

CASE STUDY: PLANNED PREVENTATIVE MAINTENANCE

The Royal Marsden NHS Foundation Trust

Located in London, The Royal Marsden NHS Foundation Trust opened in 1851 and operates as a specialist cancer hospital and National Institute for Health Research (NIHR) Biomedical Research Centre for Cancer, working closely with the Institute of Cancer Research (ICR).

The Trust and the ICR are ranked in the top five cancer centres globally and treat over 59,000 NHS and private patients annually. It operates from two centres in Chelsea and Sutton.



PPM at The Royal Marsden NHS Foundation Trust

Our partnership with the Trust is a valued part of our business, and is one of our longest standing relationships spanning over 40 years.

In the early stages of working together, the Trust automatically renewed SHJ's PPM contract due to our levels of commitment and attention to detail.

However, over the past 10 years the Trust hasn't been allowed to automatically renew contracts, instead they have had to create tenders for work. The supplier who won the tender would be awarded a three year contract with an automatic extension of four then five years based upon the Trust's satisfaction of their work.

The Trust have issued two PPM tenders in the past 10 years and SHJ have been awarded both of them. On our most recent tender application we scored 100%, a score that was unheard of within the Trust.

Services provided include:

- Oncology
- Surgery
- Haematology
- Pathology
- Radiology
- Chemotherapy
- Radiotherapy
- Radioisotope therapy

Our current PPM contract with the Trust is a comprehensive service and maintenance contract, which means that as well as providing 4 x quarterly PPM visits per year, which are carried out in accordance with the requirements of HTM 02-01, we also perform 1 x annual service visit per year, and provide an emergency call out service 24 hours a day / 365 days per year.

Customer Testimonial

"I've worked with SHJ since starting in the healthcare industry, and am fortunate to still be working with them. SHJ have been maintaining the Trust's equipment for 40 years. I'm more than happy with their levels of service. They're conscientious, and 100% committed to any work that they undertake - nothing is too hard for them. I always recommend that they tender for any job within the Trust and recommend them to anyone. They get things right, look after us well, and fix anything without question."

Gerry Vella, Estates Manager, The Royal Marsden Hospital - Sutton