

Freedom of Information Request

Ref: 24-263

10 April 2024

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

1. Are any of your sites part of a PFI arrangement?

No

If so, which site and what is the name of the special purpose company (ProjectCo) for the PFI?

Not applicable

2. For all of your sites (both PFI/Non-PFI), please can you outline who provides/delivers Hard Facilities Management services?

South Bristol Community Hospital, Medirest/Compass Group contracts SUEZ to manage the waste.

3. For all of your sites (both PFI/Non-PFI), please can you outline who provides/delivers the Soft Facilities Management services (if delivered in-house please state this):

a. Cleaning and Domestic Services

Provided in house in all Trust hospitals. Outer areas provided by Webbs

b. Patient Catering

Provided in house in all Trust hospitals.

c. Retail and staff & Visitor Catering Services

Bristol site:

Seven coffee shops which are owned and run by the Trust in house
M&S, Costa, WH Smith on the Bristol Royal Infirmary site

Weston site:

Costa

Rafters coffee shop owned and run by the Trust

South Bristol Community Hospital:
Coffee shop run by Compass.

d. Portering and Logistics

Provided in house in all Trust hospitals

e. Non-Emergency Patient Transport

The Trust has a central Patient Transport Team which oversees and manages the allocation of journeys to appropriate ambulance resources.

Non-emergency patient transport services (NEPTS) are in general commissioned by Integrated Care Boards, rather than the Trust, and as such there is a diverse range of providers and services relating to patients attending our sites. The Trust provides both secondary and tertiary clinical care, and therefore treats patients from a wide geographical area. As each ICB is able to commission individually, patient journeys to and from our trust fall within many different contracts; in addition, the Trust has access to its own ambulance resources (see Q4) to deliver any journeys required which are outside the scope or capacity of the ICB-commissioned providers, or journeys which the Trust has agreed with ICBs to provide for their patients.

f. FM Helpdesk

Not applicable

g. Hospital Switchboard

In-house through Digital Services

h. Security/manned guarding

Provided in house, however Medirest are the contractor managing the provision at Weston General and South Bristol Community Hospital

i. Car Park Management

Managed in house with a company called TPS supplying the machines and the parking patrols

j. Linen & Laundry Services

Royal Devon and Exeter NHS Trust

k. Waste Management – off-site disposal

Off-site disposal clinical waste Stericycle and Sharp smart General Waste Biffa

4. If these services (either Hard and/or Soft Facilities Management) are outsourced, please can you outline when these contracts were awarded, for how long, their value and when they are due to expire?

a. Cleaning and Domestic Services

Cleaning - Webbs 01/06/2023 - 5 years - £442,000 pa

b. Patient Catering

Provided in house in all Trust hospitals.

c. Retail and staff & Visitor Catering Services

Provided in house in seven units. Also M&S, Costa, WH Smith in BRI and Costa in Weston
Coffee shop in South Bristol run by Compass.

d. Portering and Logistics

Provided in house in all Trust hospitals

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Managed in house with a company called TPS supplying the machines and the parking patrols

j. Linen & Laundry Services

RDE - Linen 2014 - out to tender - £1.5 million pa

k. Waste Management – off-site disposal

The waste contracts are currently being tendered and the contract have been extended until

the end of June 2024.

Car park management - contract expires 2028

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Non-Emergency Patient Transport – the Trust has a no-guaranteed-activity contract in place with Bristol Ambulance EMS. This contract has been in place since 2020 and runs for five years with an option for a two-year extension.

5. Please can you confirm the name of the Estates and Facilities Director at your Trust?

Andrew Jeanes, Director of Estates and Facilities

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

Freedom of Information Team

