



Gloucestershire
Managed Services

GMS 2023: Our vision for Gloucestershire Managed Services

TOGETHER, EXCEPTIONAL EVERY DAY.



Gloucestershire Managed Services (GMS) is now in its third year since it was established in April 2018. We've come a long way in that time and firmly established ourselves as an organisation that strives for excellence in service delivery.

Significantly, we remain a valued and integral part of Gloucestershire Hospitals NHS Foundation Trust, providing and managing all of the buildings, assets and facilities and contributing to its overall success.

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Our three year strategic business plan (2020-2023), will establish GMS as a sustainable business, fit for the future.

We will deliver a range of improvement initiatives and establish assurance against an ever increasing compliance agenda.

We will also ensure that we maintain good financial health for our shareholders and to allow us to grow in the future.



In 2023, GMS will be:

The local employer of choice attracting a skilled and professional workforce who want to make a difference to the people of Gloucestershire and beyond.

The Integrated Care System (ICS) service provider of choice, by building on our existing portfolio and with a reputation for delivering a high-quality, flexible and reliable service.

The SubCo Consultant of choice, offering our expertise and thought leadership in estates and facilities management within the healthcare sector.

We will enable our mission of Excellence in Service Delivery through:

- **Becoming an organisation fit for the future,** having the right people, process and platforms in place for the effective management of the business
- **Driving performance improvement,** using data and continually measuring and reviewing the standards, quality and outcomes of our services
- **Innovating and growing our service scope and capabilities,** embracing technology and digital applications and platforms as we implement more sustainable practice to achieve efficient outcomes



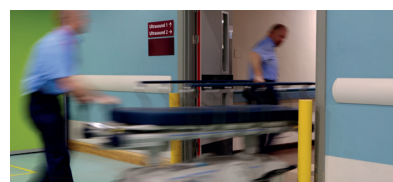
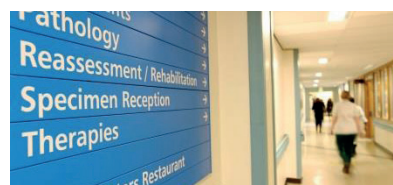
In 2023, GMS will be the local employer of choice.



Specifically for GHFT we will demonstrate this commitment in the delivery of a number of key initiatives:

- We will commit to train and develop our staff including internal talent development to support succession planning.
- Provide additional commitment to the already successful apprenticeship scheme across the Estates and Facilities functions
- Deliver a cleaning service standard to consistently meet the contracted performance levels by the end of 2020/21
- Improve the quality of food services at Gloucestershire Royal Hospital (GRH) by a minimum of 10% as measured by patient satisfaction levels and offer an improved Retail Service at both hospital sites
- Increase the levels of efficiency and effectiveness of service delivery in Estates Maintenance by a target of 15%
- Reduce food waste to a target of 5% and in line with the Trust's sustainability agenda
- Improve the levels of waste compliance, to assist the Trust to achieve regulatory compliance and ensure maximum opportunity for re-cycling of used product
- Introduce dynamic service management for Porterage services to improve the customer response levels and service efficiency of the team by 10%
- Implement a systematic measurement of customer satisfaction to enable a more responsive and measured customer service across the Trust
- Deliver a new retail business service aimed at improving financial management, the quality and responsiveness of customer service and which will add value to the GMS performance.

This ambitious, yet achievable plan will put us in a strong position to reach out strategic aims and to secure our vision of Together, Exceptional Every Day.



Visit us:
www.gloshospitals.nhs.uk/gms

