NHS Open Space

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How we fit into the NHS family

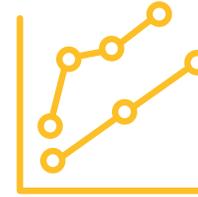NHS OPEN SPACE
DELIVERED BY NHSPS

3,000
Properties

£3.9bn
Asset value

7,000
Occupiers

£760m
Annual revenue

5,000
Employees

Our objectives:

Act as landlord and service provider

Reduce running costs of the NHS estate

Help the NHS use its estate more efficiently

Reconfigure estate to support the delivery of new models of care

Unlock value from surplus NHS land and buildings and deliver housing

NHS Open Space – an overview

What?

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

Why?

- The way NHS space is needed is changing.

- Increasing pressure to deliver more services into primary care estate, but providers often don't requite exclusive occupation of space.

- No consistent national solution exists, providing fragmented and inconsistent service for users.

- 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

What does this mean for you?

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 3rd party bookings.
Patients and communities	Wider range of services in one local hub, promotes social prescribing. Better use of NHS space.
NHS system	Scalable product for the whole system, drives estate efficiencies, cost savings, new revenues from 3rd party income, delivering on Long Term Plan ambitions of more services in community hubs, and using tech.

NHS Open Space

Where can you find us?

North East and Yorkshire
- Blaydon Primary Care Centre
- Grindon Lane Primary Care Centre
- Houghton Health Centre
- Houghton Primary Care Centre
- Stanley Primary Care Centre
- Victoria Road Health Centre
- Redcar Primary Care Hospital
- 2 Low Grange
- Cleveland Health Centre
- Galleries Health Centre
- Gateshead Health Centre
- Park Place Health Centre
- Riverview Health Centre
- Southwick Health Centre

North West
- Chorley Health Centre
- Colne Health Centre
- Failsworth Group Practice
- Maghull Health Centre
- Preston Healthport
- Audley Health Centre
- Birleywood Health Centre
- Burnage Health Centre
- Charlestown Health Centre
- Harpurhey Health Centre
- Haslingden Health Centre
- Lance Burn Health Centre
- Levenshulme Health Centre
- Longsight Health Centre
- Padiham Health Centre
- Pendlebury Health Centre
- Roman Road Health Centre
- Ropewalks
- Sandy Lane Health Centre
- Yew Tree Centre

Midlands
- Johnson Community Hospital
- Soho Health Centre
- Strelley Health Centre
- Wollaton Vale Health Centre
- Boston Health Clinic
- Greet Community Health Centre
- John Coupland Hospital
- North Hykeham Health Centre
- Skegness Hospital

East of England
- Liverpool Road Health Centre

London
- South Westminster Centre for Health
- NHS Greenwich (Greenwich Square)
- Orpington Health and Wellbeing Centre

South East
- Sheppey Community Hospital
- Sittingbourne Community Hospital
- Station Plaza Health Centre
- Broadstairs Health Centre
- Canterbury Health Centre
- Dover Health Centre
- Eastney Health Centre
- Folkestone Health Centre
- Havant Health Centre
- Newhaven Polyclinic
- Newhaven Rehabilitation Centre
- Newington Road Clinic
- Queen Victoria Memorial Hospital - Main Building

- Current properties
- Properties joining in Spring 2020

Not just an online booking platform

NHS Open Space delivers a complete flexible space model:

Standardised FM models, room types and specifications

Delivering a consistent high quality onsite experience across our portfolio

New charging policy and pricing model

Upfront payment based. Regional pricing based on comparable evidence

T&Cs, registration and vetting process

Ensure appropriate organisations are using NHS space

Digital platforms for booking and reporting

Intuitive user-focussed booking system, utilisation and financial statistical reporting

Distinctive brand and marketing campaign

Reaching new audiences and stakeholders via an integrated campaign, including digital advertising

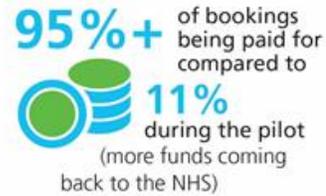**CSC led helpdesk and dedicated NHS Open Space team**

Offering our customers dedicated support and guidance through a consistent channel
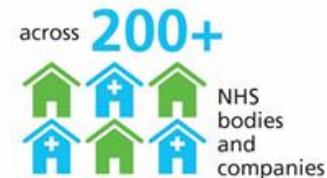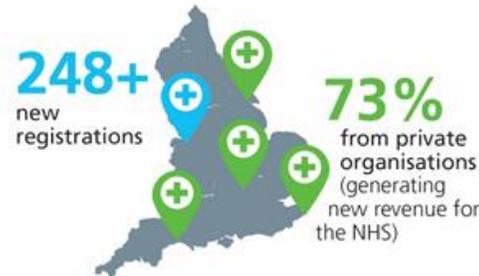
Success so far

During our 2 year pilot

2017 — 6 properties
2019 — 19 properties

68,250+ bookings

10% increase in bookings made

378,000+ hours of vital patient service delivery

Opening Opportunities

Since launching NHS Open Space in May 2019:

29,200+ bookings

95%+ of bookings being paid for compared to 11% during the pilot (more funds coming back to the NHS)

168,762+ hours of patient service delivery

We have expanded our community to:

985+ unique users

248+ new registrations

73% from private organisations (generating new revenue for the NHS)

across 200+ NHS bodies and companies

And improved space utilisation:

36% continuous booking rate despite anticipating a sharp drop after introducing our up-front payment model

6% reduction in use of non-booked space

All figures correct as of February 2020

Services booking with us most:

| 7% Mental health | 7% Sexual health | 7% Psychological therapies (IAPT) | 5% Diabetes treatment | 5% Orthopedics |

NHS OPEN SPACE DELIVERED BY NHSPS
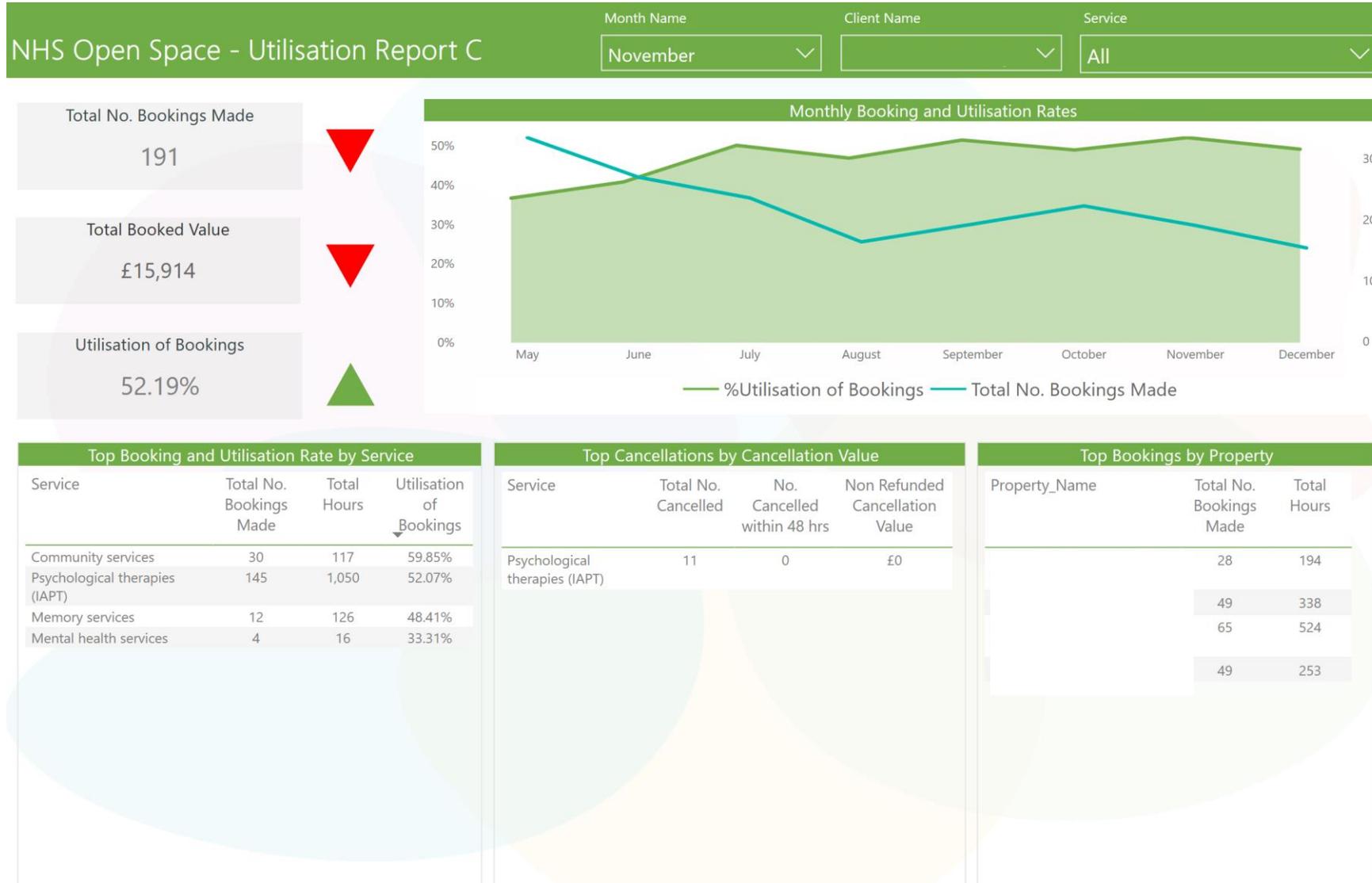
Access better utilisation data
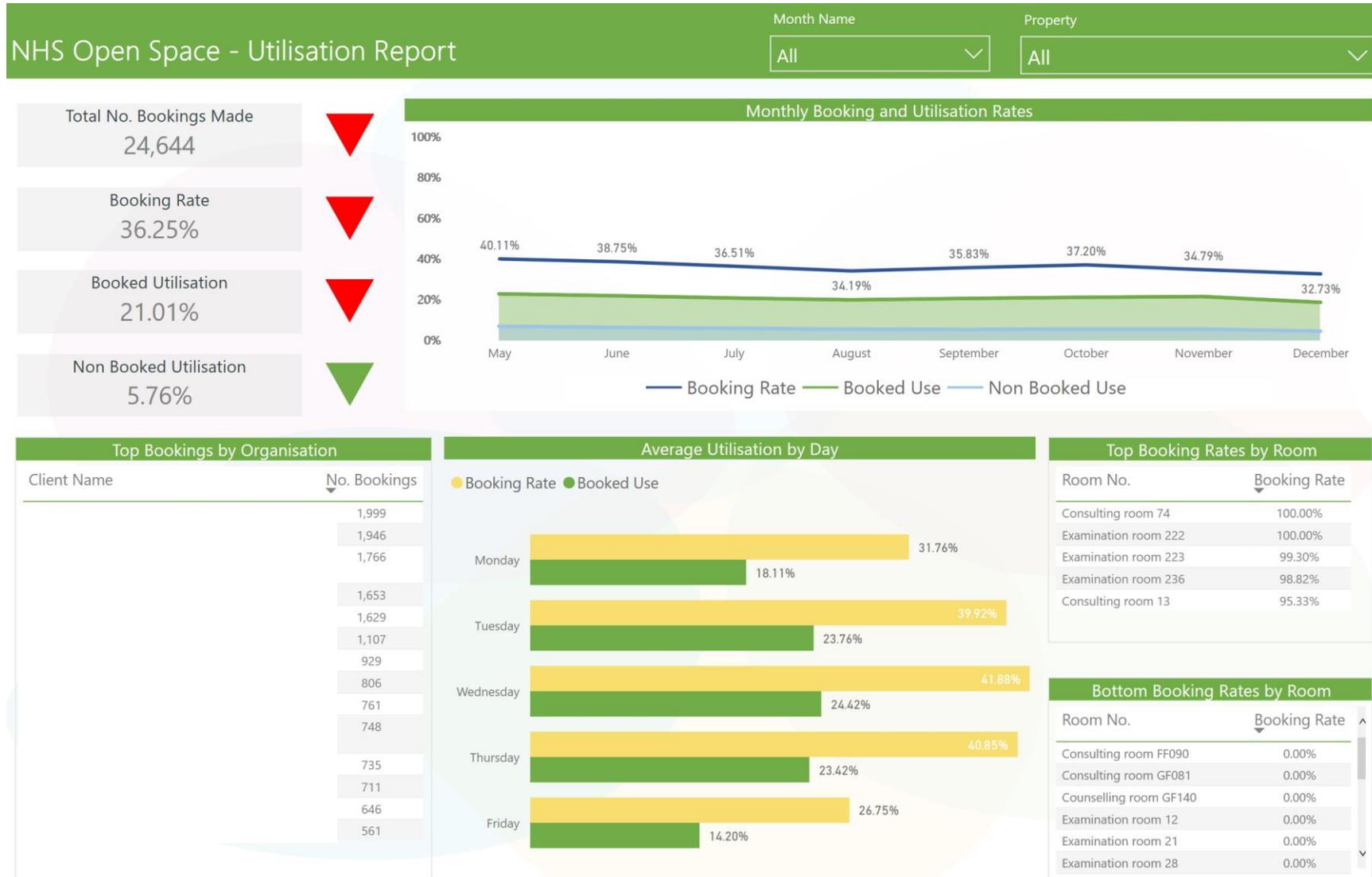
Access better utilisation data

Pricing and charging

- Rooms are priced at a all-in mid-market rate (review underway), and pricing will be available for every room on the website.

- Clinical and counselling rooms are charged on a sessional basis, whilst non-clinical rooms are charged by the half hour (minimum booking of one hour).

- Payment is taken as part of the booking process. Users are currently able to pay by any payment care (e.g. credit, debt, virtual, lodge or prepayment), and we're introducing a direct debit option in Spring.

- A payment method can be registered either against the whole organisation, or for individual services within the organisation, giving users flexibility on how they pay. Payment methods are controlled by the organisation/service's designated payment officer(s).

- You can choose to either pay immediately or 'pay as you go', to spread payments on multiple bookings.

What next?

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DELIVERED BY NHSPS

Jan – April 2020

New 40 properties prepared for onboarding: bookings migrated to platform, primary users nominated, training provided

May – June 2020

Hypercare for 40 new properties begins, supporting users in migrating, confirming and paying for bookings.

2021 onwards

Expansion across wider NHS – and even public sector – estate.

Spring 2020

NHS Open Space goes live in 40 new properties. New and improved booking platform goes live.

June 2020 – December 2021

Further expansion across NHSPS portfolio, with 40 new properties joining every 5 months (up to a total of c.250 NHSPS properties).

Q & A

Contact

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