



**NHS space, made flexible:  
Explore NHS Open Space**

October 2021

# Speakers



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NHS Open Space Programme  
Lead,  
NHS Property Services



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NHS Property Services



**David Wilder,**  
Finance Assistant,  
Sussex Community NHS  
Foundation Trust



**David Lipscombe,**  
Facilities Coordinator at  
Orpington Health and Wellbeing  
Centre,  
NHS Property Services

# Agenda

- **Background, programme objectives and benefits**
- **A customer view**
- **NHS Open Space**
  - KPIs to date
  - Locations and launch properties
  - Onsite experience and COVID-19 impact
  - Reports
  - Pricing and charging
  - New website
- **What's next?**
- **Support contacts and Q&A**

# NHS Open Space overview

## What?

Clinical and non-clinical space that can be booked on an hourly, sessional, or daily basis.

## Why?

Increasing pressure to deliver more services into primary care estate. No consistent national solution exists but NHSPS is best placed to deliver a best-in-class and scalable offering.

CLINICAL



Minor operations



Treatment



Examination



Consulting



Counselling



Groups



Meetings



Office

NON-CLINICAL

## Benefits



Users

Intuitive, user focussed booking system, transparent pricing, helps align property usage with service needs, best practice onsite experience, data analysis of usage.



Commissioners

Transparency of usage and costs, actual utilisation data, maximising use of existing sites, minimise external spend. Potential surplus income from 3<sup>rd</sup> party bookings.



Patients and communities

Wider range of services in one local hub, promotes social prescribing. Better use of NHS space.



NHSPS

Accurate utilisation and financial data, intuitive space management tool, enables smarter asset management of estate. Building better relationships with stakeholders.



NHS system

Scalable product for the whole system, drives estate efficiencies, cost savings, new revenues from 3<sup>rd</sup> party income, delivering on Long Term Plan ambitions of more services in community hubs, and using tech.

# A customer view



**David Wilder,**  
Finance Assistant,  
Sussex Community NHS  
Foundation Trust

## My experience with NHS Open Space

- Set it up as a project done as part of my apprenticeship
- Have been using it for 11 months
- Been involved with 3 site rollouts
- Set up 22 users and 16 services

## Running NHS Open Space

- Self managing
- Great support team, can assist with everything
- Easy reporting tools
- Simple interface
- Helpful training modules



Your NHS Open Space

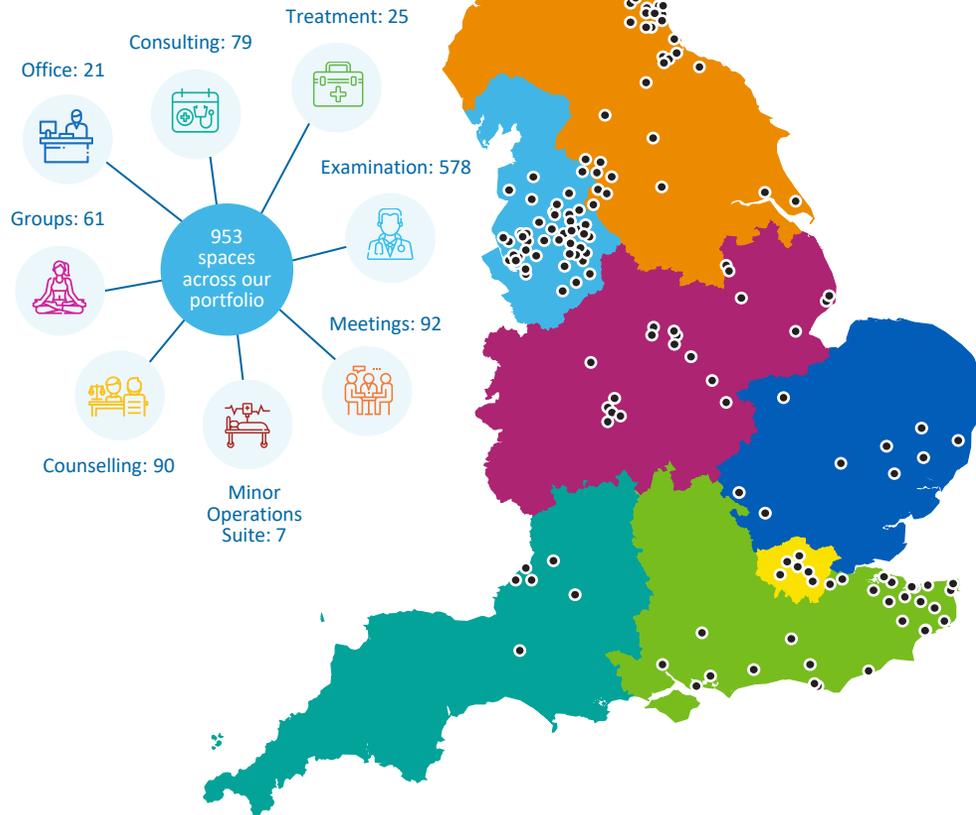
# Growing NHS Open Space

During our pilot (2017-2019) we grew from 6 to 19 properties and welcomed 68,250+ bookings (a 10% increase). We launched our official booking platform in May 2019, and since then we have...

## Expanded our portfolio

900+ rooms across 150 sites nationwide

(With more joining soon!)



## Grown the NHS Open Space community



**2,900+ users**  
spanning NHS, private  
and community  
services



**107,000+ bookings**  
made through our  
platform so far



**655,000+ hours**  
of vital patient care  
being delivered

## Created a more efficient NHS estate



**99%**  
of bookings being paid  
for compared to  
**11%**  
during the pilot = More funds coming back  
to the NHS, and  
generating new funds



**↑ 31.50%**  
continuous booking rate = Increased transparency  
on room usage, driving  
proactive estate  
management  
**↓ 3.29%**  
usage of non-booked  
rooms

## Welcomed new health, wellbeing and community services



**6%**  
Mental health



**5%**  
Orthopaedics



**5%**  
Diabetes  
treatment



**4%**  
Sexual health



**3%**  
Physiotherapy

All figures correct as of September 2021

# Where can you find us?

## New properties coming January 2022

### North East and Yorkshire

- Blakelaw Health Centre
- Church View Health Centre
- Slaithwaite Health Centre

### North West

- Ashton Health Centre
- Ashtons Green Parr Children's Centre
- Bamber Bridge Clinic
- Burscough Health Centre
- Churchtown Clinic
- Farnworth Health Centre
- Hillside Health Centre
- Lever Chambers Centre for Health
- Penwortham St Marys Health Centre
- Ramsbottom Health Centre
- Rusholme Health Centre
- Stockbridge Health Centre
- The Millennium Centre
- Wythenshawe Offices

### Midlands

- Birchwood Health Centre
- Grove Road Clinic
- Ilkeston Health Centre
- Tunstall Primary Care Centre

### East of England

- Botolph Bridge Community Health Centre
- Dunmow Community Clinic
- East Barnwell Health Centre
- Orton Bushfield Medical Practice
- Paston Health Centre
- Rectory Lane Health Centre
- Saffron Walden Community Hospital
- Whitton Clinic

### London

- Broadwater Farm Health Centre
- Edgware Community Hospital
- Gallions Reach Health Centre
- Norbury Health Centre
- The Orchard Practice
- West Ham Lane Health Centre

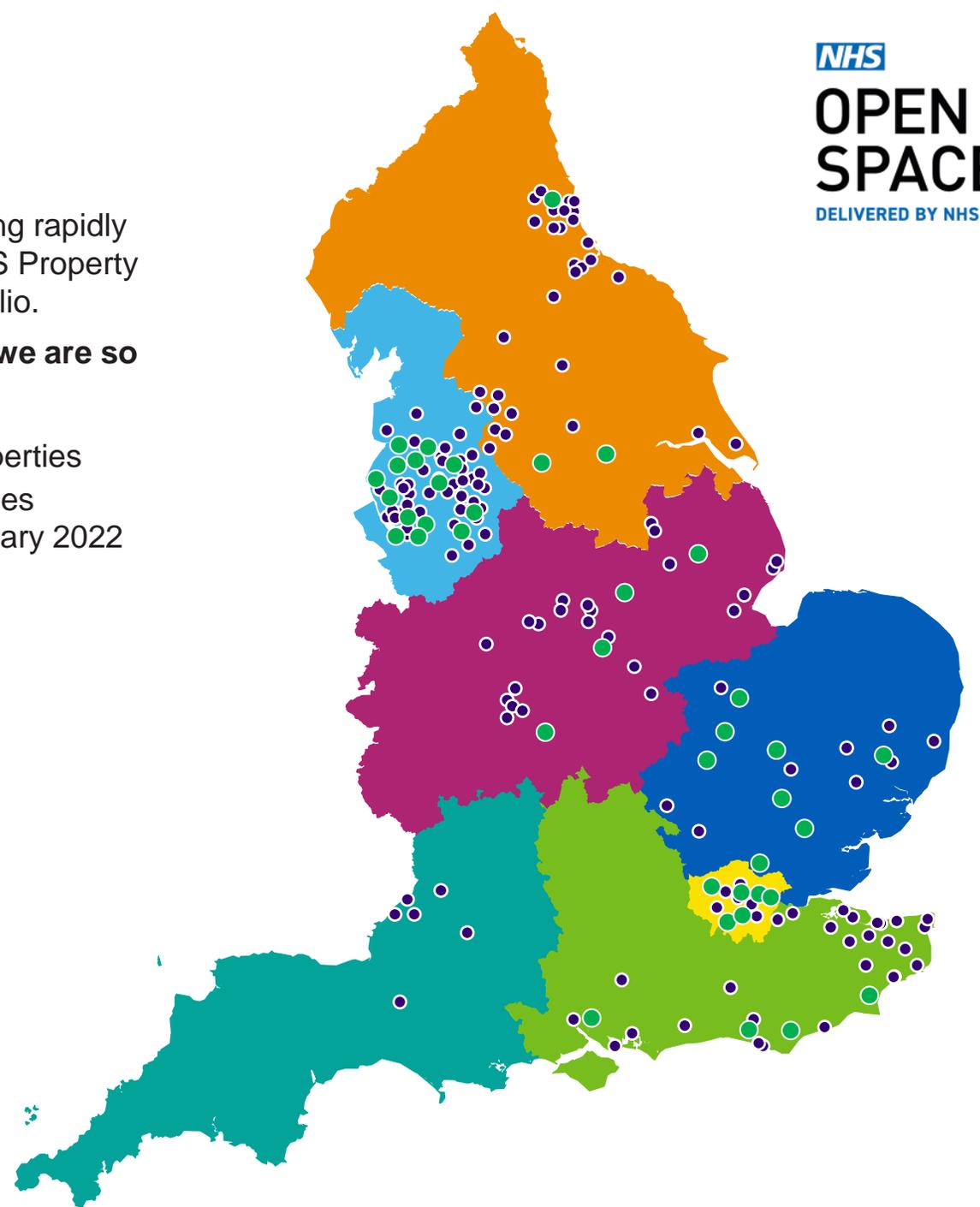
### South East

- Eastleigh Health Centre
- Ian Gow Memorial Health Centre
- New Romney Clinic
- Seaford Health Centre

We're expanding rapidly across the NHS Property Services portfolio.

Here's where we are so far.

- Existing properties
- New properties coming January 2022



# On-site experience and Covid-19 impact

- Providing a **standard high-quality onsite experience** in all NHS Open Space rooms
- **Eight rooms types**
  - Clinical: minor ops suite, treatment room, examination room, consulting room
  - Non-clinical: counselling room, group room, meeting room, office
- **Standardised room specifications** across all our properties
- **Standard service provision** for front-of-house, cleaning, consumables, security, H&S and waste services
- **COVID-19:** All Open Space rooms and NHSPS controlled common areas are subject to mandatory risk assessments and mitigations in place to ensure all practical measures are taken to manage transmission risk

# Meet our on site team



**David Lipscombe,**  
Facilities Coordinator at  
Orpington Health and Wellbeing  
Centre,  
NHS Property Services



## Orpington Health and Wellbeing Centre

- 10 rooms available to book, including examination and treatment rooms, a large group room, and interview space for activities, meetings and work.
- Rooms can be booked from 08:00 – 20:00, Monday to Friday (and 08:00 – 13:00 on Saturday).



“I've been using NHS Open Space since summer 2020 and have used several rooms across the Orpington Health and Wellbeing Centre. I wanted somewhere that was going to be clean and safe and accessible but didn't think an NHS space would be available to me as a private practitioner, so was delighted to hear about the service.

It's clean to NHS standards, so me and my patients can be assured of a higher standard of hygiene and infection control, and I've found my patients are more comfortable coming to an NHS site – particularly during the pandemic. I would definitely recommend it to other healthcare services.”

**Private Osteopath**



# Reporting - utilisation

## NHS Open Space - Utilisation Report

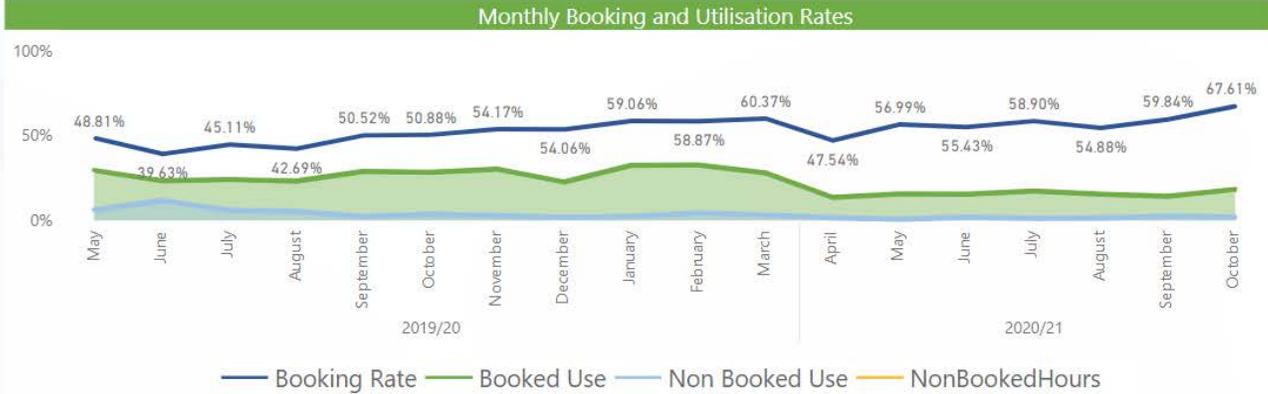
Year, Month: 2020/21 (Year) + Oct...  
Property:

Total No. Bookings Made  
**134** ▲

Booking Rate  
**67.61%** ▲

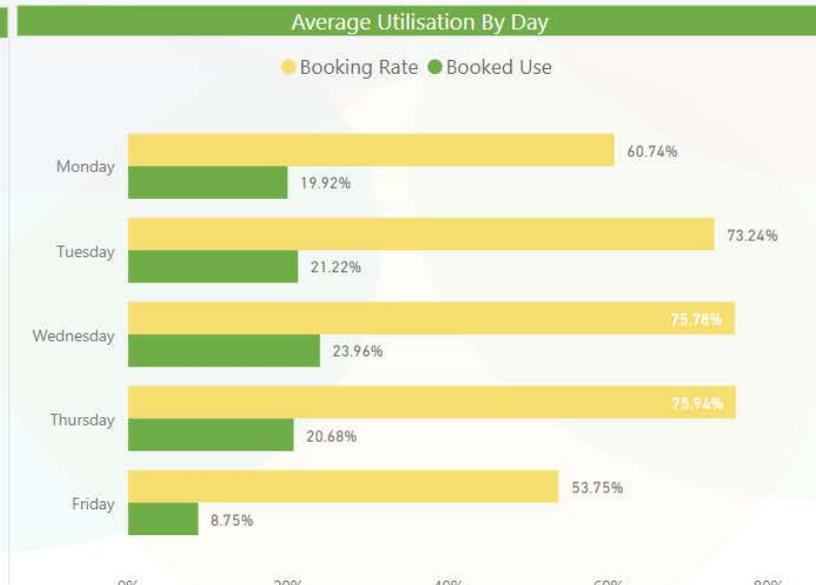
Booked Utilisation  
**18.53%** ▲

Non Booked Utilisation  
**2.17%** ▼



### Top Bookings by Organisation

Client Name	No. Bookings
	102
	19
	13



### Top Booking Rates by Room

Room No.	Booking Rate
Examination Room 7	88.89%
Examination Room 53	86.87%
Group Room 54	77.99%
Examination Room 6	72.22%
Examination Room 55	58.59%
Examination Room 4	52.53%
Counselling Room 47	37.32%

### Bottom Booking Rates by Room

Room No.	Booking Rate
Examination Room 23	0.00%
Counselling Room 47	37.32%
Examination Room 4	52.53%
Examination Room 55	58.59%
Examination Room 6	72.22%
Group Room 54	77.99%
Examination Room 53	86.87%

# Reporting – user utilisation

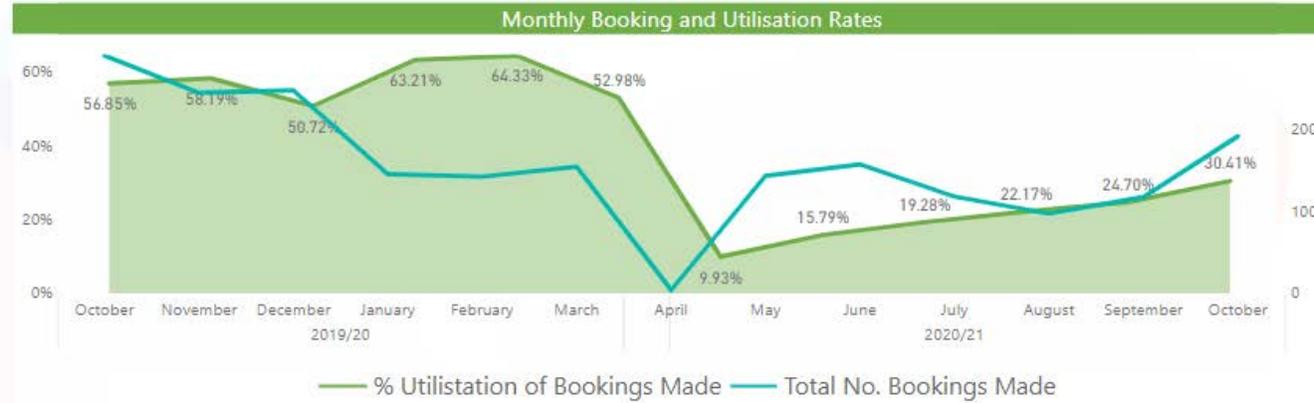
NHS Open Space - Utilisation Report C

Year, Month: 2020/21 (Year) + Oct...  
Customer Name: [Empty]  
Service Name: All

Total No. Bookings Made  
**191**

Total Booked Value  
**£15,420.00**

Utilisation of Bookings  
**30.41%**



Top Booking and Utilisation Rate by Service

Service Name	Total No. Bookings Made	Total Hours Booked	Utilisation of Bookings
Gynaecology	1	3.00	94.44%
Midwifery	6	21.00	90.48%
Ear, Nose & Throat	5	19.00	84.21%
Abdominal Aortic Aneurysm Screening	5	36.00	64.35%
Women's Health	10	52.50	50.79%
Urology	3	13.00	44.87%
General Medicine	17	72.50	44.83%
Pregnancy Advisory Services	37	244.00	43.37%
Audiology	1	7.00	40.48%
Carers Services	2	8.00	29.17%
Cardiology	11	60.00	26.39%
Diabetes	15	61.00	22.68%
Orthopaedics	14	83.00	17.07%
Neurology	4	32.00	15.63%

Top Cancellations by Cancellation Value

Service	Total No. Cancelled	No. Cancelled within 48 Hours	Non Refunded Cancellation Value
Women's Health	6	0	
Abdominal Aortic Aneurysm Screening	1	0	

Top Bookings by Property

Property Name	Total No. Bookings Made	Total Hours Booked
	26	204.50
	50	305.50
	9	49.50
	106	497.00

# Pricing model and Open Space Charging

- Pricing at an all-in mid-market chargeable rate and available for every room on the website
- Clinical rooms are charged on a sessional basis / Non-clinical by the half hour (minimum one hour)
- Cancellation charges apply within 48 hours of the booking
- Payment is taken as part of the booking process. Users can pay by via:
  - Any payment card, such as a credit or debit card
  - Direct debit
- Payment methods can be registered either against the whole organisation, or for individual services (i.e., direct debit for whole organisation or different payment cards for each service). This provides flexibility for each user
- Payment methods are controlled by the organisation/service's designated payment officer(s)
- Choose to either pay immediately for your booking or 'pay as you go' to spread payments on multiple bookings

# New website

We strive to continually improve our offering and have therefore launched a new and improved website in July 2021.

Some of the new features include:

- A revamped accounts area, bringing together all the important information a User needs
- Faster search results for bookings with autocomplete and a new map search view
- More information up-front on property and room types, facilities and pricing
- Save your favourite properties and rooms
- Quickly add single or multiple rooms to your booking
- New recurring booking option added
- Easily see availability for single or multiple rooms across any date
- Clash management warnings to help Users find and fix room booking clashes

The screenshot displays the NHS Open Space website interface. At the top right, the NHS logo is followed by 'OPEN SPACE' in large blue letters and 'DELIVERED BY NHSPS' below it. The main navigation bar includes a search bar with 'Select room type' and 'Location' dropdowns, a green 'FIND A ROOM' button, and links for 'Our properties' and 'News'. Below the navigation, the search results section shows '8 Rooms | 1 Property' and a 'Map View' toggle set to 'OFF'. The search filters include '26th April 2021', 'Chorley He...', 'Capacity', 'Features', and a 'Clear all' button. The main content area features a grid of room listings for Chorley Health Centre. Each listing includes a photo, a map, the room name (e.g., 'Consulting room 74'), its price per hour (£11.40), and an 'ADD TO BOOKING' button. The 'YOUR BOOKING' sidebar on the right shows a booking for 'Children's services' on '26th April 2021' with a reserved slot from 08:30 to 12:30. The booking total is £45.60, and there is an 'ADD TO BASKET' button at the bottom.

*“My experience with NHS Open Space has been very positive, I’m finding it much quicker and easier to find and book rooms for my services. When I’ve had any enquiries the customer services team responded immediately via email and telephone, troubleshooting until any issues were resolved.”*

**Anne Wignall, Administrator, North West Boroughs Healthcare NHS Foundation Trust**

# Booking platform demo



**Kian Chambers,**  
NHS Open Space Training Lead,  
NHS Property Services



We will now be showing a live demo of the NHS Open Space booking platform.

Your 'media player' section of the webinar screen should expand to show the screenshare.



If you are having any issues with this, please let us know via the Q&A box.

# What's next?

## October – December 2021

Preparing for Phase 6 launch  
*Preparing sites, running training,  
onboarding customers*

## February – November 2022

Further expansion  
*Expanding across the NHS Property  
Services portfolio, up to 250 properties in  
total*

## January 2022

Phase 6 launch  
*Welcoming ~40 new sites, bringing us to a  
total of almost 200 sites nationwide*

## Latter half of 2022

Exploring new horizons  
*E.g. welcoming non-NHSPS estate onto  
the platform, or white labelling platform for  
other organisations to use*

# Support contacts

## On-site



You can find a trained front of house team at each of our sites.

## General queries



Contact the NHS Property Services Customer Support Centre for all general queries:



[Customer.service@property.nhs.uk](mailto:Customer.service@property.nhs.uk)



0800 085 3015



[www.property.nhs.uk/contact-us/](http://www.property.nhs.uk/contact-us/)

## Specialist queries



Contact the NHS Open Space team:

[OpenSpace@property.nhs.uk](mailto:OpenSpace@property.nhs.uk)



0800 085 3015



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