

Delivering essential services in Health

> Forth Valley Royal Hospital



Serco delivers the following services:

- Building fabric
- Car Parking
- Domestic
- Grounds maintenance
- Helpdesk Support
- Linen
- Maintenance - electrical & mechanical
- Patient & Retail catering
- Portage
- Reception
- Security
- Switchboard
- Ward housekeeping
- Waste management

Forth Valley Royal Hospital has 860 In-patient and Day Care spaces and was built on the site of the former Royal Scottish National Hospital in Larbert.

Serco is part of a Team, led by Forth Health Limited (a Joint Venture between John Laing and the Commonwealth Bank of Australia) and including Laing O'Rourke as the Design & Construct Partner, who have been working in partnership with NHS Forth Valley for a number of years. The new building is part way through its clinical commissioning process, with first patients arriving in August 2010. The final phase will be complete and welcoming patients by the summer of 2011.

The innovative building design separates the services from patient and visitors. Thirteen robots (automatic guided vehicles) use segregated tunnels and Facilities Management (FM) hubs for the collection and delivery of linen, waste, meals and vital medical supplies to the wards and departments.

Serco commissioned the installation of a site-wide Wi-Fi network that will support wireless handheld devices integrated with a universal Helpdesk System which is being used by the Ward Housekeepers, Porters and other services to manage real time task distribution and reporting.

Microfibre cleaning, disposable curtains and ozone disinfection will also be used to assist in the control of infection.



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