



# NHS Open Space

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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?

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 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 coming January 2022

### North East and Yorkshire

- Blakelaw Health Centre
- Church View Health Centre
- Slaitthwaite 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

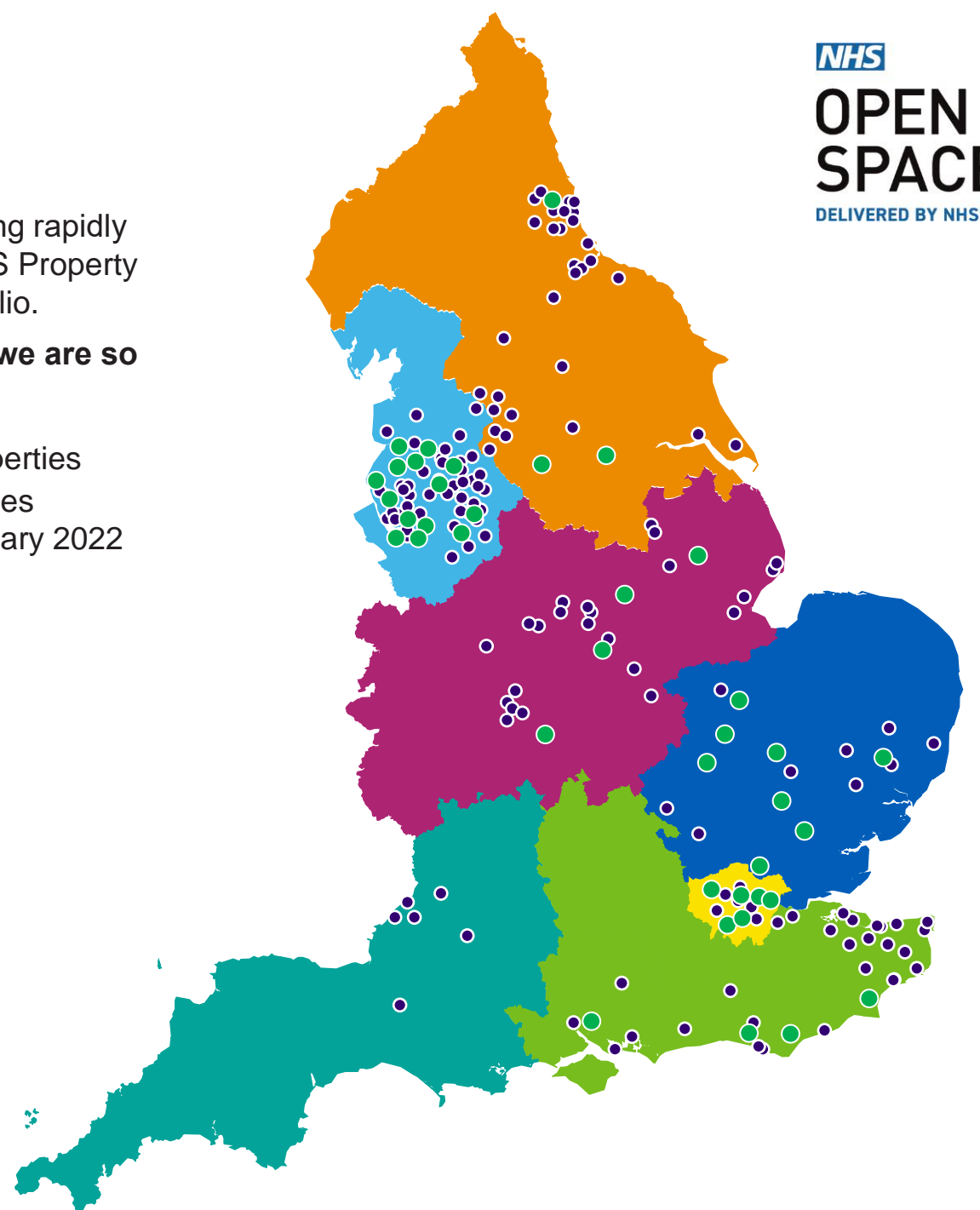
### South East

- 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



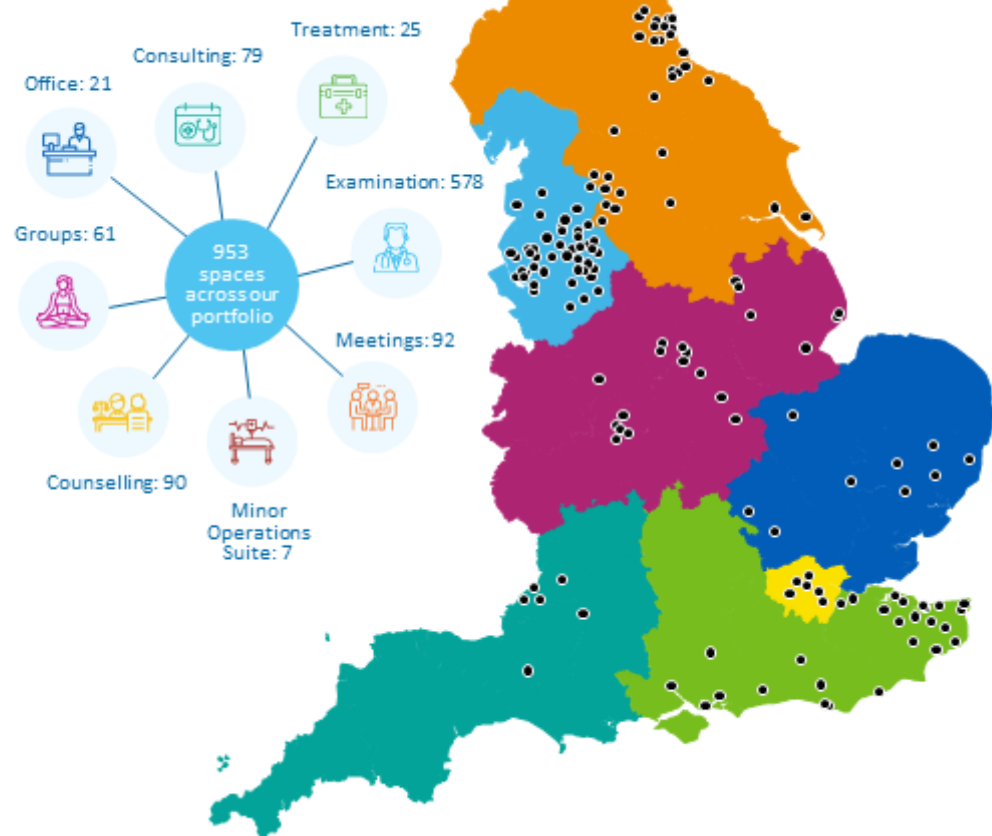
# Growing a community

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

**↓ 3.29%**

usage of non-booked rooms



Increased transparency on room usage, driving proactive estate management

## 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

# Access better utilisation data

## NHS Open Space - Utilisation Report

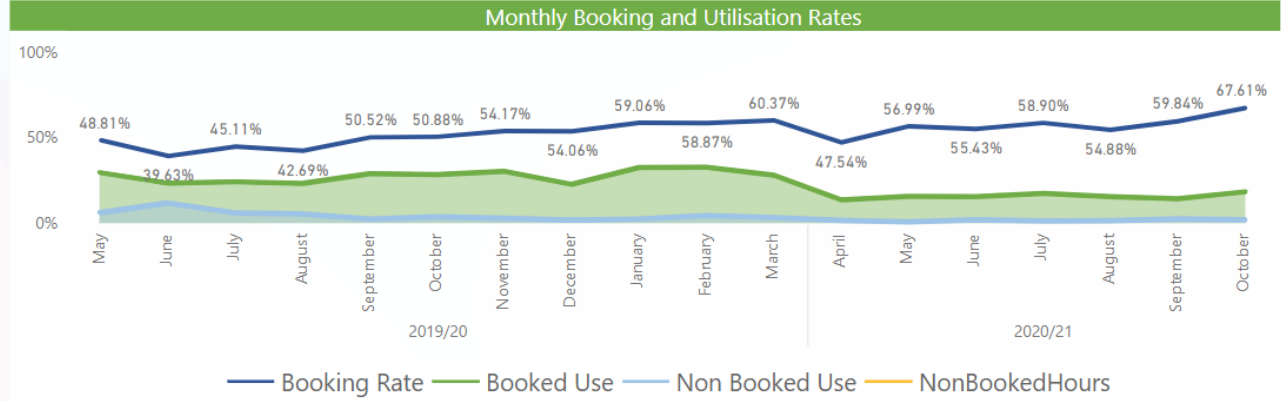
Year, Month: 2020/21 (Year) + Oct...  
Property:

Total No. Bookings Made  
**134** ▲

Booking Rate  
**67.61%** ▲

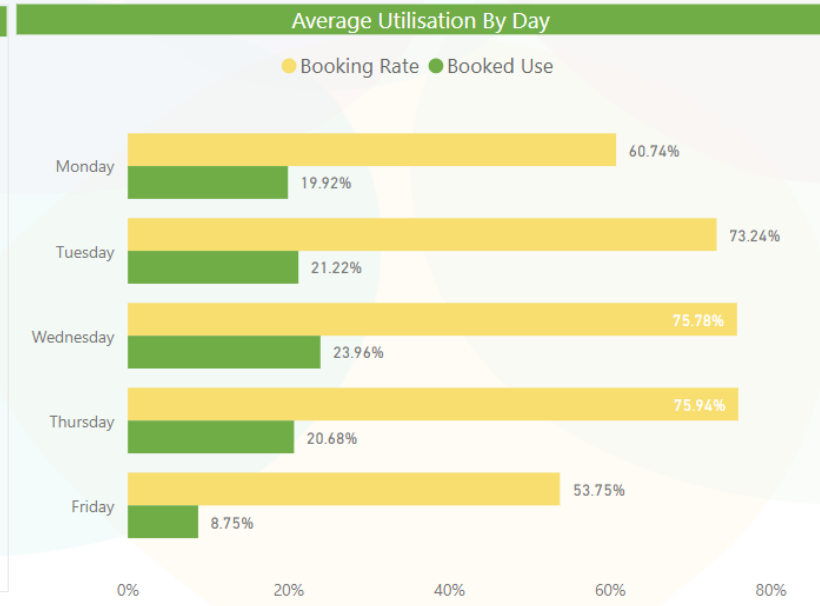
Booked Utilisation  
**18.53%** ▲

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

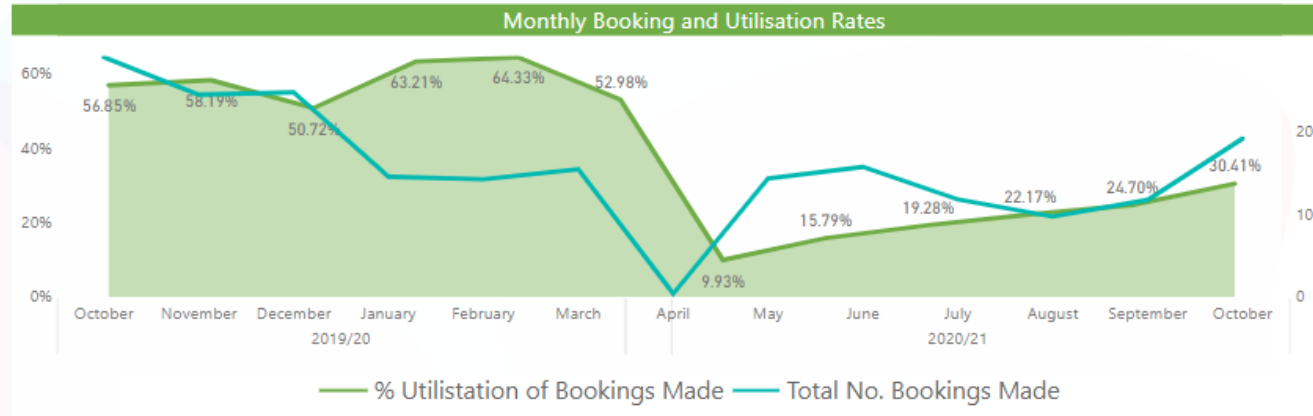
**NHS Open Space - Utilisation Report C**

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

# Upgraded website

Select room type Location **FIND A ROOM** Our properties News

The latest website upgrade (July 2021) delivered key functionality to improve user experience:

- Advanced search functionality. Faster search results and new map search view
- More information up-front on property and room types, facilities and pricing
- Ability to book single or multiple rooms on one screen
- Advanced recurring booking function including clash management
- Revamped accounts area, bringing together all user information in one place
- Save your favourite properties and rooms
- Enhanced reporting

**SEARCH RESULTS**  
8 Rooms | 1 Property

Map View OFF Distance

26th April 2021 Chorley He... Capacity Features [Clear all](#)

**Chorley Health Centre** [Hide rooms](#)

	<b>CLINICAL</b> Consulting room 74 Chorley Health Centre 	£11.40 Price / hour  <b>ADDED</b>
	<b>NON-CLINICAL</b> Counselling room 19 Chorley Health Centre 	£11.40 Price / hour  <b>ADD TO BOOKING</b>
	<b>NON-CLINICAL</b> Counselling room 57 Chorley Health Centre 	£11.40 Price / hour  <b>ADD TO BOOKING</b>
	<b>CLINICAL</b> Examination room 62 Chorley Health Centre 	£11.40 Price / hour  <b>ADD TO BOOKING</b>

**YOUR BOOKING** [Clear all](#)

Children's services

26th April 2021

08:30 - 12:30 **RESERVED**

13:00 - 17:00 **SELECT SLOT**

17:00 - 20:00 **NOT AVAILABLE**

Consulting room 74 **REMOVE**  
08:30 - 12:30 **£45.60**

Set booking as recurring

[Go to advanced booking](#)

Booking Total **£45.60**

Select Host   
[Add new host](#)

**ADD TO BASKET**

# What's next?

October – November 2021

Stakeholder and user engagement

January 2022

Phase 6 Launch

March 2022

Hypercare closes

November 2021 - January 2022

Staff and user training

January – February 2022

Launch hypercare to assist transition for users to confirm and pay for bookings

# 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)



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







# Q&A



[openspace.nhs.uk](https://openspace.nhs.uk)

