

Hereford Hospital

At a cost of £65m, the 340-bed acute general hospital at Hereford is one of a growing number of innovative PFI healthcare projects where Sodexo is a leading consortium member. The company is an equity partner with a 30-year contract to provide support services.



The Hereford PFI has provided 200,000 people in the West Midlands and mid-Wales with a new, state-of-the-art hospital since 2003.

Hereford Hospitals NHS Trust started work with Sodexo and the other members of the Mercia Healthcare development consortium in 1996. Close partnership at every level has been the key to success. As an example, Sodexo met with the design team at least weekly to finalise every detail of the planned construction that affected service quality on catering, cleaning, portering and other essential services.

In mid-1999, when demolition and construction work began, the consortium partners assumed responsibility for all hospital services at the existing County Hospital.

More than 300 staff transferred to Sodexo from Hereford NHS Trust and were able to benefit from the company's expertise in managing TUPE transfers. Across the hospital, the introduction of multi-skilling and new, more flexible working practices contributed to raising job satisfaction in the bright and purpose-built environment.



Sodexo services at Hereford Hospital

Patient, staff & visitor catering
 Domestic / 'hotel' service
 Linen & laundry
 Sterile Services Department (SSD)
 Window cleaning
 Car park management
 Pest control

The consortium partners

Design & Construction: Alfred McAlpine
Finance: Charterhouse
Hard FM Services: W S Atkins
Support Services: Sodexo



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According to Steve Coldicott, general manager of Mercia Healthcare: "Flexible working was always a part of the vision for the hospital, and the Sodexho staff on the front line have responded really well to the challenge." Under Mercia Healthcare's contract with the Trust, Sodexho was required to achieve ISO 9002 and registration with the Medical Devices Agency for the Sterile Services Department (SSD) within just three months of moving to the new location.

In fact, ISO 9002 accreditation was achieved almost a year ahead of the contractual deadline. MDA registration was achieved at the first submission - a rare feat in the healthcare sector. The SSD takes on the full workload of the Trust and processes a total of 22,000 baskets of instruments and 55,000 individual items annually.

Patient catering is now a ward-based service. High quality chilled meals, supplied by Tillery Valley Foods (TVF), are regenerated on the ward, where they are served to patients by ward stewards and service assistants. Every dish is delivered in prime condition and at the optimum temperature. Nutritional stability is ensured and patients receive a wide choice of dishes.

"The food service and quality is extremely well received by patients," says Mercia Healthcare's Steve Coldicott. "They appreciate the freedom to decide on the size of portion they receive or even to change their minds on an earlier choice of dish."

The staff restaurant, 'Spires', managed by Sodexho, has the capacity to serve 115,000 meals per year to Trust staff and visitors; and Sodexho is also operating an innovative retail trading outlet and a branded coffee bar for visitors.

The cleanliness of hospitals - 24 hours a day, seven days a week - has become a critical measure for hospital management. Sodexho has invested in a range of specific equipment and is putting the focus on the quality of cleaning standards. Hereford has been highly rated with very few reported MRSA cases. This systematic approach is complemented by the use of a computerised management system for monitoring, tracking and auditing performance. Sodexho is also responsible for managing the linen and laundry service to the Trust.

