



**Collins**

Healthcare & Health Science









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**01** About Collins Healthcare



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**02** Relevant Experience



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**03** Quality Assurance



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**04** Health & Safety



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**05** Governance





# 01 About Collins Healthcare



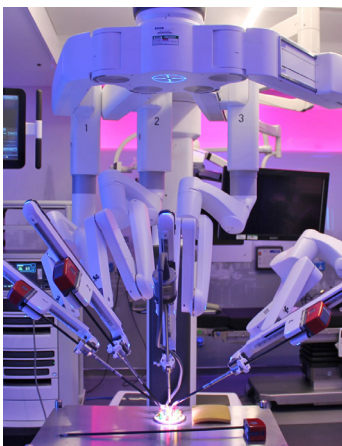






**Collins Healthcare Team have 17 years experience in all types of healthcare projects and settings; predominantly in the private sector, but also in the NHS within London. They are used to working in live environments alongside clinicians, to ensure that patient pathway is optimised and patient care and safety comes first.**

Collins ensure all projects completed meet HBN, CQC and infection control compliance and have appointed a clinical lead to work alongside the client and building teams to ensure regulations are met, working with the client throughout the building process and providing an after care service to ensure ongoing support.



Collins experience includes a bespoke cancer treatment hospital within Guys Hospital footprint as part of a Joint Venture. This comprised of 42 en-suite bedrooms, four integrated theatres; two with robotic and laser capability, 18 bay chemotherapy suite, a pharmacy, with an integral twin aseptic suite and outpatients unit. The hospital was completed with kitchens, serveries and store facilities and occupies the top four floors within GSTT 13 storey cancer treatment centre.

Another iconic project was the clinical fit out in the Shard, creating a unique spacious and CQC rated outstanding outpatient facility across three floors. This included 78 consulting rooms, 11 treatment rooms, a gym and separate physiotherapy suites and a comprehensive imaging department, with 3T, 1.5 MRI and CT. Several aspects created a challenging, but rewarding project including installation of MRI scanners via crane across London bridge station.



Other notable projects include a variety of theatre suites, including fully integrated, single and twin facilities, incorporating Laminar flow and non laminar flow units with additional capabilities such as robotics or lasers. Special design consideration is given to anaesthetics and theatre teams pathways to ensure maximum ergonomics. Work has included; recovery units, dirty and clean utilities, storage and rest rooms. Collins has used their experience to help clients improve use of space and light to create a positive environment for patients and staff.





Collins have designed and built various imaging department for hospitals and stand alone providers in London for both NHS and private providers encompassing a variety of modalities; including Tomotherapy suites, 3t and 1.5 MRIs, CT and PET CT scanners. Many requiring complicated extraction and placement and most on live sites.



Our portfolio includes several intensive care units, both adult and paediatric in either open or single room layout, accommodating staff rest rooms, offices and the clean and dirty utilities. Collins have worked alongside all the key providers of intensive care equipment, to ensure excellent integration of all the services provided.

Further experience include paediatrics wards with play zones and playgrounds for the Portland Hospital and in the Shard and smaller units attached to clinics in Harley Street.



We have completed a variety of adult ward refurbishments including general surgery wards and a new atrium and day surgery at London bridge hospital. An urgent care unit at Princess Grace Hospital. Collins have also constructed several chemotherapy suites in and around London, one of which won a MacMillan environmental award 2016.

## Healthcare Team

### Colin Payne | Director

Colin has worked in the building industry for 32 years, starting his career as an apprentice joiner. He joined Collins 24 years ago as a Site Manager and has progressed through the Company, being appointed as a board Director in 2011.

As Director he will be responsible for co-ordination and the monitoring of progress to ensure that this project is completed to the Clients satisfaction both from a quality and commercial overview.



### Karl Rhodes | Healthcare Director

Karl has 25 years experience in the industry working on a wide variety of projects including fit out, refurbishment and new build. His attention to detail and passion for quality add value to every project he is involved with.

As Healthcare Director he will be responsible for co-ordination and the monitoring of progress to ensure that this project is completed to the Clients satisfaction both from a quality and commercial overview.



### Neal Kavanagh | Healthcare Project Director

Neal has been involved in the construction industry for 37 years, and joined Collins in 2011. His track record in the fit out and refurbishment sector is undisputed.

He will be responsible for the day-to-day sequence of works and will be a point of contact on site. He will ensure that trade contractor co-ordination is applied to every situation. Neal's attention to Customer Service and internal logistics will ensure timely completion of this project.



### Jason King | Senior Project Manager

Jason has 29 years experience in the construction industry and specializing in Healthcare for the last 10 years.

He is responsible for the end to end management of complex projects ensuring Client's quality and financial expectations are fulfilled.



### Dean Richardson | Contracts Manager

Dean has a wealth of experience in the industry spanning over 40 years and has worked on a broad spectrum of refurbishment and fit out projects including historic buildings.

He will be responsible for all aspects of the proposed work, including the planning, procurement, financial control and reporting, which will ensure that the project is delivered on time and within budget.







## Kerry Barham-Smith

### Clinical Lead

RGN, DIPPP, BSC Hons 1st Class, ENB 100, ENB 998, CCAT, NEBOSH, IOSH



With over 30 years nursing experience, including 20 at Chief Nursing Officer level; Collins took the bold step of offering Kerry the position of Clinical Lead to bring a new dimension to the Collins Healthcare Team.

The former CNO of London Bridge Hospital boasts a wealth of experience including Critical Care Manager, Surgical Services Manager and Aviation Nurse Specialist, achieving several accolades and awards with her team, including CQC outstanding, JAG accreditation for Endoscopy, JACIE for stem cell transplantation and AFPP standards in theatres.

This experience covers both acute and primary sector, across both the NHS and private sectors, and has also contribute to national and international policies and nursing standards.

Kerry's unique role focuses on bringing Clinical expertise to the Design and Construction team, with a focus on patient and Clinician pathways, Infection Control and that all relevant healthcare standards are met, so ensuring our client has everything needed to reach CQC accreditation.

For our clients, Kerry has supported the facility / unit managers of a number of projects including assisting with policies, procedures and organisational reviews for the new pathways and analysing proposed Crisis Management Plans to ensure it suites the new environment.

Key to Collins success is the ability of the whole team to solve issues quickly and effectively with ideas that save the client time and money. Kerry uses her knowledge and skill to look at Clinical alternatives like specialised equipment, or alternative methods of working that facilitates the build, but doesn't compromise the patient care and business case.

Kerry continues to maintain her clinical skill and knowledge supporting the company staff and attending conferences and training in various disciplines. She ensures all the team are DBS checked and supports the health and wellbeing of the company.



# 02 Relevant Experience








Healthcare

Receptions



Ophthalmology/  
Optometry



Inpatient Rooms




Daycase



Theatres/Recovery



Chemotherapy  
Day Case



Treatment Rooms




Outpatients



Urgent Care



Paediatric OPD/  
Wards



Dental/OPG



Health Screening



Clinical Offices



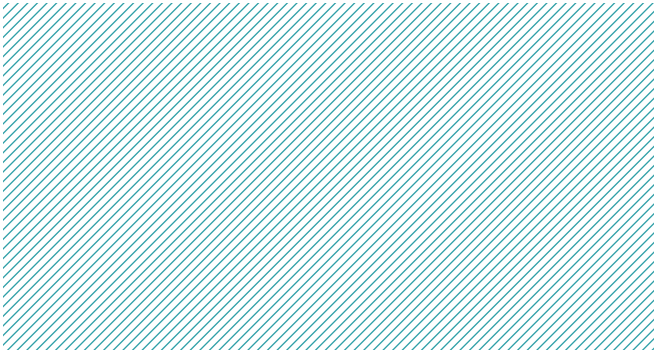

Meeting Rooms



Consulting Rooms



Cardiology  
Diagnostics





# Health Science

Ultrasound



Research Centre



ICU



PICU/NICU



Labs/Phlebotomy



Cath Labs



Xray/  
Mammography



Dexa



MRI/CT



SPECT-CT/PET-CT



Tomography



Endoscopy



Physio/Gym



Pharmacy







## Receptions



New Victoria Hospital: New Building, 184 Coombe Lane



Outpatients & Diagnostics, The Shard



GOSH: Reception, Barclay House



Guy's Cancer Centre, Private Care at Guy's, London Bridge Hospital





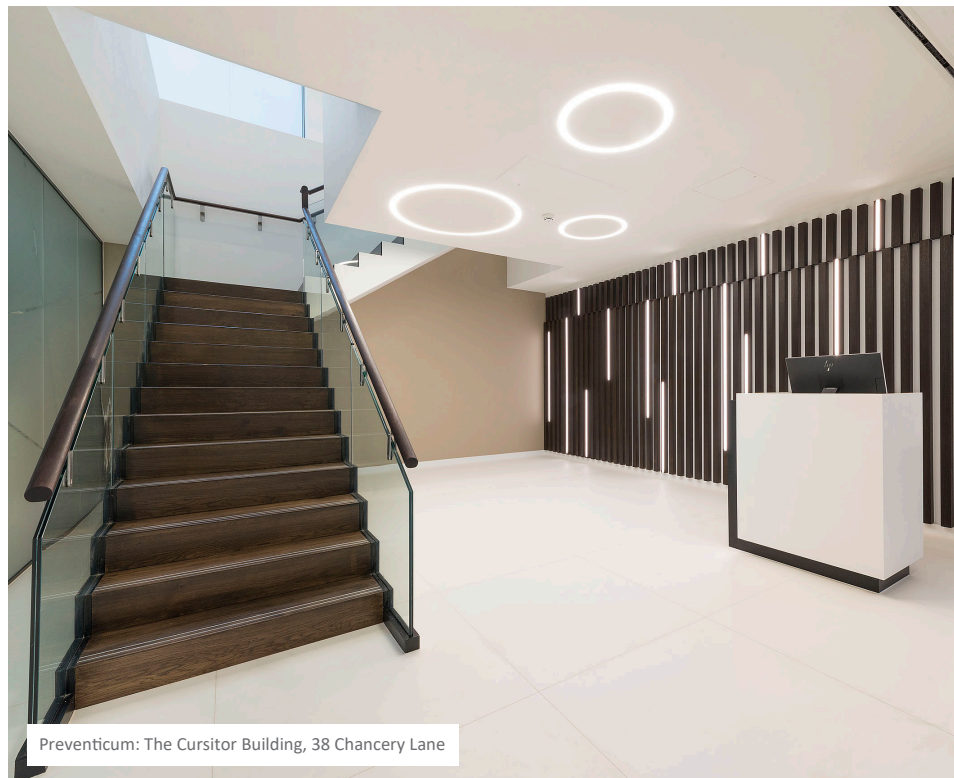
Diagnostic & Outpatient Centre, London Bridge Hospital, 31 Old Broad Street



ICU, The Harley Street Clinic, Weymouth Street

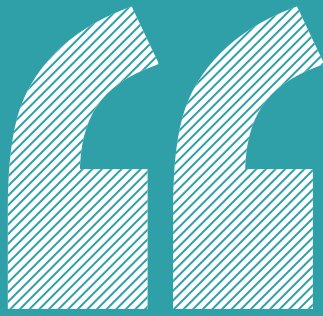


Hospital of St John & St Elizabeth: St Francis Ward



Preventicum: The Cursitor Building, 38 Chancery Lane

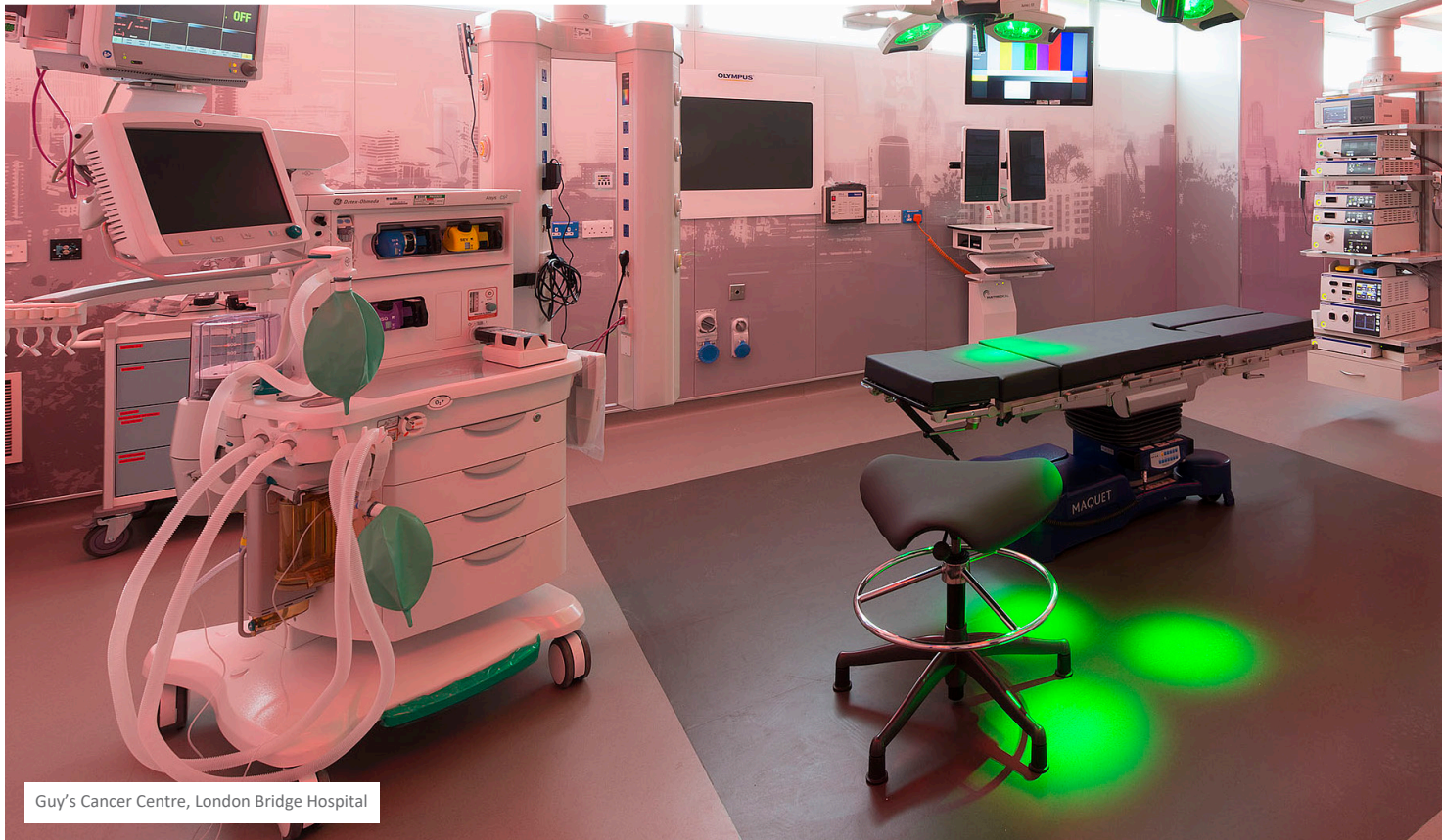




## Guy's Cancer Centre

*The opening of Guys remains a feather in everyone's cap. There have been some difficult moments, but as always your professionalism and dedication to the cause remains constant.*

**Michelle Williams**  
Senior Project Manager



Guy's Cancer Centre, London Bridge Hospital



The Portland Hospital

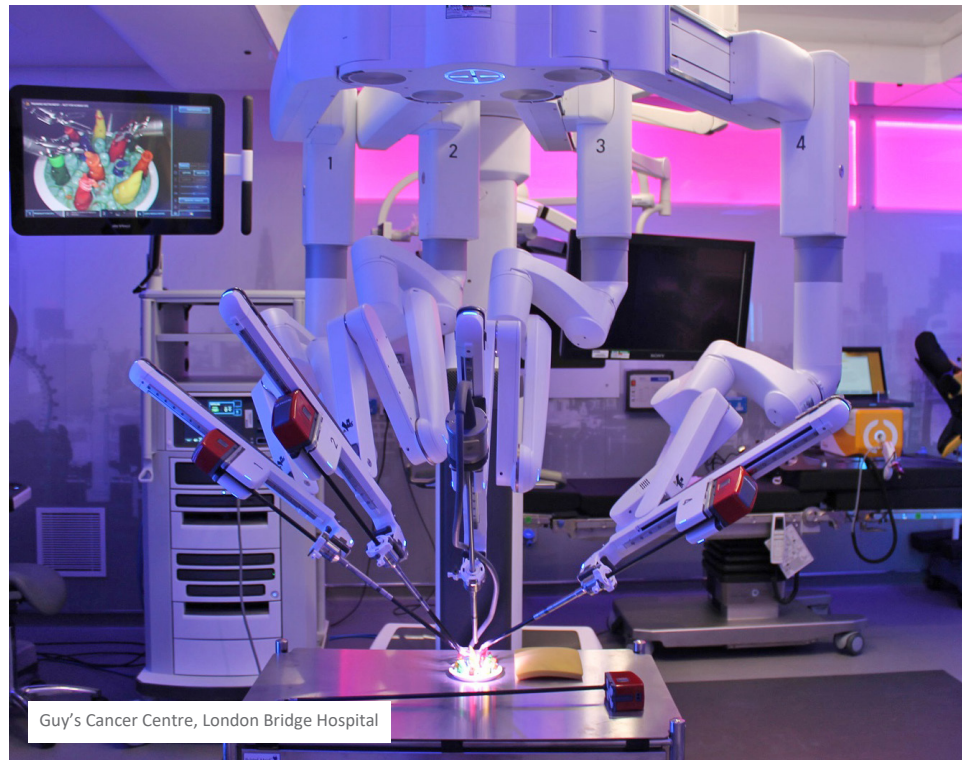


Guy's Cancer Centre, London Bridge Hospital





## Theatres/Recovery



Guy's Cancer Centre, London Bridge Hospital



The Portland Hospital





# Daycase



St Olaf House, London Bridge Hospital, Tooley Street



St Olaf House, London Bridge Hospital, Tooley Street



St Olaf House, London Bridge Hospital, Tooley Street



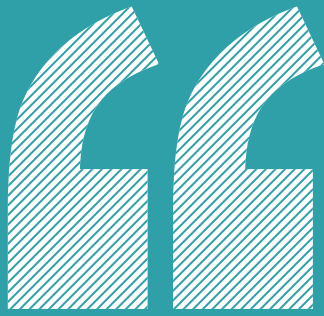


St Olaf House, London Bridge Hospital, Tooley Street



St Olaf House, London Bridge Hospital, Tooley Street





## Hospital of St John & St Elizabeth

*The Cardinal was very taken with the infrastructure project. Dr Webb saw the project for the first time and was very impressed also!*

**Caroline Fox**  
Chief Executive Office, HJE



Hospital of St John & St Elizabeth: St Francis Ward



Guy's Cancer Centre, London Bridge Hospital



Hospital of St John & St Elizabeth: St Francis Ward





# Inpatient Rooms







# Chemotherapy Day Case



Oncology Suite, London Bridge Hospital, Tooley Street



Guy's Cancer Centre, Private Care at Guy's, London Bridge Hospital



Oncology Suite, London Bridge Hospital, Tooley Street



Chemo Day Case, The Harley Street Clinic, 83 Harley Street





University College Hospital, Huntley Street

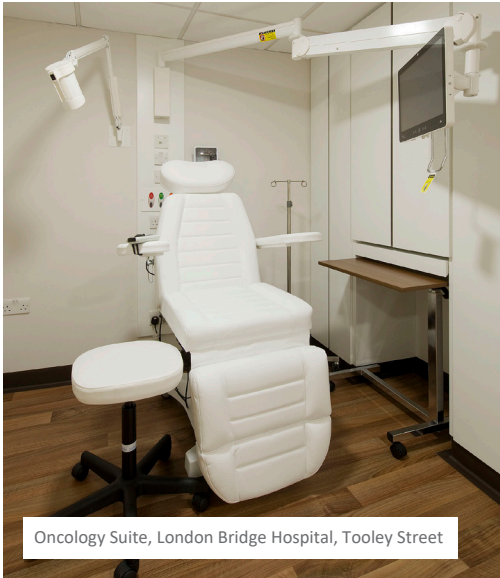


LOC Private Cancer Care, 81 Harley Street

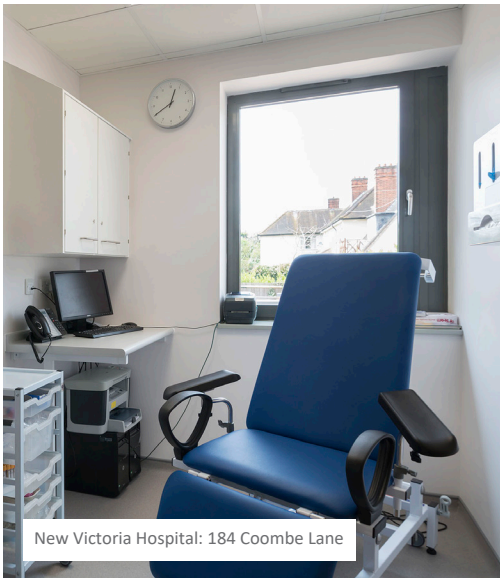


LOC Private Cancer Care, 81 Harley Street





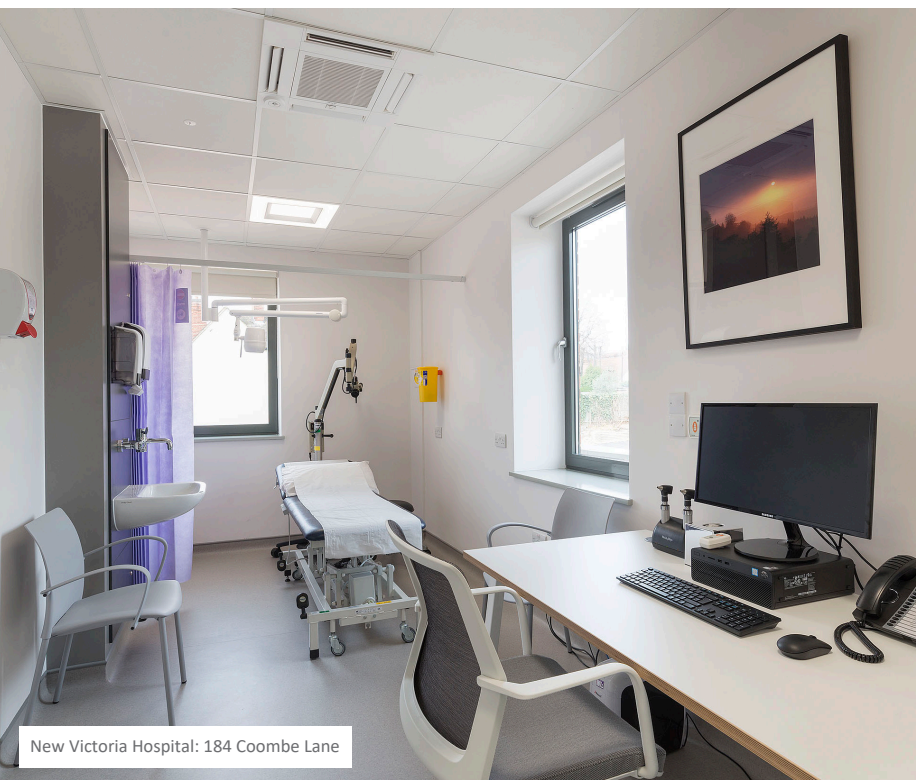
Oncology Suite, London Bridge Hospital, Tooley Street



New Victoria Hospital: 184 Coombe Lane



Outpatients Facility, The Wellington Hospital, St John's Wood



New Victoria Hospital: 184 Coombe Lane

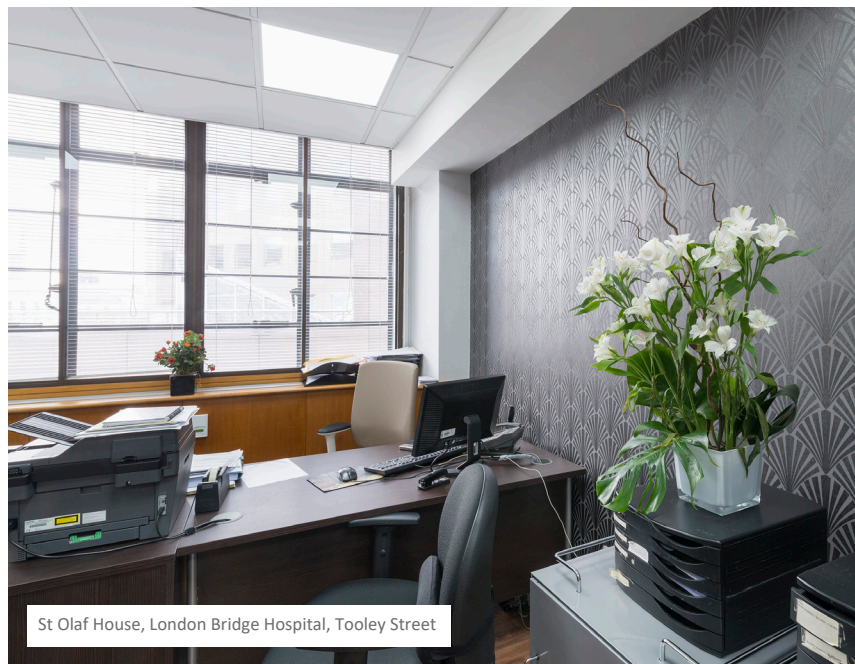


Outpatients & Diagnostics, The Shard

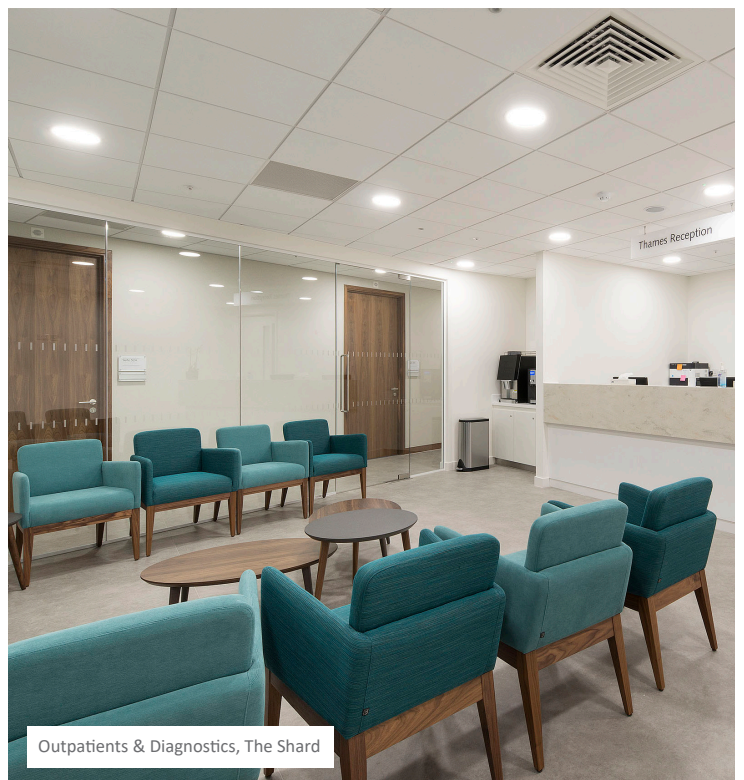




# Outpatients



St Olaf House, London Bridge Hospital, Tooley Street

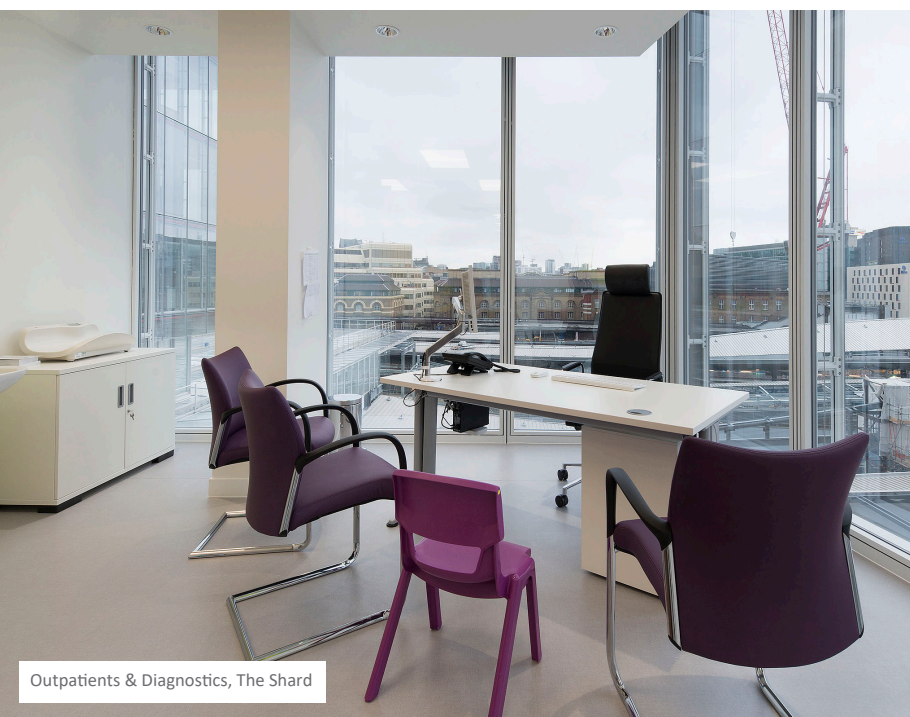


Outpatients & Diagnostics, The Shard

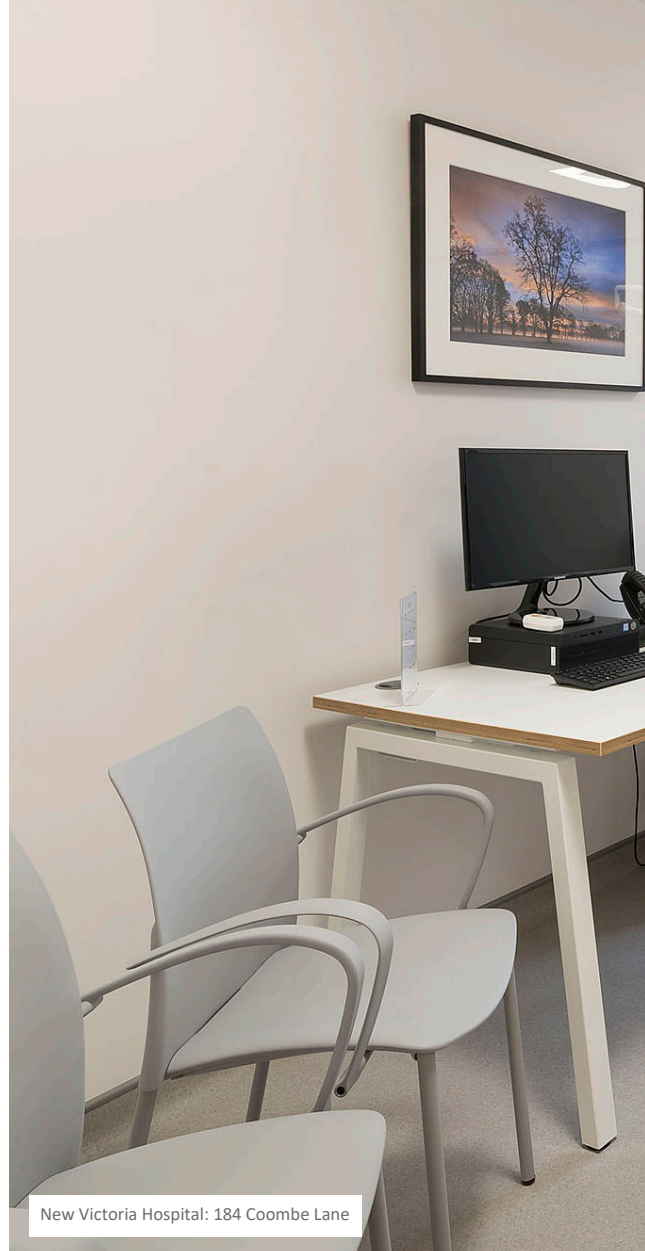




## Consulting Rooms



Outpatients & Diagnostics, The Shard

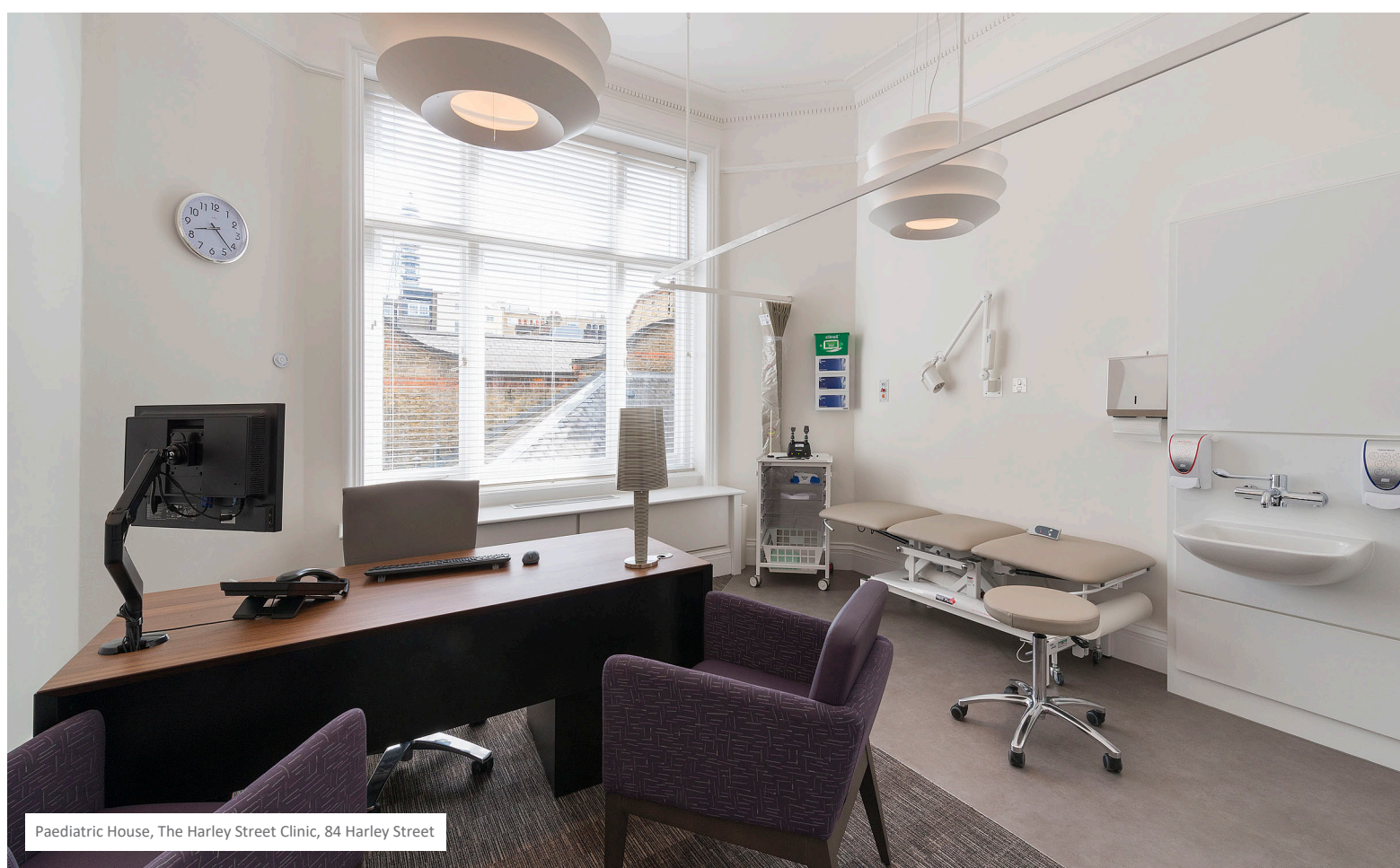


New Victoria Hospital: 184 Coombe Lane



Preventicum: The Cursitor Building, 38 Chancery Lane

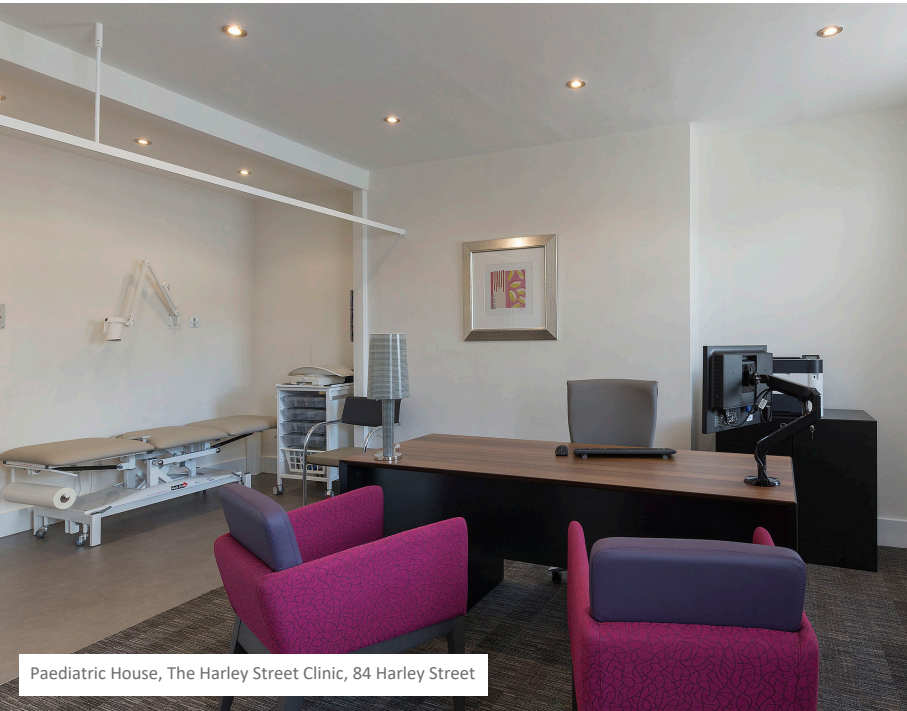








## Paediatric OPD/Wards



Paediatric House, The Harley Street Clinic, 84 Harley Street



Paediatric House, The Harley Street Clinic, 84 Harley Street



Paediatric Inpatients, The Harley Street Clinic, Weymouth Street

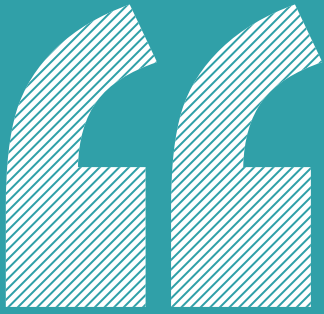


Paediatric Inpatients, The Harley Street Clinic, Weymouth Street









## New Victoria Hospital

*Collins have been terrific to deal with, thank you for being as helpful as you have been.*

**Graham Ball**  
Executive Chairman,  
New Victoria Hospital



New Victoria Hospital: 184 Coombe Lane



Preventicum: Cardiology, The Cursitor Building, 38 Chancery Lane



# Cardiology Diagnostics







# Health Screening



Mammography, Platinum Medical Centre, St John's Wood, The Wellington Hospital



Emblem House, London Bridge Hospital, Tooley Street



Emblem House, London Bridge Hospital, Tooley Street





Epsommedical: Day Treatment Centre, Cobham Hospital



St Olaf House, London Bridge Hospital, Tooley Street

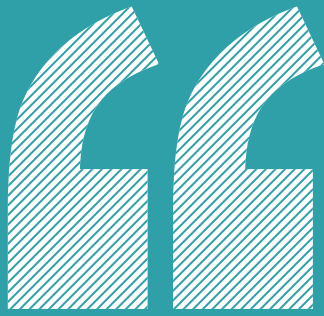


Preventicum: Audiometry, The Cursitor Building, 38 Chancery Lane



Preventicum: MRI, The Cursitor Building, 38 Chancery Lane





## New Victoria Hospital

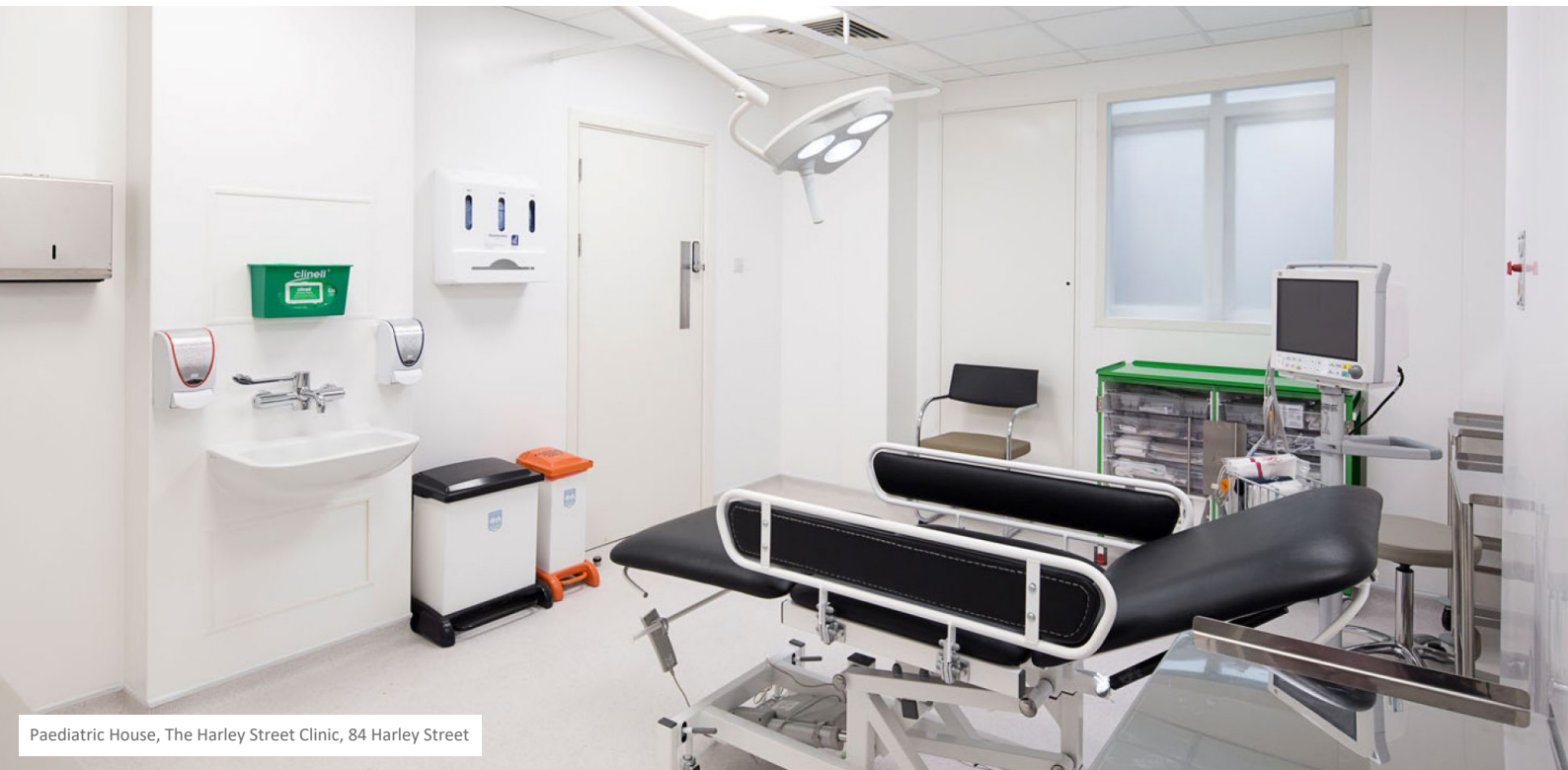
*You have been a great team to work with, everyone was always very helpful. Lots of people are commenting on the finish of the building and how great it looks.*

**Donna Gibbs**

Project Manager, New Victoria Hospital



New Victoria Hospital: 184 Coombe Lane



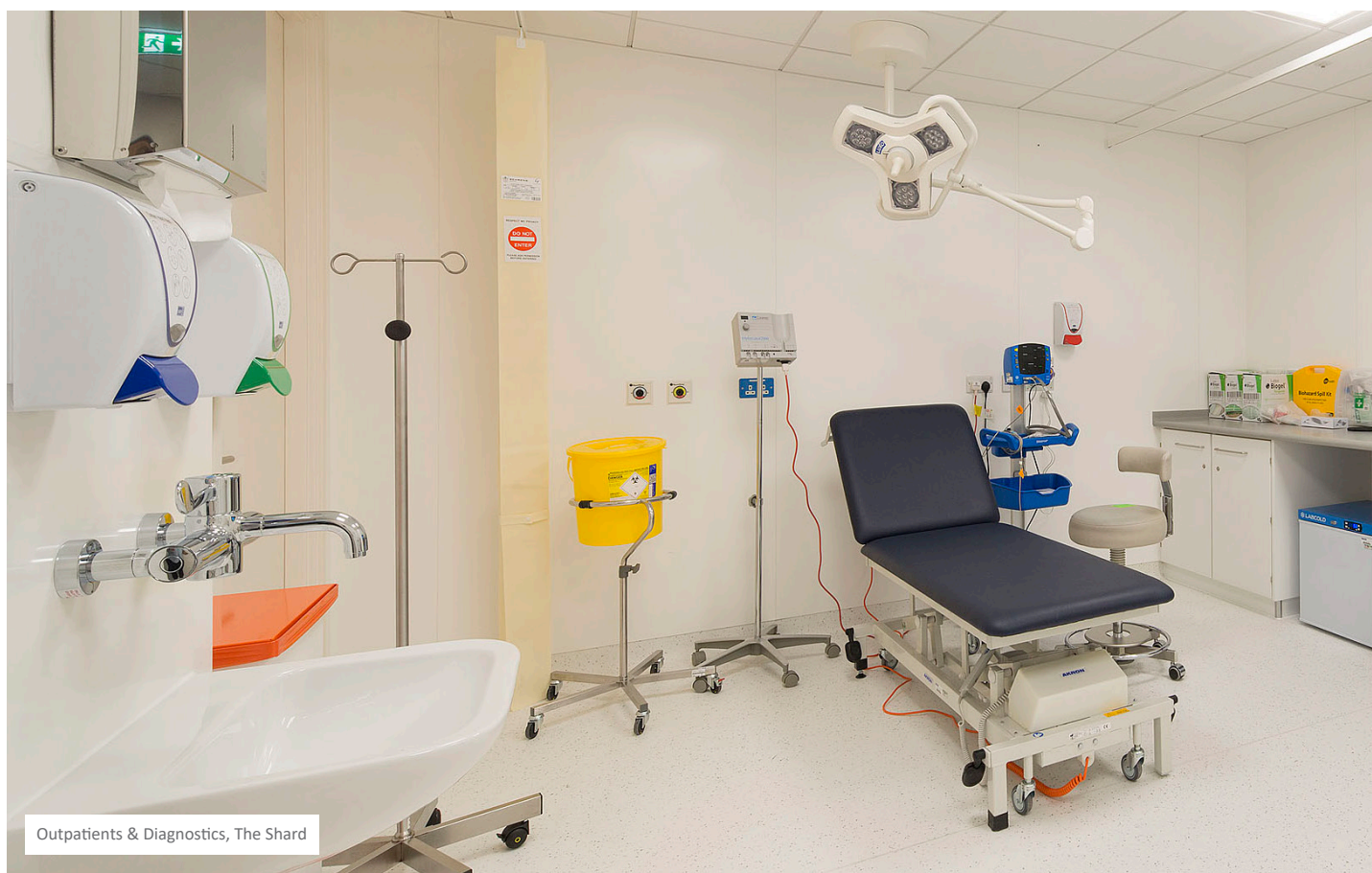
Paediatric House, The Harley Street Clinic, 84 Harley Street



# Treatment Rooms



New Victoria Hospital: 184 Coombe Lane



Outpatients & Diagnostics, The Shard





Urgent Care Unit, The Princess Grace Hospital



Urgent Care Unit, The Princess Grace Hospital

## Ophthalmology



London Eye Hospital: Surgical Centre, 29a Wimple Street

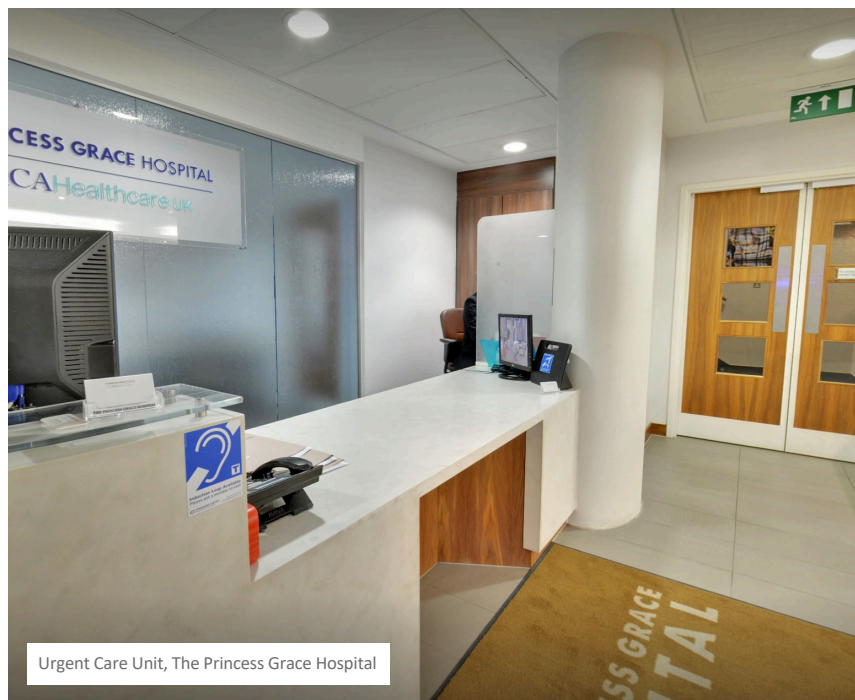


London Eye Hospital: Surgical Centre, 29a Wimple Street





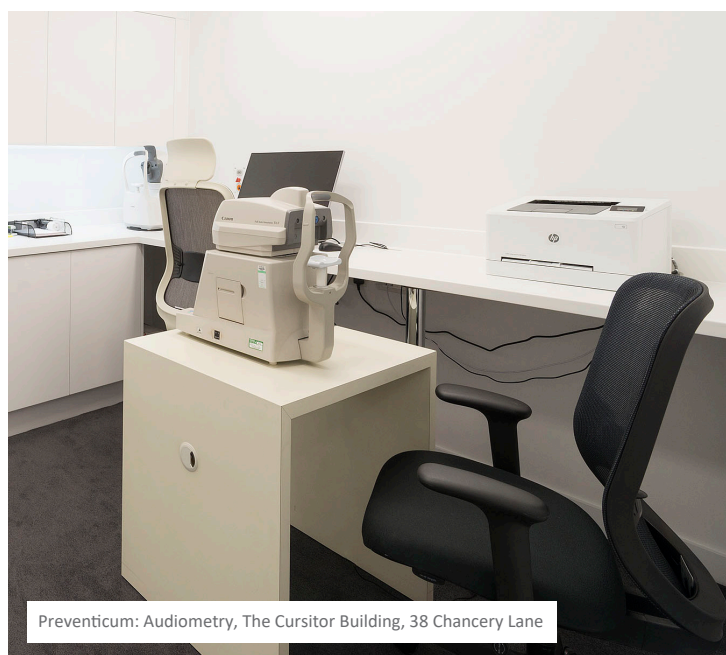
## Urgent Care



Urgent Care Unit, The Princess Grace Hospital



## Optometry



Preventicum: Audiometry, The Cursor Building, 38 Chancery Lane





## Meeting Rooms



Guy's Cancer Centre, Private Care at Guy's, London Bridge Hospital



Outpatients & Diagnostics, The Shard



GOSH: Office Space, Barclay House





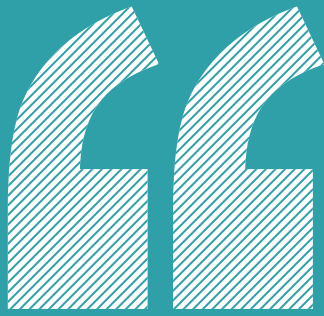


Diagnostic Centre, The Harley Street Clinic, 15-18 Devonshire Street



GOSH: Office Space, Barclay House





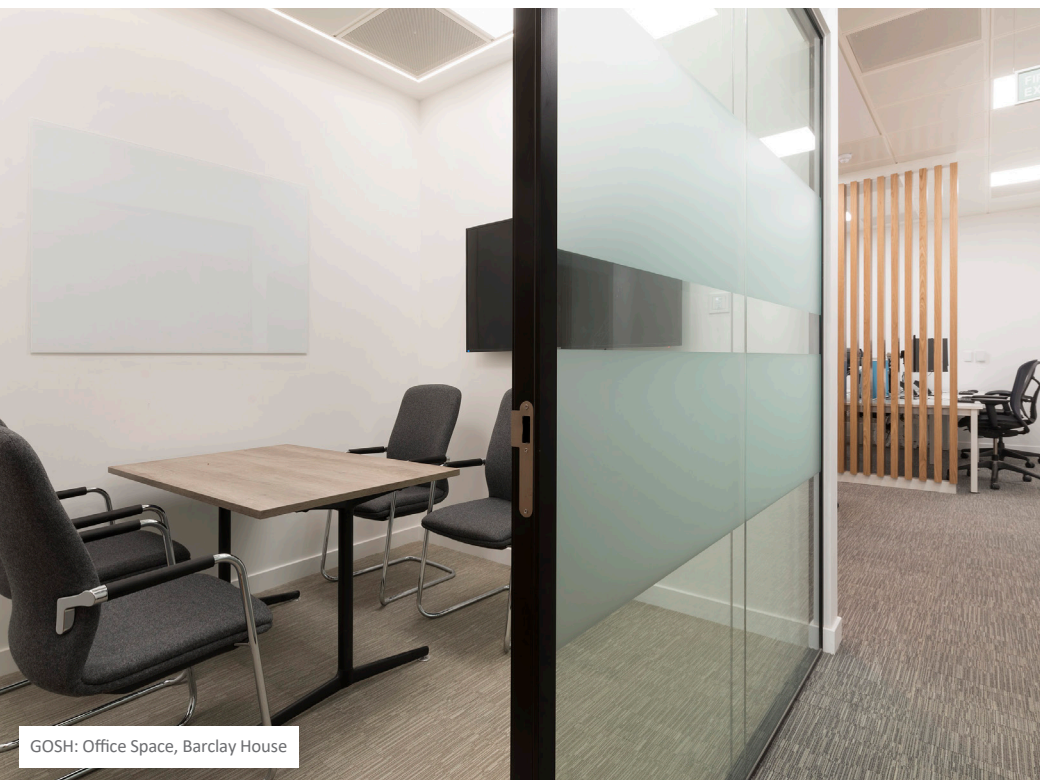
## GOSH, Barclay House

*The reception, entrance corridor and boardroom look great!*

**Rory Howell**  
Senior Cost Consultant,  
Arcadis



GOSH: Office Space, Barclay House



GOSH: Office Space, Barclay House

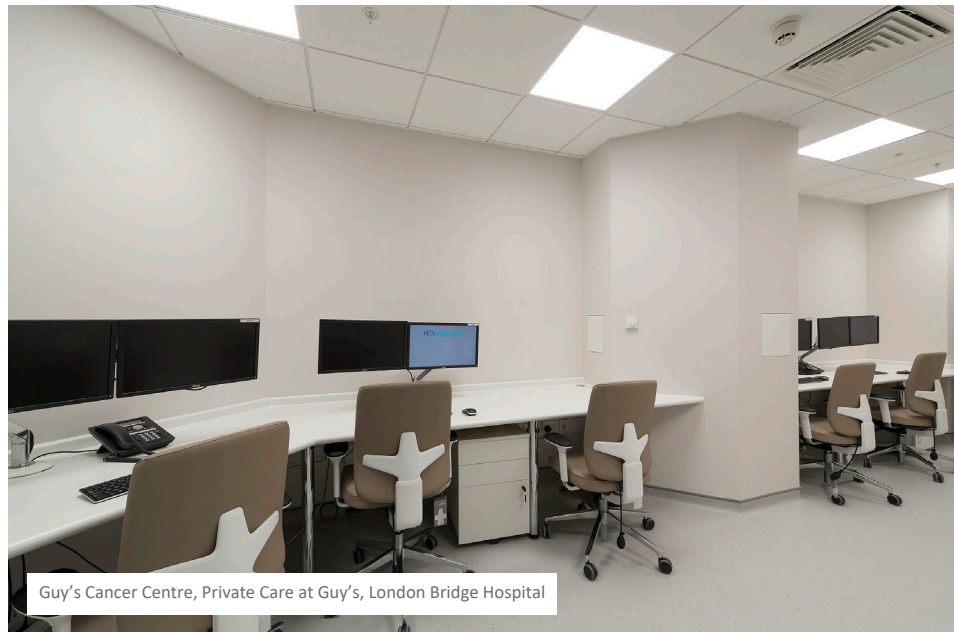


GOSH: Office Space, Barclay House





## Clinical Offices



Guy's Cancer Centre, Private Care at Guy's, London Bridge Hospital



Platinum Medical Centre, The Wellington Hospital, St John's Wood

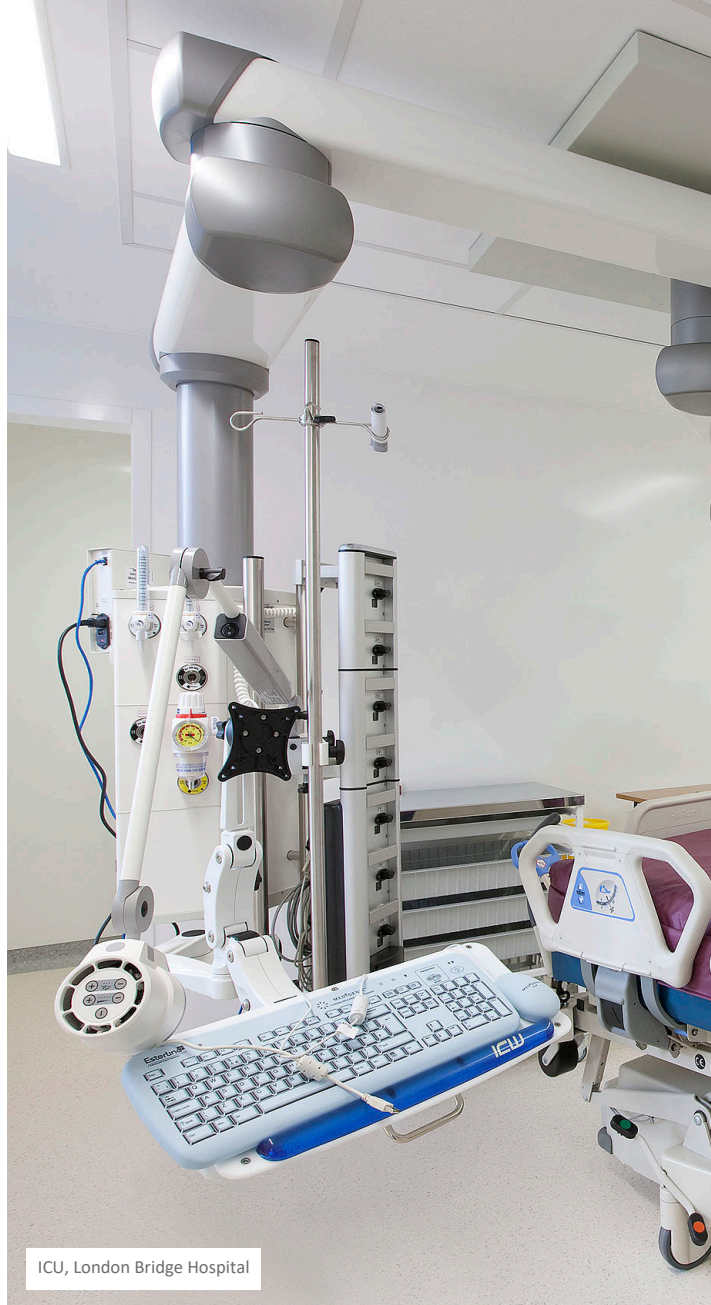




# Intensive Care Units



ICU, London Bridge Hospital



ICU, London Bridge Hospital



ICU, The Harley Street Clinic, Weymouth Street

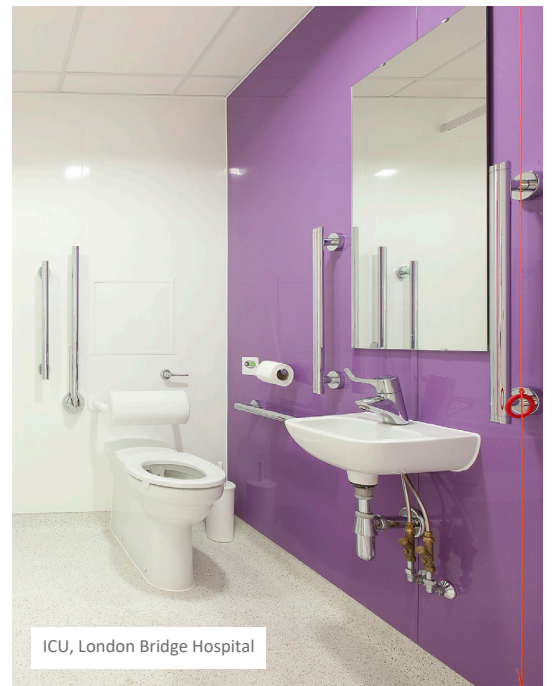


ICU, The Harley Street Clinic, Weymouth Street





ICU, London Bridge Hospital



ICU, London Bridge Hospital



ICU, The Harley Street Clinic, Weymouth Street



Guy's Cancer Centre, London Bridge Hospital





## PICU/NICU



Paediatric ICU, The Harley Street Clinic, Weymouth Street



Paediatric ICU, The Harley Street Clinic, Weymouth Street



Paediatric ICU, The Portland Hospital



Paediatric ICU, The Portland Hospital





Paediatric ICU, The Harley Street Clinic, Weymouth Street



Paediatric ICU, The Harley Street Clinic, Weymouth Street



Paediatric ICU, The Portland Hospital





Diagnostic Centre, The Harley Street Clinic, 15-18 Devonshire Street



Preventicum: The Cursitor Building, 38 Chancery Lane









## Labs/Phlebotomy



Health Services Laboratories: Halo, 1 Mabledon Place, Kings Cross



Shropshire House, Copper Street



New Victoria Hospital: Phlebotomy, 184 Coombe Lane



Phlebotomy, Outpatients & Diagnostics, The Shard





Shropshire House, Copper Street



Phlebotomy, Emblem House, London Bridge Hospital, Tooley Street





Diagnostic Centre, The Harley Street Clinic, 15-18 Devonshire Street



The Wellington North Hospital



Diagnostic & Outpatient Centre, London Bridge Hospital, 31 Old Broad Street



The Wellington North Hospital





MRI/CT



MRI Installation, London Bridge Hospital



Preventicum: The Cursitor Building, 38 Chancery Lane



MRI Installation, The Shard





## Cath Labs

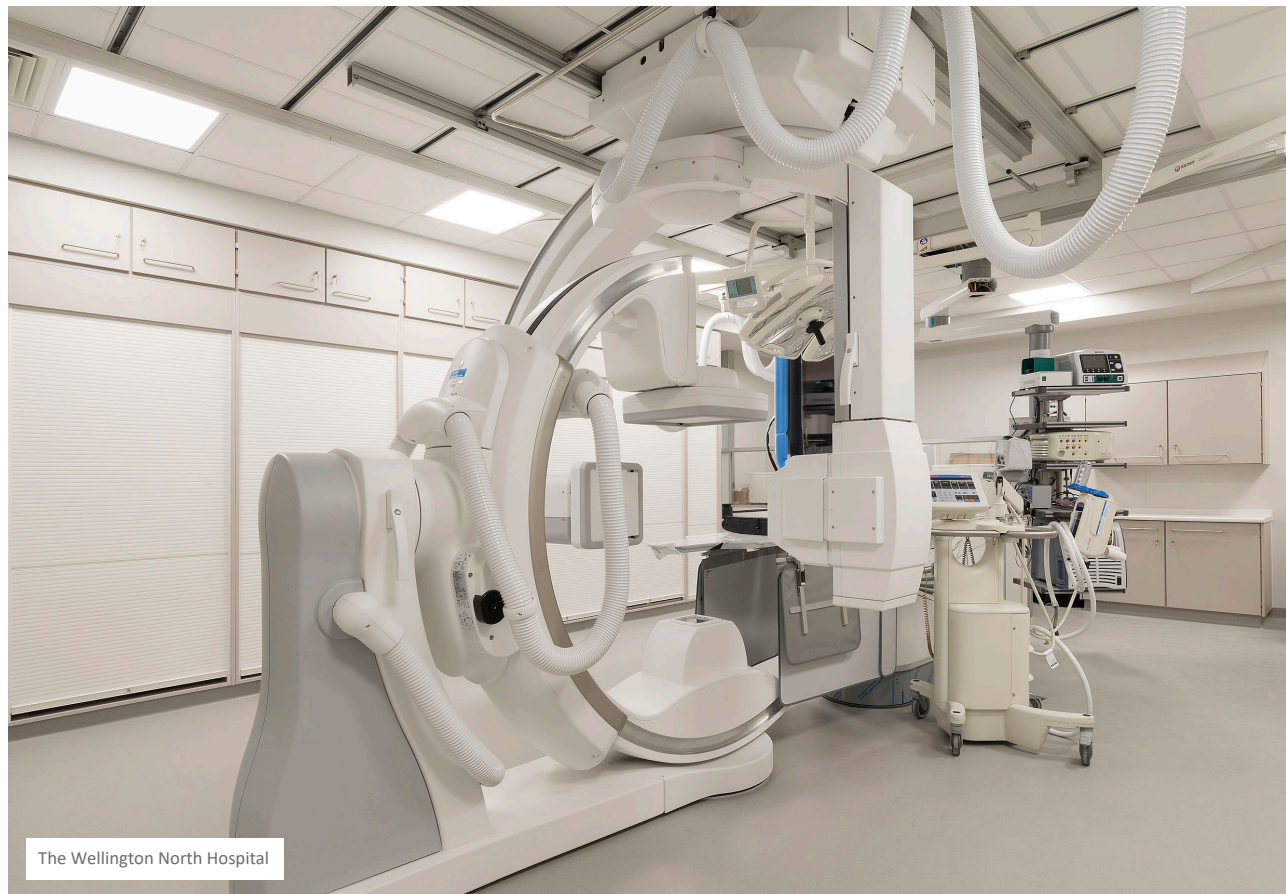


The Wellington North Hospital



The Wellington North Hospital





The Wellington North Hospital





## SPECT-CT/PET-CT



Emblem House, London Bridge Hospital



Emblem House, London Bridge Hospital



The Harley Street Clinic, 154 Harley Street







Hot Lab, Emblem House, London Bridge Hospital



The Harley Street Clinic, 154 Harley Street

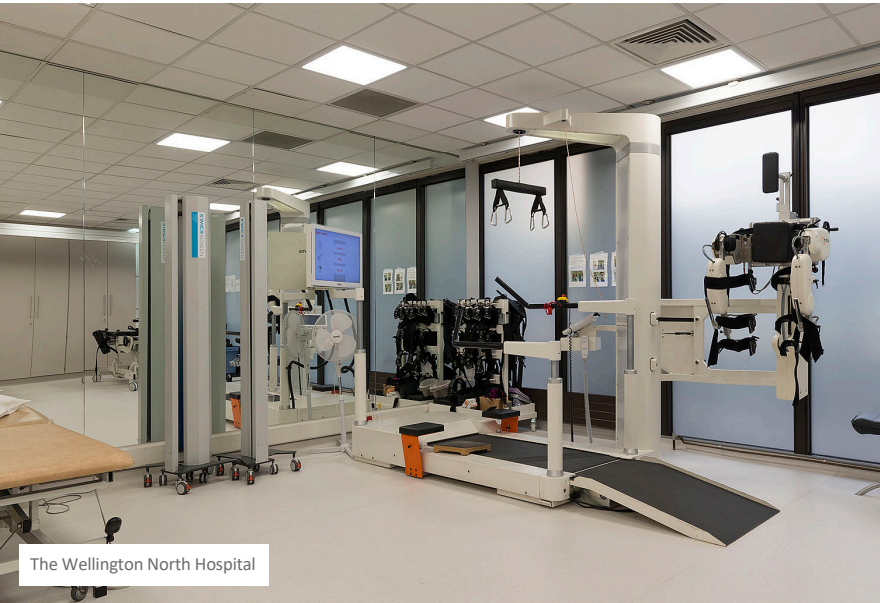


The Harley Street Clinic, 154 Harley Street





## Physio/Gym



The Wellington North Hospital



Outpatients & Diagnostics, The Shard



The Wellington North Hospital













## Xray/Mammography



Mammo, Platinum Medical Centre, St John's Wood, The Wellington Hospital



Emblem House, London Bridge Hospital





# Research Centre



Sarah Cannon Research Facility, 93 & 95 Harley Street



Sarah Cannon Research Facility, 93 & 95 Harley Street



Sarah Cannon Research Facility, 93 & 95 Harley Street



Sarah Cannon Research Facility, 93 & 95 Harley Street

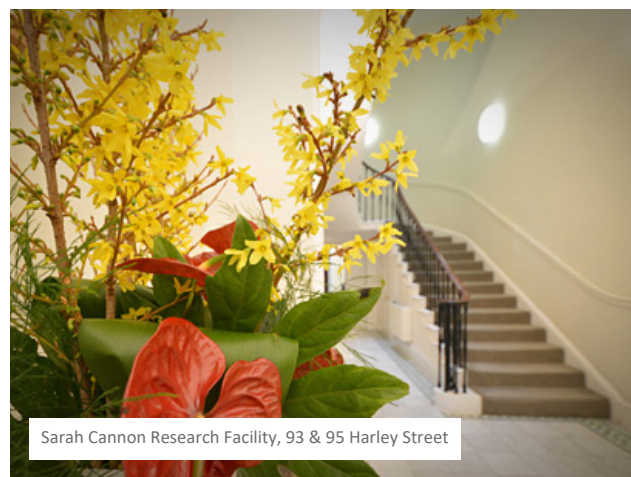




Sarah Cannon Research Facility, 93 & 95 Harley Street



Sarah Cannon Research Facility, 93 & 95 Harley Street



Sarah Cannon Research Facility, 93 & 95 Harley Street



Sarah Cannon Research Facility, 93 & 95 Harley Street





## Tomography



Bupa: Tomo Therapy Unit, Cromwell Hospital



Bupa: Tomo Therapy Unit, Cromwell Hospital



## Endoscopy



Epsomedical: Day Treatment Centre, Cobham Hospital

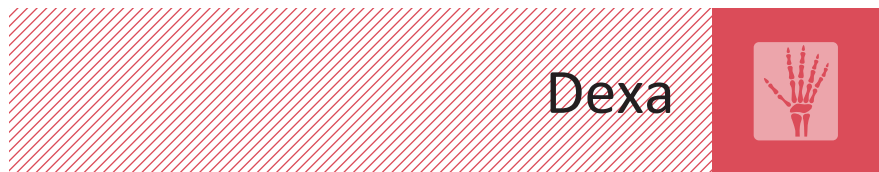


Epsomedical: Day Treatment Centre, Cobham Hospital





Diagnostic Centre, The Harley Street Clinic, 15-18 Devonshire Street



Emblem House, London Bridge Hospital





Emblem House, London Bridge Hospital



Emblem House, London Bridge Hospital



Emblem House, London Bridge Hospital





# Pharmacy



University College Hospital, Huntley Street



# 03 Quality Assurance











Our quest for quality is achieved not only through adherence to standards and procedures but also through an attitude and commitment to quality that is shared by every one of the Collins team.

**Chris Bartram**  
Managing Director





Our experienced Quality Assurance Team is constantly developing and evolving our delivery processes in pursuit of a better way, in line with the ISO 9001:2015 requirements. The focal point for development is our internet system (Plexus), which incorporates a number of our processes and forms the essence of each projects delivery system, in one central location.

Our QA Team has industry leading experience and work hand in hand with our project teams and our supply chain to ensure a consistent deployment of our systems, and as such, an effective quality culture based on Integrated Quality.



## Quality Assurance Measures

To ensure we meet our objects, we operate a quality management system that is designed to establish a planned and collaborative approach for each project, whilst mitigating any adverse effects through the deployment of a robust risk management approach.

We work closely with our Clients / Consultants to specify their requirements and have a comprehensive service and product realisation process on which all of our client related procedures are based, ensuring the final product meets expectations.

## Responsibilities

Our QA Team have a combined experience of over 40 years' in delivering the highest of standards. Whilst working with our teams, they are continually developing our QA business culture in line with criteria set out under ISO.



## Our Quality Objectives

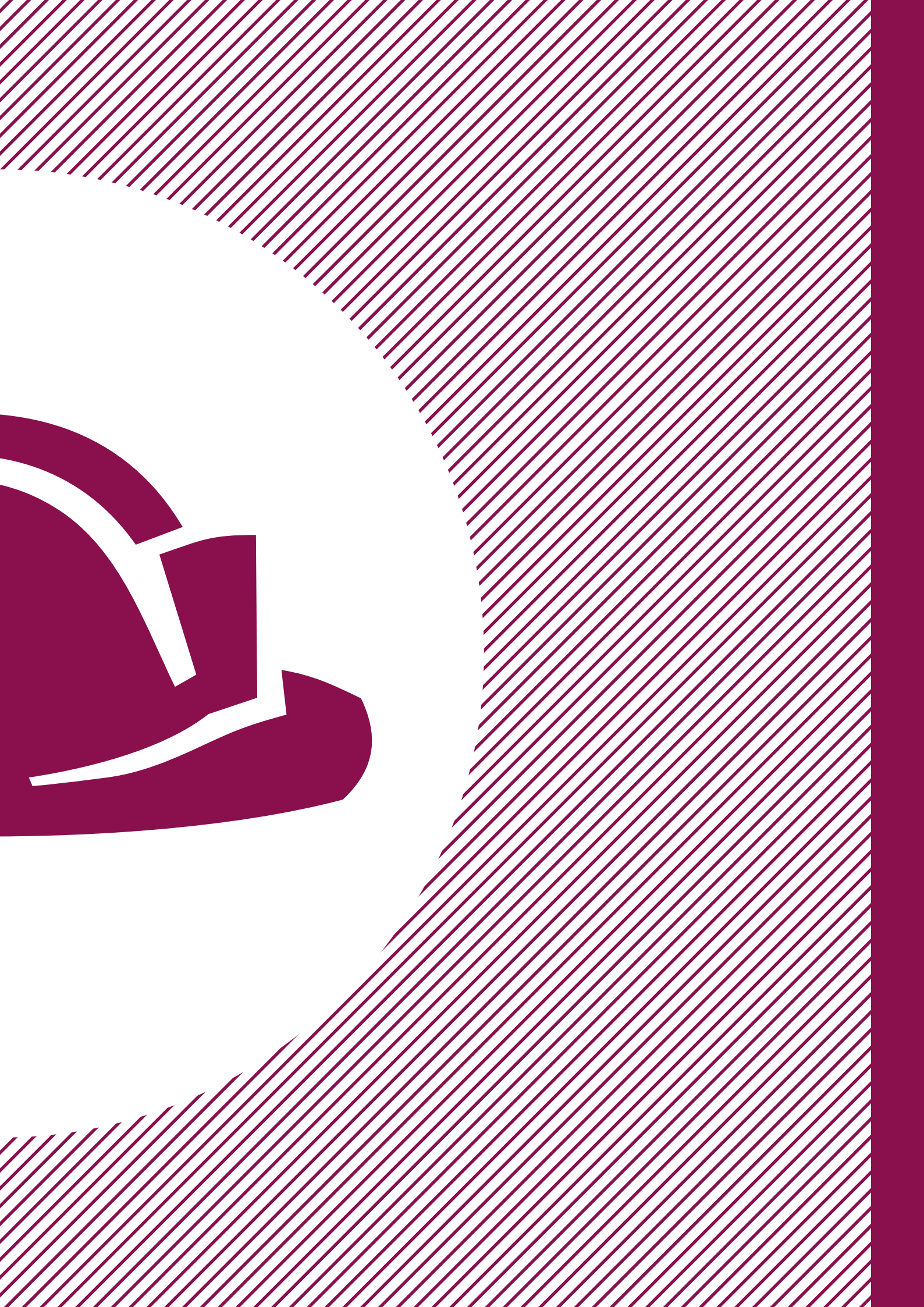
- To be fully compliant with the requirements of ISO 9001:2008.
- To encourage, create, maintain and enhance a culture of quality within Collins, by demonstrating the “Right First Time” ethos.
- To continually review, improve and implement quality control and best practice procedures.
- To provide the skilled and engaged resources necessary to ensure the delivery of a product that meets customer expectations every time.
- To ensure that our supply chain and other stakeholders involved in our projects fulfil their defined quality standards thus supporting a quality approach.
- To go the extra mile and delivering above our clients standards, exceeding their expectations.
- To work with our clients to performance measure our service, ensuring we celebrate success and learn the lessons where room for improvement is required.



# 04 Health & Safety











80-100 Victoria Street  
Landsec



Senate House  
University of London



Inhealth, Chancery Lane  
Inhealth & Preventicum



Devon House  
Blackstone



20 North Audley Street  
Alfred Dunhill



New Victoria Hospital  
New Victoria Hospital



The Light Box  
Workspace



Emblem & St Olaf House  
HCA Healthcare UK



Wellington North  
HCA Healthcare UK





**Health and Safety in the workplace is of paramount importance within the culture and management of Collins. We pride ourselves in providing a safe and healthy working environment for our employees, contractors and site visitors.**

Our open and honest approach to health and safety ensures that risks are effectively and robustly managed and that concerns can be raised with impunity via our health and safety committee, which is made up of representatives from all levels within the business. This ensures lessons learnt and improvements shared.

Collins has gained a valued reputation as being adaptable and flexible throughout the duration of a project, ensuring that the client's needs and aspirations are exceeded. We pride ourselves on the quality of our service and finish and ongoing support at project completion.

Our achievements are based on having a highly skilled and dedicated workforce. Our employees, particularly our Project Managers and Project Directors have a high level of Health and Safety competence and we invest significant time, energy and funds in both internal and external training. IOSH, NEBOSH and SMSTS are standard and our directors have undertaken IOSH Directing Safely courses.

The Health and Safety team, all chartered members of IOSH, headed up by Tony Turner, visit all projects from inception and regularly visit our sites enforcing our standards and providing advice and guidance where necessary. Our team proactively engage with our clients to ensure that site specific requirements are met.

As chartered members of IOSH the health and safety team are required to undertake continual professional development and keep abreast of changes in health and safety regulations. This information is passed throughout the business and to our clients where necessary.

Since 2009 we have successfully maintained our ISO accreditations, which was verified by UKAS in 2014. In addition we are Safe Contractor, CHAS and Constructionline accredited members and members of the British Safety Council and ROSPA.

Collins are proud to be a partner of the Considerate Constructors Scheme and in doing so feel this sends out a clear message of our commitment in providing a clean safe place of work whilst protecting the environment for our staff, the workforce, residents and neighbouring communities.



nebosh



CLOCS





# 05 Governance















Collins prides itself in maintaining a robust governance structure across the business. This includes a strong financial governance framework, ensuring the company is self-sufficient and not reliant on external loans or financial support on any project.

## Safety is the number one priority and value for our staff and subcontractors

There is a strong focus on proactive safety management at all levels of the business, with excellent training, audits and reviews.

The company has many awards from both local and national industry recognitions ISO 9001, ISO 14001, ROSPA Gold and consistently has the highest overall company CCS scores in the business.

All management working in the clinical environment have enhanced DBS checks and remain on site throughout the day. This is to ensure subcontractors and visitors adhere to construction site rules and meet the excellent standards Collins expect.

Collins has an in-house SHEQ Department monitoring Health & Safety, Environmental, Quality and Compliance on a weekly basis with monthly reports generated at board level for ongoing learning and development.













