

The Christie

Background

The Christie NHS Foundation Trust is the largest single site cancer centre in Europe and treats more than 44,000 patients a year. The trust is based in Manchester, however due to their specialist nature they cater for patients from across the UK. The hospital has been delivering care for over 100 years and has over 2,500 employees and 300 volunteers.

Business Challenge

The trust had found that their coffee offering was both uninspiring and tasteless, and was not in line with the hospital's brand values and reputation.

They had also been experiencing issues with the vending machines on site; with lines going out of stock too frequently and products getting stuck so not completing the customers purchase and leaving them dissatisfied.

Solution

The solution that we delivered to the hospital included:

- Three banks of machines for the visitor entrance; consisting of hot beverage, snack and bottle machines. These are easy for visitors to use and are fitted with a guaranteed vend system so they will either fulfil the customer's product choice or give them their money back
- With their café, we installed fresh milk bean-to-cup machines, along with ancillary products, crockery and point of sale to help them promote their hot beverage offering and help increase sales
- For private patients, we installed a range of plumbed Kenco Singles machines which produce fresh leaf tea and ground coffee, so they have the convenience of a hot drink at any time day or night
- Additionally we also installed chilled, filtered water machines to keep visitors and staff hydrated throughout the day

With the problems that the trust had experienced previously, our operatives introduced the latest Planogram technology, to make sure machines are kept replenished with the most popular range of ingredients.

“Aesthetically the machines complement the Christie's interior surroundings extremely well and they have impressed us with their functionality. They have provided a smooth customer experience, with patients, visitors and staff alike complimenting on the quality as well as the range of drinks on offer.

Equally what has impressed us is the excellent service provided by Refreshment Systems.”

Catering Manager, The Christie Hospital



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