



Service Development

Opportunities to expand our customer base and services delivered continue to be explored to expand the range of non-clinical services QEF currently provides. As an example this has recently led to business success on delivering regional estates compliance activities as well as the delivery of services to wider parts of the NHS, nationally, in HPV/Pathology transport services.

Service synergies will be explored, for example between domestic, catering and housekeeping services to ensure services are provided efficiently and effectively delivering best value to the Trust.

In addition to the successes above we continue to extend our service offers to the:

- provision of estates services to other NHS organisations,
- small works services,
- medical gas installation services,
- validation services,
- security services,
- conflict resolution training,
- accreditation to provide commercial pharmacy services to external organisations
- home pharmacy service provision
- extension of pathology transport services to other UK locations
- clinical IT procurement and financing framework service
- patient transport services (Hospital to Home scheme)
- supporting the implementation of the subsidiary company model, VAT compliance and advisory services to an increasing number of NHS Trusts.

Professional, Proud Passionate

Cost Savings Benefits

Since its conception, QEF continue to deliver significant levels of savings, achieved as a direct result of innovative financial and procurement remodelling, energy efficiency schemes, service line re-engineering and external projects which is returned to the Trust in the following three ways:

- i. Reduction in the monthly unitary payment [UP]
- ii. QEF's commitment to delivering sustainable investment, in its services and infrastructure for the benefit of patients and staff at the Trust group estate
- iii. Through the provision of a dividend/donation

Industry Awards to Date

- o Gold and Platinum Go sustainability awards
- o Regional and National winners of RICS award for Infrastructure [ECC]
- o Finalist for the GO procurement awards [Two categories]
- o Winners of the HSJ value and healthcare award
- o Highly commended in the Lord Carter Innovation award
- o Highly commended in the leading healthcare awards

Information on the Company and its services is available at www.qefacilities.co.uk and on our [LinkedIn](#) and [Twitter](#).

QE Facilities' primary focus will continue to be the provision of efficient, effective and quality estates and facilities services to the Trust for the benefit of patient care.



QE Facilities Ltd, established in 2014, is a wholly owned subsidiary company of Gateshead Health NHS Foundation Trust. Through a managed healthcare contract model, QEF provides estates, facilities, procurement, materials and supply chain management, equipment maintenance and transport services to the Trust and other NHS bodies. QE Facilities as a separate legal entity operates along commercial lines, with separate governance arrangements and the ability to employ its own staff and to deliver services to other organisations. The company's operating model enables it to access the commercial benefits of a private company with the ethos and culture of a quality In-house service to maximise efficiencies and income generation opportunities. The financial benefits of which are returned to the Trust to support patient services.

We employ over 600 staff, of which over 50% remain from those originally transferred from Gateshead Health NHS Foundation Trust, retaining their NHS terms and conditions of employment. Staff survey results indicated continued levels of engagement and recognition with positivity towards the majority of aspects of employee roles within the organisation. We have numerous methods for rewarding staff service and excellence all of which are well received by the workforce. mBeing a good employer is a key strategic theme for the Company and a commitment to the positive health and well-being of our people is integral to this. Sickness absence rates are significantly lower than corresponding Trust levels as are our turnover rates for staff, which in turn leads to a motivated and committed workforce.

Robust governance arrangements are in place, with service delivery underpinned by agreed service level agreements and linked key performance indicators (KPIs). Continuous improvement is important to the Company with KPIs being reviewed and challenged to drive further efficiencies and productivity. An example is all relevant services are achieving better than the national average benchmarked under PLACE.

Corporate governance and QEF specific policy has been recently updated to provide further assurance.

- Linen Services
- Telecoms
- Procurement Services
- Logistics
- Central Sterile Supplies Department (CSSD)
- Endoscopy
- Managed Equipment Services
- Electronics and Medical Engineering Services
- General Facilities Service
- Outpatient Prescription Service
- Pathology Courier Service
- Sustainability
- Transport Services
- Specialist VAT advice

- Estates Maintenance
- Estates and Property Management
- Validation services
- Capital Design and Feasibility Service
- Project management
- Small/minor works
- Grounds maintenance services
- Catering
- Energy and Utility Services
- Cleaning
- Portering
- Security
- Financial services
- Waste management