

HEALTHCARE FACILITIES CONSORTIUM (HFC) FM KNOWLEDGE EXCHANGE (FMKx)

INTERNAL GOVERNANCE POLICY

HFC and the NHS

HFC has worked with NHS Estates and Facilities Management professionals at all levels within healthcare EFM in the UK for over 20 years. We have a strong understanding of how the function works and what is involved in running healthcare facilities. This makes us well placed to help the EFM community to share key information about the many areas of work within which they operate.

HFC recognises the importance of promoting collaboration within healthcare and with the wide range of suppliers who make the provision of modern healthcare possible. Feedback from the NHS suggests that people are busy and do not always have the time to carry out detailed research or to find a suitable supplier – for instance, from whom to seek further information or a quotation.

We appreciate that NHS colleagues have many and varied responsibilities and are under time and cost pressures. Although they also have much knowledge that they can share across the NHS, they are also on the look out for the best quality and most cost effective suppliers and new ideas and solutions.

The HFC FM Knowledge Exchange

HFC Membership and being a “member” of FMKx are two different things: HFC Members receive access to a range of services and discounts through their Membership, in return for their subscriptions. NHS and other healthcare provider organisations may join FMKx free of charge, with the service provided funded by commercial business that subscribe.

The FM Knowledge Exchange has been created to draw on this expertise and to link the NHS and other healthcare EFM professionals and organisations to a wider range of suppliers than they may be able to do individually.

The FM Knowledge Exchange (FMKx) is a secure online community of Estates and Facilities Management professionals of all disciplines. The FMKx offers opportunities for community members to share knowledge, ideas and their experience, and to connect with suppliers of relevant goods and services.

The objective of the FMKx is to increase efficiency, share best practice and review innovative ideas, products and services from within the healthcare community and from private sector colleagues. We recognise the importance of promoting connections with the private sector as it is often here where innovative solutions, products and technologies are developed.

It is service delivered through a website that has two key features; it allows NHS Estates and Facilities Management professionals to share information, ideas and knowledge and it offers an opportunity to showcase the supply sector and the

many innovative and cost saving products and services available on the market, saving the busy FM professional time and effort and helping to make the EFM function more efficient. We do this by offering a full year's worth of exposure to this community at a great value price.

About the Supplier Directory

HFC recognises that it is important to promote integrity and transparency. Our material sets out what suppliers can expect from working with us. In particular, we make clear that we do not offer direct contact with healthcare providers. Instead, we focus on putting information in front of them, to raise awareness and encourage them to use that information to find out more and thus to make better informed decisions.

It is for the individual healthcare member to decide whether or not to contact a supplier. To help both parties, we encourage a growth of understanding by inviting suppliers to provide us with information such as case studies, success stories, information about their services and products, and news of product launches and conference attendances.

Key to this is the FMKx Supplier Directory. This is a searchable database of suppliers of EFM related products and services into the healthcare sector. The aim is to make it easier for healthcare EFM colleagues to find suppliers that could help them with solutions and services.

Each supplier has a comprehensive profile containing their contact information, information about accreditations, certifications and awards, their product range (such as information sheets) and any events they will be attending. Each supplier is also allocated tags to make their areas of specialty (such as fire, fire risk assessment or fire doors, for example) easier to identify and search. Each supplier's profile can be considered the central hub of activity identifying content available on them, their products and activities in the various sections of the website.

The supplier directory is accessed via the 'Source' option from the homepage. Supplier profiles can be searched using any combination of the county, category, keyword or postcode/location fields at the top of the page. The map below shows the location of any companies matching your criteria with the companies list below. Users can then click a company name from the list to view their full profile.

Managing information

HFC are ICO registered and we will comply with GDPR data management guidelines by the May 25th 2018 deadline.

HFC will also maintain commercial confidentiality about the future plans of any subscriber.

Joining the Supplier Directory

The Supplier Directory is a subscription service for companies providing goods or service to the EFM healthcare sector.

It offers us an opportunity to showcase the many high quality, innovative and cost saving products and services available on the market to help make the Estates and Facilities Management function more efficient and cost effective.

The supplier directory aims to provide EFM healthcare professionals with as much information and choice as possible. Different organisations will clearly be seeking different types and scale of solution so will be seeking firms of different sizes, locations and specialisms. Therefore we do not offer suppliers any form of exclusivity either in their geographic area or within their specialist area of work. HFC does not endorse, verify or vet any of the companies listed on the 'Source' section of the FM Knowledge Exchange website. Rather, our role is to enable healthcare bodies to access as wide a range of material as possible, so that their decisions are better informed.

All subscribers will be asked to re-apply every three years, to ensure they are still relevant and to take account of organisational changes such as mergers.

However, HFC does reserve the right to refuse an application from a company that HFC considers to be inappropriate for the FMKx. This might be because such a company's products are not in keeping with the ethos of the NHS or because we do not consider them to be relevant to Estates and Facilities Management.

Should it become apparent that a subscriber is not longer appropriate to include on the site, HFC reserves the right to remove them. This might be because of an issue about fitness to practice, financial insolvency or performance.

Publication of material

We encourage subscribers to send in material and we aim to share as much of this as is practicable. However, HFC reserves the right to limit the amount and frequency of material that is published should in our opinion it become unreasonable in terms of volume.

We also reserve the right to refuse to publish, or to remove any material that we consider is inappropriate or could cause offense. This latter might be because we consider it is inappropriate or offensive relating to race, ethnicity, gender, sexual orientation, religious or political beliefs. HFC has discretion to determine whether any company, material or statements fall into this category.

How such decisions will be made

Any such decision will be taken by two members of the Board of HFC.

If a company wishes to appeal against this decision, a third member will then make the final judgment.