SERVICE WORKS GLOBAL
PART OF ADDNODE GROUP

CASE STUDY

Multiplex Europe

Project: To implement a CAFM (computer aided facilities management) system to manage the service desk and hard FM service delivery at the new, state-of-the art Peterborough Hospital.

Objectives: Centralisation of reactive and planned maintenance requests to support optimum service delivery.

Results: Centralisation of information, visibility of performance and comprehensive, automated PFI concession management.

A Future-Proof CAFM Solution for a Modern Healthcare Facility

One of the largest PFI (Public Finance Initiative) projects undertaken within the NHS, the £335 million development of the new Peterborough Hospital will deliver three NHS Trusts (Peterborough and Stamford Hospitals NHS Foundation Trust, Cambridgeshire and Peterborough Mental Health Trust and North Peterborough Primary Care Trust) with state-of-the art facilities designed to meet a wide range of healthcare needs.

The hospital is being constructed on the city's existing Edith Cavell Hospital site and will include 612 inpatient beds, an emergency care centre, a high-tech diagnostics unit, women and children's unit, cancer unit, specialist rehabilitation unit, renal dialysis and a multi-disciplinary training centre.

Whilst the new hospital is being built, interim services are being offered via 2 buildings, the Cavell Centre and the City Care Centre. Both facilities are already operational as part of the PFI project. The 102-bed Cavell Centre provides adult acute and psychiatric intensive care, services for older people and patients with learning disabilities, and includes centralised dining, fitness, recreational and staff facilities.

Built on Edith Cavell Hospital site, the first phase of the Cavell Centre opened in November 2008 and the second phase in April 2009. The City Care Centre opened in May 2009 and includes outpatient diagnostic and treatment centre, rehabilitation services and a children's care centre.

Following project completion, the Edith Cavell Hospital site will become known as the Edith Cavell Healthcare Campus and the existing Edith Cavell Hospital will be demolished.

A Proven CAFM Solution

The scope of the contract includes reactive and planned maintenance for both hard and selected soft services across all hospital buildings. In parallel with the construction of the new hospital, the search began for a new CAFM (computer aided facilities management) system which could deliver a comprehensive solution to centralise the management of all facilities operations.

Maintenance for the existing hospital had been controlled via a legacy system, but the construction of the new PFI hospital demanded a new solution which could handle the inherently complex demands of PFI projects. A shortlist of 5 potential suppliers was identified and following a comprehensive system review process, QFM from Service Works Global was chosen.

Martin Payne, Estates Director, Healthcare Projects, at Multiplex explains: “Multiplex is committed to delivering an optimum level of service at the new Peterborough Hospital. It was therefore imperative that we selected a technology partner that understood our needs and could meet the demands of this contract effectively.”

Through our Australian operation we have collaborated with Service Works on a number of successful PFI projects. This proven experience, combined with Service Works’ extensive expertise in delivering software across the healthcare industry provided us with the reassurance that we needed when selecting QFM. ”

QFM was implemented at Peterborough Hospital in October 2008, initially to manage reactive maintenance requests within the mental health unit at the Cavell Centre. Following a phased roll-out, QFM is now used to centralise and manage reactive and planned maintenance across all operational hospital buildings. The system provides a centralised facilities helpdesk solution across all sites, allowing staff in any location to log a job via QFM’s intuitive interface.

Jobs are instantly assigned to the most appropriate in-house or, where applicable, external contractor and closed upon completion. Planned preventative maintenance and health and safety schedules are also managed through the QFM system. Once construction of all three hospital buildings is completed, the Trust’s central helpdesk will be based in the main hospital site, and QFM will be installed there along with all other infrastructure.

Comprehensive PFI Performance Reporting

With QFM in place, Multiplex are able to effectively manage service delivery. QFM's in-built PFI Payment Mechanism functionality has been configured to exactly match the parameters specific to the Peterborough Hospital PFI contract. The performance data needed for the payment mechanism calculation is seamlessly entered into QFM as part of the normal daily helpdesk workflow activities.

Multiplex takes advantage of QFM Event Director, a strategic management tool that delivers real-time event information via a graphical interface. Event Director utilises traffic light colour coding to highlight deadlines and enable early identification of potentially costly service failures. Events that are approaching their deadline are highlighted in amber and those that are overdue and highlighted in red.

Martin Payne comments:

> **QFM's Event Director is a vital tool for us. It enables us to view critical event progress via one graphical screen and monitor service performance against the contractual PFI service level agreements. Event Director instantly highlights potential failures, allowing us to take remedial action and avoid incurring deduction payments."**

Comprehensive event reporting enables Multiplex to see at the touch of a button whether events were completed within the required timeframe and if a failed event, details of the deduction incurred. In the occurrence of an overdue event, QFM calculates the service fee quickly and accurately.

QFM's PFI reporting capabilities ensure that time sensitive reports can be efficiently produced on demand, giving details of potential and actual performance failures – information that would normally take days or weeks to provide manually.

Future Focus

Multiplex is currently evaluating the possibility of extending their usage of QFM, via QFM Mobile. This will enable the company to deploy the QFM system to field-based staff, allowing the instant dispatch of jobs via a hand held device in real time. Contractors can then update details of the job on their mobile device, reducing administrative load on the helpdesk and providing a fully integrated helpdesk, mobile and PFI concession management solution.

With less than a year until practical completion, Peterborough Hospital is already providing a truly modern healthcare service for the community. Martin Payne concludes: "Peterborough Hospital is a key project for Multiplex. We see it as a flagship for future UK contracts and therefore we are keen to be as forward-thinking as possible. Technology plays a vital role in our operations, and QFM is central in supporting optimum levels of service delivery at Peterborough Hospital.

The beauty of QFM is its ability to mould to meet the unique demands of this comprehensive PFI scheme. The system is robust and flexible and delivers a comprehensive tried and tested solution for facilities management. QFM has provided us with a benchmark for future PFI projects and we look forward to continuing our successful relationship with Service Works during the lifecycle of this and other projects."