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Top scoring hospital: Queen Mary's, Roehampton

'It is good to have people on whom you can rely,' says Vivette Bell, head of contracting services at Queen Mary's Community Hospital, Roehampton. 'The Sodexo Soft FM team are extremely good, responsive and professional.'

Sodexo has been working with the London hospital since it became an operational Private Health Initiative (PFI) site in 2006. For Sodexo, the 30 year PFI contract and investment had two goals. One: to provide a state of the art healthcare environment. Two: to offer a seamless, efficient service across the PFI site in both hard and soft facilities management services. These services range from catering and cleaning to grounds maintenance.

The hospital provides a full range of diagnostic outpatient clinics, specialist rehabilitation services, inpatient rehabilitation and mental health care. It provides 139 inpatient beds and sees approximately 500 outpatients daily.

A model hospital

Sodexo is proud that Queen Mary's is now used as an exemplar for other hospitals. Queen Mary's consistently tops patient and visitor surveys. It scored 95 per cent in Picker's patient and visitor report (commissioned by the Department of Health), and was awarded 5 out of 5 by the Patient Environment Audit Team, in all but one element, which scored a respectable 4. This reviews everything concerning the patient environment, including the facilities that Sodexo provides.

The right skills for the job

To meet the needs of a medical environment, the 100 on-site Sodexo staff receive regular, specialist training. This includes infection control, mental health awareness, food hygiene, first aid and chemical handling.

Sodexo also works with the Trust dietitians to ensure that hospital food is nutritionally balanced.

This site is also significant as it was the first hospital to utilise the IT system Blueprint in the UK. This system prioritises and tracks all individual service requests in real time, generates quality monitoring of services, provides re-training schedules, and manages assets, life cycling and planned maintenance.

A team effort

'The Sodexo Soft FM team are good team players and they are managed very well,' says Vivette Bell. 'Nothing is too much trouble for them – even when the challenge is clearing snow to keep the grounds accessible, or supporting ward staff responding to infection outbreaks.'

'They are a good example of partnership in action. Together, we have a good team spirit and a desire to get things right.'

Sodexo services:

- Catering
- Cleaning
- Porterage and car parking
- Security
- Waste
- Linen
- Goods receipt
- Pest control
- Switchboard
- Helpdesk
- Reception