

A cleaner, safer and healthier environment

NUH

Dr Stephen Fowlie
Medical Director

December 2016

Cleaner, safer & healthier environment

We are here for you

Agenda

- 16/17 quality priorities
- Carillion contract
- Smoking
- Car parking
- Quieter wards

Cleaner, safer & healthier environment

We are here for you

**16/17 quality
priorities**



Carillion

- Running E&F services since July 2014, including cleaning, catering, car park management, laundry, portering and maintenance
- 5 year contract (option to extend by 3 years, subject to satisfactory performance)
- Circa 1,200 Carillion staff
- NUH Contract Management Team

Cleaner, safer & healthier environment

We are here for you

Inconsistent standards

- Cleanliness audits (internal & external) showed deterioration early '16 after spell of improvement
- Growing concerns from patients & staff during '16 about cleaning & wider services provided by Carillion
- Independent cleaning assessment concluded unacceptable standards (Oct '16)

Managed contract exit

- NUH Board requires significant changes to the arrangements with Carillion to improve standards
- NUH & Carillion jointly exploring a managed exit from the contract
- Staff will remain employed by Carillion until future arrangements are agreed (likely January 2017)

Smoke-free (1)

- Ward-based New Leaf advisors at QMC and City (facilitating nurse referrals to cessation services)
- Promotion of stop smoking services via New Leaf, Smoke Free Life Notts & Trust Pharmacy
- Targeted staff comms (signposting to cessation & reminding colleagues not to smoke in uniforms)

Smoke-free (2)

- Proactive CPO: 100/month on-the-spot fines for littering associated with smoking
- Developing new advice cards available at hospital entrances
- New signage (including at tram stop)

Dedicated tram entrance

- Over 2,200 passengers daily
- Planning approval for platform to hospital bridge
- Building works from Jan '17; opens summer '17
- Minimal parking disruption expected during works
- Patient/volunteer involvement

Quieter wards

- **Noise (other patients)**
71.6 (vs 70.4 last year) [target >75]
- **Noise (staff)**
86.9 (vs 86.8 last year) [target >88]

Some progress in Q1&2, but more to do

Actions to date

- **Other patients**

- Limiting patient movement between wards >10pm
- Ear plugs
- Managing patients with dementia & delirium

- **Staff**

- Shoes
- Doors/bins
- Mobile/nurses' station phones

Renewed focus

- Trust-wide campaign
- New signage for ward entrances
- From reducing 'noise at night' to 'quieter wards' (all times of the day)

Questions

Cleaner, safer & healthier environment

We are here for you