

**Team Name:**  
BSO PaLS Capital Equipping Team

**Nominating Manager:**  
John McDermott

# Outstanding Customer Service in the Delivery of Capital Projects

## SITUATION

The methodology adopted for conventional procurement for major capital schemes sees the close involvement of the Trust's professional staff with the specialist procurement advisors from PaLS Capital Equipping Team, Antrim. This is a dedicated equipping team and is governed by well-established procurement procedures that ensure clear lines of accountability and hence good governance and control and follows the principles enshrined in the Public Contract Regulations 2015.



## TASK

In 2017 the team was tasked with the opening of an unprecedented three major capital schemes in a six month period;-

- North West Cancer Centre Altnagelvin (£66m),
- Omagh Health and Primary Care Complex (£105m) and
- Inpatient Ward Block Ulster Hospital (£112m).

These schemes were all integral key strategic developments in Trust business plans and subject to the highest scrutiny and public profile.



## OUTCOME

- PaLS Capital Equipping team worked collaboratively with the Trusts involved to ensure delivery of an extensive range of equipment against demanding commissioning schedules.
- All equipment was procured compliantly within budget.
- The team's efforts were warmly recognised in customer feedback.

## RESULTS—CUSTOMER FEEDBACK

*"The team's breadth of knowledge, experience and commitment to delivering the equipment on time and to budget was second to none"*

SEHST Customer Feedback

*"Attention to the needs of the client in terms of capital equipment procurement where an excellent service is provided"*

PaLS Customer Survey Feedback

*"The assistance and support received from the PaLS Capital Team was invaluable to the successful delivery of the project"*

SEHST Customer Feedback

*"My principle exposure to PaLS is through their capital procurement team which are second to none and are a great credit to PaLS"*

PaLS Customer Survey Feedback

*"To the very great credit of your staff, they have gone considerably above and beyond what would be reasonably expected and it would be wholly remiss of me not to publically acknowledge their outstanding contribution to both of these critical projects"*

Alan Moore, Director of Strategic and Capital Development, WHSCT

