

# Case Study

## Refurbishment of old health centre to modernise facilities

### NORTH PARK HEALTH CENTRE, BOOTLE

<b>Type of project</b>	Refurbishment
<b>Investment (£)</b>	£600,000
<b>Start date</b>	January 2019
<b>Completion date</b>	August 2019
<b>Number of storeys</b>	1
<b>Size</b>	NIA 416m <sup>2</sup>
<b>Architect</b>	Owen Ellis
<b>Surveyors</b>	Liverpool & Sefton Health Partnership
<b>Construction company</b>	Krol Corlett
<b>NHSPS lead</b>	Mark Lloyd, Principal Construction Manager

#### Feedback

*"I would like to thank you for the effort you have gone to, to provide us with such an amazing environment to work in. Staff and patients are astounded at how the surgery has changed. Your attention to detail has most certainly been noted by all! Many thanks!"*

**Catherine Riley**  
Manager, North Park Health Centre

*"We are pleased to have delivered this much needed refurbishment project which will benefit the staff and patients of North Park Health centre for many years to come. We would like to thank the staff and patients for their patience during construction work and for a great collaborative achievement."*

**Mark Lloyd**  
Principal Construction Manager, NHS Property Services

#### The Challenge

North Park Heath Centre was in poor condition and not fit-for-purpose. CQC audits had identified the need to improve the condition. As a result, NHS England approached NHS Property Services to take the headlease on the property which was previously leased by a GP practice who had lost their clinical contract. The commissioners would tender for a new clinical service provider with a caretaker GP practice occupying the property in the meantime. The clinical service tender included the commitment from NHSE to refurbish the property which would be carried out by NHS Property Services.

#### The Solution

Our asset management team worked with the landlord and TCG Medical, the GP tenant, to agree lease terms, after which our construction team then agreed the refurbishment specifications with the tenant and procured the contractors.

Construction was carried out over four phases to ensure clinical services could continue to be provided throughout. Ourselves, Owen Ellis and Krol Corlett met with the practice regularly to ensure the project was planned and executed with minimal disruption to the staff and patients and we worked together at the handover of each phase to ensure a smooth transition from one to the next. Works were funded from NHS Property Services customer capital and would be recovered over the term of the lease.

#### The Result

Strong communication and collaborative working enabled us to professionally manage the refurbishment of North Park Health Centre while it continued to provide clinical services to patients.

All clinical rooms, administration, staff and reception areas were fully stripped out and refurbished to provide brand new, modern and clean spaces. As with all of our construction projects, we look for opportunities to make our properties more environmentally friendly and thus North Park Health Centre has two new eco-friendly boilers, improved insulation, and more efficient heating and lighting.

The patient's journey has drastically improved from better parking facilities, electronic check in, security improvements, better accessibility, fit-for-purpose waiting areas, safer and more compliant clinical rooms and additional minor surgery facilities.