

Case Study

NHS OPEN SPACE

ENABLING FLEXIBLE BOOKING OF SESSIONAL SPACE TO MAXIMISE USE OF NHS BUILDINGS

Background

Objectives:

-  Ensuring users only pay for the time and space they use
-  Aligning property needs with service contracts
-  Maximising use of existing space
-  Reducing expenditure on external space
-  Generating surplus from third party services
-  Clear and transparent usage and pricing data for Commissioners

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The Challenge

The NHS Long Term Plan highlights the importance of utilising technology to improve patient care, and providing more services locally. In our role of creating an efficient and cost effective property portfolio, NHS Property Services (NHSPS) wants to unlock the full value of NHS buildings to maximise the range of services offered to communities. Achieving this with our portfolio of Primary Care facilities will reduce the pressure on larger hospitals, and make life easier for patients.

The Solution

NHS Open Space answers this challenge by leveraging NHSPS' national portfolio of accessible, flexible and affordable accommodation, combining it with innovative technology to give healthcare service providers more choice and control on how they use space within NHS properties.

Users can book both clinical and non-clinical space on an hourly, sessional or daily basis, and the platform is open to both NHS and third-party healthcare providers. The programme goes beyond the digital platform, with a guarantee of quality onsite experience with rooms ready to go and reception staff to provide access.

The Result

- The programme follows a successful pilot running since April 2017, building to **20 properties**
- So far we have created a community of over **1,000 unique users** and **350 NHS bodies and companies**
- Users have made over **68,000 bookings**, accounting for **370,000 hours** of vital service delivery for patients.
- We have seen an increase in room utilisation, and a reduction of non-booked space being used.