

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

Circle Health Group is one of the UK's largest independent healthcare providers, following its acquisition of BMI Healthcare in 2020.

The organisation operates 53 hospitals and specialist centres nationwide, delivering a broad range of clinical services across surgical, medical, and outpatient care.

THE CIRCLE HEALTH GROUP PROJECT

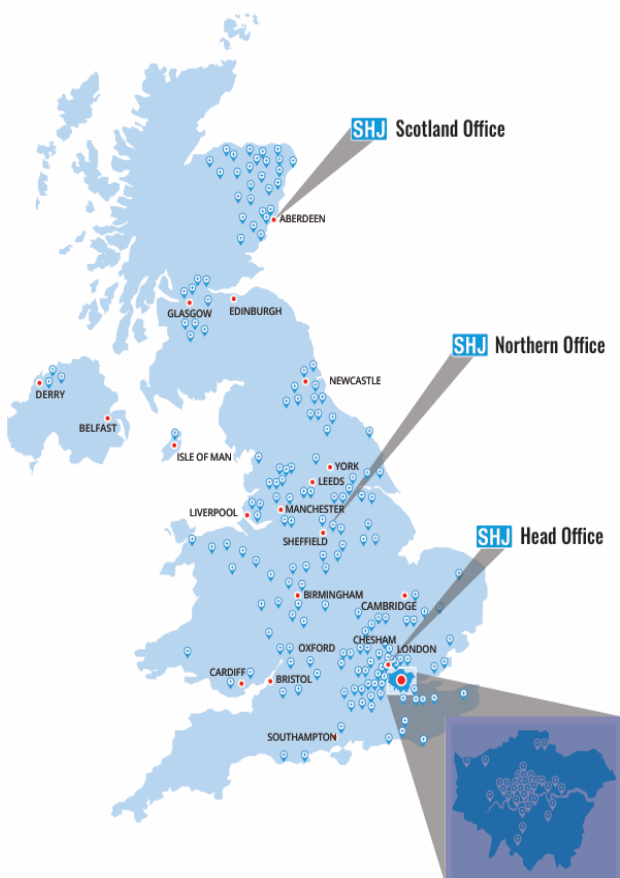


SHJ was awarded the nationwide contract for PPM and servicing for the entire group in 2018. This included the provision of PPM services and emergency maintenance services in respect of medical gas pipeline systems (MGPS), plant, manifolds and equipment.

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

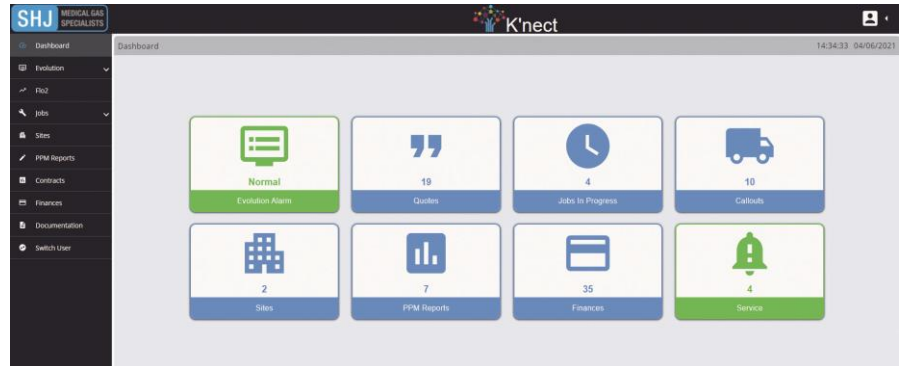
NATIONWIDE REACH

- Before this project, SHJ operated primarily in the south of England. To support the group's nationwide portfolio, SHJ rapidly broadened its coverage to include all UK sites, completing the expansion within just a few months. During this period, SHJ also recruited and trained additional engineers to service locations in the Midlands and the North.
- Our new engineers were trained to the same standards as our existing team, achieving Competent Person (MGPS) status, with several progressing to Authorised Person and Quality Controller levels. All engineers undergo annual DBS checks.
- Both teams operate with full flexibility—24/7, 365 days a year—and our network of kit storage locations enables rapid, efficient support, especially during emergencies.



ELECTRONIC RECORDING

A key requirement of the contract was to ensure all records were logged and managed electronically. Our web-based medical gas data management portal delivered exactly that, offering real-time plant and alarm monitoring for each site, accessible 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 due 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:



For Additional Works required under the contract, we provided a detailed schedule of rates for the relevant component items. We were also tasked with reviewing and updating the client's Master Asset Database, and we continue to monitor and maintain this on their behalf.

SMALL WORKS INITIATIVE

In late 2024 we introduced the Small Works Initiative, which delivers the following key benefits:

- Improved *first-time fix* rates.
- A reduced risk of incorrect parts being ordered.
- Enhanced patient safety, as essential work is no longer delayed.
- Elimination of unnecessary repeat visits, saving Circle Health Group additional engineer time, travel, parking costs, and second permit-to-work requirements.
- Significant environmental gains, with SHJ estimating a 98% reduction in journeys—dramatically lowering fuel use and emissions.
- Less administrative work for both parties.
- Higher overall service levels, as engineers are empowered to work more efficiently.
- Improved system performance through timely, proactive work.
- A simpler, streamlined process that reduces admin, speeds up response times, and minimises confusion.

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**