

A photograph of a healthcare setting. A female nurse in a light blue uniform with a stethoscope is smiling and looking towards a couple. The couple, a woman with curly hair and a man with a beard, are sitting and looking at each other. The background is a blurred hospital corridor.

# HEALTHY PLACES

## END OF YEAR REVIEW 2022/23

Delivering transformational projects that help the NHS  
get the most from its estate and drive better outcomes for  
patients and clinicians.



## Contents

Creating Healthy Places: Delivering transformational projects for the NHS estate	2
The impact of Healthy Places over the years	3
Exploring our Healthy Places projects	5
Making the NHS more flexible: NHS Open Space	9
Looking ahead	10



# Creating Healthy Places: Delivering transformational projects for the NHS estate

In 2022/23, NHS Property Services (NHSPS) expanded our Healthy Places programme. We worked with our customers to identify 255 new projects that will help transform the NHS estate, support Integrated Care Systems (ICSs), and enable excellent patient care. Projects ranged from new builds and refurbishments to estate optimisation and social prescribing initiatives.

We are thrilled to have made fantastic progress across the 255 projects throughout last year with 94 having been physically completed on site. The others have met significant milestones, such as the submission of a business case, which will support full completion in future years. Our projects last year are estimated to benefit 1.2 million patients.

Last year's projects take the total to approximately 500 since the programme began in 2020. The combined programme's benefits are now being felt across the country amongst colleagues, customers, and patients alike.



# The impact of Healthy Places over the years

Since the launch of the Healthy Places programme in 2020, we have supported the NHS Long-Term Plan's "Triple Aims" of:

## Improving the health and wellbeing of the people of England



**Worked closely with numerous ICBs and commissioners** to support priority requirements



Addressed health inequalities by investing **86% of our discretionary spend** in areas of high and medium deprivation



Working with Trusts and NHSE to develop a delivery programme for over **30 Community Diagnostic Centres**



Delivered **75 social prescribing** sites to improve community wellbeing



**Est. 3,450,000 patients benefited** from Healthy Places projects since 2020

## Improving the quality of healthcare



**Completed 265 projects** since 2020 to improve healthcare environments for patients and clinicians



**Improved c.100,000sqm of space** for patients and staff



Repurposed vacant space to increase **primary care capacity**



**Built new integrated care centres** including investing £11m for Devizes Health Centre and £10m for Hythe and Dibden War Memorial Hospital



**Delivered major redevelopments** in Whitby and Guisborough hospitals



## Improving sustainability and the efficient use of resources



Together with disposals, **removed c.50,000sqm of vacant**



**Reinvested capital from the disposal of unwanted assets to fund priority projects**, such as Somers Town in London and Acomb Gables in the North East and Yorkshire



**Unlocked value to fund new health infrastructure**, such as the £23m investment in the new Chiswick Health Centre that is currently in delivery



Enabled the delivery of **2.4m hours of patient care** through our **1,117 bookable NHS Open Space rooms**



**Saved c.£100m savings** (5-year system savings) from right sizing the office estate



# Exploring our Healthy Places projects

Here are some of the projects we have delivered in 2022/23



## Partnering with ICB and local providers to transform unused space for a shared hub with social prescribing space



### Acomb Garth Community Care Centre

Acomb Garth was a former community unit for the elderly developed in the 1980s of which 900sqm of space was not in use, accounting for three quarters of the total space. Building on a long-standing relationship with the then CCG, we embarked on a joint project to maximise use of the site.

Humber North Yorkshire ICB led engagement with four PCNs and Nimbuscare to create a shared hub.

NHSPS took the lead on redeveloping the site, appointing a design team and construction partners, which was funded by the ICB. As part of our social prescribing programme, we invested £100,000 for a community café, consultation room and outdoor wellbeing space.

The health hub opened in 2022, providing 22,000 patients with a range of services under one roof and staff with more pleasant facilities. The social prescribing hub is reducing loneliness and improving local health and wellbeing with groups such as Dementia Forward, Citizen's Advice and Wheelchair Social Group using the space.

*"Your championing of the approach and NHSPS facilitating a proactive and pragmatic leadership to funding capital investment to support the change of use has allowed additional clinical space to come on line and support a local population. I cannot emphasise enough how important that has been and the critical role you have played as our NHS partner in developing the local vision for the site."*

**Stephanie Porter**

Executive Director Primary Care  
and Population Health

## Some of our other projects...

### Stokesley Health Centre

NHSPS fully refurbished Stokesley Health Centre using £1.9m ETTF funding. We improved 850sqm of space and incorporated sustainability in the design.

### Priory Day Hospital

NHSPS partnered with the ICB, Foundation Trust and PCN to turn vacant space (accounting for approx. 50% of the site) into a neighbourhood health hub providing clinical and non-clinical care to patients.

### New Jackson Medical Centre (Elizabeth Tower)

NHSPS provided Manchester Integrated Care with a new, flexible primary care facility with space for GPs, ARRS roles and community services in an area of population growth to improve access for patients.

### Living Well Hub

NHSPS refurbished a three story retail unit to provide health services on the high street to help tackle health inequalities, reduce ED and social care demand.





## Reconfiguring PFI hospital unit to enable co-location of GP practices and eliminate vacant space



### Herts and Essex Community Hospital

Herts and Essex Community Hospital is a PFI building of 6,200sqm which had over 900sqm of vacant space in Kitwood Unit. The vacant space was identified as a new location for two local GP practices who needed larger and more modern accommodation as their current commercially leased space was not fit for purpose.

As the Kitwood unit was originally designed for an inpatient mental health unit, it needed to be reconfigured and refurbished.

We worked with the then CCG, the PFI project team and representatives from both surgeries on the design and tendering for a construction partner. We also supported the application for Estates and Technology Transformation Funds (ETTF), achieving a grant of £2.4 million for the scheme.

The project was delivered by the PFI provider following instruction from NHSPS. The GPs had a joint instruction for their own monitoring surveyor to oversee the scheme which was supported by the District Valuer as value for money.

The new facility was developed over two phases and completed in the Spring of 2023, providing a modern, safe and welcoming environment for staff and patients. The GPs now have a total of 17 consulting and treatment rooms and 2 separate reception waiting rooms plus interview rooms, staff admin and welfare space.

Co-locating services helps the community receive more joined up care and eliminates the cost of vacant space. NHS Hertfordshire and West Essex ICB saved £376,000 per annum plus the reimbursement costs for South Street Surgery which was vacated.

### Some of our other projects...

#### Wednesbury SARC

Working with NHSE to support the relocation and development of the children and young persons SARC (sexual assault referral centre) repurposing 170sqm of vacant space within a health centre creating a purpose built, self-contained accessible SARC.

#### William Farr offices

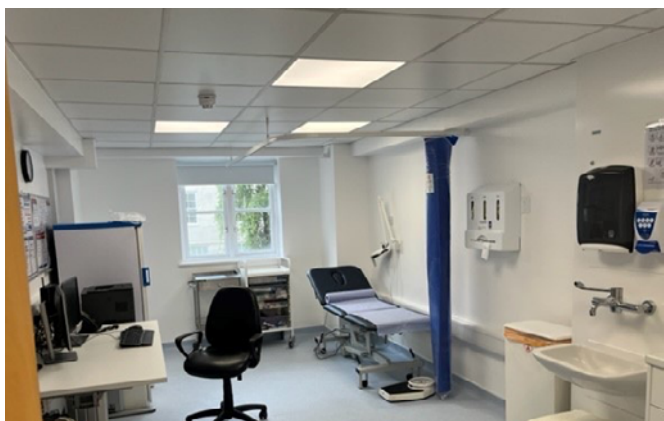
Making use of our Vacant Space Handback Scheme, NHSPS helped Shropshire & Telford ICB vacate office space that was dated and underutilised, saving them money in running costs, enabling collaborative working and generating a substantial capital receipt to reinvest in the NHS.

#### Morton Suite at John Coupland Hospital

In collaboration with Lincolnshire Community Health Services, NHSPS are in the process of redeveloping 575sqm of vacant space to create a new 17 bed inpatient unit. This will replace the structurally failing Scotter Ward.



## Expanding a health centre to enable the co-location of GP practices, funded through NHSPS' disposal policy



### Somers Town Health Centre

When the unit next door to Somers Town Medical Centre became available, we got in touch with the North Central London ICB lead to see if this would be of any interest. The ICB said that they were looking to relocate King's Cross Surgery, a GP practice, to make room at St Pancras Hospital for Moorfields Eye Hospital.

We agreed a new lease for the unit to create one larger health facility that could host the existing practice and King's Cross Surgery. As well as being extended, the space needed to be refurbished and reconfigured, including new lighting, flooring, and decoration. We managed these works end-to-end whilst keeping the health centre fully operational, minimising disruption to service delivery throughout.

The £920,000 investment was funded through NHSPS's disposals policy whereby proceeds from the sale of surplus NHSPS sites are reinvested in local health economies.

In Summer 2022, works were complete and King's Cross Surgery moved in. The medical centre has six new clinical rooms, an upgraded reception, meeting space and staff welfare facilities to make it larger, more modern,

compliant, and welcoming space to better serve patients and staff alike.

The health centre now serves a combined patient list of 16,000 with additional space for future growth in this expanding community. Both practices co-locating on one site has enabled more collaborative and joined-up care for the local community.

### Some of our other projects...

#### Crowndale Health Centre

Collaboration between NHSPS and South East London ICB to produce a business case for £3m of Estates and Technology Transformation Funding and deliver the refurbishment and extension of the Health Centre to support circa 17,000 patients.

#### Sleaford Health Centre

NHSPS and WCCG secured £13m S106 funding to enable NHSPS to acquire and fit out a new 1,868sqm health centre in Battersea. After working with the South West London ICB and GPs to design the space, pending further S106 funding, fit-out works of the shell will start in Winter 2023.

#### Wood Wharf Health Centre

NHSPS managed the acquisition, design and fit-out of a brand new 1,052sqm health centre in Canary Wharf, working with THCCG to help secure S106 fit out funding to provide primary care services for the North East London ICB and local population.

#### Earls Court Health Centre

NHSPS removed vacant space and refurbished health centre to improve patient experience and provide extra clinical capacity for a GP practice to serve a greater number of patients.





## Building a brand new, sustainable £11m health centre



“Backed by £11 million of government funding and using the latest green technology, this centre will bring multiple services under one roof... making care more convenient for patients and saving the taxpayer money on energy bills. This is part of our commitment to ensure NHS services are sustainable for the future and are built with patients at the centre, as well as helping tackle the Covid backlogs.”

Steve Barclay

Health and Social Care Secretary

### Devizes Health Centre

The growing population of Devizes and the surrounding villages needed additional primary care capacity and improved facilities for community services to replace the outdated Devizes Community Hospital.

NHSPS worked with the commissioners and providers to secure planning permission for the scheme and subsequently oversaw the construction.

Devizes Health Centre opened in January 2023 and will serve the community area of about 35,000 people. It is one of the first integrated care centres in the region, offering GP appointments, blood testing, outpatient clinics, physiotherapy, mental health support and much more all under one roof.

Devizes Health Centre is also one of the country's first net-zero integrated care centres. The site has an EPC rating of A+ and generates its own electricity using the latest green technology to conserve resources and optimise energy for years to come.

### Some of our other projects...

#### Hythe and Dibden War Memorial Hospital

NHSPS replaced the outdated former community hospital with a new £10m health centre to provide more integrated care, including primary care, to meet the growing healthcare needs of the 80,000+ local population. The new facility is smaller as it uses space more efficiently which means it has a smaller carbon footprint and we were able to release some surplus land to generate a capital receipt to reinvest in the NHS.

#### Stennack Outpatients Unit

Working with Cornwall ICS, Cornwall Partnerships NHS FT and Royal Cornwall NHS FT, NHSPS used £200,000 recycled capital from a property sale elsewhere in the region to upgrade the outpatients unit to improve the patient experience, staff offices and accessibility and to offer more flexible space for a wider range of services.

# Making the NHS more flexible: NHS Open Space



We want to offer more choice and flexibility to health, wellbeing, and community services using our buildings, and NHS Open Space is a core service to do this.

In the past year we have expanded to over 1,110+ rooms across 200 sites, all available to book on a pay-as-you-go basis.

Rooms can be booked on an hourly, sessional, or daily basis, and range from examination rooms, to offices, to group activity spaces, meaning we can support both clinical and back-office services work more flexibly and avoid expensive leases when sole occupation of space isn't required.



Find out more about  
NHS Open Space at:

[www.property.nhs.uk/openspace](http://www.property.nhs.uk/openspace)

## 1,110 spaces across our portfolio:



**91**  
consulting



**29**  
treatment



**688**  
examination



**91**  
meeting



**7**  
minor operation suite



**111**  
counselling



**75**  
group



**21**  
office





## Looking ahead

We are now looking ahead to the coming year and working with NHS colleagues to identify key priorities and finalise our project scopes. The fourth year of our Healthy Places programme will see an even greater emphasis on tackling health inequalities (supporting the levelling up agenda), developing community diagnostic centres and unlocking value for the system.

We are keen to work more closely with Integrated Care Systems (ICSs) to identify and support regional priorities and ICS estate strategies – both those we are already working on and emerging requirements. Together with our NHS partners, we are aligning place-based planning and prioritisation to focus on Healthy Places projects which:

- Support the NHS Long Term Plan objectives and NHS England priorities for 2023/24
- Deliver positive patient outcomes
- Support local health economy plans from ICSs or national customers, helping to fulfil their healthcare and estate strategies
- Enhance collaboration across NHSPS to better support our customers



## Get in touch

If you would like to learn more about a Healthy Places project or to discuss how we can help you, please get in touch with our Customer Service Centre who will connect you to the correct team.



0808 196 2045



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

Find out more about our Healthy Places programme, including more case studies, on our website:



[www.property.nhs.uk/solutions/creating-healthy-places/](http://www.property.nhs.uk/solutions/creating-healthy-places/)



NHS Property Services



@NHSPROPERTY



@NHSPROPERTY