

## ISS extends partnership with The Walton Centre NHS Foundation Trust

3 years ago



The Walton Centre NHS Foundation Trust has re-selected ISS as its soft facilities services partner for a further three years.

Commencing in April 2022, the new contract will see ISS continue to provide helpdesk, security, portering, patient catering, retail restaurant, hospitality and healthcare cleaning services across both the main hospital and Sid Watkins buildings.

The Walton Centre is the only specialist hospital trust in the UK dedicated to providing comprehensive neurology, neurosurgery, spinal and pain management services.

ISS has provided facilities services to the Trust since 1991, a relationship spanning over three decades. The new contract is worth £3.5m a year and has the option to extend for up to two further years.

The reinvigorated service offer will include the introduction of new technologies and innovations to improve user experiences and drive efficiencies across the different services ISS provides. Visitors and NHS staff will also enjoy a rejuvenated restaurant experience, following a planned refurbishment of the existing facilities.

Tina Davies, Head of Facilities at The Walton Centre said: "Following a rigorous procurement process, we are delighted to extend our long-standing relationship with ISS for a further three years. The ISS placemakers who support our patients and staff know us well and will continue to provide excellent services across our buildings.

The Walton Centre and ISS are both 100% committed to working together with new planned service developments, giving the best experience to patients, staff and visitors here at the Trust. The Bistro cafe

located in the main building will be refurbished in its entirety, with ISS providing a totally new menu and service which we are excited to get in place for everyone to benefit from. There are exciting times ahead and I'm delighted to be able to work with ISS on their future plans for the staff and patients of The Walton Centre."

Donna Brown, Managing Director for ISS Healthcare, said: "It has been a privilege to work with The Walton Centre team for so many years. As the only specialist hospital trust in the UK dedicated to providing neurology, neurosurgery, spinal and pain management services, they are an incredible organisation and we are absolutely delighted to have the opportunity to continue to partner together.

Our ISS placemakers are busy preparing for the rejuvenated service and getting to grips with new systems, spaces and tools which will help to enhance the experiences we create for the Trust and its community. 2022 is going to be a very exciting year!"

*Image Credit: ISS*