



Keeping critical operations online

St Thomas' Hospital, located on the South Bank of the River Thames in Westminster is part of the Guys & St Thomas NHS Foundation Trust which partners with Kings College to provide a wide range of critical clinical & educational services to the highest standards.

An iconic London Landmark since the Victorian era, the varied ages of the buildings on-site means that, in keeping up with cutting edge clinical advances, there is a need for constant change and evolution of these buildings. This means that critical equipment and people in the engineering and support roles must support the clinical teams by keeping the hospital operating efficiently and effectively day and night, all year round.

SSE is proud to support such a prestigious site and has installed and maintained numerous BeMS systems across the campus over several generations of Siemens BeMS products. This is borne out by our commitment to operate in an often challenging environment where keeping services running isn't optional, it's critical.

As a highly critical site, there is a requirement to ensure that **downtime is kept to an absolute minimum.**

Whilst its value is without question we understand that solely PPM visits would not allow our maintenance to be fully preventative so we have utilised technologies such as **remote connection, condition based reporting** and a **permanent onsite BMS engineer**. This blended approach allows SSE to deliver a bespoke customer maintenance service, allowing a focus on the current building performance alongside in-depth analysis of any current issues. This enables our team to successfully identify trends of concern, predict upcoming faults and provide invaluable insight into potential problems with main plant.

Customer Testimonial

"As a large central London Hospital we have a necessity to work with contractors that support the needs of the Trust by being both proactive and reactive. SSE have consistently demonstrated their commitment to supporting both the capital projects and the engineering teams. A couple of recent examples:

At New Year, there was an issue with an air handling unit serving a COVID ward, an engineer was sent to site on New Year's Eve and we also received remote support via an internet connection into the BMS on New

Year's Day, the fault was eventually linked to flow rates through the frost coil.

Another recent example is the collaborative approach to the design and installation of new Isolation suites for infectious patients. These suites had to be up and ready in a very short timescale due to pressures from the current pandemic. The SSE team delivered when it was needed, to ensure the project was complete and ready for clinical use against a challenging environment and programme directly linked to the second COVID wave. This was achieved by having a good working relationship, good communication and all parties working together collaboratively to deliver the end result."

Jonathan Forsyth

Head of Technical Assurance
Design and Development
Guy's and St Thomas'
NHS Foundation Trust