



## Creating The Best Patient Experience Across the Healthcare Landscape

From acute hospital settings to secure mental health units, OCS has supported the UK's healthcare sector for over 65 years.

We provide critical support through facilities management services that keep healthcare environments safe, compliant, efficient, and patient-ready.

- **5000+ healthcare colleagues**
- **400+ NHS sites served every day**
- **£15 million generated in social and economic value since 2022.**
- **7 million completed patient moves by our portering team each year.**
- **2 million meals provided each year for patients and professionals.**

We empower healthcare facilities to enhance the patient experience with tailored solutions to **make people and places the best they can be.**



SCAN FOR MORE

## Integrated and self-delivered total facilities management

- **Connected Workforce:** Our people-first approach empowers colleagues to deliver exceptional patient experiences, reinforced by our customer-reviewed Net Promoter Score (NPS) and engagement programmes.
- **End-to-End Expertise:** From patient support to M&E maintenance, OCS delivers integrated support across all healthcare environments.
- **Accredited and Certified:** Industry-leading standards, including ISO certifications and compliance with NHS national standards for healthcare cleanliness, ensuring we meet and exceed facility requirements.
- **Flexibility and Scale:** Scalable solutions adapt to fluctuating patient demand, peak times, and operational challenges.
- **Proven Success:** Over 80% NPS and patient satisfaction scores demonstrate our ability to enhance healthcare operations and patient experiences, driving increased loyalty and positive outcomes.
- **Our Heritage:** With extensive experience in the healthcare sector, we have nurtured relationships and partnerships and built our understanding to deliver the best to our healthcare partners.

Learn more at [ocs.com/uk/sectors/healthcare](https://ocs.com/uk/sectors/healthcare)