

# Case Study

## Forming of two treatment rooms and roof replacement

### PORTCHESTER HEALTH CENTRE

#### Background

<b>Investment (£)</b>	£950,000
<b>Start date</b>	September 2018
<b>Completion date</b>	June 2019
<b>Number of storeys</b>	1
<b>Size</b>	900m <sup>2</sup>
<b>Architect</b>	Kendall Kingscott
<b>Construction company</b>	Building Integrated Services
<b>NHSPS lead</b>	Paul Beach, Senior Construction Manager, NHS Property Services

#### The Challenge

Portchester Health Centre is a single-story purpose-built surgery dating back to the mid-1970s. The building won a number of design awards due to its unique roofline. Unfortunately, this unique design proved to be extremely difficult to maintain and it was leaking. Portsmouth CCG contacted NHS Property Services to replace the roof and remodel the internal space whilst ensuring patient services could continue.

#### The Solution

We project managed the remodelling and reroofing including sourcing the contractors and funding it through our capital works budget, with a £30,000 contribution from the practice.

A temporary roof was put over the building and meeting rooms were used to relocate admin staff from the reception area. Clinical rooms were moved around to suit the flow of the project which allowed areas to be decanted and worked on. We held regular meetings to discuss sequencing and dates for moves with the CCG and practice and took on board their requirements about data, power and space.

#### The Result

Areas of the building which were previously unusable are now in working order for patients to be seen and the additional clinical rooms have provided the space to accommodate more patients. The practice is now open Saturday and Sunday which is taking the pressure of Portchester Hospital. In addition, we installed fit-for-purpose ventilation and heating throughout the building.

We took this opportunity to improve the aesthetics of the building and make it more environmentally friendly and therefore fitted an LED lighting system, a balanced ventilation system, improved insulation in the roof panels and installed energy efficient glazing.

#### Customer Feedback

“The NHS Property Services team worked closely with the practice manager to ensure the practice was kept informed throughout and any issues were dealt with quickly and with minimum disruption. The practice now has a watertight roof, clinical rooms that all meet infection control standards and as part of the project we have gained an additional large treatment room as well as two fully equipped dirty utility rooms. This means that practice is well placed to meet the needs of an expanding population and improve the services that we offer to our patients. I can confidently say I would choose to work with NHS Property Services again.”

**Doug Kershaw**  
Practice Manager, The Portchester Practice, Portchester Health Centre