

NHS Lanarkshire Primary Care Investment Programme

Lanarkshire health hubs enjoy best-in-class treatment

£500k p.a.

/ Contract value

March 2015

/ The service commenced

April 2040

/ Scheduled completion

As a central component of a major Primary Care Investment Programme, we provide the practical and trusted delivery of Hard FM and Lifecycle Services to three new build Primary Healthcare Facilities for NHS Lanarkshire via Hub South West Procurement. This long-term, 40-year partnership, with a contract value of £500k per annum, makes a tangible difference to the local East Kilbride, Wishaw and Kilsyth communities through the people focused servicing of health centres, dental practices and libraries. True partnership has been a feature of our added value operations, culminating in the completion of comprehensive additional works over the first two years of the contract.

The brief

In the context of considerable fiscal and budgetary constraints, NHS Lanarkshire's aim was to forge a deep-rooted relationship with an experienced contractor capable of adding value through early FM engagement at the RIBA D stage and subsequently throughout a 40-year, evolving partnership.



“GRAHAM are a first class Contractor who understand the meaning of working together with clients to achieve best value for money and first class health care facilities.”

Joe Dowds
Capital Services Manager, NHS Lanarkshire

The challenges

An essential element in our continued success has been the implementation of a bespoke performance management system to enshrine quality procedures. In order to enhance our service offering, increased levels of contract monitoring, and reporting, have been established, and comprehensive training for Helpdesk staff has been provided.

The solution

A dedicated Contract Management Team, inclusive of 3 x on-site experienced multi-skilled Engineers, supported by teams of FM Mobile Operatives, ensures the seamless delivery of Hard FM and Lifecycle Services for the patients, staff and visitors of the Hunter Health Centre, Houldsworth Health Centre and Kilsyth Health Centre. A 24/7/365 Helpdesk Service, and CAFM solution with B2B access, servicing over 120 calls per month, provides comprehensive contract accountability and the highest levels of end user satisfaction. Innovative procedures have also been implemented to streamline delivery, including enhanced B2B capacity, which allows the client to produce their own WO reports. Reflecting the new buildings' status as the heartbeat of their local communities, we have considerably invested in the local catchment area, employing high-calibre colleagues (x 4) from within, providing 23 work experience opportunities and donating two working days of operative resources to support local charity initiatives to date. Validating the calibre of our performance, we were awarded a 25-year HUB South East NHS Lothian Contract for three new health centres in Edinburgh in August 2017.

Outputs & Benefits

- / **True Partnership:** In close collaboration with the client, we completed a comprehensive list of additional works over the first two years of the contract
- / **Project Efficiency:** Over 120 Helpdesk calls are serviced per month
- / **Employing Local Talent:** A Technical Services Manager and 3 x multi-skilled Engineers were employed from the local area
- / **Learning On The Job:** To date 23 work experience opportunities have been provided



For more information on how we're delivering lasting impact:

+44 (0) 845 6006 300 fminfo@graham.co.uk graham.co.uk

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