

## CASE STUDY

# EYES WIDE OPEN

How SpaMedica transformed their operational visibility, control and CQC compliance with a CAFM

## At a glance

Expansive helped SpaMedica transform their Facilities Management department into a fast and responsive team with a centralised CAFM. Now, their engineers and contractors are handling everything thrown at them and consistently hitting their compliance KPIs.



12 weeks initial implementation



6,000 work orders processed in 1st year



100% KPIs hit in May 2022



38 hospitals managed centrally with a CAFM

## Looking for growth

SpaMedica is a leading private eye hospital and provider of NHS eye healthcare services, specialising in cataract surgery. With 38 medical facilities nationwide, it is now one of the fastest growing hospital groups in the UK.

Here's how they scaled up their facilities management operation to meet ambitious growth plans.

## The challenge

When Expansive first met SpaMedica the healthcare group was growing rapidly. From operating a few clinics in the North West of England, by 2018 they were running 10 hospitals spread across the UK, with another two scheduled to open soon.

SpaMedica's FM team was struggling to manage such a fast-growing multi-site operation. They didn't have a centralised, digital platform for FM.

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We had an ambitious growth plan and an unscalable FM solution.



**James Clarke**

Head of Property, SpaMedica

## The challenge

- Work requests were pouring in from multiple sites via phone and email
- No centralised tracking of KPIs and performance
- Lack of oversight & communication tools was wasting time and money

## The fix

The team realised there was an urgent need for centralised digital tools to support growth, improve patient care and meet business targets. And in 2018 SpaMedica selected EFM as their CAFM partner to power their expansion.

With the support of Expansive the team set about mobilising work order management and streamlining compliance.

Setting up a CAFM platform can be complicated and involve many months of configuration, but Expansive's approach helped rapidly automate work order processes for 10 sites in just 12 weeks. In less than three months they had migrated data to the new system and trained teams ready to make the most of their digital switchover.

## A new vision

Expansive's platform has brought new efficiencies through digital:

- Bespoke workflow configuration for individual teams and tasks
- Tailored notifications and alerts to ensure jobs keep moving through the system
- Contractors and engineers report progress in real-time
- Compliance documentation is structured, controlled and easy to locate
- CQC auditing is robust and efficient
- KPI reporting tracks performance and supports optimisation

## Success in numbers



**70% growth**  
in footprint since 2018



**20K+ cataract operations**  
performed every year



**1 CAFM**  
controlling 38 state-of-the-art facilities

## The eyes have it

Expansive helps the team and their contractors work faster and smarter even as their operations continue to expand. EFM's flexible workflows and reporting ensure teams continually improve how they serve the business and its patients.

Through using mobile tools, greater visibility and centralised control of their nationwide FM operations, Expansive has brought order to complex operations and streamlined CQC compliance.

**It's a partnership that promises a future of seamless growth.**

## Seeing is believing

"With Expansive we can pull up compliance records on demand during inspections. It's helped give us peace of mind that we're prepared." **James Clarke, Head of Property, SpaMedica**

"We've had the right support when we've requested it. If we've raised any issues, they've been dealt with fast, even after work or on the weekends." **Amandeep Rathore, Regional facilities manager with SpaMedica**

**Learn how Expansive can help you.**

**Book a Free Demo Today**

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