

# Barnet Hospital

## NHS Foundation Trust (UK)



### A long-term MES partnership that goes the extra mile

A 33 year Managed Equipment Services (MES) agreement in place at Barnet Hospital, part of Royal Free London NHS Foundation Trust, is ensuring the ongoing provision of the latest medical equipment. The £162 million contract with the Metier Healthcare consortium is led by Siemens Healthineers, covering everything from syringe pumps through to state-of-the-art MRI and CT systems in a complete multi-vendor service. Siemens Healthineers is responsible for supplying, managing, and maintaining over 2,500 pieces of equipment in the 458-bed hospital.



*"We've effectively ring-fenced the money that we need to invest annually in medical equipment and we have a rolling program for replacing machines at predetermined intervals, which means we're very well-equipped."*

Dr. Andy Nicol, Clinical Director of Surgery and Anaesthetics at Barnet Hospital, Royal Free London NHS Foundation Trust

### At a glance: MES at Barnet Hospital

- Guaranteed funding – no longer an internal competition for capital funding
- Improved maintenance – systems are actively managed and maintained
- Minimal downtime – helping to ensure waiting list targets are met decision making
- Reliability and responsiveness – a team that rapidly responds to issues
- Partnership approach – effective teamwork for a seamless service

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#### Siemens Healthineers Headquarters

Siemens Healthcare GmbH  
Henkestr. 127  
91052 Erlangen  
Germany  
Phone: +49 9131 84 0  
siemens.com/healthineers

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### MES in action – a rapid response team:

Siemens Healthineers provides a specialist on-site team at Barnet Hospital that consists of five engineers, an MES manager, a regional manager, a supervisor, and three admin staff to ensure a rapid support level.

A water pipe burst at Barnet Hospital and flooded the A&E department below, which in turn caused damage to the CT system in place.

Siemens Healthineers was able to provide a replacement system which was in action and servicing patients within 16 hours. A combination of great teamwork and an aptitude for problem solving were factors to ensure a rapid response and minimal downtime.

*"The Trust certainly expects Siemens Healthineers to keep them at the forefront of technology, but more than anything else they want reliable equipment and a team that rapidly responds to any issues that may arise."*

Steve Bagot, Operations Director at Metier Healthcare

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