

Lambeth Primary Care Trust Lambeth Borough Council



Case Study



Customer Care

One Stop Solution

Enhancing Working Environments



In December 2005 the Council signed a lease with Lambeth PCT to co-occupy a new primary care centre at Gracefield Gardens, Streatham, for the purposes of providing services in partnership in a 'Joint Service Centre'.

Gracefield Gardens is rather unique in that it offers not only NHS services but also the London Borough of Lambeth's Customer Service Centre where residents of the Borough can have

access to council services including benefits, housing and council tax as well as GP, nursing, foot health, midwifery and therapy services.

Following a competitive tender process, Eurotek won a 4-yr framework to supply Lambeth PCT as a one-stop-shop; this included the procurement of office furniture, clinical furniture and clinical/specialist equipment for this and other developments within the Trust. As Eurotek are also on

casestudies



London Borough of Lambeth's monochromatic scheme on Access bench system



the LCSG (London Contracts & Supplies Group) Contract, Lambeth Council was also able to source their furniture requirements, maintaining the flow and look of the furniture throughout the building.

Once the building was handed over to the PCT by the building contractors, Eurotek had a two-week commissioning period to deliver and install five floors of furniture, from open plan offices for 50+ nurses, to cellular consulting

rooms; the contract included the positioning & commissioning of clinical equipment as well as the removal of all packaging and waste from site for recycling.

The building, designed by the award winning architect Penoyre & Prasad, uses a lot of natural materials and glass; its spacious foyer, which opens to a walled garden, provides a new and welcoming civic landmark.



Flip top tables

Treatment room

Sliding top desks

Eurotek worked closely with Penoyre & Prasad to ensure that the furniture complimented the building. Eurotek's popular benching system, Access, was chosen for its function and form – it's simple lines and inherent flexibility proving popular with both the designers and the end-users.

and create a business centre. Eurotek worked with Mouchel, a global consulting and business services group, to review the PCT's requirements and supplied state of the art meeting rooms incorporating integrated AV & refreshment equipment.

PCT brief:- get away from 'nhs blue', use designer seating in waiting areas

LBL brief:- monochromatic, design led, bespoke furniture via our design partners, TV equipment.



Waiting room bench seating from Hitch Mylius

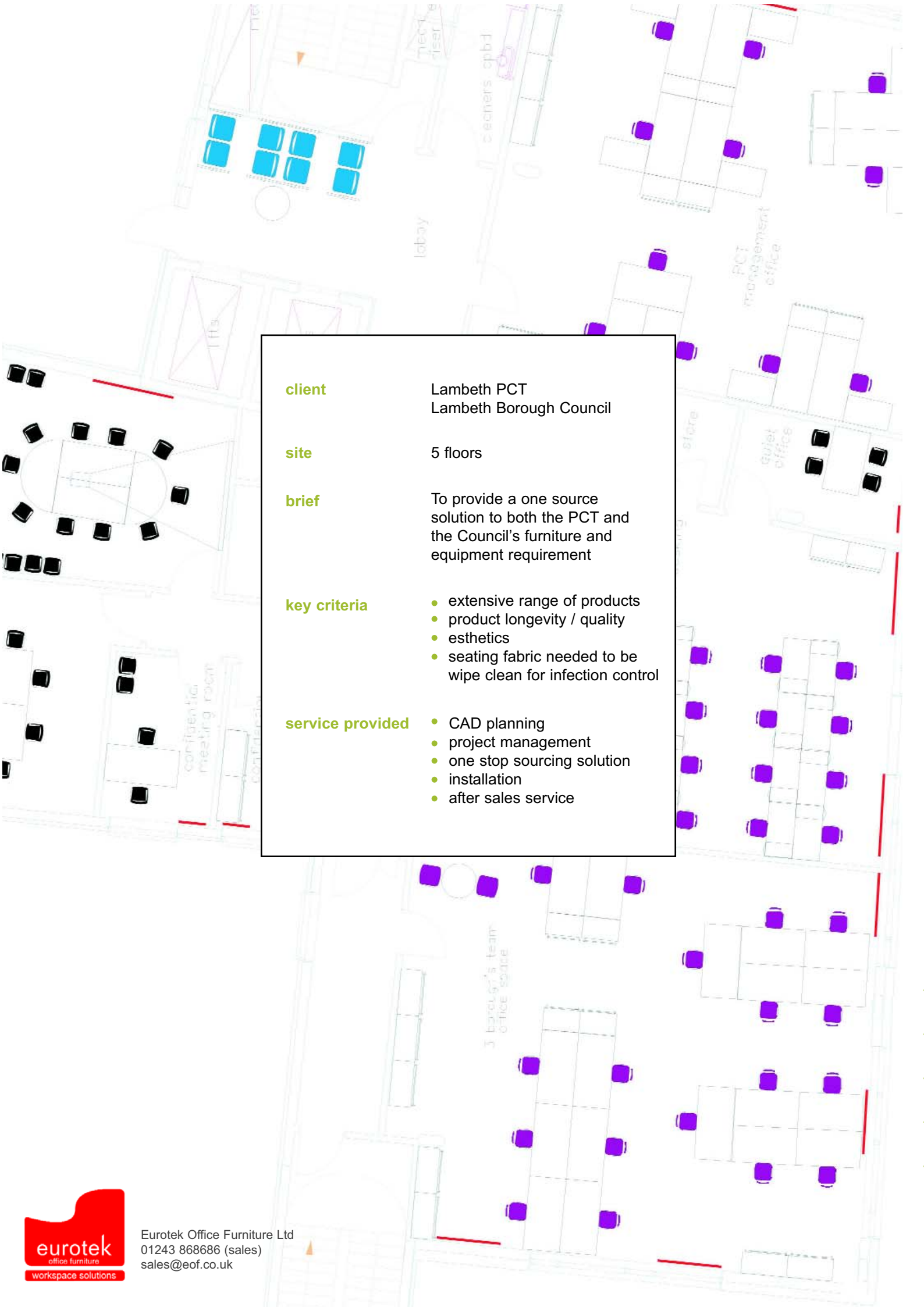


Task chair

Waiting area chairs

Meeting area





client

Lambeth PCT
Lambeth Borough Council

site

5 floors

brief

To provide a one source solution to both the PCT and the Council's furniture and equipment requirement

key criteria

- extensive range of products
- product longevity / quality
- esthetics
- seating fabric needed to be wipe clean for infection control

service provided

- CAD planning
- project management
- one stop sourcing solution
- installation
- after sales service