



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?

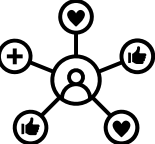
- The way NHS space is needed is changing.
- Increasing pressure to deliver more services into primary care estate, but providers often don't require exclusive occupation of space.
- No consistent national solution exists, providing fragmented and inconsistent service for users.
- NHSPS is best placed to deliver a best-in-class and scalable offering.



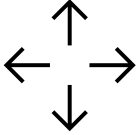
What does this mean for you?



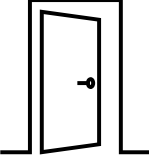
Users



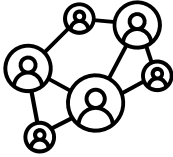
Choice
Eight room types,
clinical and non-clinical




Flexibility
Pay-as-you-go and no
lease commitments



Onsite support
Standard room set up
and on-site teams



Co-location
With complementary
services



Commissioners

Transparency of usage and costs, utilisation data, maximising use of existing sites, minimise external spend.



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 and delivers on NHS Long Term Plan.

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

New properties coming (August 2021)

North East and Yorkshire

- Eccleshill Community Hospital
- Keighley Health Centre
- Nelson Health Centre
- Ravensthorpe Health Centre
- Springwell Health Centre
- Thirsk Health Centre
- Westwood Park Community Hospital
- Wrekenton Health Centre

North West

- Alexandra Park Health Centre
- Belle Vale Neighbourhood Health Centre
- Chorlton Health Centre
- Clayton Health Centre
- Croxteth Health Centre
- Fingerpost Park Health Centre
- Great Harwood Health Centre
- Littleborough Health Centre
- Moss Side Health Centre
- Northenden Health Centre
- Prescott Primary Care Resource
- Prince Street Family Health Clinic
- Riverside Centre For Health
- Timpereley Health Centre
- Townside Primary Care Centre
- Vauxhall Health Centre
- Victoria Mill Health Centre
- Withington Clinic

Midlands

- Melbourne Community Health Centre
- Oswestry Health Centre
- Bentilee Neighbourhood Centre
- Revive Clinic
- Skegness Health Clinic
- Blythe Bridge Health Centre

East of England

- Chantry Clinic
- Haverhill Health Clinic
- Stow Lodge Health Centre
- Werrington Health Centre

London

- Feltham Centre for Health
- Laurels Healthy Living Centre

South East

- Chase Community Hospital
- Dartford East Health Centre
- Hythe Clinic
- The Steyning Health Centre
- Totton Health Centre
- Whitstable Health Centre

South West

- Wynford House

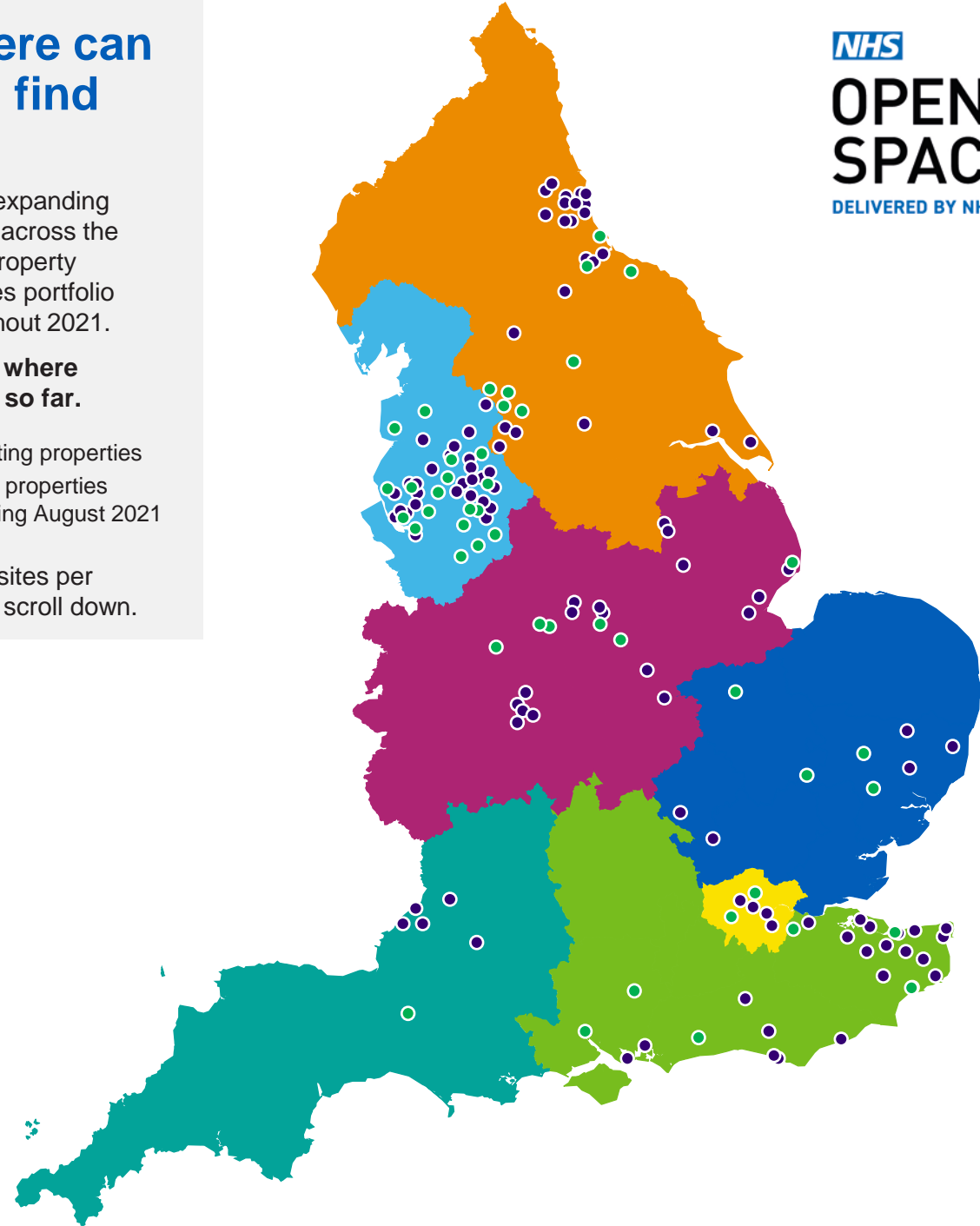
Where can you find us?

We're expanding rapidly across the NHS Property Services portfolio throughout 2021.

Here's where we are so far.

- Existing properties
- New properties coming August 2021

For all sites per region, scroll down.



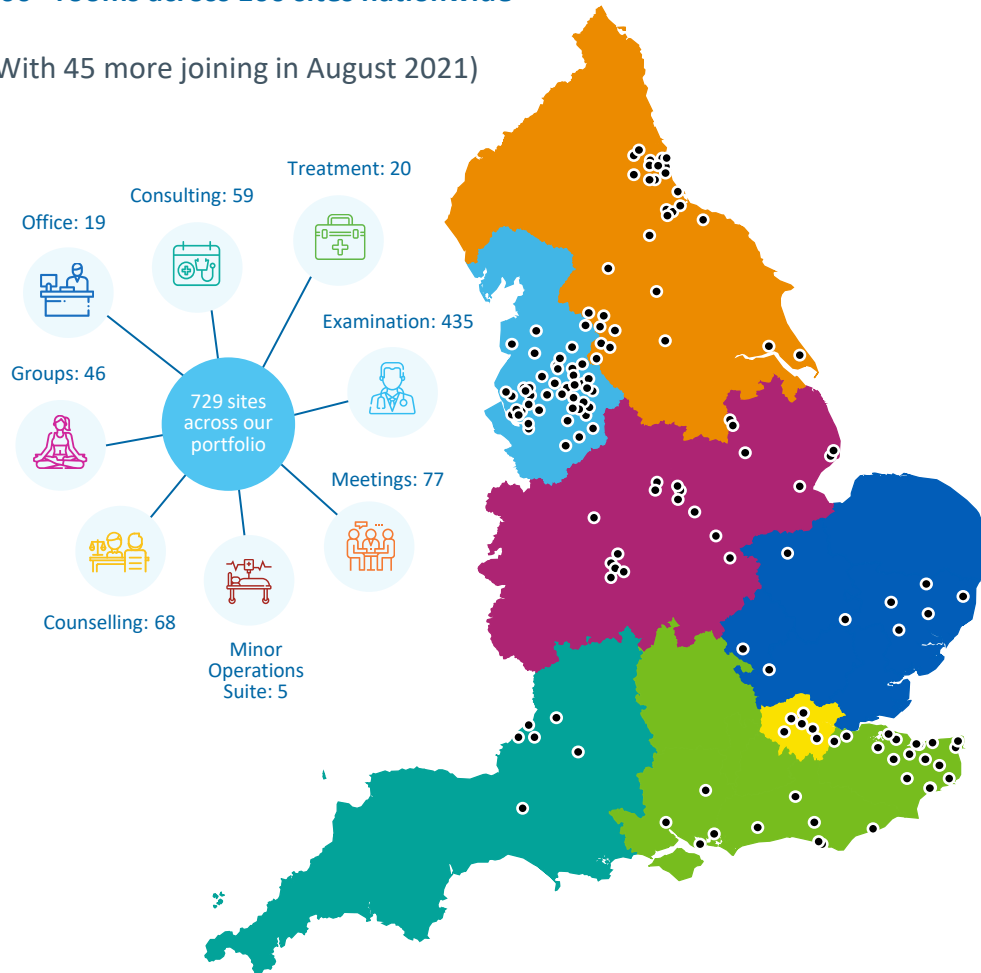
Growing a community

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

700+ rooms across 100 sites nationwide

(With 45 more joining in August 2021)



Grown the NHS Open Space community



1,800+ users spanning NHS, private and community services



78,538+ bookings made through our platform so far



478,549+ hours of vital patient care being delivered

Created a more efficient NHS estate



98% of bookings being paid for compared to **11%** during the pilot



More funds coming back to the NHS, and generating new funds



↑ 30.89% continuous booking rate
↓ 3.52% usage of non-booked rooms



Increased transparency on room usage, driving proactive estate management

Welcomed new health, wellbeing and community services



5%

Orthopaedics



4%

Mental health



4%

Sexual health



4%

Diabetes treatment



4%

Psychological therapies (IAPT)

Access better utilisation data

NHS Open Space - Utilisation Report

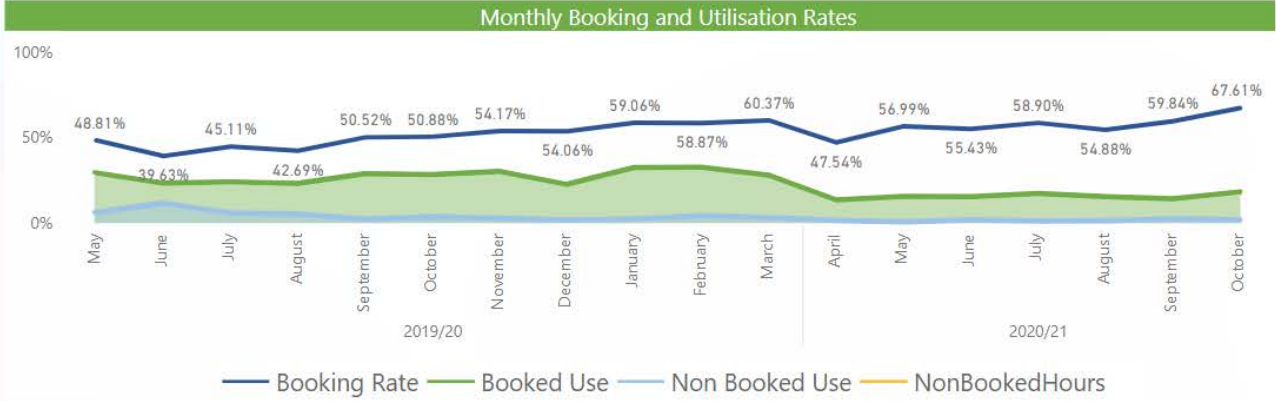
Year, Month: 2020/21 (Year) + Oct...
Property:

Total No. Bookings Made
134 ▲

Booking Rate
67.61% ▲

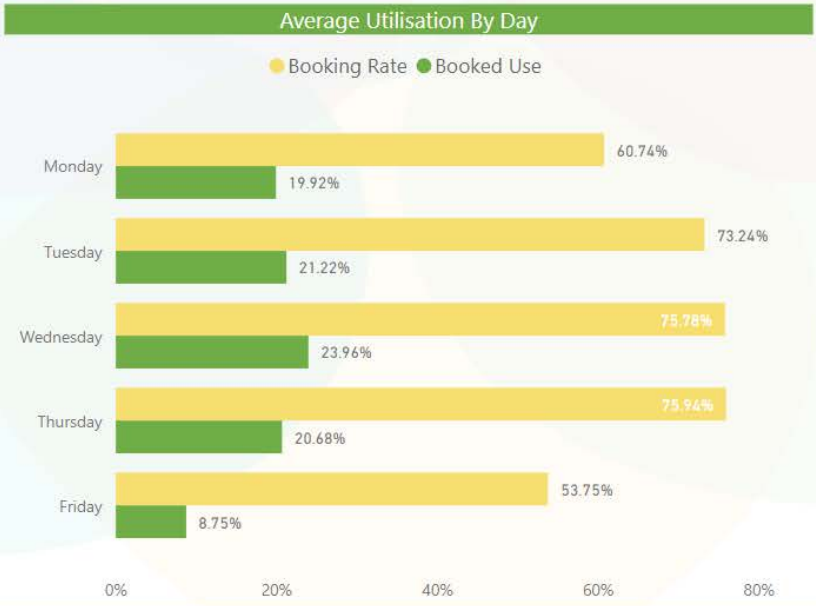
Booked Utilisation
18.53% ▲

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

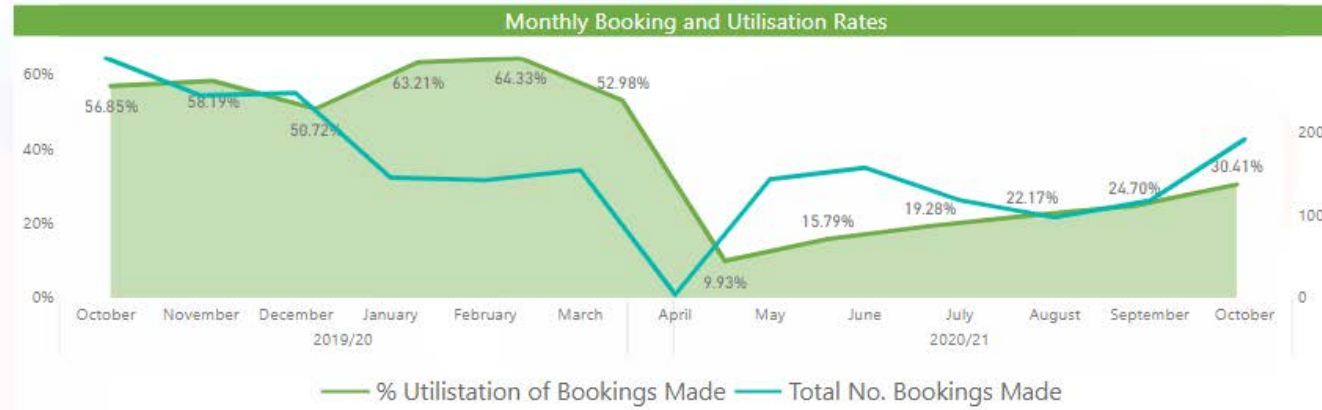
NHS Open Space - Utilisation Report C

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

Pricing

- Pricing at an all-in mid-market chargeable rate
- Pricing available for every room on the website
- Clinical rooms are charged on a sessional basis
- Non-clinical rooms are charged by the half hour (minimum one hour)
- Cancellation charges apply within 48 hours of the booking

Charging

- Payment is taken as part of the booking process. Users can pay by any payment card or direct debit.
- A payment method can be registered either against the whole organisation, or for individual services.
- 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.
- Refunds take up to 5 working days.

New website coming!

We strive to continually improve our offering and are now launching a new and improved website from July 2021.

Some of the features to look forward to include:

- A revamped accounts area, bringing together all the important information a User needs
- Faster search results for bookings with autocomplete and a new map search view
- More information up-front on property and room types, facilities and pricing
- Save your favourite properties and rooms
- Quickly add single or multiple rooms to your booking
- New recurring booking option added
- Easily see availability for single or multiple rooms across any date
- Clash management warnings to help Users find and fix room booking clashes

“With this service the team are able to book flexible appointments and offer a great service to our customers as and when patients are available.”

Wren Healthcare

The screenshot displays the NHS Open Space booking interface. At the top, there is a search bar with 'Select room type' and 'Location' dropdowns, a 'FIND A ROOM' button, and links for 'Our properties' and 'News'. Below the search bar, the results show '8 Rooms | 1 Property' for 'Chorley Health Centre'. A filter bar includes '26th April 2021', 'Chorley He...', 'Capacity', 'Features', and a 'Clear all' button. The main content area lists four rooms with their respective photos, categories (CLINICAL or NON-CLINICAL), names, and prices (£11.40 per hour). Each room listing includes icons for various facilities like Wi-Fi, wheelchair access, and parking. On the right side, the 'YOUR BOOKING' section shows a summary for 'Children's services' on '26th April 2021'. It lists three time slots: '08:30 - 12:30' (RESERVED), '13:00 - 17:00' (SELECT SLOT), and '17:00 - 20:00' (NOT AVAILABLE). The total booking cost is £45.60, and there is an 'ADD TO BASKET' button at the bottom.

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

