



## Partners in Healthcare Settings Award

### Information Pack

The **Partners in Healthcare Settings Award** is a prestigious category in the PFM Awards, designed to recognise and celebrate the exceptional partnerships between healthcare organisations and their FM service providers. This award highlights the importance of collaboration in delivering high-quality services that enhance the overall functionality, safety, and patient experience in healthcare facilities. By honouring outstanding partnerships, the award encourages continuous improvement and innovation in healthcare services, inspiring others to strive for excellence. It also emphasises the critical role of these services in maintaining and improving healthcare environments, ensuring that facilities are managed to the highest standards.

#### **Eligibility**

- **Partnership Duration:** The partnership between the organisation and the healthcare service provider must have been in place for at least one year.
- **Industry Relevance:** The services provided should be within a healthcare-related context.

#### **What to Submit**

- **The Entry Form:** Submit digitally through the website.
- **Supporting Submission:** Up to 1,500 words (as a Word document, PDF, or PowerPoint presentation) to support the entry, including a nomination from the client and/or service provider, plus a 250-word summary. The criteria to include are as follows (please demonstrate as much of the following as you can):
  1. **Performance and Achievement**
    - **Service Quality:** Demonstrated excellence in the healthcare service provided, including attention to detail and consistency.
    - **Patient Satisfaction:** High levels of patient satisfaction, supported by testimonials or feedback.
  2. **Innovation**
    - **Innovative Solutions:** Implementation of innovative techniques, technologies, or processes that have improved efficiency or effectiveness in healthcare services.
    - **Sustainability:** Adoption of environmentally friendly practices and products in healthcare services.

### 3. Professional Development

- **Training and Development:** Commitment to ongoing training and professional development of staff providing healthcare services.
- **Certifications:** Relevant certifications or accreditations achieved by the healthcare service team.

### 4. Impact and Contribution

- **Operational Impact:** Positive impact on the organisation's operations, supported by measurable outcomes or feedback from clients.
- **Community Engagement:** Participation in community or industry-related activities, demonstrating a commitment to the broader healthcare field.

### 5. Compliance and Safety

- **Regulatory Compliance:** Adherence to industry regulations and safety standards, ensuring a safe and compliant working environment.
- **Safety Initiatives:** Active involvement in promoting and implementing safety initiatives within the healthcare setting.

### 6. Nominations and References

- **Client Nomination:** A nomination from the client, highlighting the achievements and contributions of the healthcare service provider.
- **References:** Supporting references from colleagues, supervisors, or clients, providing additional insights into the partnership's performance and character.

### Next Steps

- **Finalists Announcement:** Finalists will be announced in June, at a date to be confirmed (please keep an eye on the website and our social media).
- **Site Visit:** The judges will be in contact to arrange a site visit at a mutually agreed date and time over the summer. More information is available on the Judging section of [pfmawards.co.uk](http://pfmawards.co.uk).
- **Awards Ceremony:** The winner will be announced at the PFM Awards on 5 November 2025. Ideally, all finalists should be present at the Awards. If you are unable to attend, please let us know in advance.

Please note that due to the number of submissions we receive, we are only able to offer feedback on those candidates selected as finalists. If you have any questions, email the PFM Editor at [amanda.vlietstra@imlgroup.co.uk](mailto:amanda.vlietstra@imlgroup.co.uk).