

Leeds Teaching Hospitals NHS Trust

The Leeds Teaching Hospitals NHS Trust comprises: Leeds General Infirmary; St James's University Hospital; Chapel Allerton Hospital; Leeds Children's Hospital; Leeds Dental Institute; Seacroft Hospital; and Wharfedale Hospital.

The new catering strategy was adopted and delivered, resulting in significant savings, higher commercial returns and the eradication of unnecessary administration activity.

Background

Litmus was appointed by the Leeds NHS teaching Hospitals Trust Facilities Directorate to carry out a number of reviews including all the catering, vending and retail services that were being provided to patients, visitors and staff through a number of outsourced contracts. Subsequently, Litmus also carried out an assessment of the Trust's accommodation.

Brief

Litmus was briefed to work with the Head of Catering, to create a catering strategy for the Trust and to put forward a critical path to achieve a co-terminus alignment of the existing catering contracts in order that the new strategy could be implemented at the earliest opportunity.

In relation to the accommodation project, Litmus undertook a review of Trust properties and bedrooms on the five main hospital sites. The purpose of the review was to assess what was being provided currently and to determine future requirements and recommendations for effective space utilisation.

Approach

Nigel Forbes, the Litmus Partnership, said: "Following the presentation of our initial report, the Trust implemented our recommendations and then appointed us to manage and coordinate the tenders for all staff and visitor catering, vending and retail services across the Trust estate.

"Two of the key outputs that we hoped the tenders would achieve were significant savings and a streamlining of the day-to-day processes, as the current set-up resulted in a heavy admin workload.

"We guided the Trust's Estates Department through procuring competitive, fit-for-purpose, FM arrangements with one service provider."

Outcomes

The catering strategy was adopted and delivered, resulting in significant savings, higher commercial returns and the eradication of unnecessary administration activity.

In addition, the Trust's Estates Department was able to understand the scope of the accommodation being provided to their stakeholder groups, rationalise its development and refurbishment plans and update its charging model.

▶▶ *Following the successful completion of the tender, we also provided an interim catering management support resource for 18 months to allow the Head of Catering to focus on associated project work and strategy implementation.* ◀◀

Nigel Forbes, the Litmus Partnership



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