



Bristol Royal Infirmary

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Background

University Hospitals Bristol and Weston NHS Foundation Trust has been a customer of Stericycle's medical waste services for over 15 years. Like most NHS hospitals, the Bristol Royal Infirmary has faced huge challenges caused by COVID-19 over the past year. Large volumes of additional clinical waste were generated, but the hospital's dense city centre footprint left little space for this extra waste to be stored pending collection.

To meet this new challenge, Stericycle introduced additional ad hoc collections to ensure all waste was removed in a timely way. These had to be managed carefully as the site has only one road in and one out, so effective traffic management was crucial. Stericycle also undertook rebalancing work to ensure service was kept flexible to meet increasing demands due to the pandemic.

To reflect the fast-changing situation during the pandemic and the need for social distancing, the trust and Stericycle moved from quarterly face-to-face meetings to monitor service provision to weekly video calls to ensure that any issues arising were dealt with swiftly.

The hospital's waste management team were also given a direct line to Stericycle's local service management team to ensure all sides were kept up to date with any emerging issues.



“Stericycle has always been there for us – in my eyes they went above and beyond what was required by the contract, they introduced double collections when we needed them to ensure we never ran out of space to store our waste.”

**– JOE DUARTE,
SUSTAINABLE WASTE MANAGER**



We protect what matters.