



a *sodexo* company

**Helping healthcare providers choose,
use and manage clinical technology
in smart, safe and compliant ways**

Independent clinical technology expertise

Clinical technology management

We help NHS and private healthcare providers choose, use and manage clinical technology safely, compliantly, and with maximum operational and financial efficiency.

From the simplest infusion pump to the most sophisticated scanner, technology is at the heart of our service delivery in healthcare.

As devices become more sophisticated and the range grows wider, we provide the expertise to ensure your clinical technology is ready to meet your needs, today and tomorrow.

Market leaders in equipment advisory

With our detailed databases and costs, we have led the way in planning and equipping hospitals for over two decades.

Our work to support the new digital hospitals ensures we continue to spearhead effective hospital planning today.

We are completely independent of equipment manufacturers and suppliers, so we can help you navigate the entire market more efficiently.

Our 35 years' experience of managing medical devices through proven and cost-effective clinical technology management services will ensure you commission, specify, procure, manage, maintain and dispose of your medical devices effectively.

Managing and maintaining your clinical equipment efficiently and transparently

In the face of increasing demand for services and budget pressures, we help you choose the most appropriate technology, reduce downtime, and ensure you have the right equipment in the right place at the right time.

Ensuring safety, compliance and effective governance

With so many necessary clinical governance regulations and standards, together with the increasing breadth and complexity of equipment, we provide the expert advisory and operational support that will ensure you can deliver compliant operational services with confidence.

Supporting positive patient outcomes and improving patient flow

Whether by providing the fully independent expertise to help you specify and purchase the right equipment, or through managing and maintaining it, we provide expert support to make sure your teams have the clinical technology they need to deliver outstanding and timely care.



Having an impartial view scrutinising compliance and operations at both trusts was invaluable during our post-merger transformation planning.

The impartiality offered by MTS ensured there was no bias towards either site following our merger.

The audit's alignment with CQC Regulation 15 and MHRA Managing Medical Devices regulations also meant it was easy for non-experts to understand each site's compliance and any shortfalls.

Matt Pope • Medical Devices Lead, MDSO Bedfordshire Hospitals NHS Foundation Trust



How we support

Operational services

Our professional clinical technology team of qualified and experienced clinical engineers and clinical scientists provide compliant operational maintenance and management services for a broad range of medical equipment.

Flexible and tailored options

Depending on your needs, we can support your in-house services using existing frameworks, or provide a fully outsourced service.

Full cost transparency

We offer clear pricing structures that provide full cost transparency.

Excellent relationships with manufacturers and suppliers support maintenance requirements.

Full OEM management

We provide safe and reliable planned preventative maintenance (PPM) and servicing of medical equipment.

All Sub contracts can be managed and a full service option is available.

Monthly dashboard performance reporting

Clear performance reporting to assist equipment strategies.



Advisory services

Our market-leading advisory team is at the forefront of business case planning, procurement, delivery and installation of equipment for the NHS and private healthcare providers.

We provide senior equipment planners and procurement specialists to deliver your hospital projects on time and on budget, while driving efficiency and innovation.

Detailed room-by-room equipment schedules

We use our 20+ years of hospital planning to develop bespoke hospital lists planned around the HTM and HBNs.

Business case support for RIBA stages

We are experts in preparing equipment strategies and costs for SOC, OBC and FBC business cases.

Technical expertise

Our bio-medical engineering team and equipment planners have detailed knowledge of medical and non-medical equipment.

Digital transformation

Our services help to ensure your medical equipment supports your digital transformation.



Operational services



Service and maintenance

Safe and reliable planned preventative maintenance (PPM) and servicing of the medical equipment portfolio is a cornerstone of healthcare delivery.

We have developed a national service offering with helpdesk, KPI reporting and full transparency of costs and data. Our service provision also includes arranging ad hoc or emergency repairs.

All services are quality-accredited and built on our MHRA-compliant methodologies.

- › Planned preventative maintenance (PPM)
- › PPM plus spare parts
- › Reactive/remedial maintenance
- › Fully comprehensive
- › KPI monthly reporting
- › Data and asset management
- › Supplier management
- › Inventory control



OEM contract management

Expertise to efficiently rationalise and manage your OEM service contracts, delivering economies of scale and best value, with a single point of contact to reduce your management overhead.

This service is especially suited to healthcare providers with portfolios of OEM contracts that are not centrally managed.

We can analyse your mix of externally contracted equipment and deploy the best solutions for managing performance and achieving cost efficiencies.

- › Subcontractor management
- › Supplier relationship management
- › Modality management
- › Supplier rationalisation
- › Cost benchmarking
- › Opportunities offered by new technologies and innovations



Full asset management

As the complete one-stop clinical technology solution, our full asset management service brings together management, procurement, maintenance, planning and training for all your medical equipment.

This full-partner approach delivers open accounting, tangible proof of cost control, and financial sustainability.

We provide a single point of contact, real-time dashboard access to sophisticated benchmarking costs, capital planning reviews for equipment investment replacement.

This service combines service and maintenance and OEM contract management.

- › Full service and repair for all assets
- › Management of all subcontractors
- › Centralised 24/7 helpdesk with user rights
- › Performance reporting
- › Utilisation reports
- › Procurement support
- › End-user training
- › CQC and MHRA governance



Compliance assurance

Our proprietary compliance toolkit enables you to ensure and evidence that your use and management of medical devices is MHRA compliant.

The toolkit is based on our extensive experience of implementing processes to ensure successful compliance with the regulatory requirements for medical devices.

Available as a service or on annual subscription.

- › Compliance and governance audits
- › Reports and recommendations
- › Policy implementation
- › Statutory and regulatory reviews and implementation
- › MHRA and CQC compliance
- › Implementation of quality assurance systems
- › Benchmarking against comparable organisations



Equipment library

Our equipment library enables more efficient sharing of resources and new ways of working that will cover day-to-day activity as well as providing resilience across Integrated Care Systems (ICS).

The library enables you to achieve the potential financial benefits of sharing services and standardising equipment across ICSs.

It also helps to ensure that clinical users have the correct training to operate equipment safely and compliantly.

The library can be packaged with our bed management service.

- › Centralised database
- › Asset repository by trust/organisation
- › Standard training
- › Standardised product costs and description
- › Reduction in consumables and spares if centralised
- › Sharing of assets for volume and swap-outs
- › Logistics management for site support



Bed management

Our centralised and real-time bed management platform helps reduce admission delays, cancellations due to lack of beds, and wasted nursing hours by ensuring you have the right fully functioning beds in place.

The platform uses our proven RFID 'live-location' asset management and provides a one-stop solution that covers storage, logistics, cleaning, portering and maintenance.

We can provide bed management to your in-house teams or to an outsourced facilities management provider.

Bed management is available as a standalone service or as part of our equipment library (individual trust or ICS).

- › Ensures availability of clean, functioning beds
- › Reduces admission times
- › Reduces cancellations due to lack of beds
- › Reduces time wasted looking for beds
- › Eliminates the need for nursing staff to clean beds
- › Off-site storage
- › Centralised helpdesk, bed store, and mattress management

Advisory services



Capital planning

We are the UK market leaders in equipment capital planning and work with a significant portfolio of New Hospital Programme schemes and the country's leading health planners, architects, cost consultants, and design teams. We ensure that current and future equipment planning is an intrinsic part of the design and specification of large- and small-scale hospital developments.

Our comprehensive database of hospital room templates, equipment costs and specifications, along with our team's deep expertise in planning clinical technology, makes us the first choice for many NHS and private health providers.

- › Room-by-room equipment scheduling from SOAs
- › SOC, OBC, FBC and all RIBA stage reports
- › Technical reviews of room design
- › Equipment costing and benchmarking
- › Equipment specification writing
- › 5-10 year equipment replacement planning
- › Digital transformation and equipment interface

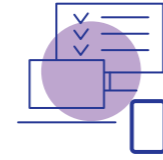


Business case planning

As the UK's market leader in Managed Equipment Service (MES) advice, we develop equipment strategies from project inception to funding, and provide planning and options appraisals that enable you to build sound and robust business cases for investments in clinical technology.

Our expertise means we can also provide advice on whole lifecycle solutions for all medical and non-medical equipment-related issues.

- › Equipment suitability
- › Utilisation assessments
- › Benchmarking
- › Expert advice on new technology
- › Logistics planning
- › Purchaser/supplier value for money assessments
- › Technical equipment specifications
- › Equipment lifecycle profiling
- › Managed Equipment Service (MES)
- › Contract variation analysis



Audits and inventory

Our audit and inventory services enable you to make key clinical decisions based on robust insight founded on data gathered from over 20 whole-hospital asset audits.

We support the accurate maintenance of equipment asset data that's essential to the efficient management of clinical technology. We enable you to collect the performance data, utilisation data, training and maintenance records that are the foundations of MHRA governance and compliance.

The need for real-time information on the location and condition of assets underpins financial and capital planning. Our inventory management ensures the regular capture of medical equipment assets, either through RFID or by barcoding assets.

- › Equipment condition surveys
- › Standardisation of equipment descriptions
- › Hospital-wide tagging of all medical equipment
- › RFID GS1 solutions
- › Database creation and maintenance



Procurement advisory

We have planned and carried out cost-effective and efficient procurement of medical and non-medical equipment for NHS and private facilities, ranging from small mental health projects to 10,000-room new build hospitals.

Our independence combined with our vast knowledge of suppliers and products means we provide transparent, whole-life solutions to our clients, often providing significant budget savings.

Our team has supported more than 40 capital, MES, and new hospital procurement projects.

Services include transfers, purchasing, installation, commissioning and handover.

- › Procurement sign-off specifications
- › Equipment standardisation
- › Principles for net-zero carbon (NZC), sustainability and modular methods of construction (MMC)
- › Budget development
- › Programme management
- › Tendering and evaluation
- › Logistics and move management



Compliance and governance

Complementing our proprietary Compliance Assure toolkit, we can work with you to develop and implement robust clinical technology management policies and strategies based on best practice.

This includes working collaboratively with your in-house teams to deliver best practice.

Our compliance and governance services provide your executive board with the reassurance that your trust or facility is safe and fully compliant with regulations.

- › MHRA and CQC compliance audits
- › Reports and recommendations
- › Policy implementation
- › Statutory and regulatory reviews and implementation
- › Implementation of quality assurance systems
- › Benchmarking (assets per staff)
- › National benchmarking (other organisations)
- › Data management with secure back-up



Digital transformation

Our experts can help you integrate digital technology to better support your people and your patients in line with the digital hospital initiative and NHS Transformation Directorate's digital blueprint.

We work with NHS trusts, including hospitals from the New Hospital Programme, helping to implement the digital transformation plan in terms of clinical technology and medical equipment.

Continually investing in our experts ensures we have the skillsets to support you in adopting the latest advances in clinical technology, data and connectivity.

- › NHP-compliant digital transformation audits
- › Supporting implementation of the NHS digital blueprint
- › Advice and guidance on medical device connectivity, ICT integration, robotics and AI
- › RTLS and RFID solutions
- › Utilisation and data
- › Cyber security

20+ years of trusted relationships

We are the trusted clinical technology partner to more than 40 NHS trusts and private healthcare providers.

Operational services

West Hertfordshire
Teaching Hospitals NHS
Trust



Compliance assurance

We provided a 360 review of the management of medical equipment and compliance status for the newly formed trust post-merger.



MTS have provided an outstanding level of professional support and expertise, assisting in improving overall performance and compliance, and establishing robust governance and controls with patient safety at the centre of all they do.

One of the outcomes from our recent CQC visit highlighted maintenance standards and management as an area of good practice.

Patrick Hennessy • Director of Environment,
West Hertfordshire Teaching Hospitals NHS Trust

Kent Community Health
NHS Foundation Trust



Service and maintenance

We are delivering service and maintenance to over 91 sites across Kent for the Kent Community NHS Trust, providing full visibility and transforming the way that medical devices are managed.

Lloyds Pharmacy
Clinical Homecare



Equipment library

We provide service and maintenance and equipment library to this prestigious national provider of clinical equipment to patient homes.



Awarding our Medical Device Maintenance contract to MTS Health was the best decision we made and their dedicated team have done a fantastic job.

We always have enough devices to provide services to our patients and the team are always available and willing to support us with additional requests at a moment's notice. That's why we were confident to extend our contract to make it a longer term partnership.

Amy Wyatt • Medical Equipment Lead, Lloyds Pharmacy Clinical Homecare

Advisory services

Cambridge University
Hospitals NHS Foundation
Trust – Cambridge Cancer
Hospital



Image provided by NBBJ/Brick Visual

Business case planning

We worked with the trust and its design team and advisors to develop a robust OBC equipment strategy for this cutting-edge NHS clinical space with three new research institutes that will support the ambitions set out in the government's Life Sciences Strategy, and the NHS Long Term Plan.



MTS delivered a thorough and detailed equipment strategy for our OBC submission that provided us with a concise preparation for the role equipment is to play in our new and exciting project.

John Spicer • Project Director, Cambridge Cancer Hospital

Sandwell and West
Birmingham NHS Trust
– Midland Metropolitan
University Hospital



Audits and inventory

We have been working with Sandwell and West Birmingham for over 10 years, providing services across the Trust's many sites, including inventory management, asset audit and detailed MES Advice for the Imaging portfolio of the Medical Equipment Asset base.

Moorfields Eye Hospital
NHS Foundation Trust
– Oriel



Image provided by AECOM / P&P / White Arkitecture

Capital planning

We have developed detailed room lists and costs for the Oriel project, working collaboratively with the Aecom and Oriel team. This project will deliver a new health building as a joint venture between Moorfields Eye Hospital, UCL and Moorfields Eye Charity.



MTS has worked collaboratively with AECOM and our partners for over 3 years in the preparation of the proposed Equipment Strategy for Oriel. We are delighted that the project is moving into the next project phase and thank MTS for all their contributions.

Jason Pearson • Healthcare and Science Architectural Director, AECOM

Expertise to meet your needs

Our team blends the clinical device expertise of professional and registered clinical scientists, bio-medical engineers, imaging specialists, and radiographers with the delivery skills of PRINCE 2 practitioners, the purchasing capabilities of chartered procurement and supply professionals (MCIPS), and the commercial know-how of business strategists.

We will assemble a team with the appropriate skills and expertise to make sure you achieve your aims.

We have planned and equipped 40 major hospital projects, including:

Barts, Royal Papworth, Royal Marsden, Great Ormond Street, Midland Metropolitan, Torbay, Chelmsford, Brighton 3Ts and Hillingdon

Supporting the New Hospital Programme

We are proud to be providing equipment advisory services to the government's New Hospital Programme and its commitment to delivering 48 new hospitals by the end of the decade.

Procurement frameworks

Find us on all key frameworks, including:

- › NHS Supply Chain: Managed Equipment and Clinical Services Solution
 - › NHS Supply Chain: Maintenance, Repair and Calibration of Medical Equipment
 - › NHS Commercial Solutions: Professional Consultancy Services
 - › NHS Shared Business Services: Managed Maintenance Services
 - › NHS Shared Business Services: Consultancy Services Framework
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ISO9001: 2015 Quality management – accredited



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MTS Health Limited. Registration number: 05473086.
Registered office: One Southampton Row, London WC1B 5HA.
Sodexo. UK registration number: 842846.
Registered office: One Southampton Row, London, WC1B 5HA.

Can we help you make smarter use of your clinical technology?

Whether you're specifying a new facility, or looking to maintain and manage existing assets in smarter ways, we would love to hear from you.

MTS Health is a Sodexo company,

bringing clinical technology management expertise that further enhances Sodexo's ability to deliver people-centred health and care services that create positive patient experiences.

uk.sodexo.com

www.mtshealth.co.uk

- › Email: info@mtshealth.co.uk
 - › Phone: 01442 216785
 - › MTS Health
61 Maxted Road
Hemel Hempstead
HERTS
HP2 7DZ
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