



The Whittington

Background

The Whittington Hospital provides hospital and community care services to 500,000 people living in Islington and Haringey as well as other London boroughs including Barnet, Enfield, Camden and Hackney. The hospital has 467 beds and employs over 2,000 members of staff. They are also well known for educating undergraduate medical students, nurses and therapists and offering a range of educational packages for postgraduate doctors.

Business Challenge

The hospital was struggling with their existing ward trolleys as they were too heavy and difficult to manoeuvre, which made it extremely difficult for catering staff when visiting busy wards.

They were also experiencing problems with the existing coffee machines (in their restaurant) as they were not meeting patient and visitor expectations, in respect of quality of coffee.

They also had breakdowns on a regular basis that were taking as long as two weeks to resolve, which was not acceptable in such a busy environment.

Solution

We introduced our market leading ward beverage trolley, which resolved the issue of weight and manoeuvrability as it is 33% lighter and is packed with a range of features that makes it much easier to navigate the trolley around busy wards and small spaces.

The trolley has been designed from the ground up using feedback from key Food Service Staff working within the NHS, to ensure it meets all their requirements and regulations.

The solution also included a range of bean-to-cup coffee machines for the on-site restaurant, serving our own range of Café Amore coffee beans, along with the installation of five free-standing drinks and snack machines in various visitor areas.

In addition to the Café Amore package we also provided a range of point of sale items such as loyalty cards and menus, which showcase the quality and ethics of the brand, and encourage sales for the hospital.

With the hospital's previous experience with poor aftersales service, our highly skilled service engineers implemented a plan to ensure that all machines and trolleys are well maintained by carrying out proactive maintenance.

This ensures that the customer experiences minimum down time, meaning no disruption in the smooth running of the hospital and its facilities.

“Due to the current economic situation, the NHS has become more cost effective whilst still maintaining a high standard of service. We found Refreshment Systems were able to maximise our budget, whilst providing quality drinks across Hospital Departments, wards and restaurant areas.”

Paul Hepworth, Catering Manager

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