

INTEGRATED HEALTHCARE SOLUTIONS PROVIDE A KEY ENABLER FOR A REGENERATED SUSTAINABLE COMMUNITY



**Best Client Commitment Award
Winner at BEX International 2008**

“The new surgery makes life a lot easier. The schemes detailed in this case study have provided one of the 10 most deprived areas in the UK with new health facilities to replace buildings in appalling condition, with high loss of GPs, low morale and a focus on security rather than a pleasant and healing environment.”

Dr Maassarani - GP, Tower Hill Health Care Centre

EC Harris won the ‘Best Client Commitment’ Award at BEX International 2008. This case study played a major part in achieving this prestigious international award.

LIFT is a national NHS model for developing frontline primary and community care health facilities through public /private partnerships. Renova is a public-private partnership (PPP) owned by Fulcrum Infrastructure Ltd, Halton and St Helens Primary Care Trust, Knowsley Primary Care Trust, Warrington Primary Care Trust and Community Health Partnerships. Renova were named LIFT Company of the Year 2007 and 2008 at the UK national PPP/PFI Awards.

EC Harris provided a wide scope of services for these projects, ranging from writing a service delivery plan covering the acute, mental health and primary care facilities for the entire conurbation to the overall project management, health planning and cost consultancy for the facilities.

Achieving meaningful change and better health outcomes was a principal driver in re-planning the facilities in the community. The other central aims were regeneration, sustainability and better public access. All parties were focused on delivering extensive change to this region with leadership that instigated partnership working to plan services and bringing about significant changes to the way primary care had been delivered in the past.

Creating solutions

Focused input into the Design Team created an innovative and cost effective design solution that incorporated flexibility and future-proofing for the clinical areas and facilities. The EC Harris Health Planners had a ‘people centred’ approach that enabled the design of functional multi-purpose spaces with light used creatively, extensive use of art and colour, and double height waiting spaces to create a feeling of space.

By applying a standardised approach to the structure and generic design across all projects, money has been saved and used to provide better quality finishes, extra public spaces and landscaping. This was achieved by optimising the size of some of the clinical generic rooms and tightening the circulation space which led to a reduction of £40 per sq metre. Such generics then became the model for all future Renova LIFT projects.

Other areas of service delivery innovation include; integrated nursing teams focused around chronic disease management, healthy living initiatives and a strong emphasis on health education and promotion to support a move to proactive prevention from treatment.

The consultation process was continually reviewed and improved through a comprehensive Post Project Evaluation and 'Lessons Learned' process that took place after each tranche of the overall project became operational. Flexibility and adaptability are key criteria in the development of any Renova scheme.

Some of the key learning and innovation in the project has included:

- Multipurpose rooms are a crucial component in all buildings so that a wide range of services can be facilitated. Room layouts and design solutions that satisfy individuals are resisted where requirements are not service-led
- A Product and Partnership development programme has developed greater standardisation on room design based on analysing requirements of services to be delivered. This has not only helped to reduce costs of new facilities in the future but also ensures that each room is as flexible as possible and able to deliver a variety of services. This takes the form of a design guide
- Room occupancy detection systems have been installed to measure room utilisation. The systems monitor the levels of usage in each room and easily identify space that is under-used and could therefore facilitate additional services.

Adding value

The outcomes from the project included:

- A complete primary care strategy for the conurbations of St Helens, Whiston, Warrington and Widnes, offering a vehicle for broader regeneration not simply providers of healthcare infrastructure
- Four new Primary Care Resource Centres providing integrated services including physiotherapy, basic diagnostics, multi professional GP zones, bases for local council staff in a 21st century building. Further schemes are in the construction or pre-construction stage.

- A Walk in Centre in the middle of St Helens town to ensure people are treated quickly and conveniently
- Improved one stop shops - enabling patients to receive tests to avoid complex, unnecessary trips to the local hospital, which are particularly important where people rely on public transport. Reduction in costs at the local hospital and reduction of the number of car parking spaces has also benefited the whole community
- Provision of community facilities which included a Library, Post office, Citizen Advice Bureau as well as a Walk in Centre, GP Surgeries and basic diagnostics. Planning Permission was also obtained for a future development of a number of retail outlets with a mandatory future traffic management system.

“The facility brought us into the heart of the community, we now have a dentist, a community centre, a school and sports facilities all in one area. And it now appeals to all ages of the community. The new facility is much more modern, fully integrated with the latest technology and linked to other facilities, like the pharmacy, it makes it much easier to monitor our targets.”

Dr Maassarani - GP, Tower Hill Health Care Centre

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