**Maximising Potential of Non-Clinical Staff**

16 November 2016

Serco in partnership with Health Service Journal (HSJ) has published the findings of its extensive 'Inquiry on Maximising the Contribution of NHS Non-Clinical Staff'.

Over half a million of the 1.2 million people in the NHS work in the vital range of roles that support clinical care of NHS patients. These roles are many, and include cleaners, cooks, porters, gardeners, maintenance, administrators, IT, security, communications, finance, human resources, switchboard operators, receptionists, mortuary staff, medical librarians, commissioning support staff and car parking management.

The Inquiry started in March 2016 and included five workshops and sessions at HSJ Summits to discuss the issues in the inquiry with a broad range of colleagues across the NHS. An interim report was produced in May whose findings and recommendations were refined and reviewed at further session resulting in the final report.

The Inquiry’s final report makes a number of key recommendations around the following subject areas:

- Ending the second-class citizen status for staff whose jobs are not clinical;
- Improving the NHS culture by maximising these staff’s motivation;
- Recognising the contribution that these staff make to the overall patient experience;
- Using the input of these staff;
- Thinking about these staff as a valuable resource rather than a problematic cost.

More information and the full report can be found at [http://guides.hsj.co.uk/4462.guide](http://guides.hsj.co.uk/4462.guide)

Ends
Media Release

For more information, please contact: Marcus De Ville at Serco on 07738 898550 or marcus.deville@serco.com

About Serco in Health

Serco has built a strong portfolio in health over the past two decades. Key contracts providing facilities management to various NHS England trusts include East Kent hospitals, Norfolk & Norwich University Hospital and Derriford Hospital in Plymouth, and for NHS Scotland at Forth Valley Royal Hospital, Wishaw General Hospital and Dumfries & Galloway General Hospital. Serco’s international health operations include facilities management and support services for Fiona Stanley Hospital in Perth, Australia and the Cleveland Clinic in Abu Dhabi, and several other healthcare facilities in the Asia Pacific and Middle East regions.

About Serco

Serco is a leading provider of public services. Our customers are governments or others operating in the public sector. We gain scale, expertise and diversification by operating internationally across five sectors and four geographies: Defence, Justice & Immigration, Transport, Health and Citizen Services, delivered in UK & Europe, North America, Asia Pacific and the Middle East. More information can be found at serco.com