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## Putting patients first: Manchester Royal Infirmary

Manchester Royal Infirmary comprises five hospitals on a single, 22 acre site, including the largest children's hospital in Europe. The site is the largest Private Finance Initiative in healthcare in the country.

Since winning the 38-year contract in 2005, Sodexo have been involved in everything from the construction and demolition of a number of the properties to providing good quality, nutritional meals for patients. The success of the partnership has led to more services being taken over, with functions such as car parking joining core services such as catering, linen and grounds maintenance.

### End-to-end service

'It is a real benefit to have Sodexo in charge of so many services,' explains Colin Cadwallader, operations director for Sodexo healthcare estates. 'This is because it means we are able to think about the whole customer experience, rather than just elements or pockets of it.'

'In this case, Sodexo staff think about the "patient's journey", from the moment the patient drives into the car park, until he or she leaves. The aim is to make the journey as smooth and pleasurable as it possibly can be, making it a clean, safe and welcoming visit, from matching linen to how food is presented, to ensuring that A&E can be as welcoming as possible for patients.'

### A smooth transfer

Around 850 Sodexo staff work on the site, many of whom worked for the hospital before Sodexo took over the contract. The transition went very smoothly.

'Taking over Manchester Royal Infirmary involved the largest TUPE transfer in the NHS's history,' explains Colin. 'We always put a lot of care and consideration into the process when we

TUPE staff over - but, with so many staff, it was more important than ever that the transfer was well managed. We made sure we looked after staff with plenty of open days and workshops for the employees. This helped address any queries and concerns, allowed us to listen to future employees about their expectations, and gave us the opportunity to share Sodexo's philosophy.

'All staff went through retraining, from food hygiene to health and safety. Sodexo were sure to make it both a formal and informal process, spending a lot of time and effort in making sure that staff felt included in the process and understood what was going on. After all, Sodexo is only as good as its people. We value our staff: they are not just numbers, but valuable members of our team.'

### Measurable results

'Our investment in staff and services has already led to improvements. The Patient Environment Action Team (PEAT) score has improved since Sodexo took over some of the hospital services. We're pleased that we have been able to make a valuable contribution to the provision of a safe, clean, welcoming and comfortable environment for Manchester Royal Infirmary's patients.'

### Sodexo services:

- Catering
- Domestic services including portage, housekeeping and linen
- Security
- Car parking
- Estates management
- Grounds and gardens