

# SMOOTH TRANSITION AND QUALITY GAINS FOR DORSET HEALTHCARE UNIVERSITY NHS FOUNDATION TRUST

Dorset HealthCare University NHS Foundation Trust serves a population of 800,000 people, and employs around 7,000 staff, covering a wide range of expertise and specialisms.

**Elis commenced its partnership with the Trust in July 2024, following a competitive tendering exercise which has delivered both qualitative and financial benefits.**



The mobilisation was expertly managed by the Elis team, ensuring a smooth and professional transition from the outgoing provider. This included direct engagement with the incumbent supplier on behalf of the Trust, as well as in-depth support to Trust teams prior to, during, and after the contract start date.

Since the start of the contract, Elis has consistently met all KPIs and worked with the Trust to identify additional opportunities for savings and service improvements. This has included providing valuable data to inform future decision-making and improve patient service levels.

Flexibility has been key, with Elis responding promptly to short-notice changes when required. The introduction of higher-quality products has significantly reduced the number of rejects experienced with the previous supplier, while ongoing post-mobilisation support has helped identify further benefits such as reduced stock holding and alternative product ranges.

**Steven Turner, Head of Facilities Estates and Facilities Division at Dorset HealthCare University NHS Foundation Trust, comments:**



On behalf of the Trust, I would have no hesitation in recommending Elis for their professionalism and reputation as a contractor of quality and value.



**Michelle Lessig, Customer Service Manager, comments:**



The successful mobilisation of our partnership with the Trust was the result of close collaboration and a shared commitment to delivering value, quality and innovation.

From day one, our teams worked side-by-side to ensure a seamless transition, maintain service continuity, and introduce improvements that make a measurable difference to patients and staff. We look forward to building on this strong foundation in the months and years ahead.

