



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 3rd 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 3rd party income, delivering on Long Term Plan ambitions of more services in community hubs, and using tech.

Delivering the solution

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

Distinctive brand and marketing campaign

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

Digital platforms for booking and reporting

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

CSC led helpdesk and dedicated Open Space team

Offering our customers dedicated support and guidance through a consistent channel

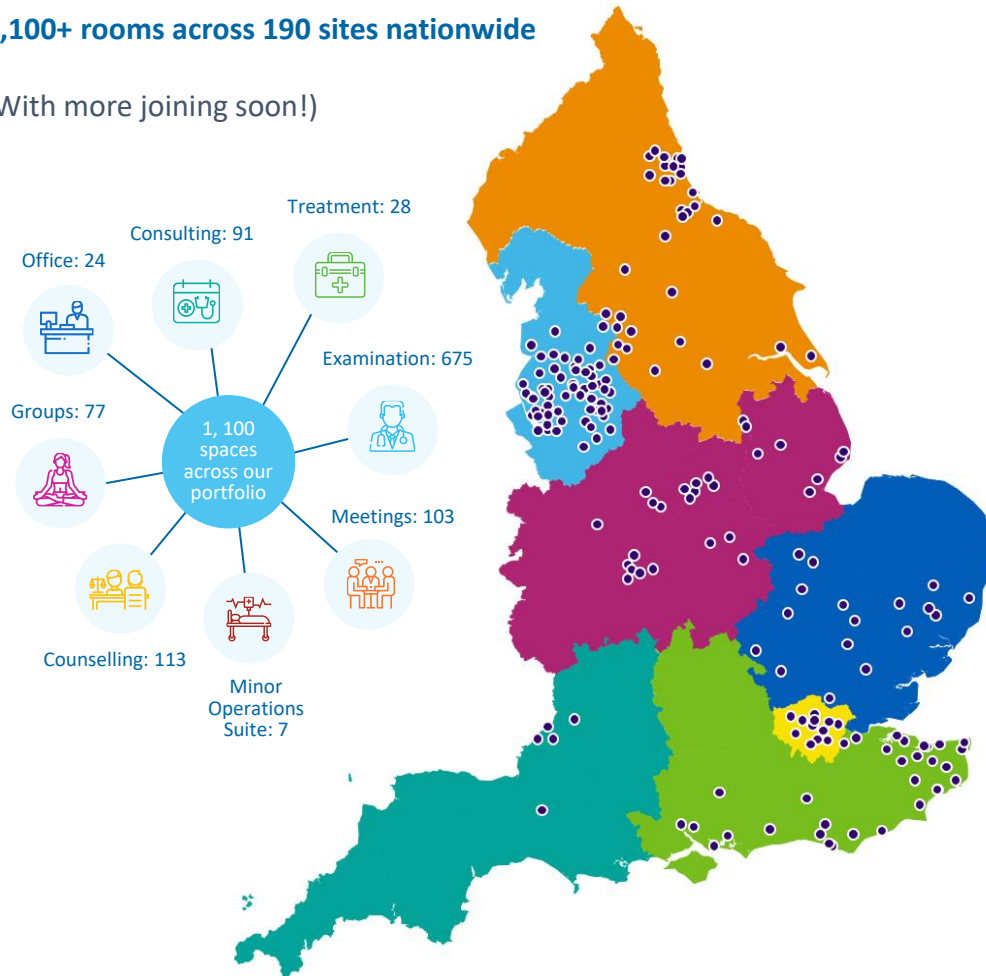
Growing NHS Open Space

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

1,100+ rooms across 190 sites nationwide

(With more joining soon!)



Grown the NHS Open Space community



3,800+ users
spanning NHS, private
and community
services



179,902+ bookings
made through our
platform so far



1,160,233+ 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



31.6%
↑ continuous booking rate = Increased transparency
on room usage, driving
proactive estate
management
4.5%
↓ usage of non-booked
rooms

Welcomed new health, wellbeing and community services



6%
Mental health



4%
Orthopaedics



4%
Diabetes
treatment



4%
Podiatrists &
chiroprodists



3%
Community
services

Reporting - utilisation

NHS Open Space - Utilisation Report

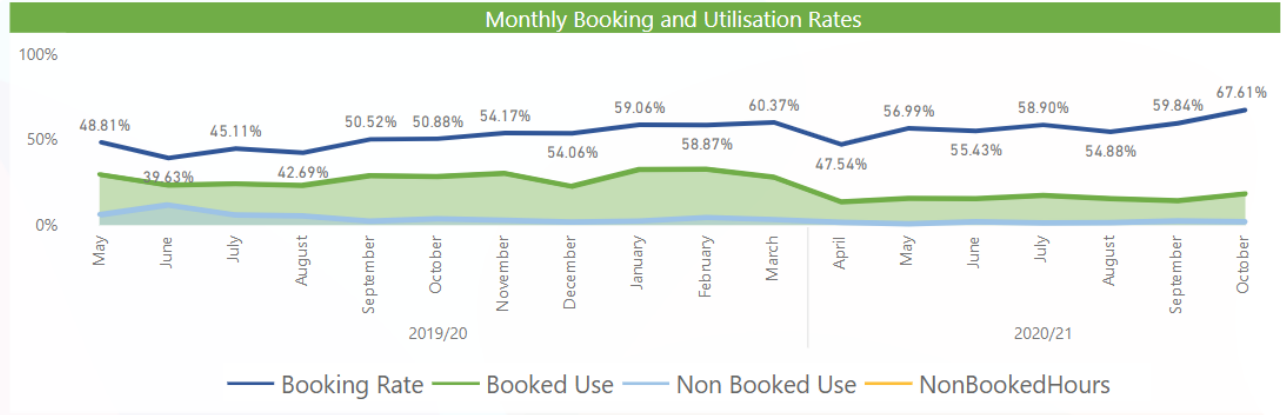
Year, Month: 2020/21 (Year) + Oct...
Property:

Total No. Bookings Made
134 ▲

Booking Rate
67.61% ▲

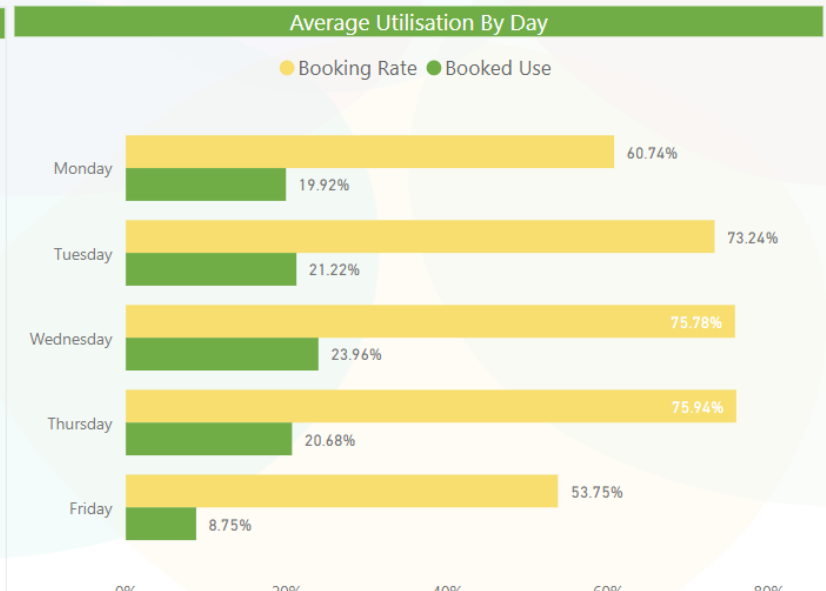
Booked Utilisation
18.53% ▲

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

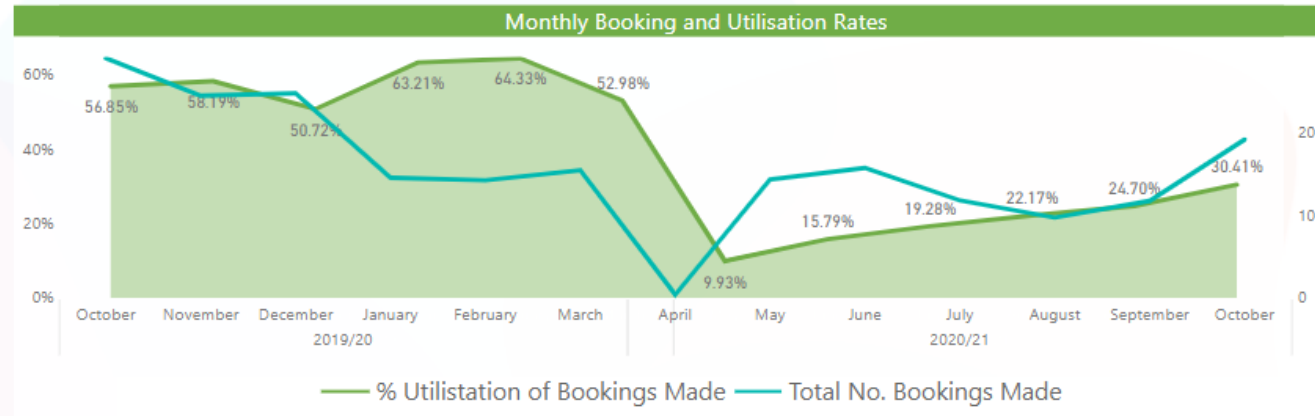
NHS Open Space - Utilisation Report C

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

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?



Get in touch

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



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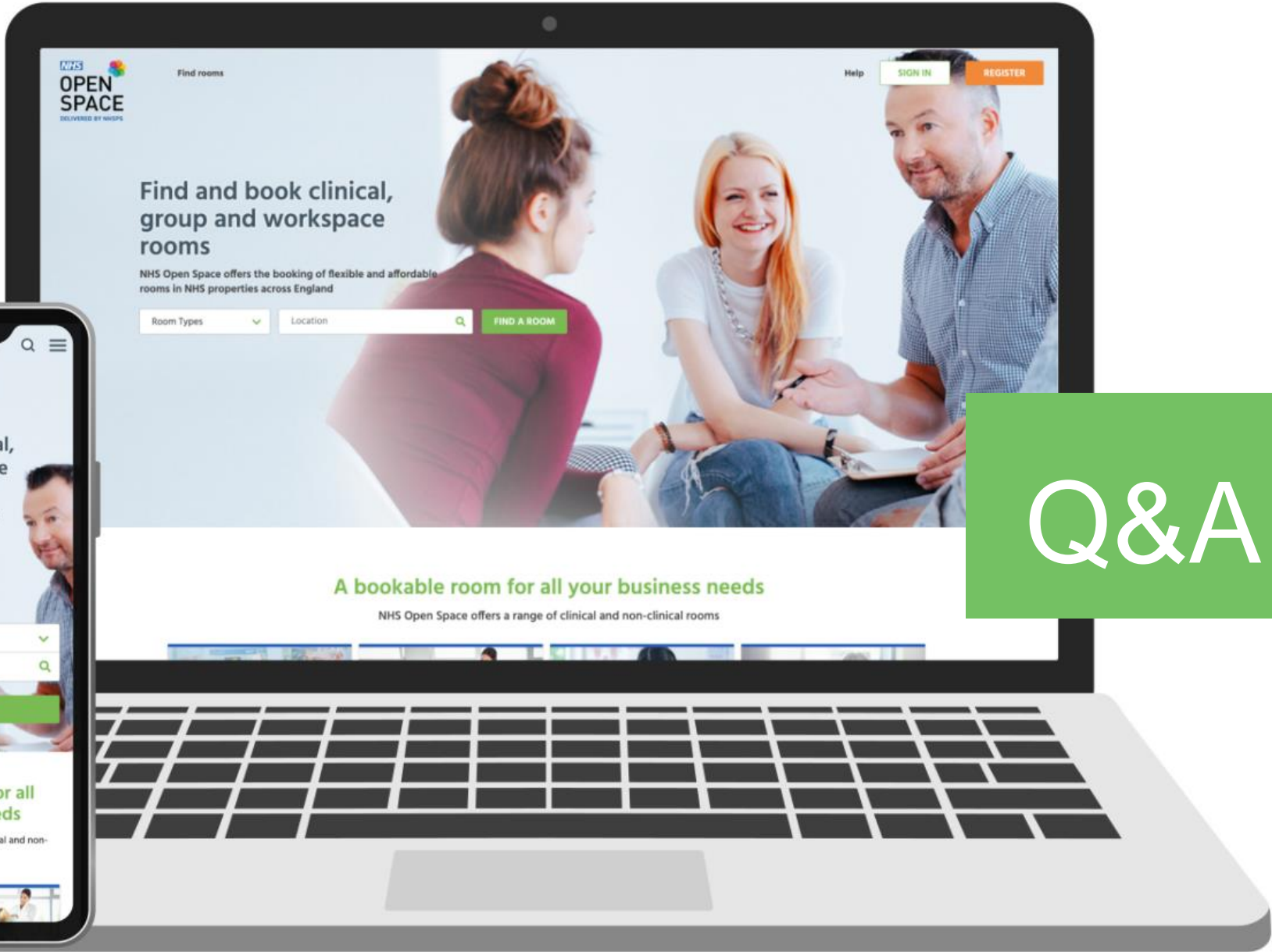
www.openspace.nhs.uk
www.property.nhs.uk



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Q&A