



## Key Facts

### Organisation

Carillion Facilities Management is contracted to provide FM services to Barts Health NHS Trust. The Trust is comprised of five main hospital sites: Mile End Hospital, Newham University Hospital, The Royal London in Whitechapel, Whipps Cross University Hospital and St Bartholemew's Hospital in The City (known as "Barts").

### Key Issue

Carillion FM required instant, clear, guaranteed inter-team communication across sites for their central London client. Furthermore, it wanted a best-in-class control and dispatch system for fast response task management.

### Purcell Products

Radio system design, CARPS Task Management software integrated with two-way radio for portering. The radio system employed covers security, estates, general use and "Majax" (major incident plan) requirements. Managed Maintenance cover is provided for all radio equipment, software, fixed installations and RF (radio frequency) licence issues.

### Benefits Achieved

- Carillion FM are able to use their FM helpdesk to seamlessly manage both large scale projects and fast response tasks on behalf of their client
- Barts Health NHS Trust have an easy, one-number booking desk and confidence that CARPS Task Management is enabling fast, reliable support services
- Confidence that the maintained systems are operating at optimum performance at all times.

## Working in Partnership

Carillion plc. is one of the UK's leading support services and construction companies, employing around 45,000 people. It has annual revenue of around £5.1bn and operations across the UK, Canada, the Middle East, North Africa and Caribbean. Carillion Facilities Management provides property asset management and service delivery solutions to customers, including multinational corporations. A key client for Carillion FM is Barts Health (formerly Barts & The London) NHS Trust.

Barts Health NHS Trust is one of Britain's leading healthcare providers. Its specialist centres include the country's biggest heart attack centre, one of Europe's most advanced cancer centres and one of the UK's largest children's hospitals. Home to London's air ambulance, Barts Health is also one of the capital's leading trauma and emergency care centres. It employs 8750 staff and deals with in excess of 960,000 annual attendances (visits or patient treatments)\*. Covering sites in central London, it has a high volume of 'fast-response' tasks to be handled daily. \* 2010-2011 Annual Report

## The Solution

Purcell first conducted a survey of The Trust sites as it was important to understand the issues relating to both the central London position (which has frequency implications), as well as the fact this would need to be a very large installation to cover all major hospitals.

Purcell has recently used the opportunity of a significant modernization program being undertaken by The Trust, with new buildings being built to replace old ones, to expand the CARPS Task Management system to cover the new buildings, and at the same time upgrade the radio system from analogue to digital in these sites.

The transition from analogue to digital is still underway. Eventually, all Trust sites will be fully digital, with buildings connected using VOIP technology, producing a seamless radio and CARPS Task Management system across sites.

## Key Challenges

### Crowded Airwaves

There are massive issues with radio frequency in London. It is a crowded space and regulated. Frequency within UHF1 and UHF2 bands is currently at a premium and for some locations not available. Purcell handles all the maintenance of the frequencies as part of its Managed Maintenance cover.

### Movements and Transition

Purcell needed to work very closely with Carillion and the Trust to help them deliver a smooth transition between old facilities and new buildings during their modernization program. The spectrum of issues for Purcell created by the modernization, ranged from liaising with the builders and various contractors to ensure the safe installation of a new antenna system, relocation and expansion of the radio system, as well as ensuring good radio propagation (coverage) across both the old and new sites.

A key factor during these works was the need to minimize downtime, as the systems are operational and required on a 24/7 basis. On-site staff training was provided to enable the effective handling of patient

moves via the CARPS Task Management system, as patients were relocated from old analogue-dependent facilities to new digital-radio covered buildings. Purcell uses its innovative Device Communicator, which allows both digital and analogue, VHF or UHF radio systems to operate in tandem, in this transition period with mixed equipment.

## Summary Achievement

Purcell has successfully worked as third-party contractor and agent for Carillion Facilities Management in delivering and maintaining significant radio-based solutions to their client. Purcell has delivered real value to both parties through expert advice and exceptional implementation.

"Knowing that Purcell are at the other end of the phone when needed is reassuring. This is a really busy unit. We depend on CARPS to manage the thousands of tasks which come through this section every day. Often, if a problem occurs, it is down to interference from work being done elsewhere, human interference or through computer malfunctions – but Purcell are always happy to help out or give advice. They are always prompt to respond to call-outs."

Caroline Pedro, Head of Portering Services, Royal London Hospital