



### Maintaining the Lifts in St Richard's Hospital, Chichester

Chichester is a cathedral city in the county of West Sussex, and is also the location of St Richard's Hospital, a medium-sized District General Hospital that serves a population of around 450,000 people. The hospital's catchment area covers the city of Chichester, Chichester Harbour, Bognor Regis, Littlehampton, Selsey, Midhurst, Billingshurst, Pulborough, Arundel, and Petworth. St Richard's Hospital is managed by the University Hospitals Sussex NHS Foundation Trust.

The maintenance contract for the twenty-plus lifts at St Richard's Hospital forms part of a Lift Services Framework Agreement with the University Hospitals Sussex NHS Foundation Trust that covers seven hospitals within the county.

As an accident, emergency, and acute hospital, St Richard's has a six-bed intensive care ward and a high dependency unit; it is also the adult major trauma centre for the south-east coast.



*Hospital hallway with staff*

In keeping with all NHS contracts of this type, detailed tendering takes place before any contract is awarded. Costs clearly are a major contributor prior to any procurement decision; however, essential historic KPIs relating to service levels and lift availability are taken into account before any award is made. As Jackson has been working with the Trust for a long period of time, we are proud to have built up a track record for being reliable and responsible in all aspects of our work, both on-site and through our contract administration.



*Typical hospital passenger and bed lifts installed and maintained by Jackson*

We fully understand that lift availability is mission-critical, particularly for the movement of patients, essential equipment, and staff, and is non-negotiable in an adult major trauma centre.

We believe these, combined with our competitive pricing, are what have allowed Jackson to win NHS contracts across the length and breadth of the UK.

Locally based Jackson maintenance engineers living in the Sussex area undertake the routine maintenance of the lifts at St Richard's Hospital. Day-to-day administration of this important contract is undertaken at the Jackson Head Office and Regional Centre in Charlton, London.