



Case Study:

# Mobilising for success

How UHSussex seamlessly rolled out a new clinical waste partnership

Discover how one acute hospital in West Sussex — and the trust as a whole — is confidently working towards better compliance, cost reduction, safety and sustainability since extending its partnership with Stericycle.



Princess Royal Hospital (PRH) is a 300-bed acute general hospital in Haywards Heath, West Sussex, also providing essential emergency care through its A&E department. It is part of University Hospitals Sussex NHS Foundation Trust, which also manages Royal Sussex County, Worthing, and St Richard's Hospitals.

PRH and Royal Sussex County joined forces with Stericycle under a new contract, while Worthing and St Richard's renewed their existing contract with Stericycle, uniting the entire trust in a bold zero-to-landfill commitment.

### Reducing costs and ensuring compliance

Like all NHS hospitals, PRH faces several complex and increasingly tough clinical waste management challenges. These include meeting compliance targets, ensuring safety and improving environmental sustainability — all despite financial constraints.

As a teaching hospital, PRH also has a high turnover of clinical staff, which makes segregation education an even bigger obstacle.

Clinical staff have a good track record for waste segregation, but the hospital's operations team is always looking for ways to make improvements.



### A zero-to-landfill contract with added value

Under PRH's new contract, Stericycle collects, transports, treats and disposes of all its clinical waste — ensuring nothing goes to landfill — using its national network of experts, technicians, innovative treatment centres and sustainable vehicles. This end-to-end, in-house disposal network allows full, transparent audit trail reporting on carbon emissions, including scope 1, 2 and 3.

The new partnership also includes added value. There's an annual social fund for local community projects and support for the estates team at the hospital's roadshow events. The portering team receives face-to-face training to improve understanding of waste, correct bin placement and the importance of segregation to their role.

An eLearning platform - that's soon to be embedded in staff inductions - ensures newly qualified nurses and doctors understand proper waste segregation right from the start.

And PRH's operations team — headed up by Gary Loughlin, Site Operations Manager — receives monthly site audit support from Carl Freeman, Stericycle Account Manager, who visually inspects bins and educates clinical staff.

Gary has already noted significant improvements: "Carl spends time talking to clinicians on wards, so they gain a better understanding of their role in waste reduction and segregation. This time on site is so valuable.

The training element is also fundamental to the improvements we make with our clinical waste — and the financial and environmental benefits for the trust.



## Case Study: University Hospitals Sussex NHS Foundation Trust

“Whenever we raise concerns, we get detailed, honest communication that helps me gain a fuller understanding of how we can work together to resolve any issues. And because of Stericycle’s sheer size, any resourcing issues have zero impact on us, as Carl can call on different teams or divert vehicles from other areas to solve any problems.”

### Top five elements of Stericycle’s service to PRH

1. On-site engagement and audits
2. Honest, responsive communication
3. Training for clinicians and porters
4. Compliance expertise and advice
5. The flexibility of a large company

### Positive signs from across the trust

Feedback from the estates team at Worthing and St Richard’s hospitals:

- Proactive issue resolution
- Clear and responsive communication
- On-site visibility and awareness building
- Waste manager: excellent audit support
- Porters: fast, efficient and reliable bin turnover

Changes at Royal Sussex County included:  
Eradication of residential complaints by reducing vehicle size and switching collection times.

### A single supplier across four sites

Both PRH and UHSussex have benefitted from the newly extended partnership. PRH’s new contract mobilisation was handled fast and efficiently, Gary says he’s experienced excellent client management and that he’s part of a collaborative approach to continuous improvement.

For the trust, consolidating clinical waste management has created cohesion and consistency across sites. Having a single supplier has brought the expected benefits — such as streamlined contract management and improved invoice efficiency — as well as other gains, too.

Gary says: “It was beneficial to have an incumbent supplier in two hospitals within the trust. We were able to have good, honest conversations about our expectations early in the process, and we’ve had regular contact since then, which has made the process as smooth as possible.”

He adds: “Carl visits all four hospitals every month, and then I have a meeting with him and my counterparts at the other



three sites. Carl walks us through the data, brings fresh ideas to the table and always has helpful suggestions for improvement. It’s all about keeping the momentum going and finding new ways we can do better.”

Carl adds: “These meetings give site managers at the four hospitals a chance to learn from each other and build best-practice solutions to common problems. The teamwork has been fantastic and we’re already making.”

### Financial, legal and environmental value

As well as being committed to correctly segregating waste, Gary is also dedicated to reducing how much waste the hospital produces. PRH, alongside the three other hospitals within the trust, is exploring the adoption of Bio Systems’ reusable sharps management service, which has already enabled several NHS trusts to reduce carbon emissions, plastic consumption and the incineration of single-use sharps containers.

Looking ahead, Gary is confident about meeting his future goals with his new partner. “Stericycle is helping us reduce costs, improve compliance and protect the environment by helping us ensure all our clinical waste goes into the right streams. I know further improvements will come through education, and Stericycle is fundamental to that.

“My experience with Stericycle so far has been notably different from previous suppliers; I would recommend them. I feel confident that we’re with the right supplier, and that we can rely on their advice and support going forward.”