

About NHS Property Services



Who we are

NHS Property Services (NHSPS) is a government-owned company which exists to help the NHS get the most from its estate and ensure that it is consistently fit for purpose, so that healthcare professionals can focus on delivering excellent patient care.

We have unparalleled facilities and asset management property expertise to help our customers make informed decisions about their estates on behalf of their local communities, so every patient can get the care they need in the best space and place for them.

Today our portfolio is one of the largest in the UK, comprising more than 3,000 properties with 7,000 occupiers across England. This represents about 10% of the total NHS estate.

Our properties range from listed buildings through to award-winning, state-of-the-art integrated health campuses. Few property companies have such a breadth of expertise as both a landlord and a service provider.

Since NHSPS was established in 2013, our portfolio has been evolving. It's been a period of tremendous change for the NHS, with the implementation of the NHS Long Term Plan and new models of care meaning that buildings have to deliver much more than before. We use our expertise in estate management and service provision to achieve value and cost efficiencies, with every penny reinvested back into the NHS.

Our structure and service offering

We employ 5,000 people who are dedicated to enabling excellent patient care through better estate and facilities management.

Our role is to:

- Advise customers on how to get the most out of their property
- Optimise customers' and the wider NHS estate
- Provide essential facilities management services
- Invest in the estate through new buildings and refurbishments
- Develop new opportunities for the NHS estate

Key stats



Formed in
2013



3,000
properties



5,000
colleagues



7,000
occupiers



6,000,000
patients daily



24/7
support

Our services include:



Advisory services

- Professional property advice
- FM support
- Technical guidance
- Procurement advice
- HSE consulting
- Best practice
- Data management
- Technology enablement
- Energy and environment
- People management
- Technical compliance and CAFM expertise



Portfolio optimisation

- Stakeholder engagement
- Asset management
- Estate optimisation
- Vacation planning



Soft facilities management

- Cleaning
- Reception
- Security
- Waste management
- Portering
- Grounds maintenance



Space management

- Space utilisation studies
- Sessional space management
- Vacant space management



Hard facilities management

- Building maintenance
- Technical compliance
- M&E systems



Options development and analysis

- Options analysis and business case development
- Project evaluation
- Financial analysis and reporting



Town planning

- Local plan representations nationally
- Brownfield and greenbelt reviews
- Planning appraisals
- Pre-application, master planning and planning applications
- Section 106/CIL advice



Legal

- Title due diligence
- Planning law
- Contract negotiations
- Litigation support



Disposal management

- Marketing strategy
- Property due diligence
- Sales process
- Bid analysis/selection
- Transaction negotiations
- Contractual completion
- Housing delivery support



Property development

- Delivery of new health infrastructure and value release
- Feasibility and options analysis
- Legal and technical due diligence
- Design and planning
- Development management



PFI

- PFI advisory
- Cost consultancy
- Contract management



Property management

- Lease negotiations/lease event management
- Rent reviews
- Rates management and rating appeals



Helpdesk

- Customer call handling
- FM task management/helpdesk



Construction project management

- Refurbishment
- Extensions
- New builds

Our customers

Our customers are at the heart of everything we do, and our primary goal is to make sure that the NHS estate meets their needs and supports them to deliver excellent patient care.

Our customers include:



GPs/Practice Managers



Clinical Commissioning Groups (CCGs)



Foundation Trusts



Social Enterprises/Charities



Private Providers



National Bodies

For more information, get in touch



www.property.nhs.uk



customer.service@property.nhs.uk



0800 085 3015 (freephone)
Open 24/7

Facilities Management (FM) Helpdesk

To log an urgent job which requires immediate resolution at any time of the day:



0808 196 2045 (freephone)
Open 24/7

To report a non-urgent or routine FM issue:



www.property.nhs.uk/newrequest

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NHS Property Services



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