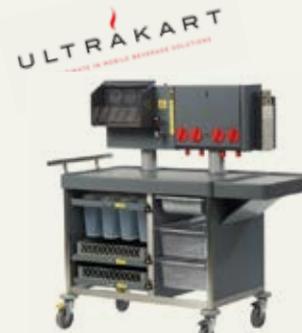
SECURITY



Partner Patrol
Flexible & adaptable verification system providing proof of location & activity



PATIENT DINING



Multi-use ward patient beverage trolley

DOMESTIC



HPV Fogging
Enables wards to decrease infection risks



OTEX
Ozone laundry disinfection



Dazo@ Markers
UV gel applicator supporting infection control



Service Trac
Web based infection control auditing

STAFF AND VISITOR



Today's Healthier Choice

A balanced meal under 500kcal, including at least one of your 5 a day and not high in sat fat, fat, sugar or salt – approved by our healthcare dietitians.



Healthier Meal Deal

A new range of sandwiches that contain no more than 350kcal, include salad elements and be on wholemeal/ wholegrain breads where possible. The meal deal includes a sandwich with water and fruit at a lower price point

COSTA



HEALTH, SAFETY AND THE ENVIRONMENT

HSE

Medirest's major operational priorities remain health, safety and the environment. These are particularly important in the healthcare markets in which we operate.

Safeguarding the health and safety of our people and all our stakeholders is not only a moral responsibility, but also essential to the success of the business. We promote a safety culture in which each team member is responsible for the safety of those around them - and is required to act accordingly.

Minimising the impact of our operations on the local communities in which we work is equally important. Our aim is to set industry-leading standards on health, safety and the environment and make these a point of key competitive advantage in our markets.

At Barnet Hospital we have reduced our reportable incidents by 100% over the last two years through innovation and partnership.



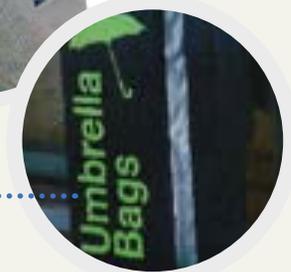
HSE INNOVATION AT BARNET

Continuously providing safe food and support services through our best-in-class Food Hygiene, Environment and Occupational Health & Safety management systems.



Needlestick/Stab Gloves

Reduces
needlesticks injury



Brolley Mac

Reduces Slips,
Trips and Falls
by wrapping wet
umbrellas



Trash Tongs

For employees to
remove the tongs
and pick up soiled
tissues



Hurricane

Self-drying wet
floor sign



Zero Assaults Project

Zero Assault

Aims to reduce
numbers of assaults
through unique
training programme

PEOPLE MANAGEMENT, **DEVELOPMENT AND TRAINING**

Services within the healthcare business are all about people, whether it is cleaning, maintaining their environment, cooking their food, moving them from one place to another or supplying retail services.

“Our people are our business”

Many companies would say that people are their most important resource, but at Medirest we really do believe in this philosophy. As such, we spend a huge amount of time and effort to train, develop and motivate our teams.

Everyone in Medirest has the opportunity to have their own personal development plan, and every colleague has performance assessments twice a year to ensure they are undertaking and meeting both Medirest’s and their own personal goals.



Our People
.....
**delivering your services -
Performance with Heart**

TRAINING SPOTLIGHT

One of the most empowering messages of The Medirest Way is that whatever your job is at the hospital, whether you're a porter, doctor, domestic or nurse, we are all here to do the same thing, which is to help people get better.

We train every member of the team to realise just what an important role each individual has in achieving that. It changes their belief and therefore their attitude and behaviour, and ultimately it changes the results we help to achieve in the overall patient and customer experience.

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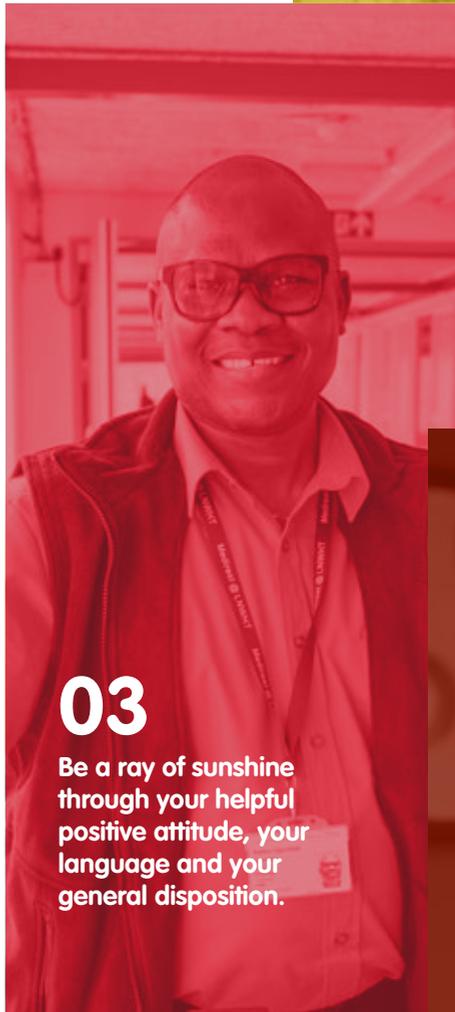
“The interactive straight forward Customer Care Training Programme reinforced our joint care principles to front line service teams. Staff valued the training opportunity to enhance and further develop their skills”.

Existing Medirest client



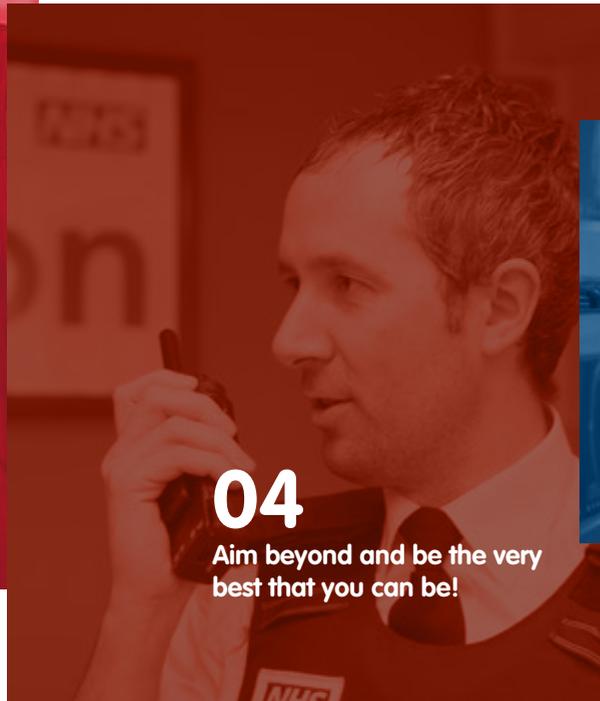
01

Stay focused and look for opportunities to make a difference and live these behaviours every single day.



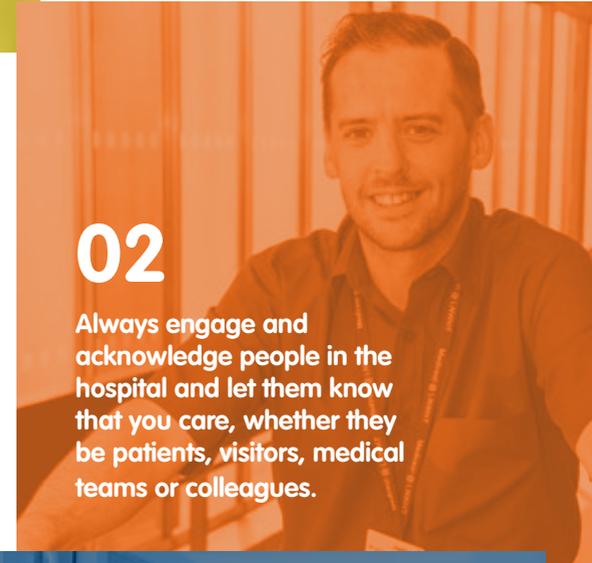
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Be a ray of sunshine through your helpful positive attitude, your language and your general disposition.



04

Aim beyond and be the very best that you can be!



02

Always engage and acknowledge people in the hospital and let them know that you care, whether they be patients, visitors, medical teams or colleagues.



05

Always be clean and tidy both in your appearance and in your working environment.



The Medirest Way is our unique cultural change programme and new to this contract based around 5 key behaviours:

CONTACT OUR

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