



Case Study

**Energy
Engagement**

Barts and the London NHS Trust

Improving Patient Experience and Energy Efficiency

- Barts Health NHS Trust is the largest NHS Trust
- They enlisted the help of Global Action Plan, GE and Skanska to lower the Trust's £12m energy spend and make the Trust more sustainable
- Operation TLC asked 15,000 Barts Health NHS Trust workers to change their behaviour
- Through a programme of simple actions taken by everyone in the hospital, a saving of £100,000 was achieved
- As well as reducing energy usage, patient experience also improved

Background

Global Action Plan worked closely with staff to develop a 'nudge' project containing simple actions designed to reduce energy usage and improve patient experience.

After consulting with staff, it soon became apparent that focussing solely on reducing energy was not getting through to staff, so actions that combined improving patient experience with energy saving were selected.

- Close doors to improve patient safety and privacy, and help regulate room temperatures

The project was found to be particularly successful as it aligned energy saving measures with practices that improved patient experience. Staff were more co-operative, as patient care and experience were of greater importance to them than improving energy efficiency.

What was done?

By using behaviour change approaches such as highly targeted education efforts, social norming and staff advocacy Operation TLC was able to both save the Trust money and improve the patient experience. Staff were asked to follow three instructions:

- Turn off equipment when not in use, reducing excessive heat and noise
- Switch off lights to help promote sleep and reduce light pollution

Results

Financial savings of £105,000 were achieved and opportunities for estimated savings of up to £800,000 on energy bills across the trusts £12m energy bill.

Across the Royal London and St Barts Hospital the number of lights left on unnecessarily reduced by 40% and the number of doors closed improved by 18%. This data was analysed by working with the Trust's energy management company and a

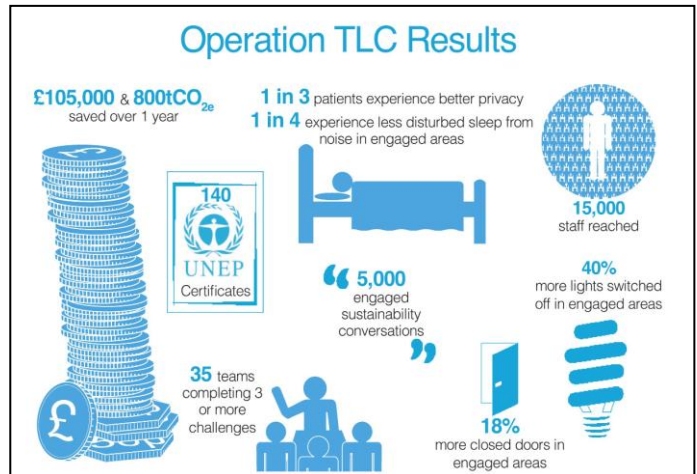


researcher at the UCL Energy Institute. Their calculations reported that closing doors saves £7,801 per year, and turning off side room lights saves £13,714 per year.

Patient experience also notably improved, with fewer reports of noise disturbance in TLC wards. Similarly reports of poor privacy were lower in TLC-wards compared to non-TLC wards.

It has been estimated that rolling out the programme across the whole Trust could save a further £400,000. If similar 'nudge' techniques were used across the all health trusts in the UK the NHS could save as much as £35million.

The programme paid for itself in less than one year, a much shorter timeframe than many other energy efficiency investments.



“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

“This programme demonstrates that with the right expertise, and the right combination of techniques, you can run a cost-effective programme that saves energy and adds benefit for patients and staff”

Trewin Restorick,
CEO, Global Action Plan

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Last updated July 2013