



**The Clatterbridge  
Cancer Centre**  
NHS Foundation Trust

Clatterbridge Road  
Bebington  
Wirral  
CH63 4JY

Tel: 0151 556 5000  
Web: [www.clatterbridgecc.nhs.uk](http://www.clatterbridgecc.nhs.uk)

Date: 2 July 2019

**Re: Freedom of Information Request**  
**Ref: 151- 2019**

Thank you for your email, dated the 6<sup>th</sup> June 2019 requesting information regarding the linen and laundry contract for the Trust.

The information that you require is as follows:

**1. Are your linen and laundry services outsourced? If so, who by and from which site?**

- Clatterbridge Wirral Site - Linen and laundry services are currently provided to us as part of a Service Level Agreement (SLA) with Wirral University Teaching Hospital NHS Foundation Trust (WUTH)
- Clatterbridge Aintree Site - Laundry services are via a Service Level Agreement with Aintree University Hospital NHS Foundation Trust
- Haemato-Oncology Service - Our Haemato-Oncology Unit is based in the Royal Liverpool Hospital and such services are delivered through arrangements made by the Royal Liverpool Hospital. In order to gain this information for our Haemato-Oncology Unit, please contact them directly. Information on how you can do this can be found on their website via the following link: <https://www.rlbuht.nhs.uk/about-the-trust/freedom-of-information>

**2. When does your contract with your existing linen service provider end?**

**Year on year rolling SLAs**

3. Is there an option to extend the current contract?

As above (year on year)

4. Is the current linen and laundry service a bulk rental, fully managed or pack to ward service?

- Clatterbridge Wirral Site - This is a bulk managed service to various delivery points.
- Clatterbridge Aintree Site - Managed service of Trust owned pieces
- Haemato-Oncology Service – See question 1

5. What is the weekly volume of linen pieces required by your hospital/s (linen pieces including all items on linen hire and trust owned)?

- Clatterbridge Wirral Site - 3,675 pieces per week
- Clatterbridge Aintree Site - Changes based on outpatient treatment required - annual amount of linen pieces – 1638
- Haemato-Oncology Service – See question 1

6. What is the annual spend on linen services broken down by - rental linen, Trust owned linen, onsite distribution team?

- Clatterbridge Wirral Site - As all of our linen and laundry services are currently provided to us as part of a SLA with Wirral University Teaching Hospital NHS Foundation Trust, we are unable to provide a breakdown of spend. However, we can confirm that our annual spend for the provision of these services under our SLA is approximately £112,477.95.
- Clatterbridge Aintree Site - Annual cost £852 based on collection, laundering and drop off
- Haemato-Oncology Service – See question 1

7. Who is the key contact for the linen contract at your hospital(s) (name, position and email address)?

Danielle Roderick: PropCare- FM Services Contract Manager:0151 556 5088 [danielle.roderick@nhs.net](mailto:danielle.roderick@nhs.net)

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

**In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:**

<https://www.surveymonkey.co.uk/r/H39RFMM>