

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 28 June 2021.

I am pleased to confirm the following.

The structure and working practices for on call staff participating in the out of hours estates and facilities emergency breakdown on call rota.

- **Is the craftsman/ technician expected to attend and deal with all multidiscipline breakdowns unaccompanied, working autonomously.** Yes, however they carry a mobile phone and a radio, security is contactable from the radio and the on-call engineer is available all of the time on the mobile phone. When working in certain areas, both a fitter and an electrician will be dispatched to work together.
 - **Are emergency breakdowns outside core working hours attended by trade specific operatives for the type of breakdown or are general multidiscipline maintenance staff participating in the rota expected to cover all breakdowns and emergency situations.** We have a fitter and an electrician, an on-call engineer is also always available to come in if required.
 - **What level of service cover is expected of the out of hours on call operatives? Can the following scenarios please be answered with**
 - A) Isolated and made safe
 - B) Expected to be repaired or reset by maintenance operative- service is reinstated by end of callout infrastructure/equipment left in working condition.
 - C) beyond the expected scope of the out of hours maintenance operative and escalated to a higher level. Problem unlikely to be remedied in the call out.
 - D) Expected to attend promptly and release trapped patients
1. **Blockages – sinks, toilets, drains**
B (attendance is only arranged if affecting service, i.e. if one of 3 toilets is affected, it can wait until next day)
 2. **Locks, doors, windows, access issues**
B (if affecting service)
 3. **HVAC issues**
B (depends upon area served, also may require a contractor if an issue with cooling/heating that cannot be resolved in house)
 4. **Macerator breakdowns failures, blockages**

B (contractor if required would be arranged, would revert to clinical waste if unable to resolve on-call)

5. **Nurse call system failures**

B (temporary wireless system would be setup if complex issue requiring a contractor)

6. **Burst pipe, water leaks (taps toilets tanks)**

B (may require a contractor, OOH service arranged)

7. **Loss of hot water**

B (may require a contractor, OOH service arranged)

8. **Loss of heating**

B (may require a contractor, OOH service arranged)

9. **Steam leaks**

D/B (may require a contractor, OOH service arranged)

10. **Lift failures**

D/B (may require a contractor, OOH service arranged)

11. **Medical gas alarms /leaks**

D/B (may require a contractor, OOH service arranged)

12. **Steam generator/ shell boiler failures/ Main boiler house issues.**

B (may require a contractor, OOH service arranged)

13. **Power outages**

D/B (may require a contractor, OOH service arranged)

14. **Fire alarms**

D/B (may require a contractor, OOH service arranged)

15. **Sterile services department-autoclave breakdowns, washer disinfector breakdowns B**

16. **Main catering kitchen appliance breakdowns B**

17. **Pod system failures**

B (may require a contractor, only available in hours, would resort to porter transfer of samples)

Happy to talk through what we do at MKUH if required...Tony Marsh (Estates Services Manager)
07913 404859

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If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom of Information Co-ordinator

For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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