

Using property technology to make the NHS estate more flexible: NHS Open Space

Christopher King, NHS Open Space Lead,
NHS Property Services

April 2022

NHS Property Services

NHS
**OPEN
SPACE**
DELIVERED BY NHSPS



3,000
properties



6,000
colleagues



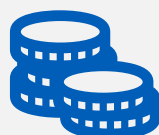
7,000
occupiers



6M
patients daily



10%
of the NHS
estate



£3bn
value



The healthcare estates challenge

Challenge

- Increased demand for NHS space: Covid-19 recovery, tackling the elective care backlog, and supporting a growing and ageing population.
- Changing demand for NHS space: more services being delivered in primary / community care settings, and seeking more flexible access.

Considerations

- Understanding the estate: need for data on demand and usage – what is the true occupation / utilisation rate?
- Recognising variation across estate: not all space being used efficiently.
- Limits of technology alone: has to be combined with on-site support.

Solution

- NHS Open Space: combining innovative PropTech with national estate and on-site management.
- If space is not being used to full capacity by existing NHS occupiers, we should make it more readily available for other health and wellbeing services.

NHS Open Space: optimising flexible NHS 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

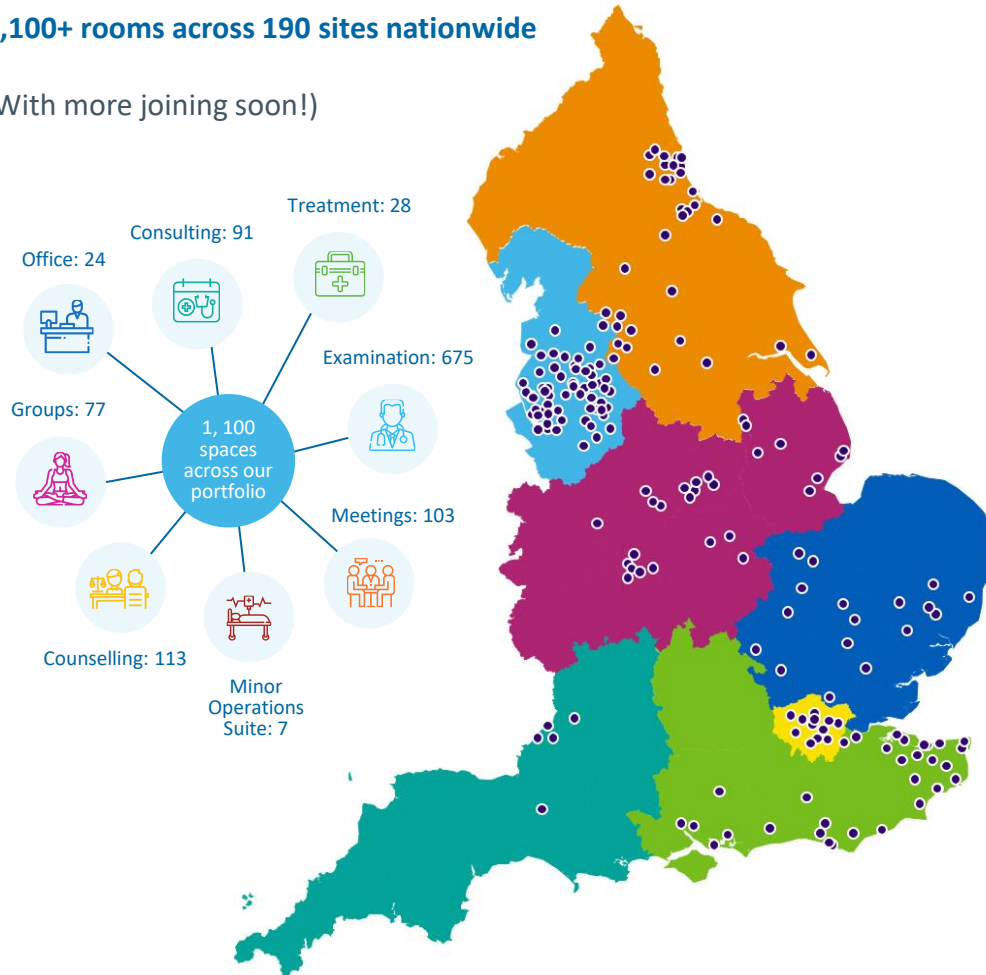
Growing NHS Open Space

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



3,815+ 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 & chiropodists



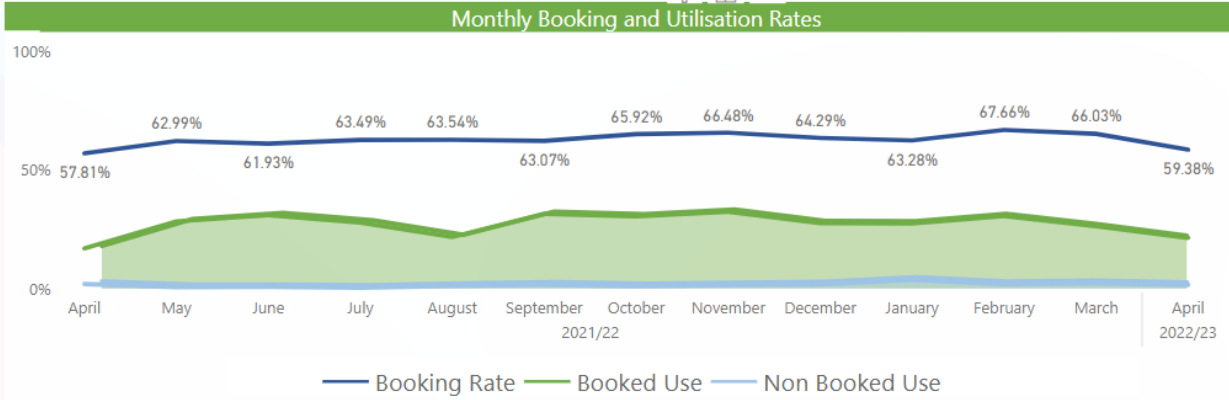
3% Community services

Reporting - utilisation

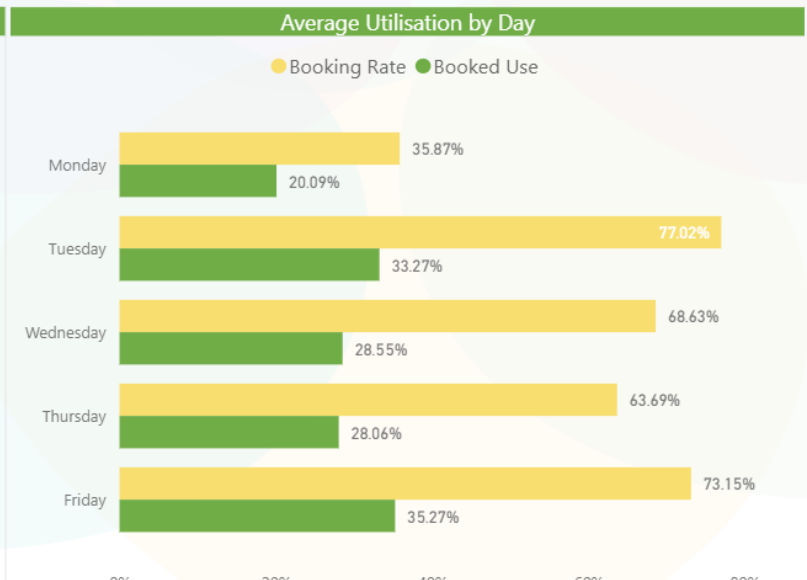
NHS Open Space - Utilisation Report

Year, Month: 2021/22 | Property: [dropdown]

- Total No. Bookings Made: 2,831 ▲
- Booking Rate: 64.21% ▲
- Booked Utilisation: 29.21% ▲
- Non Booked Utilisation: 2.56% ▼



Client Name	No. Bookings
[Redacted]	2,164
[Redacted]	654
[Redacted]	11
[Redacted]	2



Room No.	Booking Rate
Examination Room 12	74.27%
Examination Room 4	90.98%
Examination Room 7	65.35%
Examination Room 8	68.46%
Treatment Room 2	100.00%
Treatment Room 3	100.00%
Treatment Room 4	100.00%

Room No.	Booking Rate
Examination Room 6	36.10%
Treatment Room 5	36.51%
Examination Room 10	37.34%
Treatment Room 1	37.97%
Examination Room 2	46.89%
Examination Room 1	49.79%
Examination Room 3	58.92%

Reporting – user utilisation

Year, Month
Customer Name
Service Name

NHS Open Space - Utilisation Report C
2021/22
All

Total No. Bookings Made

2,829

Total Booked Value

£237,768.00

Utilisation of Bookings

45.46%

Monthly Booking and Utilisation Rates

Month	% Utilisation of Bookings Made	Total No. Bookings Made
April 2021/22	30.94%	~100
May	46.51%	~150
June	51.47%	~180
July	45.20%	~180
August	35.69%	~150
September	51.41%	~180
October	47.59%	~180
November	50.11%	~180
December	44.40%	~180
January	44.90%	~180
February	46.65%	~180
March	41.19%	~180
April 2022/23	37.63%	~100

— % Utilistation of Bookings Made — Total No. Bookings Made

Underlying Export

Top Booking and Utilisation Rate by Service

Service Name	Total No. Bookings Made	Total Hours Booked	Utilisation of Bookings
Cardiology	25	200.00	77.58%
Occupational Health (Ohs - Por0012251)	2	16.00	71.88%
Diabetes (Community)	21	84.00	68.25%
Rheumatology	53	352.00	65.29%
Heart Function	74	592.00	63.46%
Newborn Hearing Screening	72	288.00	61.63%
Continance Service	257	2,056.00	51.42%
Diabetes (Retinal Eye Screening)	199	1,588.00	50.16%
Podiatrists And Chiropodists	724	5,788.00	49.65%
Osteoporosis (Fracture Liaison Service)	96	768.00	45.83%
Weight Management	246	1,968.00	43.12%

Top Cancellations by Cancellation Value

Service	Total No. Cancelled	No. Cancelled within 48 Hours	Non Refunded Cancellation Value
Mental Health Services (Gmmh)	299	2	£0.00
Eye Screening	258	0	
Ophthalmology	253	4	
Mental Health Services	192	1	
Ear, Nose & Throat	139	1	
District Nursing / Community Nursing	138	2	£21.00
Bladder & Bowel Service	135	0	
Sexual Health Services	131	3	

Top Bookings by Property

Property Name	Total No. Bookings Made	Total Hours Booked
	2,831	19,808.00

What's next?

April - May

Preparing for next expansion
*Preparing sites, running training,
onboarding customers*

July – November

Further expansion
*Expanding across the NHS Property
Services portfolio*

June

Phase 7 launch
*Welcoming new sites, bringing us to a total
of over 200 sites nationwide*

Latter half of 2022

Exploring new horizons
*E.g. welcoming non-NHSPS estate onto
the platform, or white labelling platform for
other organisations to use*

Get in touch

Christopher King, Principal Strategic Asset Manager – Christopher.King@property.nhs.uk

NHS Open Space – OpenSpace@property.nhs.uk