



Kettering General Hospital
NHS Foundation Trust

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Kettering General Hospital is an NHS hospital in Kettering, Northamptonshire. It is managed by the Kettering General Hospital NHS Foundation Trust.

The Trust was looking to tender the retail and catering services at the hospital, leading to the introduction of new and refurbished outlets and much better financial returns.

Background

The Trust commissioned Litmus to support outsourcing the retail and catering services at the hospital, which were being managed by the in-house team.

Brief

Litmus was briefed to manage the tender process for the retail and catering services on behalf of the hospital, with the aim to not only find the right provider but also increase the commercial return.

Approach

Nigel Forbes, the Litmus Partnership, said: "We worked with the Hospital project team to identify the spaces that would be available to the incoming service provider and then produced a tender pack, which included ITT, site drawings, briefing document setting out the objectives of the tender, operational rationale document for completion by the bidders and a pricing schedule.

"We then managed the tender process on behalf of the hospital, including meetings and communication with the bidders throughout and consulting with the hospital at the key decision making points."

Outcomes

As a result of the tender, a service provider was appointed to provide a fully licenced Costa Coffee outlet and a convenience store at the front entrance of the hospital. In addition, the service provider refurbished the public toilets and hospital reception area. There was also a new deli/café for the outpatient area.

Under the new contract the service provider guaranteed to return a minimum of £150,000 per year to the hospital, an improvement on the commercial return of £210,000 compared to the previous in-house arrangement.

▶▶ *We were pleased to be able to help the Trust on this project – the changes to the retail and catering services genuinely enhanced the experience in the hospital for staff and visitors and improved the commercial return for the Trust.* ◀◀

Nigel Forbes, the Litmus Partnership



For more information about Litmus get in touch:

Email us at mailbox@litmuspartnership.co.uk

www.litmuspartnership.co.uk