

A collaborative model for Sustainability in the NHS



# Operation TLC: Improving patient experience & energy efficiency

What will it take to create a more sustainable NHS? In complex hospital environments, how can we help nurses, consultants and support staff reduce environmental impact?

## An innovative partnership

Barts Health NHS Trust, the largest NHS Trust, faced that question head on, enlisting Global Action Plan, GE and Skanska to lower the Trust's £12m energy spend, and to respond to staff and the public's desire for a more sustainable NHS.

After closely working with staff at St. Bartholomew's Hospital and the Royal London Hospital, we found that the best way to encourage more sustainable actions was to help staff do what they do best: provide excellent patient care.

## Focusing on patient care

Focus groups showed quickly that energy-saving messages didn't motivate staff. Patient focus is paramount. So we encouraged energy-saving actions that also improve patient outcomes.

“Operation TLC exemplifies the vision and values of our Trust and it has helped bring them to life for our staff  
Geraldine Cunningham, Associate Director of Culture Change, Barts Health NHS Trust”

Working with staff, we created a programme of simple actions that everyone in the hospital could take every day.

## Operation TLC

We asked staff to:

- **Turn Off Equipment** when not in use, reducing excessive heat and noise
- **Switch off lights** to help promote sleep and reduce light pollution
- **Close Doors** to improve patient safety and privacy, and help regulate room temperatures

Patients in wards where the pilot took place also reported improved experience through better sleep, reporting **1/3 fewer incidences of sleep disruption, and 1/4 fewer privacy disruptions than in non-TLC wards.**

## A Valued Partnership

The partnership between Barts Health NHS Trust, GE and Skanska combined inspiration, practical support, knowledge and technology to achieve great results despite the challenges of a complex environment.

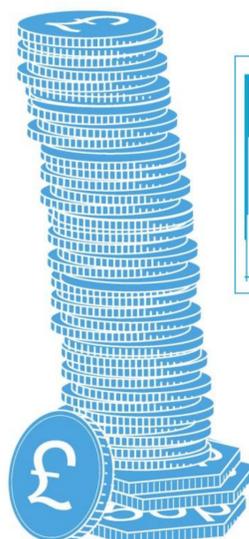
## Improved efficiency & patient experience

After the four-month campaign, staff showed improvement including **40% increase in lights out, and 18% fewer open doors.**

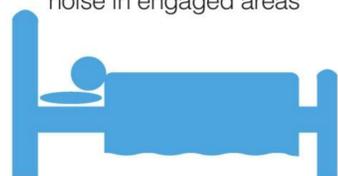
The programme will save £105,000 over the year, representing a return on investment of 12-18 months. If similar techniques were used across all health trusts in the UK, the **NHS could save as much as £35million.**

## Operation TLC Results

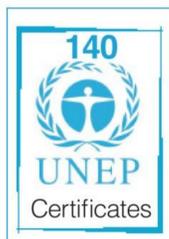
£105,000 & 800tCO<sub>2e</sub> saved over 1 year



1 in 3 patients experience better privacy  
1 in 4 experience less disturbed sleep from noise in engaged areas



15,000 staff reached



5,000 engaged sustainability conversations

35 teams completing 3 or more challenges



40% more lights switched off in engaged areas



18% more closed doors in engaged areas



For more information on employee engagement programmes at Global Action Plan, please contact us on 020 7420 4444 or by email [business@globalactionplan.org.uk](mailto:business@globalactionplan.org.uk).



