

## CASE STUDY: PLANNED PREVENTATIVE MAINTENANCE (PPM) THE CIRCLE HEALTH GROUP

Circle Health Group is now one of the largest independent healthcare providers in the UK, having recently acquired BMI Healthcare. The group operates 53 independent hospitals, runs integrated care programmes and rehabilitation services nationwide.

### THE CIRCLE HEALTH GROUP PROJECT

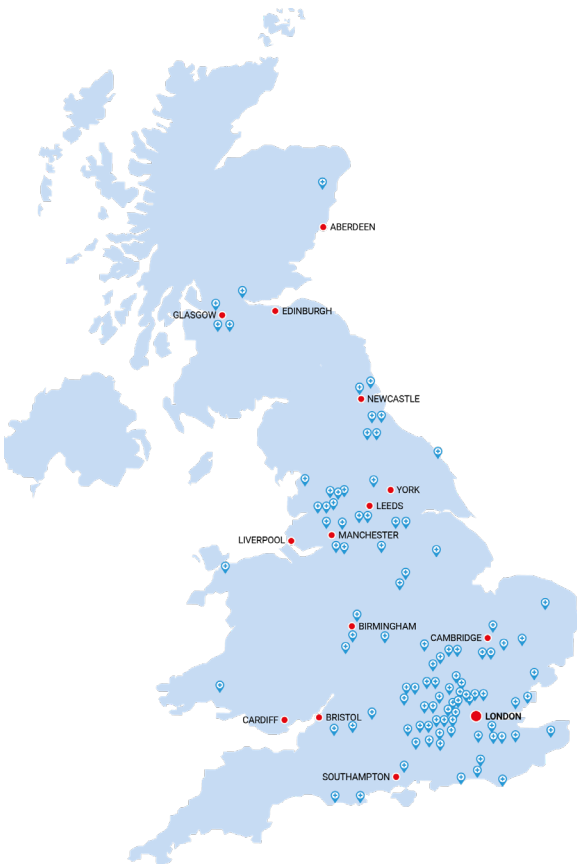


SHJ was awarded the nationwide contract for PPM and servicing for the entire group in 2018. This included the provision of PPM services and emergency maintenance services in respect of medical gas pipeline systems (MGPS), plant, manifolds and equipment.

Installation of MGPS at the group's sites was also included on an as required basis.

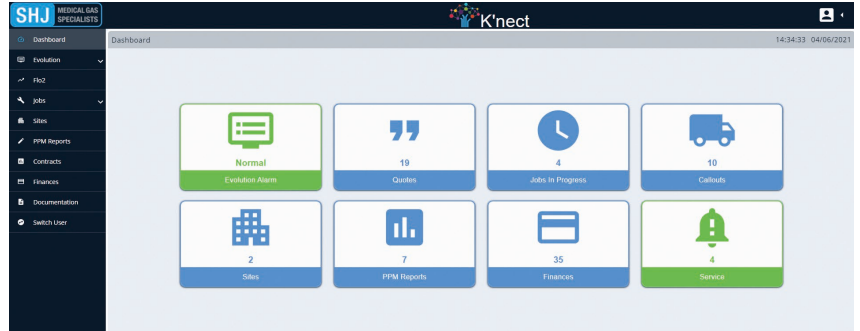
### NATIONWIDE REACH

- Prior to this project, SHJ had been a southern-based operation and was required to rapidly expand its reach to cover all the group's sites across the UK. This expansion was executed within a few months, and SHJ employed and trained additional engineers to service the midlands and northern sites.
- As with our existing engineers, they were fully trained to Competent Person (MGPS) level, with some trained to Authorised Person and Quality Controller level. All our engineers are DBS-checked annually.
- Both teams work with great flexibility (24/7, 365 days a year) and our ability to store kit at various locations meant we were able to offer a fast and efficient service, especially in emergency situations.
- We provided them with a dedicated Account Manager who oversees all aspects of their maintenance. Call out response times were key and we ensured 30-minute telephone response and a technician onsite within 4 hours (see KPI compliance data overleaf).



## ELECTRONIC RECORDING

A key requirement for the contract was to have all records electronically logged and managed. Our web-based medical gas data management portal enabled this, providing real-time plant and alarm monitoring site-by-site from any device at any time.



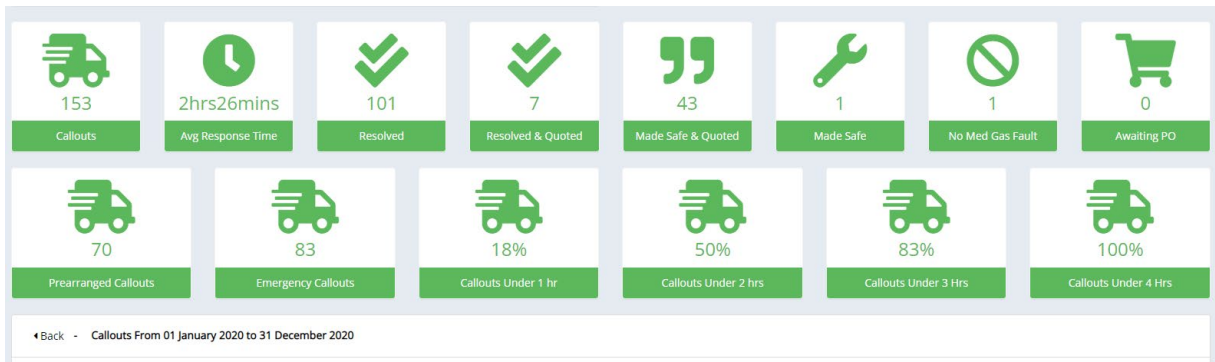
Fully bespoke, the portal was tailored to their specific MGPS and site configurations, logging the following documentation:

- KPI compliance data,
- Asset register
- Permits to work
- Plant diagrams
- Safety certificates
- Insurance certificates
- Comprehensive details of PPM visits,
- Faults logged during past service calls and dates of future calls
- Invoices and quotes.



## PORTAL CALL OUT AND RESPONSE TIME KPI's

The diagram below demonstrates KPI compliance data for callouts to The Circle Health Group during 2020:



For Additional Works which were required as part of the contract, we supplied a schedule of rates for component items. We were also required to review and update their Master Asset Database and continue to monitor and update this on their behalf.

## CLIENT TESTIMONIAL

“ SHJ have maintained the piped medical gas systems in 53 of our Hospitals and Decontamination units for the past 3 years. I have been very satisfied with the level of general support, the quality of service and the standard of reporting received. Their response has always been excellent even through the difficult times caused by the COVID 19 pandemic. We have developed an excellent working relationship with the SHJ team and maintain a regular meeting schedule to ensure this does not change.” – **Steve Buchan, Group Chief Engineer, The Circle Health Group**