

East and North Hertfordshire Teaching NHS Trust partners with One Retail and noviniti on landmark project

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East and North Hertfordshire Teaching NHS Trust is to work with One Retail, the retail division of [Compass Group UK & Ireland](#) and noviniti, to create an extension to Lister Hospital's entrance.

The Lister is a 566 general and acute bed district general hospital in Stevenage. It offers general and specialist hospital services for people across much of Hertfordshire and south Bedfordshire and provides a full range of medical and surgical specialties.

The project is due to start this autumn and will be completed in the autumn of 2026. The improvements will lead to a better experience for patients and visitors, with new shops and facilities transforming the existing entrance into a modern, welcoming, accessible and sustainable space.

The new area, will see the introduction of new retail offers including a Costa Coffee, Co-op and Stock Shop. It will also add a second Peabodys to the hospital, with one focussing on artisan coffee and its range of hot beverages and the other bringing its fresh hot food range, including pasta, pizzas and paninis.

A 24/7 Smart Market is being introduced, it will stock Co-op products with food for now and food for later. Costa Coffee will offer its high street favourites, as well as introducing self-service kiosks and introduce a loyalty app.

Kevin Howell, Director of Estates and Facilities at East and North Hertfordshire Teaching NHS Trust said: "We are excited that the trust will be opening a sustainably-built new main entrance extension to Lister Hospital. The entrance and the surrounding green area has been designed to better the experience

for our patients, visitors and staff.”

Andrew Jones, Managing Director at One Retail, said: “This is a significant project that will see enhanced services and facilities at the hospital. We are very proud to be working with the team at Lister and the wider Trust, advising on retail offers that deliver for those within the hospital environment. This offer strikes the balance between quality, high street favourites and availability.”

Jonathan Houlston, CEO, noviniti said: “We are delighted to be working with East and North Hertfordshire Teaching NHS Trust to support their transformation strategy with the creation of a new 3-storey Main Entrance and Admin Building at Lister Hospital. Together, with One Retail, the new Main Entrance development will greatly improve the staff, patient and visitor experience and provide an improved pathway into the hospital. We are looking forward to the doors opening Summer 2026.”

Watch the virtual tour video [here](#).