

# Case Study

## Creating additional clinical space for primary care facility

### READING WALK IN CENTRE READING

<b>Investment (£)</b>	£505k ETTF funding
<b>Start date</b>	4 June 2018
<b>Completion date</b>	21 December 2018
<b>Number of storeys</b>	1
<b>Size</b>	89 msq
<b>Architect</b>	Estate and Design Services (EDTS)
<b>Surveyors</b>	EDTS
<b>Construction company</b>	SCM (Wallingford) Ltd
<b>NHSPS lead</b>	Catherine Webster, Senior Construction Manager

### Customer Feedback

*"We're very pleased with this extension and refurbishment at the Walk In Centre which is a useful part of the primary care service in Reading. The addition of extra treatment rooms and the refurbishment of the waiting area will enable the centre to care for patients in an improved environment".*

**Helen Clark**  
Berkshire West Clinical Commissioning Group (CCG)

### The Challenge

The Reading Walk In Centre (WiC) is pivotal to the contingency plans that are currently being developed by NHS Berkshire West Clinical Commissioning Group (CCG) to manage several issues that have come about as a result of Care Quality Commission (CQC) visits. Several surrounding, independently-owned practices have recently been rated as inadequate by the CQC and subsequently have had to close. To ensure the provision of high quality primary care services for the local population was maintained, we looked to create additional physical capacity at the Reading WiC. Moreover, the WiC is located in a contained shop unit with no natural light or ventilation so we used this opportunity to create a more pleasant, suitable environment for staff and patients. The work was funded by Estates and Technical Transformation Fund (ETTF) via NHS England.

### The Solution

The work was funded by Estates and Technical Transformation Fund (ETTF) via NHS England which covered our £385k construction investment with the remainder being spent on ICT and equipping by the CCG. We delivered the project in two phases. Phase one commenced on 4 June 2018 and prioritised works to allow a few rooms to be delivered early to ensure the clinical services were not disrupted, and free up space for phase two. Phase two focused on the main works for the refurbishment and reconfiguration of the clinical space and was completed on 21st December 2018. The biggest challenge of this project was the complexity of working in a live environment whilst clinical services were not disrupted. Our excellent relationship and ongoing communication with the occupier allowed the contractor to work seamlessly to deliver the project on time. The constraints of working in a shopping mall, such as deliveries and removal of materials, were also worked around out of opening hours. Partner communication and liaison was key and critical to delivering the project on time and in budget.

### The Result

The WiC now provides additional capacity for an ever growing number of patients in Reading. The unit contains five exam/consultation rooms, one treatment room, one eye screening room and supporting accommodation for meeting, training, and storage. The success of this project lies in the strong working relationships between ourselves and the CCG whereby communication has been key. We are very proud to provide a compliant, updated, environment for patients to receive primary care services.