

GUY'S AND ST THOMAS' NHS FOUNDATION TRUST

With approximately 2 million patient contacts a year and over 13,000 staff, Guy's and St Thomas' is one of the largest NHS Foundation Trusts in the country. The Trust includes Guy's and St Thomas' Hospitals – two of London's oldest and most-renowned teaching hospitals – as well as Evelina London Children's Hospital, and community services in the boroughs of Lambeth and Southwark.

CHALLENGES

Healthcare services create a huge amount of waste, and processing this waste is a significant cost pressure on health services. In 2012/13, Guy's and St Thomas' spent over £1.3m on waste management, and NHS providers across England and Wales spent a total of £86m. With the financial pressures NHS organisations face, improving waste management is not confined to environmental responsibility, it's a strategic priority.

SOLUTIONS

Our programme encompasses four broad areas

- Training and communication
- Establishing and utilising effective partnerships
- Working with our community
- Providing innovative solutions for the public sector

TRAINING AND COMMUNICATION

It is imperative to invest in training sessions for Trust staff; to ensure compliance, a safe working environment and cost effectiveness – not only for those who work within the waste management team, but for all who come into contact with waste streams. Every new member of staff undergoes a Trust induction, a section of which includes waste training. This explains the different types of waste, the correct way to segregate them and the wider financial and environmental impact of mismanaged waste.

Additional training is available, ranging from general to bespoke training for clinical areas or departments. These include sessions focusing on infection control for clinicians working in theatres, to food waste management for those working in the kitchens.

The risk and type of non-conformance most likely to occur depends on the role and area that a member of staff works in. Bespoke training means that the most common problems can be addressed specifically. Training for clinical staff, for example, looks closely at how to sort clinical waste into the two appropriate streams – either the clinical waste stream for alternative treatment (for waste such as swabs, masks and gloves), which costs £300 per tonne to process, or infectious clinical waste for incineration, at £530 a tonne.

Any manager can request further training for their staff, and the waste management team ensure that the training that's delivered is aimed at the appropriate level.

PARTNERSHIPS WITH SHARED AMBITION

The Trust has established a partnership with Bywaters for a total waste management service, involving the collection, storage, transportation and safe disposal of all wastes produced from Guy's and St Thomas' Hospitals, including the Evelina London Children's Hospital, York Road Education Centre, and a number of community sites located across South London. This includes clinical waste and sharps, radioactive, chemical/flammable, domestic, recycled, and confidential waste streams.

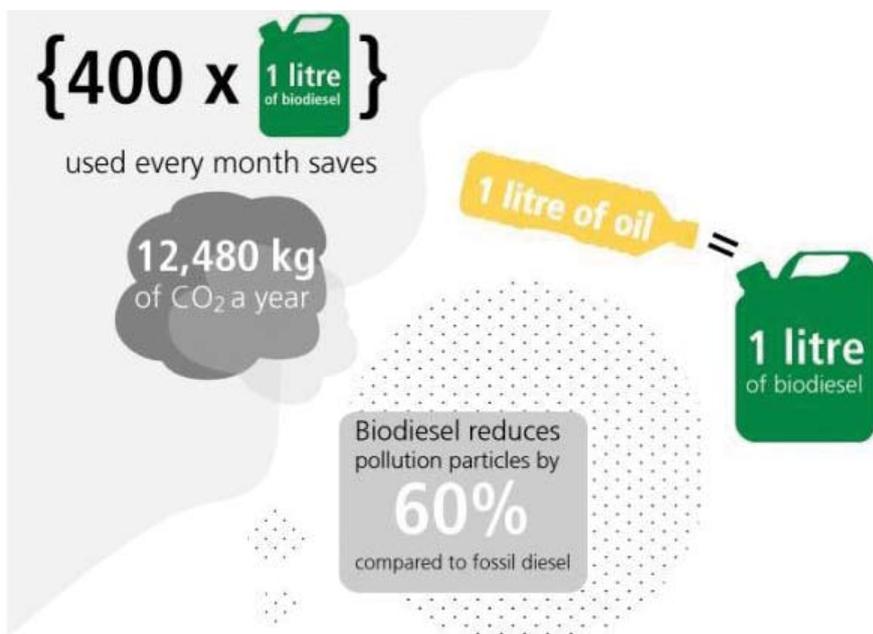
There is an on-site operational structure that allows quick communication channels and responses to issues. Bywaters provides the trust with a dedicated on-site contract sustainability manager, who is responsible for delivering this contract on a day to day basis. This role manages and tracks sustainability goals and implements new initiatives that increase recycling, and reduce carbon emissions. The contract sustainability manager is supported by an experienced on-site portering manager, administrator and contract support team and there is access to a senior member of trust staff at all times.

All dry recyclables are processed through Bywaters' Material Recovery Facility (MRF). This state of the art facility is highly automated with a 98% recovery rate. Materials are separated, baled and transported to local and UK based reprocessing partners. Furthermore by utilising a tagging system, with bags and bins tagged to link them to departments, if contamination is spotted at our partner Bywaters' MRF this can be reported back to the Trust and dealt with accordingly.

WORKING WITH OUR COMMUNITY

The trust contributes used cooking oil from the kitchens as a sustainable alternative to powering London's black cabs, as well as One Embankment Place – a building accredited with the highest BREEAM rating in the world.

Each month the trust supplies around 400 litres of used cooking oil to Uptown Oil, based just one mile from Guy's Hospital. It is then blended to make biofuel. Biodiesel produced from waste is one of the most environmentally sustainable transport fuels available. As well as reducing waste disposal costs and lowering the risk of drain and sewer blockages, this initiative creates one of the most environmentally sustainable, low-carbon fuels available.



Username Password

Welcome to WIRE

WIRE (Waste Issue Report and Enquiry) is the means by which you can raise any waste related issue directly with your service contract providers. If your organisation has been licensed to use this platform, we guarantee to immediately acknowledge any query raised and action it within 24 hours (or 72 hours if outside an existing contract).

In addition to providing a quick and fully auditable waste issue resolution service, data collected by WIRE is used, in combination with our other electronic tools, to monitor organisation's waste generation rates, recycling rates and carbon footprint. This data enables us in our aims of supporting you and your organisation in setting and meeting challenging, yet realistic waste reduction targets and achieve the associated cost savings, by allowing us to monitor the impact of any new initiatives or best practice we implement.

Nurses Waste Issue Report

If you are a community nurse carrying out clinical activities within domiciliary premises and wish to raise a collection of the waste you have produced or to update a patient's details or collection schedule, please click here.

[Nurses WIRE](#)

Self Medicating Waste Issue Report

If you have been prescribed medication by your GP or hospital to administer at home and would like to update or submit your details, change the frequency, date and time of your collections or to inform us that you no longer require our service, please click here.

[Self Medicating WIRE](#)

Waste Issue Report

This form is for all Trust owned premises, GP's and Pharmacies to inform us of any issue related to the collections of all types of waste produced on site. This can also be used to order additional containment and to inform us of any changes to the services they offer which will help us deliver a greater level of services to our clients.

[WIRE](#)

Other food waste is collected from the central kitchens and anything left over after meals on each ward is transferred into a food recycling bin. These are taken off-site three times a week to Bio Collectors who turn this into compost - eliminating the need for landfill and costly synthetic fertilisers.

The Trust has a target of reducing carbon emissions by more than 34% by 2020 and complements this aim by keeping its waste within the M25. All non-recycling material is sent to the energy from waste (EFW) facility at Belvedere by barge down the Thames; this takes the equivalent of 40 vehicles off the road per week and keeps in line with the ethos of 'London for London; Keeping London's waste within London'.

The use of barge transportation has not only reduced road congestion, but facilitates a zero to landfill solution for the trust. The

strategically placed riverside-based waste management facility processes 670,000 tonnes of waste from across London and exports around 470,000 MWh of electricity to the National Grid - enough to power 100,000 homes.

INNOVATIVE SOLUTIONS FOR THE PUBLIC SECTOR

The Trust wanted a better and easier way for people to report waste related issues remotely, so in conjunction with Essentia (the non-clinical estates and facilities management directorate at Guy's and St Thomas') we have created an online waste management tool, WIRE (Waste Issue Report or Enquiry service), which is available to NHS Commissioners, GP and pharmacy staff, community nurses, self medicating patients and waste contractors.

WIRE is one of the only services of its kind provided by the NHS for the NHS and has so far generated over £100,000 of administrative savings. It has drastically cut the need for printed forms and paperwork. Issues such as a missed collection can be reported online, and will be responded to within 24 hours and actioned within 72 hours of submission. As an online service, it can be accessed by our customers and patients at a time to suit them, and makes reporting easy, fast and easily tracked.

SCALING UP

In 2012/13, the NHS spent £86 million disposing of waste. Costs could be reduced in many NHS organisations through effective training, utilising the expertise and technology of Essentia and Bywaters; proving that waste management can be cost effective, transparent and sustainable.