

Queen's Hospital

NHS Foundation Trust (UK)



The UK's largest MES partnership

Queen's Hospital, part of Barking, Havering and Redbridge University Hospitals NHS Trust, became fully operational in December 2006, providing complex care and specialist service. A Siemens Healthineers Managed Equipment Services (MES) agreement valued at £560 million provides the supply, maintenance, and management of all medical equipment in the hospital.

One of the biggest challenges faced at Queen's was the evolving list of medical equipment. The original equipment portfolio provided by the Trust changed dramatically during construction. Despite the fact the Trust cut the period for moving staff, patients and departments to the new hospital by half, Siemens Healthineers met the revised target at no extra cost. The Siemens Healthineers MES provided the Trust far more flexibility than it would otherwise have had ensuring the hospital was provided with the right equipment, in the right place, at the right time. The flexibility of the partnership was manifested in 2017, when the contract was extended to additionally include radiotherapy. The MES agreement offering is a central part of Siemens Healthineers' global Asset Management Service portfolio.



"The number of changes to the equipment, with volume increasing by 50 percent, put Siemens Healthineers under a lot of pressure, but they responded very well and were very flexible."

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Tony Velupillai, General Manager at Catalyst Healthcare

"The great appeal of an MES is that the NHS transfers all the risk associated with maintaining and renewing major items of equipment to the MES provider, leaving the NHS to concentrate on providing first class patient care."

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Bill Mesquitta, Former Project Director at Barking, Havering and Redbridge University Hospitals NHS Trust

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At a glance: MES at Queen's Hospital

- The MES agreement was put in place in response to the construction of a new 4,500 room hospital which began development in 2003
- Queen's Hospital brings together on-site services previously provided at Harold Wood and Oldchurch hospitals
- The multi-vendor contract is with Catalyst Healthcare, the consortium responsible for the entire project
- The MES runs across 33 years with Siemens Healthineers responsible for the supply and maintenance of nearly eight thousand pieces of medical equipment
- Siemens Healthineers is responsible for the management and maintenance of architecturally significant radiology equipment such as MRI, CT, X-Ray, and radiotherapy to a wide range of bio medical devices including anaesthetic machines, incubators, and small infusion devices

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