

NHS Open Space

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NHS Property Services

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NHS Property Services



We will support the NHS as it evolves, by:

- Supporting the development and implementation of estate strategies with every Integrated Care System (ICS) to ensure estate requirements are aligned to clinical strategies.
- Making healthcare sites more accessible.
- Providing the right space at the right time, such as through NHS Open Space.



We will improve NHS colleague and patient environments by:

- Getting the best value for the NHS – financially and socially – at a local, regional and national level, such as sharing the benefit of building disposals at a local level, or buying goods and services more effectively.
- Helping the NHS deliver healthcare in smart, effective space by providing flexible and accessible buildings.
- Focusing on creating environments that improve the physical and mental wellbeing of NHS colleagues, patients and local communities.



We will deliver sustainable, quality services, by:

- Championing sustainability and supporting the Greener NHS goals.
- Prioritising health and safety for patients, customers and our people.
- Being accountable to you through open and transparent reporting on our performance.

NHS Open Space

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 require 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.



What does this mean for you?



Users

Variety of room types, best practice onsite experience, helps align property usage with service needs, user focussed booking system, transparent pricing, 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.

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

Where can you find us?

New properties joining in March

North East and Yorkshire

- Fartown Health Centre
- Leyburn Medical Practice
- Marsden Health Centre
- Mill Hill Community Health Centre
- Monkwearmouth Health Centre
- Morrill Street Health Centre
- Pontefract Health Centre
- Ryhope Health Centre
- Settle Health Centre
- Withernsea Community Hospital

North West

- 1829 Building (Countess of Chester Health Park)
- Abercromby Health Centre
- Ashurst Health Centre
- Moorgate Primary Care Centre
- Nutgrove Villa (NHS Walk-in Centre)
- Prestwich Health Centre
- The Willows Primary Resource Centre

Midlands

- Gainsborough Health Clinic
- Hawkesley Health Centre
- Pasley Road Health Centre
- Peartree Clinic
- Shirley Road Health Centre
- Sinfin Health Centre
- Warren Farm Health Centre
- Weston Favell Health Centre

East of England

- Aldeburgh Community Hospital
- Allington House
- Hartismere Hospital
- Leighton Buzzard Health Centre

London

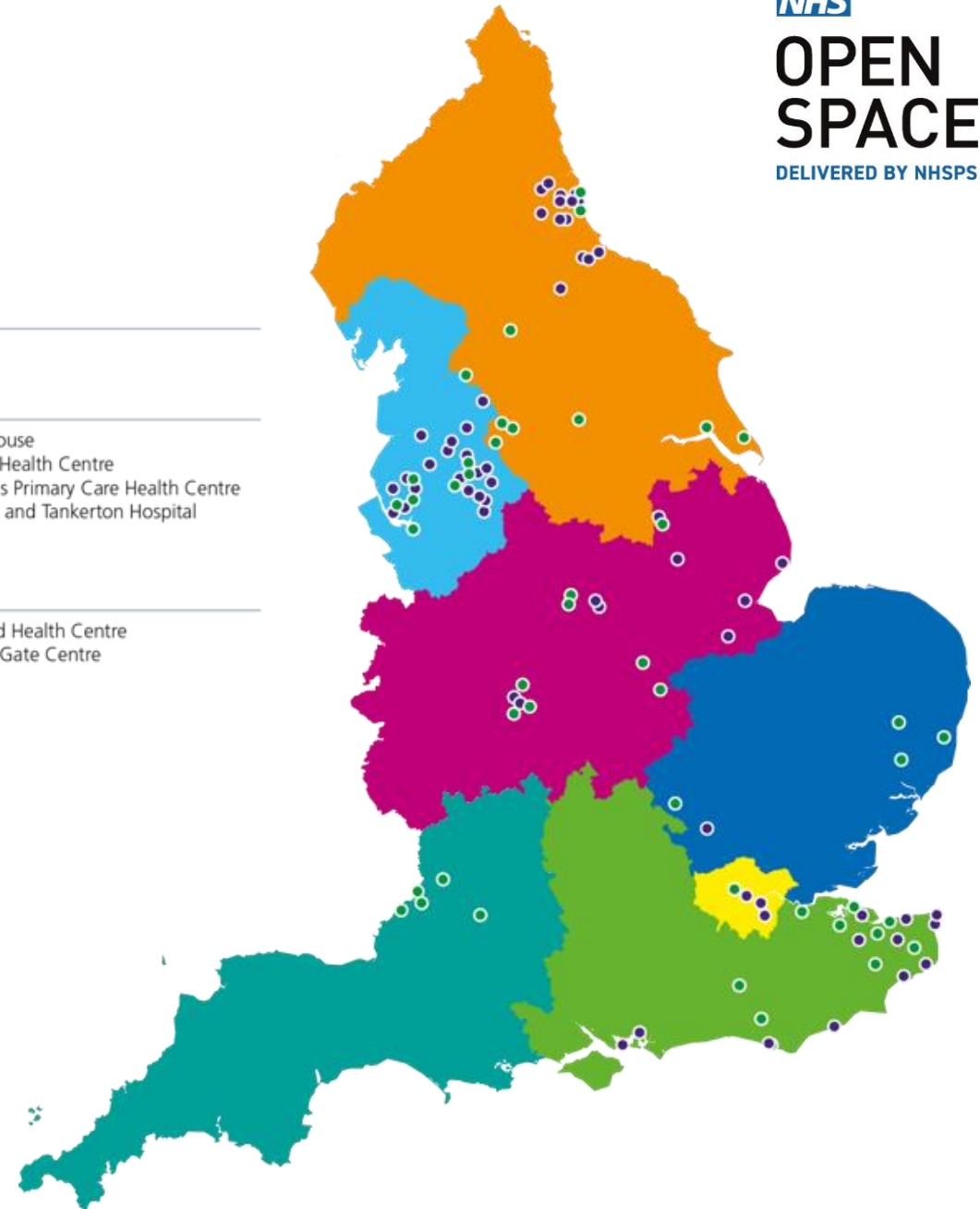
- Wembley Centre for Health and Care

South East

- Aylesham Health Centre
- Crawley Hospital
- Dartford West Health Centre
- Faversham Health Centre
- Keystone Health Centre
- Orchard House
- Sheerness Health Centre
- St Stephens Primary Care Health Centre
- Whitstable and Tankerton Hospital

South West

- Charlotte Keel Health Centre
- Chippenham Community Hospital
- North Somerset Community Hospital
- Southmead Health Centre
- Yate West Gate Centre

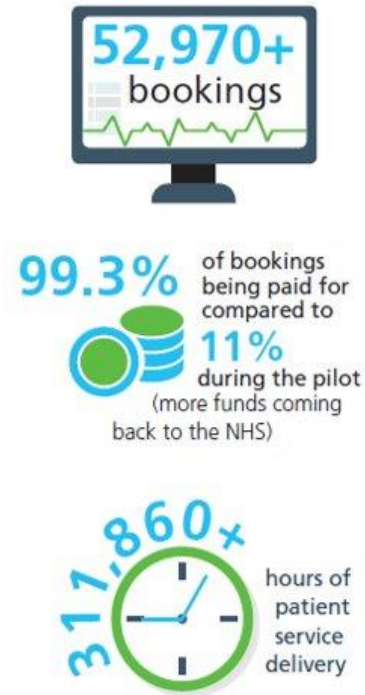


Growing a community



We're open...

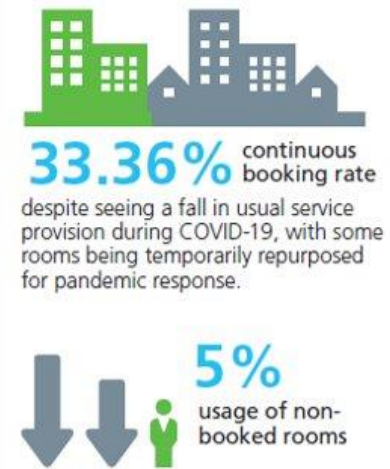
Since launching NHS Open Space in May 2019:



We have expanded our community to:



And improved space utilisation:



All figures correct as of November 2020

Services booking with us most:



Access better utilisation data

NHS Open Space - Utilisation Report

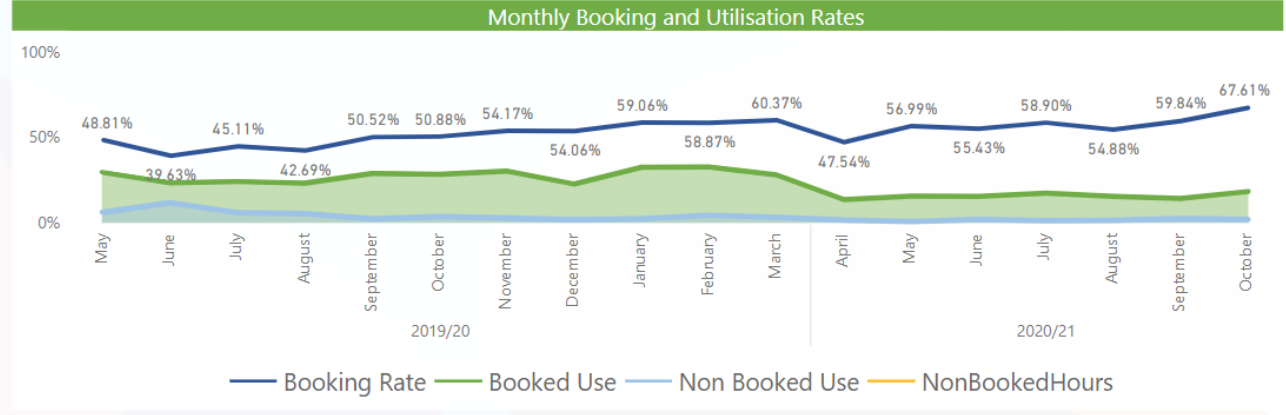
Year, Month: 2020/21 (Year) + Oct...
Property:

Total No. Bookings Made
134 ▲

Booking Rate
67.61% ▲

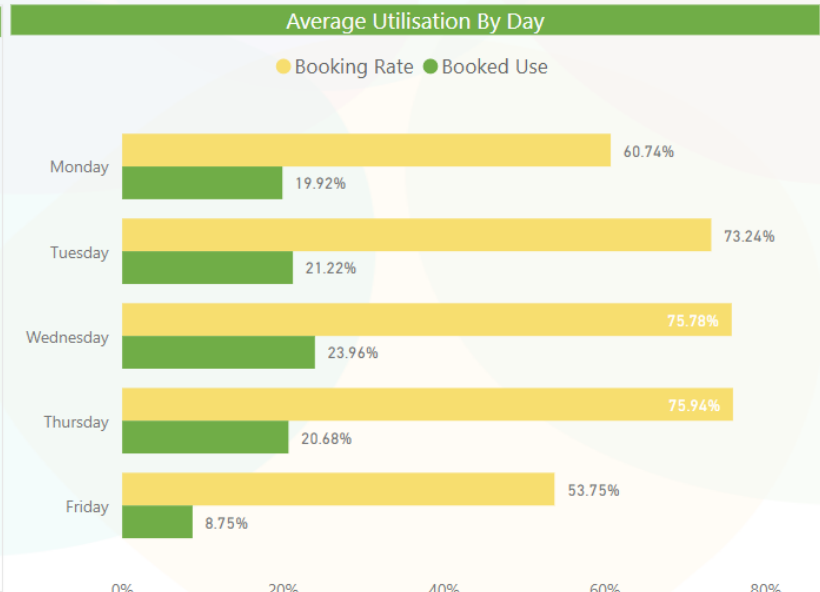
Booked Utilisation
18.53% ▲

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% |

Access better utilisation data

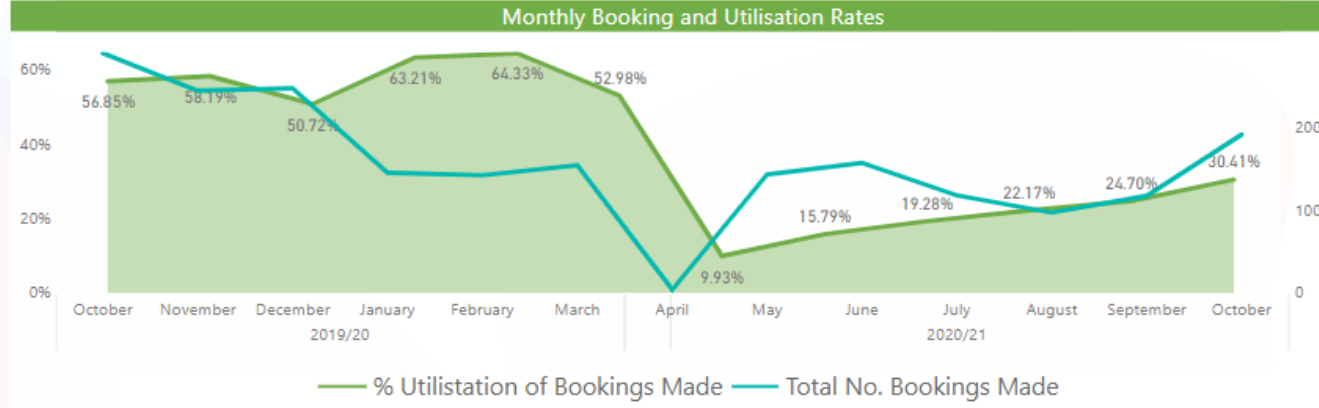
NHS Open Space - Utilisation Report C

Year, Month: Customer Name: Service Name:

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 | |

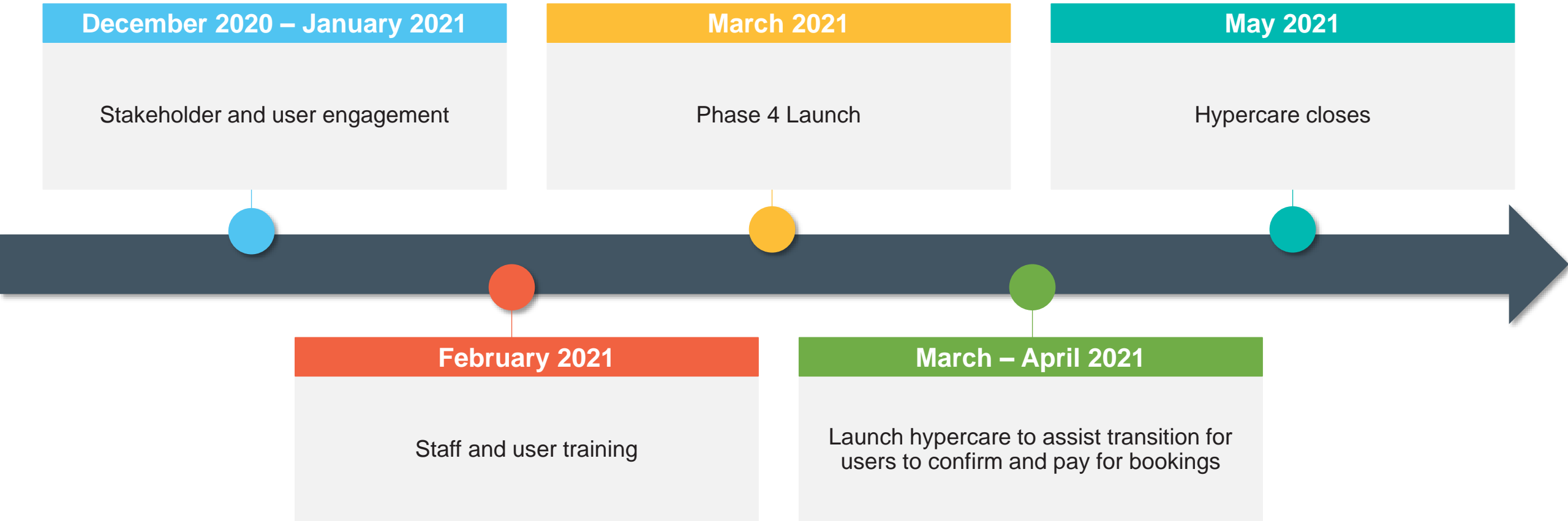
Top Bookings by Property

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

Pricing 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 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), or with a direct debit mandate.
- 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.

Next steps



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



0800 085 3015



www.property.nhs.uk/contact-us/

Specialist queries



Contact the NHS Open Space team:

OpenSpace@property.nhs.uk



openspace.nhs.uk





Q&A



openspace.nhs.uk

