

ISS extends healthcare contract with West Middlesex University Hospital until 2036

12 months ago



ISS is delighted to announce an eleven-year contract with West Middlesex University Hospital (WMUH), part of the Chelsea and Westminster Hospital NHS Foundation Trust.

The new contract, which will run until at least 2036, will see ISS continue to provide a full range of soft FM services, which include healthcare cleaning, patient and staff & visitor catering, linen and laundry, pest control, window cleaning, switchboard and logistics (portering, security, waste and post room management).

West Middlesex University Hospital is one of the busiest hospitals in London, providing essential services while operating a maximum bed capacity of 537, and with the ability to expand to 625 during peak demand. Proudly partnering with WMUH since 2013, ISS will continue to ensure a clean, safe, and efficient hospital environment for patients, staff, and visitors.

Donna Brown, Managing Director for Healthcare at ISS UK & Ireland, said:

“We are thrilled to extend our long-standing partnership with West Middlesex University Hospital, reinforcing our commitment to excellence in healthcare facilities management. Our dedicated team supports over 200,000 inpatients and nearly 170,000 emergency department visitors each year. This contract renewal allows us to introduce exciting new service enhancements, ensuring a high standard of care and efficiency for both patients and hospital staff.”

Abdeslam Sahraoui, ISS Key Account Manager at West Middlesex University Hospital, added:

“As the Key Account Manager at WMUH, I’m thrilled to see our partnership extending. It is thanks to the dedication of our incredible people that have helped us deliver the highest standards of service at the

hospital, and I'm proud to be part of a team that has made such positive impact to so many.

"We're enhancing quality standards through technological innovations and sustainability initiatives, which have been pivotal to helping us achieve this extension. I look now forward to continuing our work at WMUH for many years to come."

Marie Courtney, Director of Estates & Facilities for Chelsea & Westminster NHS Foundation Trust, commented:

"I'm delighted to announce an unprecedented 11-year contract extension for ISS to continue to deliver services at West Middlesex University Hospital. As one of the busiest hospitals in London, the expertise of ISS helps us to ensure a safe, clean, and efficient environment for our patients, visitors, and staff.

"It is a testament to the high standards and commitment that the ISS team has shown as our service provider partner, supporting our mission to deliver exceptional care. We look forward to continuing the relationship and enhancing services across the hospital for many years to come."