

## CUSTOMER PROFILE

The Royal Devon University Healthcare NHS Foundation Trust was established in April 2022, bringing together the expertise of both the Royal Devon and Exeter NHS Foundation Trust and Northern Devon Healthcare NHS Trust.

Both Trusts have brought an impressive legacy of research, development and innovation alongside a passionate set of teams dedicated to delivering outstanding results.

The new Trust has two acute and 20 community hospitals, including NHS Nightingale Exeter, and cares for a population of almost one million. It has nearly 17,000 staff, who work together to deliver core services to the local communities and specialist services across the whole of the peninsula.

Combining its services means that it can continue to be resilient, sustainable and efficient at delivering high-quality care to the people of Devon both now and in the future.

The Trust is fully committed to the NHS goal of reaching Net Zero by 2040, and both clinical and non-clinical staff have already made an amazing contribution to saving carbon and putting improvements into practice through its 'Green Plan'.



*"We aim to be a leading NHS Trust and advocate for this important agenda. To achieve this, we are committed to working with local partners for broader changes that promote sustainability and improve the wellbeing of the communities we serve."*

**Royal Devon University Healthcare  
NHS Foundation Trust**



## THE CHALLENGE

After having issues with another sharps container provider, the Trust's Waste Management Team began looking for solutions. The main issue was with sharps lids not closing effectively.



Ryan Payne

Ryan Payne, Waste Manager at the Trust said: "The design of the lid was massively wasteful and didn't give us maximum usable container space. More concerning was that the lid closure was often ineffective which could increase the chance of needle-stick injuries. The safety of our staff and patients is of utmost importance and we always look to minimise risks."

After previously switching from Daniels to another supplier a few years ago, the Trust soon realised that there were no obvious benefits. Added to this was a distinct lack of audit and value-add services. When Daniels launched its improved and redesigned products with clear sustainability gains, increased useable capacity, and new lid design, the Trust concluded that a transition back to Daniels containers would meet their principles and goals.

"By choosing Daniels Healthcare, I knew that their focus on providing trust-worthy, sustainable and cost-effective solutions to the healthcare sector, fit with my own and the Trust's values and standards."

**Ryan Payne, Waste Manager,  
Royal Devon University  
Healthcare NHS Foundation Trust**



## THE SOLUTION

Ryan was introduced to Mark Brothers, South West Business Development Manager, Daniels Healthcare, when he joined the Trust in September 2021. The transition project had been on hold during the height of the pandemic but Ryan saw the benefits and opportunities and kick-started the project again.

As Waste Manager, Ryan oversees waste management, contracts and compliance which includes responsibility for sustainability and efficiency. Having worked his way up from bin loader, to operations,

then industrial services and pharmaceutical contracts, Ryan's eight years' experience in all facets of the waste industry is invaluable.

He says: "Sustainability, cost-savings and safety are my priorities and these are not mutually exclusive. By choosing Daniels Healthcare, I knew that their focus on providing trust-worthy, sustainable and cost-effective solutions to the healthcare sector, fit with my own and the Trust's values and standards."

Mark laid out a clear plan and supported Ryan in consulting and communicating with the myriad of departments, clinicians, infection control teams and logistics specialists.

"The Trust has and will continue to make further reductions in plastic and in costs now that we have introduced our recycled range, which will go a long way towards meeting the NHS's sustainability targets. It will also produce re-investable efficiency and productivity gains, which can be retained and reinvested in more and better patient care."

**Mark Brothers, South West Business Development Manager, Daniels Healthcare**

Ryan adds: "Mark was great, it was like having another member of staff. I didn't have to hold his hand; it was clear he was experienced in helping to steer a big ship. He spent a lot of time on-site, answering questions face-to-face, updating training materials, and even fitting brackets and accessories himself to help us out at what has been an extraordinarily busy time for the NHS."



Mark Brothers

Mark said: "It's been brilliant working with Ryan. He's focused and expert at his job. With his help and the team in his office the migration back to Daniels was made a great deal easier. It is a large Trust with around 16 different sites across Devon, and we only had a few hurdles and challenges along the way, but the bulk of the work is now complete.

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## THE PRODUCTS

Daniels is now providing the Trust with the SHARPSGUARD® range of sharps, eco-pharmi, anatomical, and clinical waste containers.

The Trust also benefited from Daniels Healthcare's Combine & Save offer which contributed to the overall cost savings achieved. NHS Supply Chain healthcare professionals can combine and save across the SHARPSGUARD® and WIVA™ containers. The discounts are automatically implemented and the administration is done between Daniels and NHS Supply Chain.

Ryan is happy to speak to other NHS Trust Waste Managers if they need any advice or support on how to transition to a new sharps container provider, reduce waste and improve efficiency. You can email him on [ryan.payne@nhs.net](mailto:ryan.payne@nhs.net).



## TESTIMONIAL

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**Ryan Payne, Waste Manager, Royal Devon University Healthcare NHS Foundation Trust**

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