



Department
of Health



Design in Mental Health Network Conference May 2017



P22 Framework Update; EPP; GSL; POE “the Golden thread”

Cliff Jones - Head of Construction Procurement, Department of Health

Alan Kondys - Framework Director IHP

Rosemary Jenssen - Working Group Lead Kier

Content



- P22 framework update
- CRP to EPP journey
- iPad/Web App to Virtual Reality Hospital
- Post Occupancy Evaluation tool
- Pilot case studies
- Next steps





Department of Health



Cliff Jones MCIPS MRICS, Head of Construction Procurement

ProCure22

Design in Mental Health

Tuesday 16th May 2017

Clients Core/Primary Business Objective

e.g. DH (and NHS) Core/Primary Business Objectives

**THE PRIMARY
OBJECTIVE OF THE
DH/NHS IS THE
PROVISION OF
HEALTHCARE TO
PATIENTS.**



(Clients do not decide to undertake any Capital Investment unless it delivers improved business outcomes for them)

- **P21** achieved **£4.5bn** of registered work and **P21+** currently has **£4.2bn** work registered – “all of which is for a non- mandatory framework”.
(**P22** has approx. **£450m** registered to be completed and call offs are continuing to be notified);
- Government Construction Strategy Cost Efficiency Savings:
P21+ achieved 15%;
- **P21+ Repeatable Rooms** (incl Mental Health Bed Rooms),
Standard Assemblies and Components;
- **P21+ Projectshare** – design information from over 100 P21+ Projects available for use by others undertaking projects using the Framework;

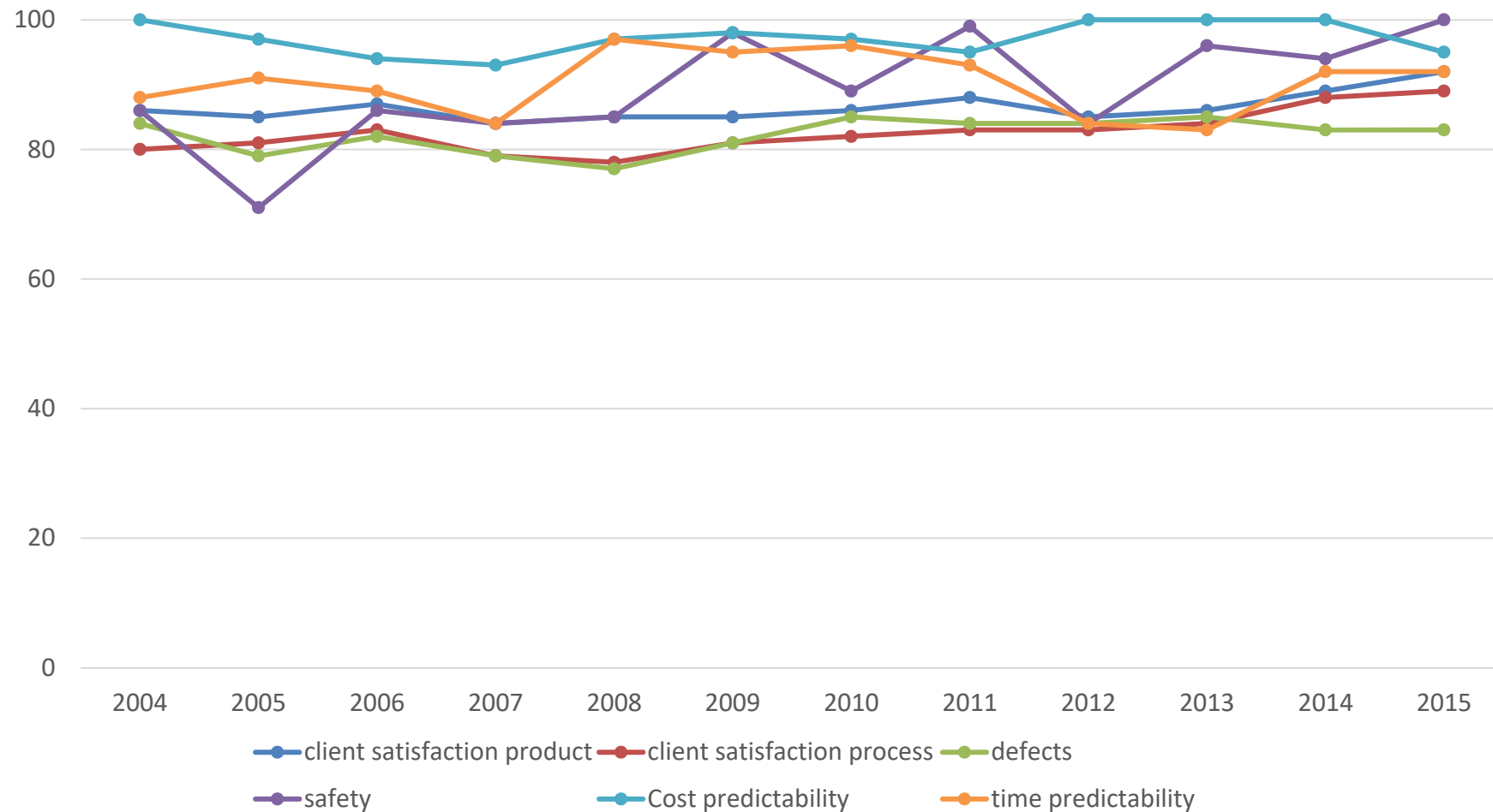


Key achievements under P21/P21+: KPI's



KPI	Scheme Measure	Year on Year Performance											
		2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Client Satisfaction - Product	Average % out of 100	86%	85%	87%	84%	85%	85%	86%	88%	85%	86%	89%	92%
Client Satisfaction - Service	Average % out of 100	80%	81%	83%	79%	78%	81%	82%	83%	83%	84%	88%	89%
Defects	Average % out of 100	84%	79%	82%	79%	77%	81%	85%	84%	84%	85%	83%	83%
Safety	% achieving zero accident incident rate	86%	71%	86%	84%	85%	98%	89%	99%	84%	96%	94%	100%
Predictability Cost (GMP)	% to budget or below	100%	97%	94%	93%	97%	98%	97%	95%	100%	100%	100%	95%
Predictability Time	% on time or early	88%	91%	89%	84%	97%	95%	96%	93%	84%	83%	92%	92%

P21/P21+ Framework Performance



- Few major changes from ProCure21+ which continue to deliver improved performance and benefits for Clients;
- Framework duration of 4 years commencing 1st October 2016;
- 6 PSCPs (Principal supply Chain Partners);
- Wider client definition to include social care and SPV's, not just NHS;
- Continue repeatable rooms and standard components;
- Commercial element to call-off process;



- Based on NEC3 Option C;
- Training provision free of charge;
- VAT Recovery advice for projects free of charge;
- ProjectShare – designs from completed projects can be used on other projects.

- **BAM Construction Ltd**
- **Galliford Try Ltd**
- **Graham Construction Ltd**
- **Integrated Health Projects Ltd**
(Vinci Construction Ltd and Sir Robert McAlpine)
- **Interserve Construction Ltd**
- **Kier Construction Ltd**



P21+ (and P22): Repeatable Rooms and Standard Components

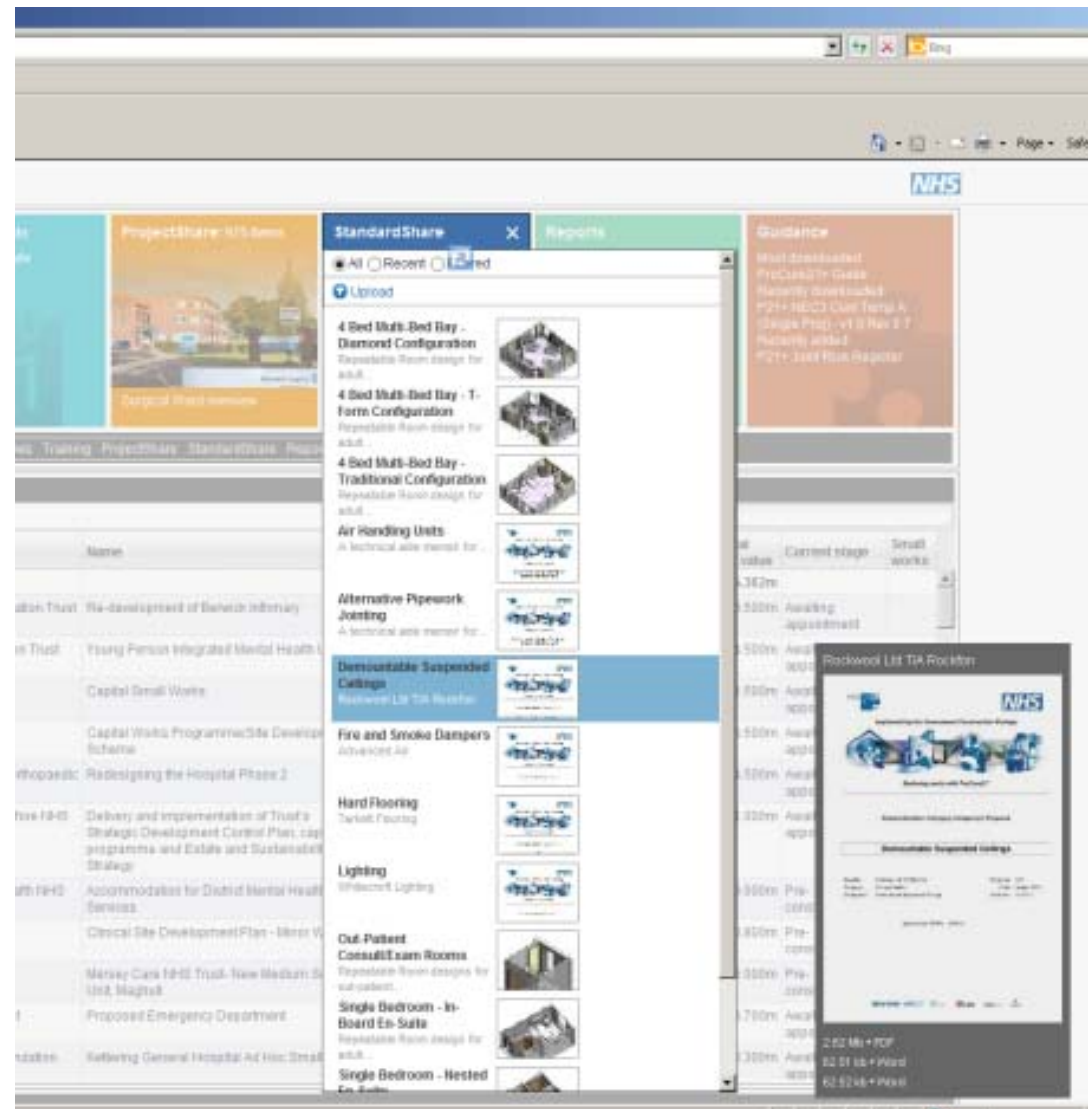
An Example of effective collaboration between DH, NHS, Supply Chains, Supply Chain Members Users and Patients to add deliver value and benefits to all.

- Acute 4 bed bays with en-suite; Outpatient Consult exam; Emergency Department;
- **Mental Health bedrooms;**
- Suppliers have collaborated to provide mock up showrooms - Static Systems (4 bed bay) and Thorlux Lighting (Mental Health Bedroom);
- Standard Components Catalogue;
- BIM data available;
- Added value: supplier manufacturer support, longer warranty periods.



P21+/P22 Club website

- Hard Flooring
- Suspended Ceilings
- Doors
- Lighting
- Sanitary Ware
- Fire Dampers
- AHUs
- Pipework
- Chillers
- Bedhead Services
- Radiant Panels
- Ceiling Hoists
- Paint
- IPS
- Windows
- Folding screens





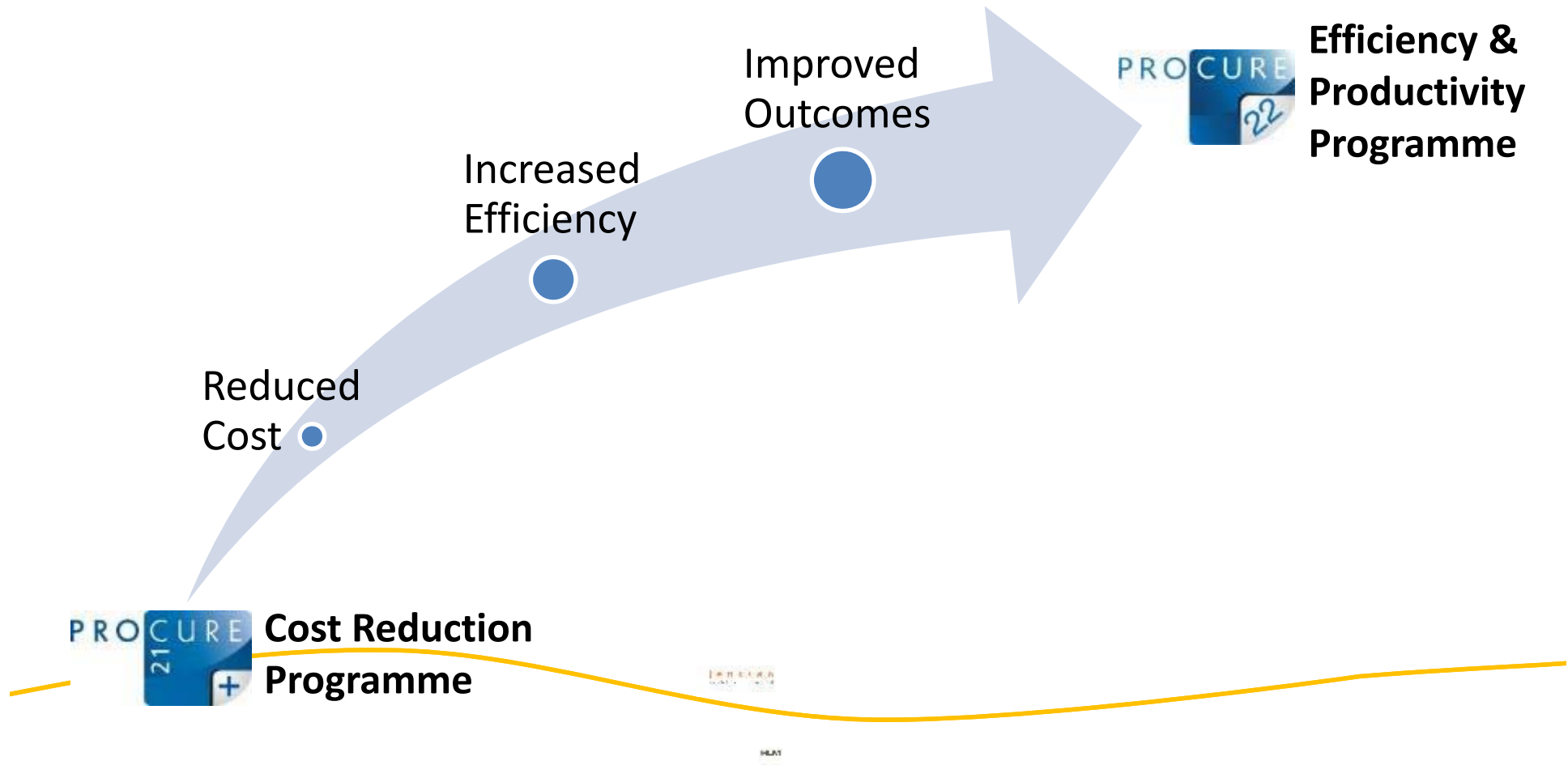
Department
of Health



P21+ Cost Reduction Programme to P22 Efficiency and Productivity Programme

Alan Kondys - Framework Director IHP

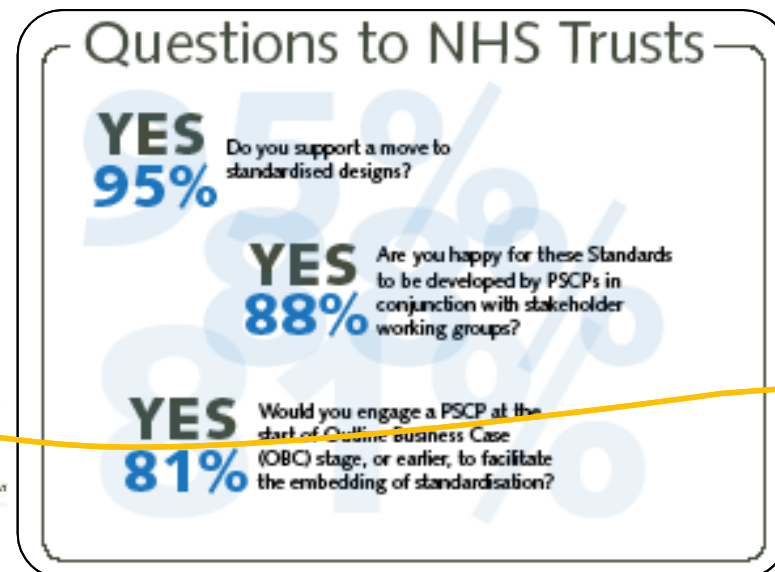
Programme Evolution



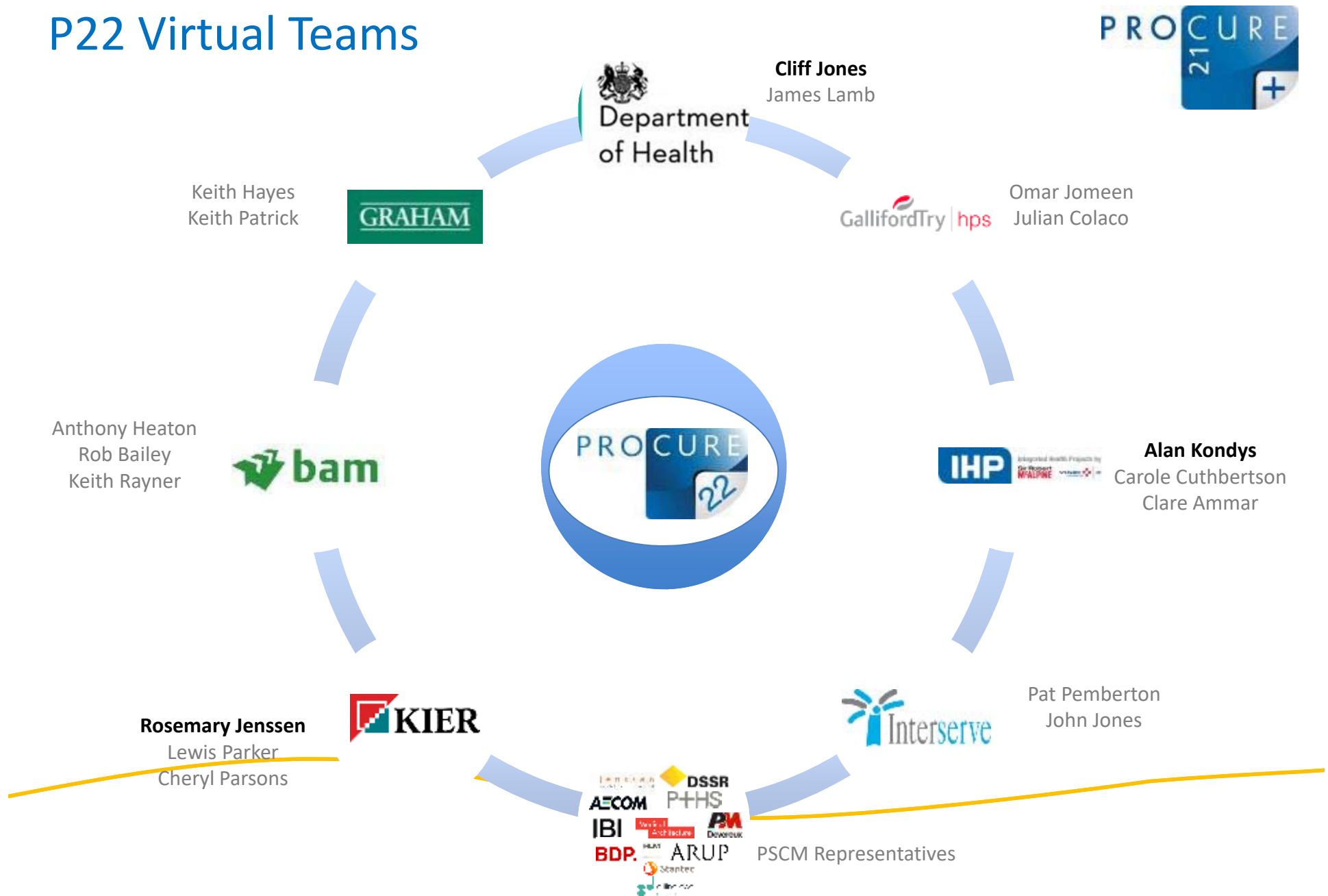
Our aim



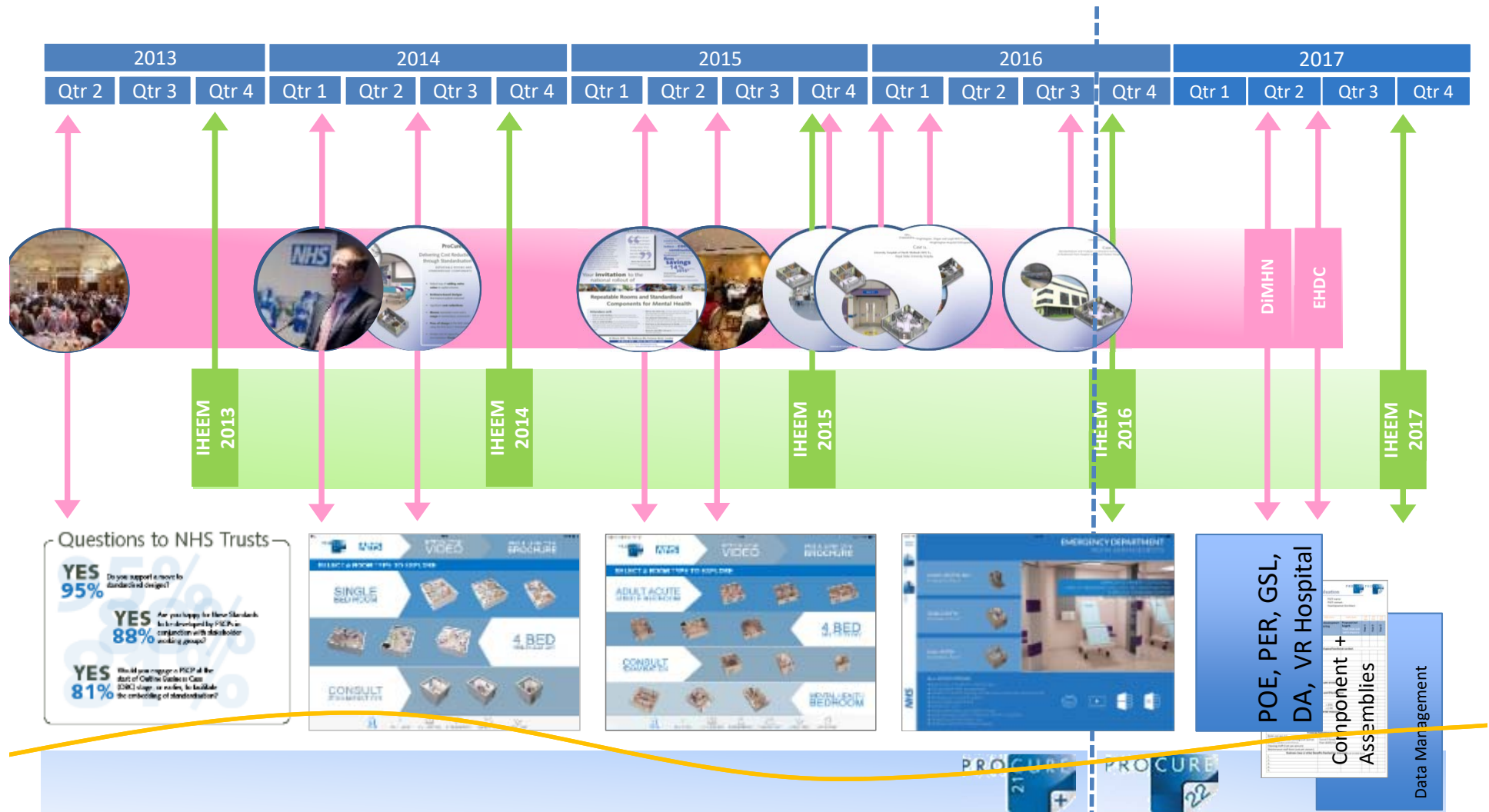
- Government Construction Strategy
- Reduce re-design that re-occur in high volume
- Improved Service User/Patient Experience
- Enable Clinical Staff to focus on their day job
- Getting the facility operational earlier



P22 Virtual Teams



Efficiency + Productivity Programme timeline



Evidence based collaborative process



- Evidence/data gathering and review
- Stakeholder participation (Royal Colleges / MH Fight Club)
- Mock ups and testing
- National roll-out and communication
- POE and continuous improvement



Supply Chain Member Involvement



Trust involvement / Early adopters



What has been achieved



- 24 HBN compliant repeatable arrangements with Level 2 BIM files
- Complimentary Standard Component proposals
- Culture change occurred (NHS acceptance of repeatability)
- PC and iPad based App providing a virtual showroom to earlier approvals
- Cost savings c4-11% against HPCG benchmarks with GSC savings of 15.1%





The image displays a comprehensive set of architectural drawings for a single bedroom in-board type 1 arrangement. The drawings include:

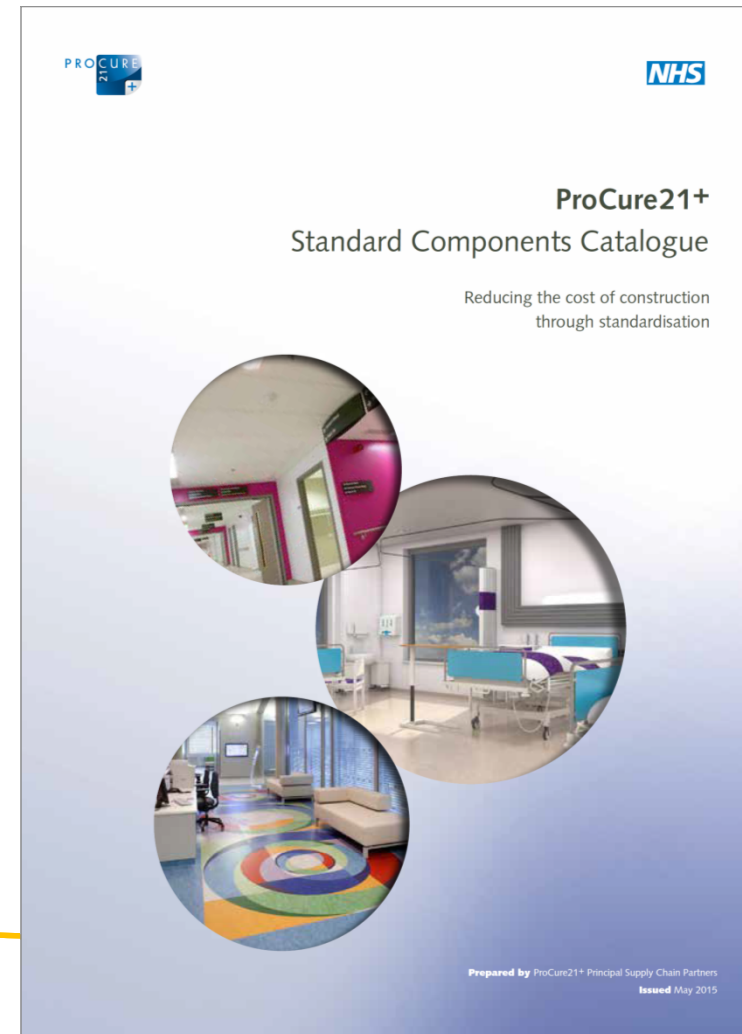
- Floor Plans:** Detailed floor plans for the bedroom, showing furniture placement, dimensions, and room layout.
- Elevations:** Multiple elevations (ELEVATION A through ELEVATION H) showing the room's appearance from different angles, including wall treatments and furniture details.
- 3D Perspective View:** A 3D rendering of the bedroom, providing a realistic view of the room's layout, furniture, and lighting.
- Technical Specifications:** A table of technical specifications and materials, detailing the construction and finishes for the room.
- Room Schedule:** A table listing the room's components, including furniture, fixtures, and equipment, with their respective quantities and specifications.

The drawings are presented in a clear and organized manner, allowing for a thorough understanding of the room's design and construction requirements.

Standard Components



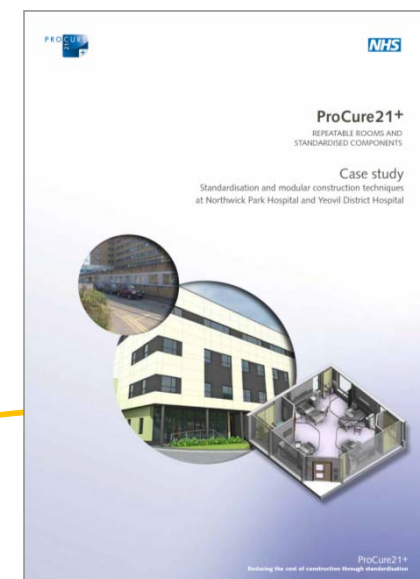
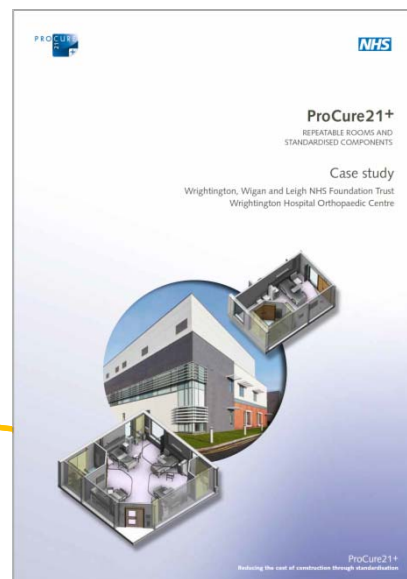
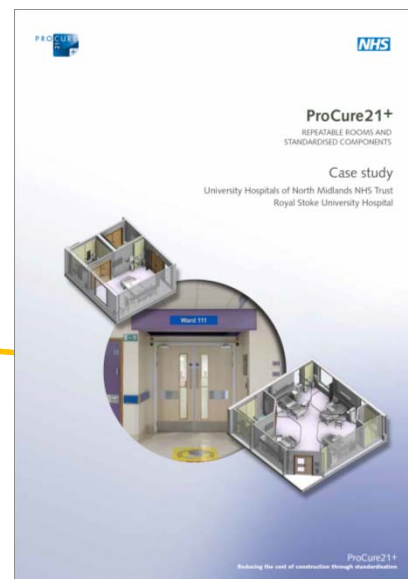
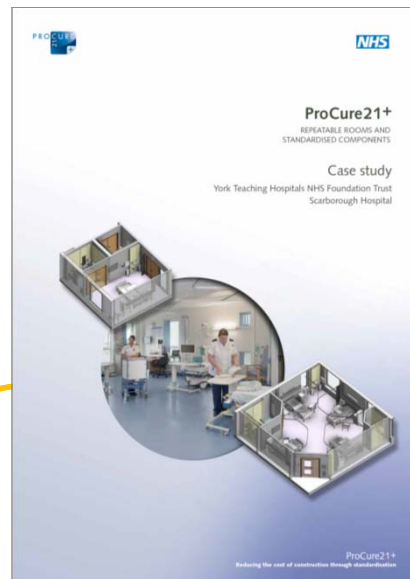
- Suspended Ceilings
- Wall Finishes
- Windows
- Lighting
- Hard and soft Flooring
- Internal Doors (Acute & Mental Health)
- Sanitary Ware (Acute & Mental Health)
- IPS and Clinical Wash Hand Stations
- Privacy Screens
- Bedhead Services



Case Studies and POE



- Lilac Ward, York Teaching Hospital FT
- Wrightington, Wigan and Leigh FT
- London North West Healthcare Trust
- University Hospitals of North Midlands Trust
- Yeovil District Hospital FT





Department
of Health



Ipad App to Virtual Reality Hospital

Rosemary Jenssen - Working Group Lead Kier



PROCURE



PROCURE

Select
**Room type
to explore**



NHS

ADULT ACUTE SINGLE BEDROOM



4 BED MULTI-BED BAY



CONSULT/EXAMINATION



MENTAL HEALTH BEDROOM



EMERGENCY DEPARTMENT ROOM



MENTAL HEALTH BEDROOM ARRANGEMENTS

FUNCTIONAL INBOARD

En-Suite Bedroom
4 Types Furniture Configuration



ORGANIC INBOARD

En-Suite Bedroom
4 Types Furniture Configuration



ORGANIC NESTED

En-Suite Bedroom
2 Types Furniture Configuration



IMPROVING PATIENT OUTCOMES,
WHILST REDUCING THE COST OF CONSTRUCTION
THROUGH STANDARDISATION

REPEATABLE ROOMS AND STANDARD COMPONENTS



ALL LAYOUTS PROVIDE:

- Functionality tested arrangements
- Clinician zone around the patient
- 3 and 4 sided couch access
- Family/carer zone
- Latest emergency patient trolley size (750mm x 2100mm)
- Access to information technology
- Clinical wash hand basin
- Up to 5% target cost saving, compared to HPCG model



FUNCTIONAL
INBOARD

ORGANIC
INBOARD

ORGANIC
NESTED



1 2 3 4 1 2

YOU TO SELECT PANORAMIC

FUNCTIONAL BEDROOM



Type 1

Bed located directly opposite entry door, a rectangular wardrobe with up-stand shelves and a separate shelving unit.

Provides:

- 5 zones: entry; sleep/rest; work/play; storage; and en-suite
- Entry threshold zone with wall mounted hall-stand
- Observation from door vision panel
- Choice of bed positions
- Flexible furniture configurations
- Notice/Art board
- Excellent daylight penetration
- Natural ventilation
- Choice of floor coverings within the bedroom
- Opportunity for personalisation
- Window seat option

tap to close



Mental Health - Functional Bedroom - Type 1



FUNCTIONAL
INBOARD

ORGANIC
INBOARD

ORGANIC
NESTED



1 2 3 4

1 2 3 4

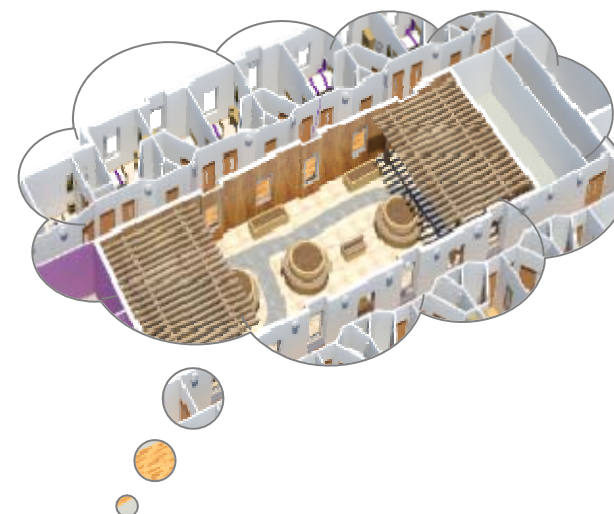
1 2

CLICK LAYOUT TO SELECT PANORAMIC

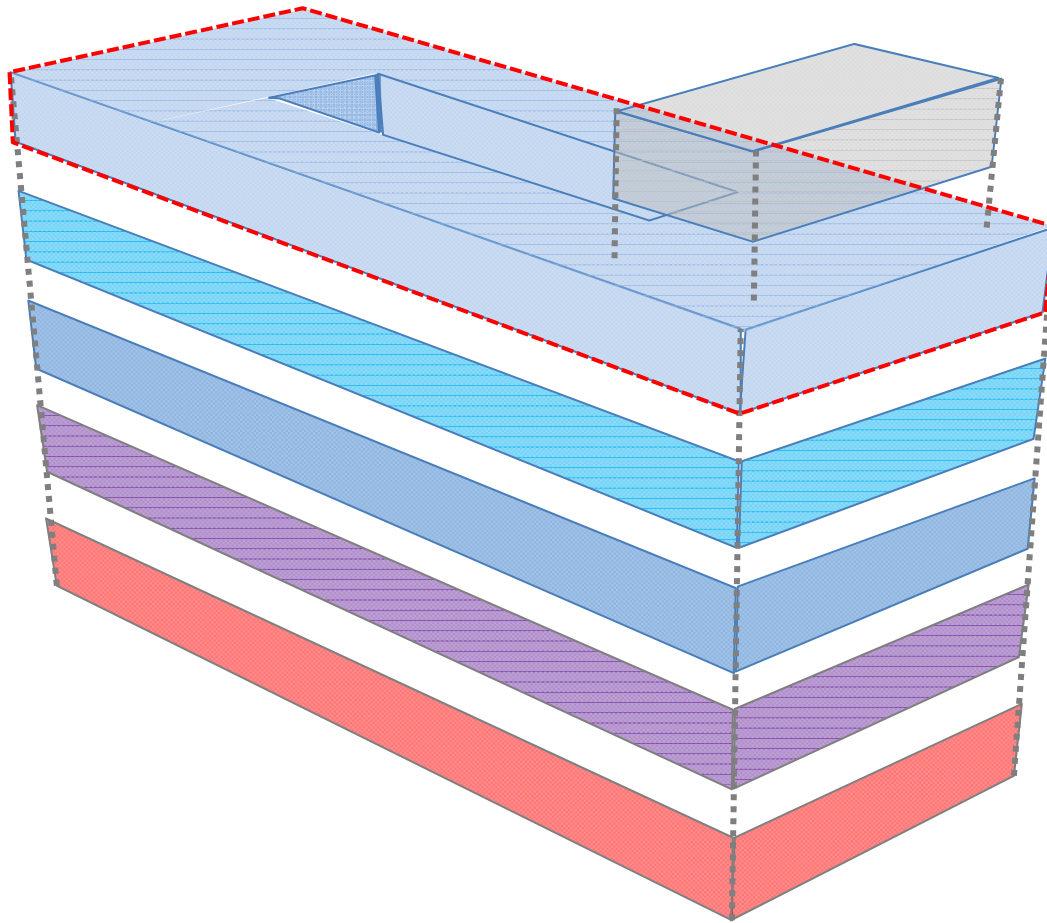
Mental Health - Functional Bedroom - Type 1



Showcasing Repeatable Rooms: Evolution



P22 VR Hospital Prototype



Level 5 Future Plantroom

Level 4 Mental Health Ward

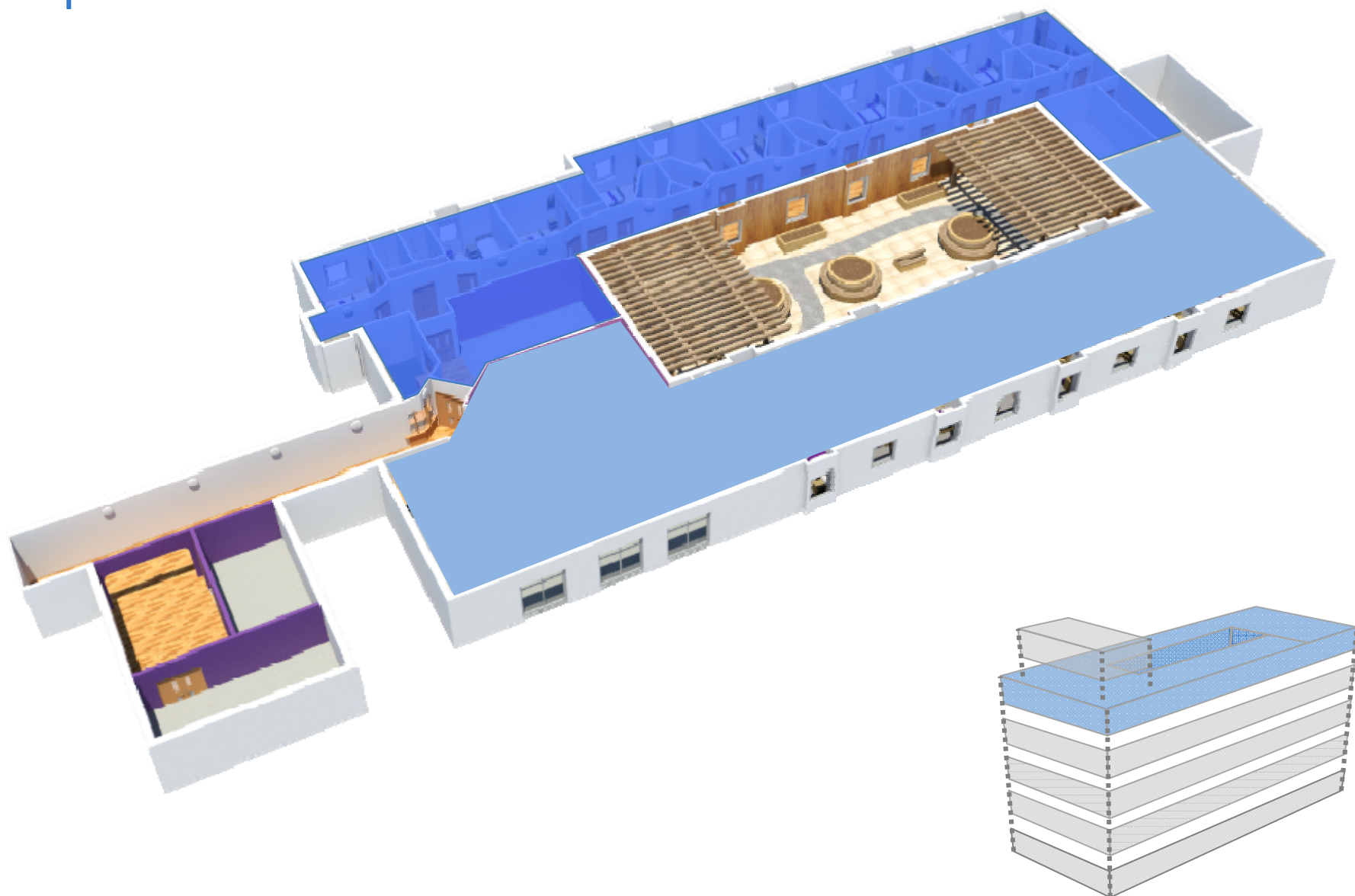
Level 3 Acute Inpatient Ward

Level 2 Future Hot Floor

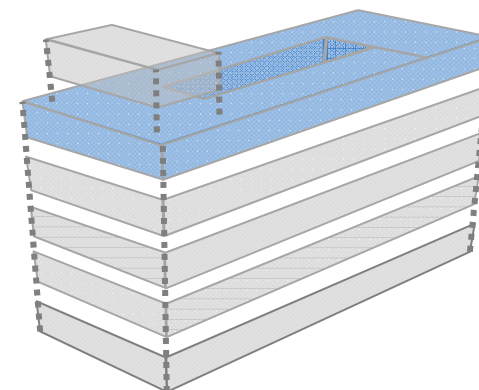
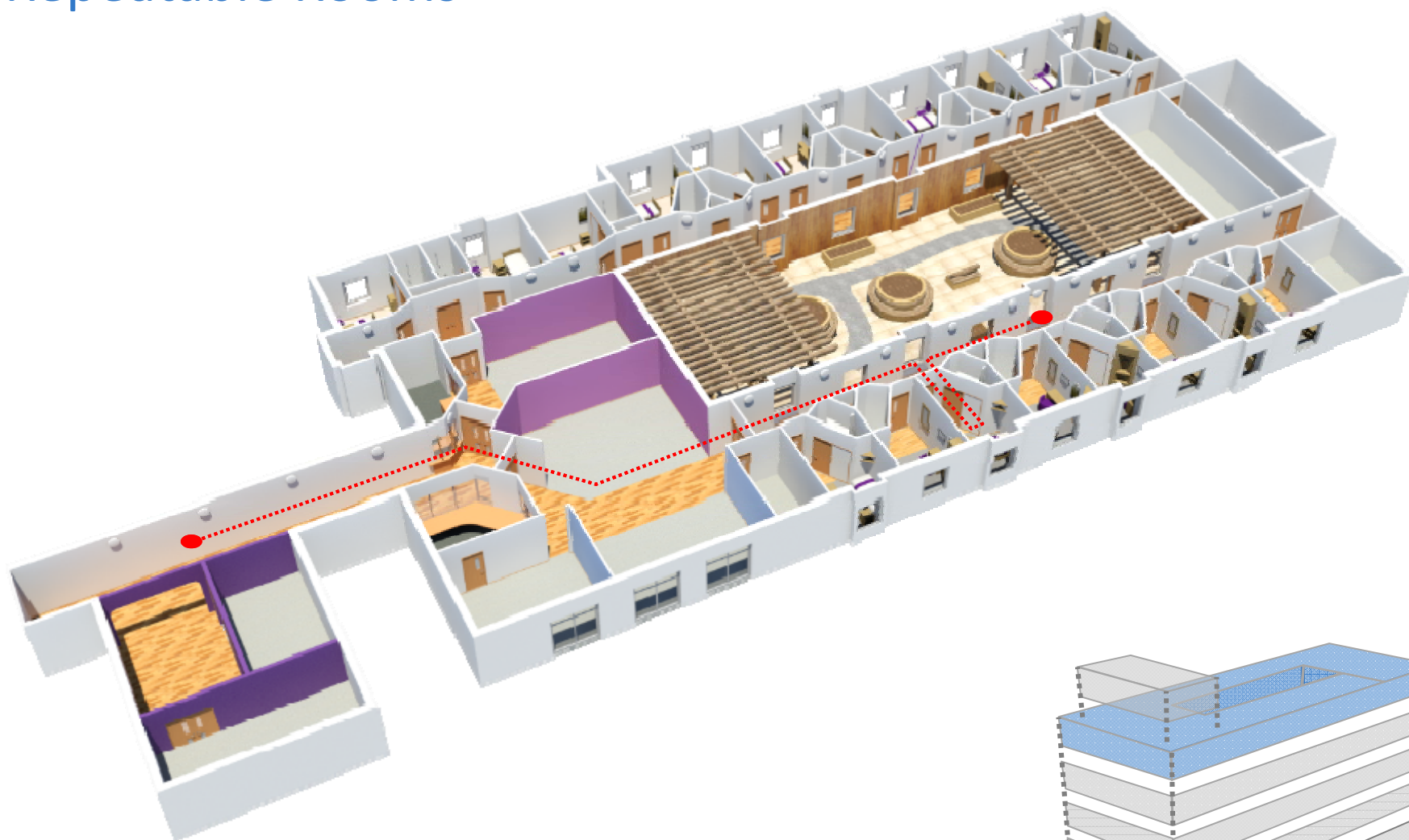
Level 1 Outpatients

Level 0 ED

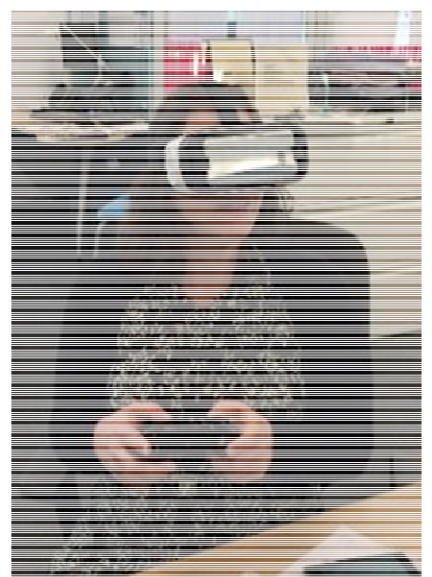
Level 4 Mental Health In-patient Ward Repeatable Rooms



Level 4 Mental Health In-patient Ward Repeatable Rooms



Pilot pilots





A 3D rendered interior scene of a hallway. On the left, there are two wooden shelves mounted on a light gray wall. In the foreground, a purple upholstered chair is partially visible. The hallway leads to two wooden doors; the one further down has a small rectangular window. A bright green rectangular box is overlaid on the lower right portion of the image, containing white text.

Pilot the prototype for
yourself at the P22 stand



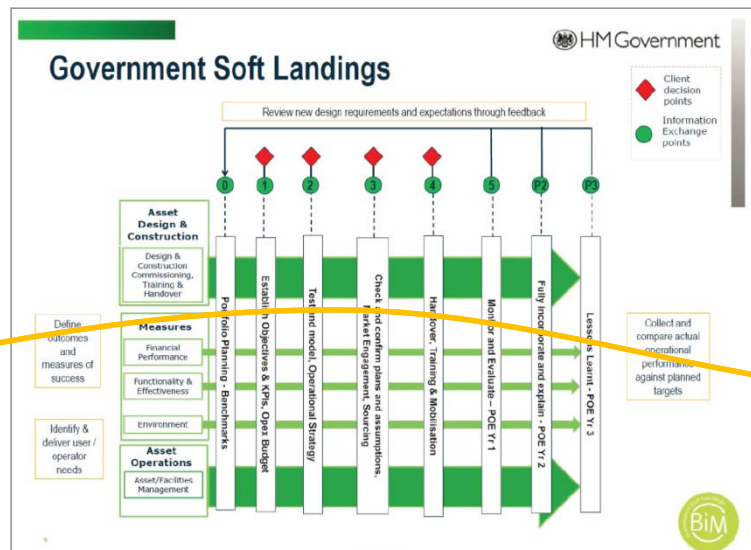
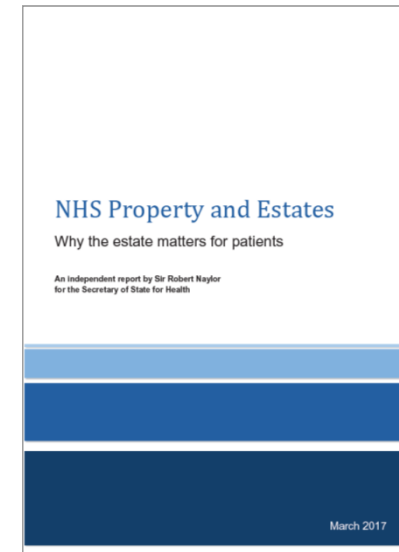
Department
of Health



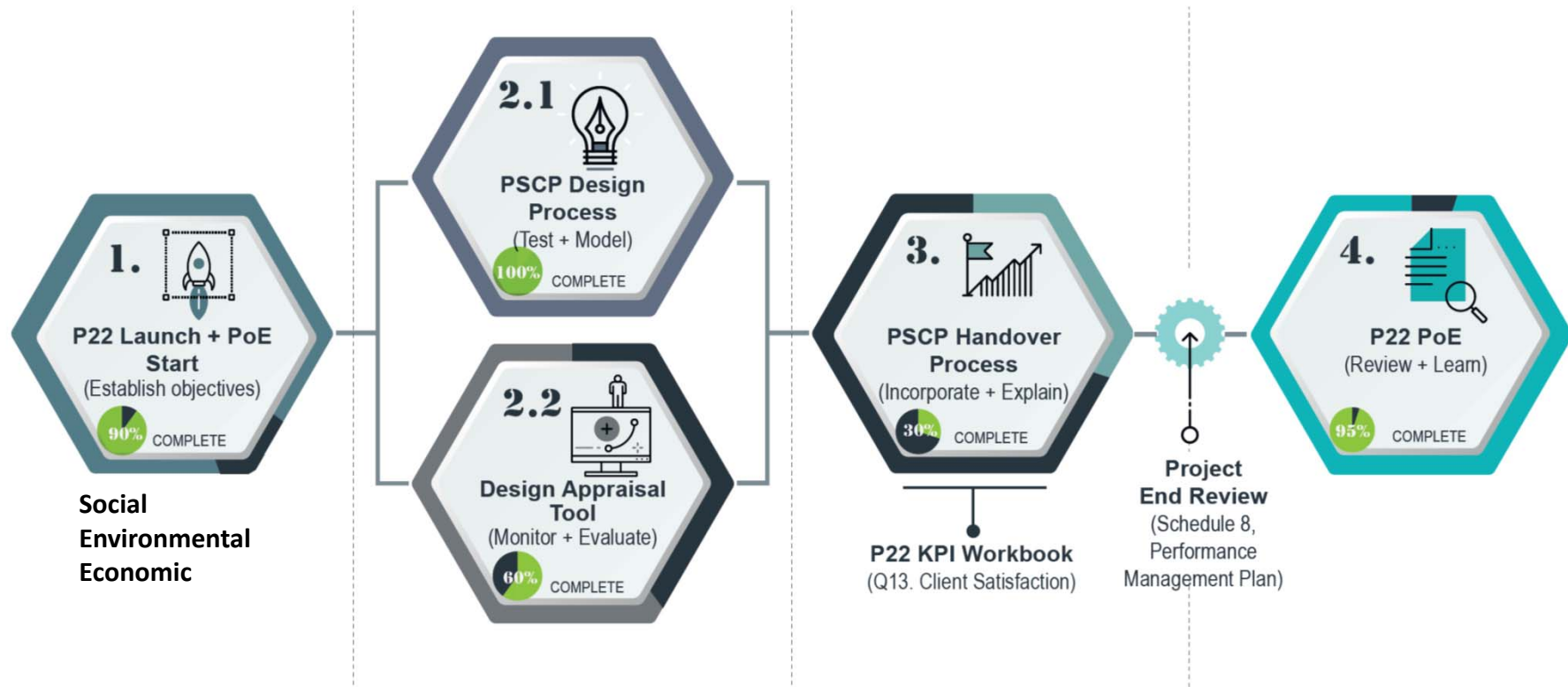
P22 Post Occupancy Evaluation Standards

Rosemary Jenssen - Working Group Lead Kier

P22 POE: Background + Context



P22 Post Occupancy Evaluation: Process



P22 Post Occupancy Evaluation: Pro-forma



<div> </div> <h2>Post Occupancy Evaluation</h2>						
Trust name:		PSCP name:				
Project name (P21+/P22 ref no.):		PSCP contact:				
Trust Client contact:		Healthplanner/Architect:				
P22 Project measures						
Complete date measures undertaken	Add date	Add date	Add date	Add date	Add date	
Measure	Pre-development / existing	Proposal incl targets Trust wide and ward measure	Year 1	Year 2	Year 3	
Design Appraisal process, dates + outcome						
P22 Project End Review <small>within 6 months of completion</small>	n/a					
CQC Rating						
Physical environment/space/functional content						
Total Gross Internal Area (GIA)						
Split new build / refurbishment						
Functional content summary <small>(attach schedule of accommodation)</small>						
Net departmental area						
Circulation area and as a percentage						
Communication area						
Plant area and % of roof top plant						
Activity per annum						
Patient attendances /patient bed days						
Other i.e. S136 suite						
Functionality and Effectiveness (Social)						
Analysis of staff feedback postcards						
Analysis of patient feedback postcards						
non-clinical floor space <small>(Current variance 12-69%)</small>	< 35%					
Un-occupied or under used space	< 2.5%					
Environmental measures (Environmental)						
BREEAM YES/NO insert score/target						
Energy use (kWh/m2)						
CO2 emissions (kgs/m2)						
Water use (litres/m2)						
Other measures (please state)						
Financial Performance measures (Economic)						
Build cost per m2	HPCG?					
Estates and Facilities running cost (£/m2) <small>(Current variation £105-970/m2)</small>	<£320/m2 Good					
Cleaning staff (Cost per annum)						
Maintenance staff time (cost per annum)						
Business Case or other Benefits Realisation measures (not included above)						
1.						
2.						
3.						
4.						
5.						

- Physical environment/space/functional content
- Activity/workload
- Functionality and effectiveness
- Environmental measures
- Financial performance measures
- Business Case Benefits Realisation measures

P22 Post Occupancy Evaluation: Pro-forma



Post Occupancy Evaluation		PROcure 21+				
Trust name: Project name (P21+) Trust Client contact: P22 Project manager		Post Occupancy Evaluation				
Complete date measures undertaken		Service Specific Measures: Mental Health Inpatient Ward				
Measure	Complete date measures undertaken	Add date	Add date	Add date	Add date	Add date
Measure	National Average	Proposal incl targets Trust wide and ward measure	Year 1	Year 2	Year 3	
Design Appraisal p P22 Project End Re within 6 months of compl CQC Rating Total Gross Intern Split new build / re Functional content (attach schedule of accom Net departmental Circulation area an Communication an Plant area and % o Patient attendance Other i.e. \$136 suit Analysis of staff fe Analysis of patient non-clinical floor s Un-occupied or un	Ward category i.e. LS, MS, Adult Acute etc					
	Area for on-ward therapy	n/a				
	Area for off-ward therapy	n/a				
	Area of garden on-ward	n/a				
	Service User experience/satisfaction					
	PLACE assessments: condition, appearance, maintenance	National ¹ 90.1%				
	PLACE assessments: privacy, dignity, well-being	National ¹ 86.0%				
	PLACE assessments: Dementia	National 74.5%				
	Access to outside space					
	Improved attendance/participation rates in therapeutic activities (hours per day or week)					
Staff	Friends and family test (NHS Choices and Trust)	Target 95% ²				
	Staff experience/satisfaction					
	Staff friends and families work (NHS Choices)					
	Staff turnover rate					
	Staff absenteeism (Carter cited range 2.7% to 5.8%)	4.4% ³				
	Nursing Staff vacancies	9.0% ⁴				
	Bed occupancy	85% ⁵				
	Length of stay					
	Medication costs					
	Emergency Re-admissions within 30days ¹					
Service performance	Acuity scale 0-100					
	Incident recording, IR1					
	Incident recording, IR2					
	Incident recording, SUI					
	Incident recording, Complaints					
	Other agreed measures					
	Environmental comfort, temp, air quality, lighting, noise + control					
	Awards					
1 My NHS: Mental Health data available Trust wide www.nhs.uk/service-search/performance/search 2 NHS Choices website 3 NHS Digital Sickness Absence rates Jan 2015-Mar 2015 4 http://www.bbc.co.uk/news/health-35667939 5 Royal College of Psychiatry recommended bed occupancy level						

Service specific measures

- Patient experience
- Staff experience
- Service performance + outcomes
- Other agreed measures
 - Environmental comfort

P22 Post Occupancy Evaluation: Commentary



Post Occupancy Evaluation

Trust name:
Project name (P21+)
Trust Client contact
P22 Project m

Complete date me

Measure

Design Appraisal p

P22 Project End Re
within 6 months of compl

CQC Rating

Total Gross Intern
Split new build / re

Functional content
(attach schedule of accom

Net departmental
Circulation area an

Communication an

Plant area and % o

Patient attendance
Other i.e. \$136 suit

Analysis of staff fe

Analysis of patient

non-clinical floor s

Un-occupied or un

BREEAM YES/NO in

Energy use (kWh/n

CO2 emissions (kg

Water use (litres/n

Other measures (p

Build cost per m2

Estates and Faciliti

(Current variation £10

Cleaning staff (Cost

Maintenance staff

Bu

-
-
-
-
-

Post Occupancy Evaluation

Service Specific Measures: Mental Health Inpatient Ward

Complete date measures undertaken	Add date	Add date	Add date	Add date	Add date
Measure	National Average	Proposal incl targets Trust wide and ward measure	Year 1	Year 2	Year 3
Ward category i.e. LS, MS, Adult Acute etc					
Area for on-ward therapy	n/a				
Area for off-ward therapy	n/a				
Area of garden on-ward	n/a				
Service User experience/satisfaction					
PLACE assessments: condition, appearance, maintenance	National ¹ 90.1%				
PLACE assessments: privacy, dignity, well-being	National ¹ 86.0%				
PLACE assessments: Dementia	National 74.5%				
Access to outside space					
Improved attendance/participation rates in therapeutic activities (hours per day or week)					
Friends and family test (NHS Choices and Trust)	Target 95% ²				
Staff experience/satisfaction					
Staff friends and families work (NHS Choices)					
Staff turnover rate					
Staff absenteeism (Carter cited range 2.7% to 5.8%)	4.4% ³				
Nursing Staff vacancies	9.0% ⁴				
Bed occupancy	85% ⁵				
75-90% green, 90-95% blue ok, over 95% red					
Length of stay					
Median and maximum					
Medication costs					
Emergency Re-admissions within 30days ¹					
Acuity scale 0-100					
Incident recording, IR1					
Incident recording, IR2					
Incident recording, SU1					
Incident recording, Complaints					
Other agreed measures					
Environmental comfort, temp, air quality, lighting, noise + control					
Awards					

¹ My NHS: Mental Health data available Trust wide www.nhs.uk/service-search/performance/search

² NHS Choices website

³ NHS Digital Sickness Absence rates Jan 2015-Mar 2015

⁴ <http://www.bbc.co.uk/news/health-35667939>

⁵ Royal College of Psychiatry recommended bed occupancy level

Post Occupancy Evaluation

Project/Service Specific Commentary: Mental Health Inpatient Ward

COMMENTARY

Add Notes below:

Written by PSCP, agreed with Trust Client
(Print names below)

signature

date

P22 POE: Service User Feedback Postcard



When completed please return to the Ward Manager

We would like to know whether the Ward environment works for you? SERVICE USER/CARER FEEDBACK POSTCARD

Ward name (please complete) _____

	Feedback (please circle) scoring 10 is excellent to 7 very good to 5 good to 3 poor to 0 fail										
Do you consider the design of the ward works well? YES/NO (please circle and score)	10	9	8	7	6	5	4	3	2	1	0
Please state your reasons for the above YES/NO assessment?											
Do you consider the design of your bedroom works well? YES/NO (please circle and score)	10	9	8	7	6	5	4	3	2	1	0
Please state your reasons for the above YES/NO assessment?											
Is the sleeping area in the room sufficient for your needs? YES/NO (please circle and score)	10	9	8	7	6	5					
Is the working area in the room sufficient for your needs? YES/NO (please circle and score)	10	9	8	7	6	5					
Is the en-suite shower/wc/wash area sufficient for your needs? YES/NO (please circle and score)	10	9	8	7	6	5					
Is the storage space in the room sufficient for your needs? YES/NO (please circle and score)	10	9	8	7	6	5					
When sleeping or resting, is your rest disturbed and if so how often and by whom? (please circle a number on the scale)	Rarely disturbed ----- regularly disturbed 10 9 8 7 6 5										
Do you ever feel that your privacy or dignity is compromised? (please circle a number on the scale)	All of the time ----- some of the time 10 9 8 7 6 5										

Page 1 of 2

Insert Trust Logo

Do you ever feel isolated or lonely on the ward? (please circle a number on the scale)	All of the time ----- some of the time ----- never 10 9 8 7 6 5 4 3 2 1 0
How often can you access outside space from the ward? (please circle a number on the scale)	All of the time ----- some of the time ----- never 10 9 8 7 6 5 4 3 2 1 0
Which room is your favourite on the ward and why?	
How often can you see a member of staff on the ward? (please circle a number on the scale)	none ----- more than 5 ----- more than 10 10 9 8 7 6 5 4 3 2 1 0
How would you rate the internal temperature comfort + control? (please circle a number on the scale)	Excellent ----- ok ----- poor 10 9 8 7 6 5 4 3 2 1 0
How would you rate the internal air quality + control? (please circle a number on the scale)	Excellent ----- ok ----- poor 10 9 8 7 6 5 4 3 2 1 0
How would you rate the internal lighting + control? (please circle a number on the scale)	Excellent ----- ok ----- poor 10 9 8 7 6 5 4 3 2 1 0
How would you rate the internal noise + acoustics? (please circle a number on the scale)	Excellent ----- ok ----- poor 10 9 8 7 6 5 4 3 2 1 0
How much better would you rate the new environment over the old one? (positive)	Significant difference ----- some differences ----- no difference 10 9 8 7 6 5 4 3 2 1 0
What single element of the new ward has had the most significant <u>positive</u> impact on your daily tasks?	
What single element of the new ward has had the most significant <u>negative</u> impact on your daily tasks?	
Other comments, suggestions or feedback on the ward design generally?	

Page 2 of 2

Thank you for your time and input, which is greatly appreciated in undertaking the Post Occupancy Evaluation

Insert Trust Logo Insert PSCP Logo



P22 POE: Staff Feedback Postcard



When completed please return to your Ward Manager

We would like to know whether the Ward environment works for you?

STAFF FEEDBACK POSTCARD

Area name (please complete ward name and/or Hospital, Building name) _____

Please state your job title/role i.e. nurse, healthcare assistant, house-keeper, clinician etc _____

	Feedback (please circle) scoring 10 is excellent to 7 very good to 5 good to 3 poor to 0 fail										
Do you consider the design to be correct/successful? YES/NO (please circle and score)	10	9	8	7	6	5	4	3	2	1	0
Please state your reasons for the above YES/NO assessment?											
Does the new ward function as it was envisaged? YES/NO (please circle and score)	10	9	8	7	6	5	4	3	2	1	0
Please state your reasons for the above YES/NO assessment?											
Are there any fundamental design issues which need to be resolved? YES/NO (please circle and score)	none	10	9	8	7	6	5	more than 5			
Please state your reasons for the above YES/NO assessment?											
What works really well, within your ward layout generally?											
What doesn't work well, within your ward layout generally?											
From your perspective, what lessons should be learned?											

Page 1 of 2

Insert Trust

How often can you see a service user from where you work? (please circle a number on the scale)	All of the time	10	9	8	7	6	5	4	3	2	1	0	half of the time	none of the time
What proportion of your time is spent face:face engaging with service user? (please circle a number on the scale)	All of the time	10	9	8	7	6	5	4	3	2	1	0	half of the time	none of the time
How would you rate the internal comfort i.e. temperature, air quality, lighting, noise + control (please circle a number on the scale)	Excellent	10	9	8	7	6	5	4	3	2	1	0	ok	poor
Do you have easy access to a staff rest room? (please circle a number on the scale)	All of the time	10	9	8	7	6	5	4	3	2	1	0	half of the time	none of the time
Do you have easy access to staff wc? (please circle a number on the scale)	All of the time	10	9	8	7	6	5	4	3	2	1	0	half of the time	none of the time
Can you see out of a window from your workspace? (please circle a number on the scale)	All of the time	10	9	8	7	6	5	4	3	2	1	0	half of the time	none of the time
Do you ever feel isolated or lonely on the ward? (please circle a number on the scale)	All of the time	10	9	8	7	6	5	4	3	2	1	0	some of the time	never
How much better would you rate the new environment over the old one for staff? (positive)	Significant difference	10	9	8	7	6	5	4	3	2	1	0	some differences	no difference
How much better would you rate the new environment over the old one for service users? (positive)	Significant difference	10	9	8	7	6	5	4	3	2	1	0	some differences	no difference
What single element of the new ward has had the most significant positive impact on your daily tasks?														
What single element of the new ward has had the most significant negative impact on your daily tasks?														
Other comments, suggestions or feedback on the service user or staff spaces or the ward design generally?														

Page 2 of 2

Thank you for your time and input, which is greatly appreciated in undertaking the Post Occupancy Evaluation

Insert Trust Logo Insert PSCP Logo





Department
of Health



P22 Post Occupancy Evaluation Pilots

Rosemary Jenssen - Working Group Lead Kier

St Ann's Hospital, Poole



St Ann's Hospital, Poole



P22 POE Pilot: Harbour + Seaview Ward, St Ann's



EPP – Post Occupancy Evaluation

Trust name: Dorset Healthcare University
NHS FT
Project name (P21+/P22 ref no.): P21
Trust Client contact: Kerri Howlett

PSCP name: IHP
PSCP contact: Alan Kondys
Architect: IBI

Complete date measures undertaken		Completed Nov 2013	Nov 2014	Nov 2015	May 2016
Measure	Pre-development / existing	Proposal incl targets Trust wide and ward measure	Year 1	Year 2	Year 3
Design Appraisal process, dates + outcome				IHP POE	P22 POE outstanding
CQC Rating		Adult acute			
P22 Post Contract Report within 6 months of completion	n/a	GMP £7.42m incl fees			
Physical environment/space/functional content					
Total Gross Internal Area (GIA)		2,041 m2			
Split new build / refurbishment		100% new build			
Functional content summary (attach schedule of accommodation)		2 x adult acute wards (16 + 13 bed)			
Net departmental area (ward)		551.4m2			
Circulation area and as a percentage		321m2 58%			
Communication area		110 m2			
Plant area and % of roof top plant		75 m2			
Activity per annum					
Patient attendance/patient bed days/ward		Kerri to advise			
Other i.e. S136 suite		S136 + new main entrance			
Functionality and Effectiveness					
Analysis of staff feedback postcards					78%
Analysis of patient feedback postcards					66%
non-clinical floor space (Current variance 12-69%)	< 35%	5%			
Un-occupied or under used space	< 2.5%	0%			
Environmental measures					
BREEAM YES/NO insert score/target		Very good			
Energy use (kWh/m2)		Dave Lucas	Reduction		
CO2 emissions (kgs/m2)		Dave Lucas			
Water use (litres/m2)		Dave Lucas			
Other measures (please state)		Dave Lucas			
Financial Performance measures					
Build cost per m2 (incl fees + abnormals)	£3.633/sqm	AK ? excl abnormals			
Estates and Facilities running cost (£/m2) (Current variation £105-970/m2)	<£320/m2 Good	Dave Hambridge			
Cleaning staff (Cost per annum)		Richard Forest			
Maintenance staff time (cost per annum)		Richard Forest			
Business Case or other Benefits Realisation measures (not included above)					
1. Best Clinical Outcomes		Kerri to confirm			Tbc?
2.Flex male:female		Kerri to confirm if flex used			Tbc?
3.Privacy + dignity		patient survey			50%
4.Improved working conditions		Staff survey			78%
5.Therapeutic environment		Combined patient staff average survey			72%

EPP – Post Occupancy Evaluation

Service Specific Measures: Mental Health Inpatient Ward

Complete date measures undertaken		Completed Nov 2013	Nov 2014	Nov 2015	May 2016
Measure	National Average	Proposal incl targets Trust wide and ward measure	Year 1	Year 2	Year 3
Ward category i.e. LS, MS, Adult Acute etc		Adult Acute: Seaview (Admissions) Harbour (Male)			
Area for on-ward therapy	n/a				
Area for off-ward therapy	n/a				
Area of garden on-ward	n/a	100m2, 40m2			
Service User experience/satisfaction					66%
PLACE assessments: condition, appearance, maintenance	National ¹ 90.1%	Kerri to provide last 3 years			
PLACE assessments: privacy, dignity, well-being	National ¹ 86.0%				
PLACE assessments: Dementia	National 74.5%	n/a			
Access to outside space	Service user survey				69%
Improved attendance/participation rates in therapeutic/meaningful activities	Target 25 hours per week	Kerri			
Friends and family test (NHS Choices and Trust)	Target 95% ²				95%
Staff experience/satisfaction	Staff survey				78%
Staff friends and families work (NHS Choices)					62%
Staff turnover rate		HR contact Kerri	No impact		
Staff absenteeism (Carter cited range 2.7% to 5.8%)	4.4% ³	HR contact Kerri			
Nursing Staff vacancies	9.0% ⁴	HR contact Kerri	No impact		
Bed occupancy	85% ⁵	Bed manager contact Kerri			
75-90% green, 90-95% blue ok, over 95% red					
Length of stay Median and maximum		See above	No data		
Medication costs	Kerri to contact Pharmacy dept		No data		
Emergency Re-admissions within 30days ¹					
Acuity scale 0-100					
Incident recording, IR1	Kerri to advise on appropriate scale + stat's		40% reduction		
Incident recording, IR2					
Incident recording, SUI					
Complaints	Kerri to advise				
Compliments	Kerri to advise				
Use of restraint per annum	Kerri to advise				
Use of seclusion per annum	Kerri to advise				
Other agreed measures					
Environmental comfort, temp, air quality, lighting, noise + control	Service user survey				69%
Awards					

¹ My NHS: Mental Health data available Trust wide www.nhs.uk/service-search/performance/search

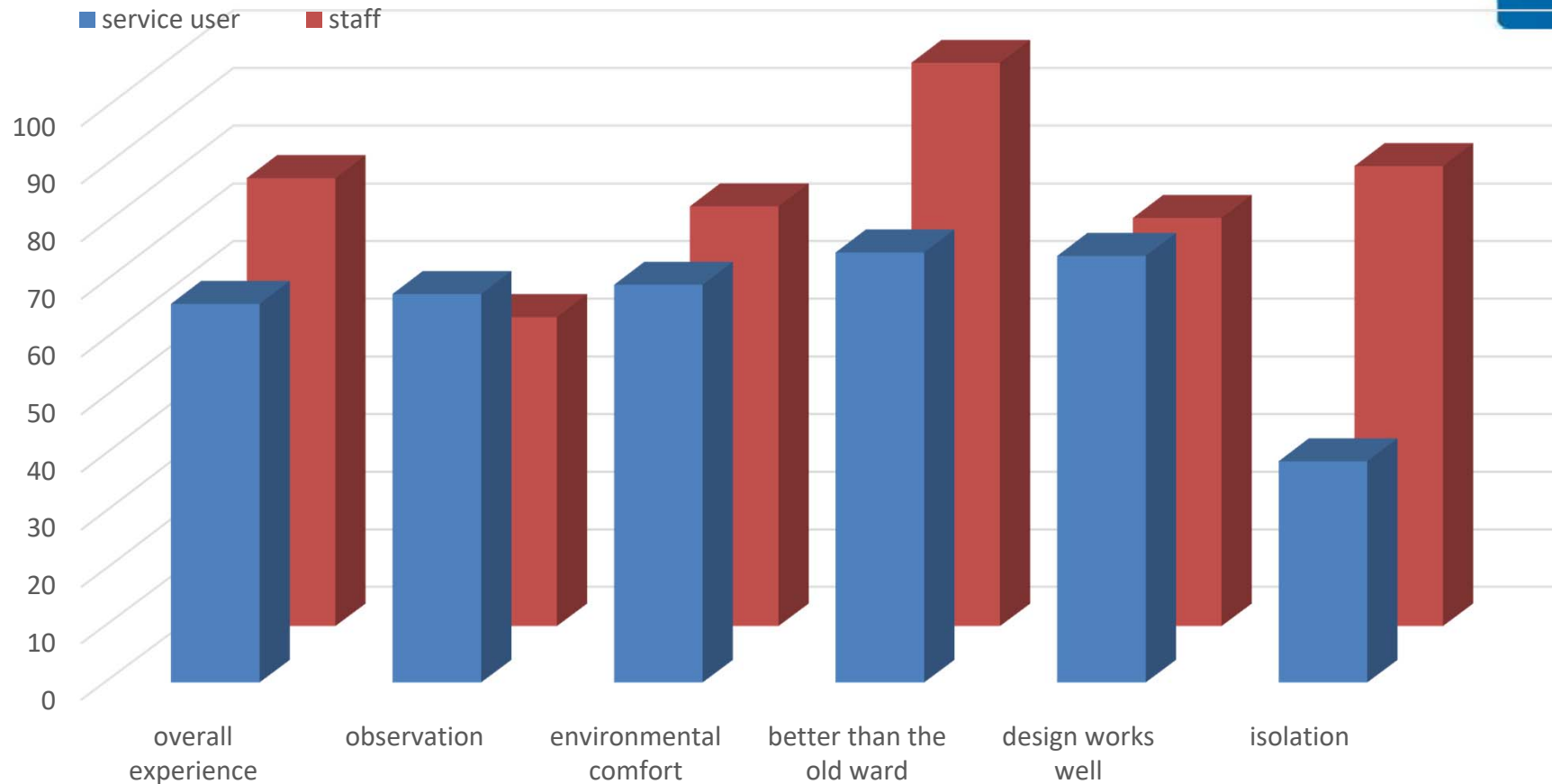
² NHS Choices website

³ NHS Digital Sickness Absence rates Jan 2015-Mar 2015

⁴ <http://www.bbc.co.uk/news/health-35667939>

⁵ Royal College of Psychiatry recommended bed occupancy level

St Ann's Hospital, Poole



Service User satisfaction
(with built environment)
3 years post occupancy

66.1%

Staff satisfaction
(with built environment)
3 years post occupancy

77.9%

Hellingly Hospital, Phase 2

Sussex Partnership
NHS Foundation Trust



PRO CURE



KIER



Hellingly Hospital, Phase 2

Sussex Partnership
NHS Foundation Trust



P22 POE Pilot: Elm Ward, Hellingly Hospital



EPP – Post Occupancy Evaluation

Trust name: Sussex Partnership NHS FT
Project name (P21+/P22 ref no.): P21+ 0308.01
Trust Client contact: John Corlett/Joy Makotore

PSCP name: Kier
PSCP contact: Lewis Parker
Architect: Building Ideas

P22 Project measures

Complete date measures undertaken	June 2013	As built	May 2016	May 2017	May 2018
Measure	Pre-development / existing	Proposal incl targets Trust wide and ward measure	Year 1	Year 2	Year 3
Design Appraisal process, dates + outcome	AEDET				
CQC rating	Requires improvement	Forensic	good	good	
P22 Post Contract Report within 6 months of completion	n/a	GMP £6.8m			
Physical environment/space/functional content					
Total Gross Internal Area (GIA)	1,187 m2	1,225 m2	MS decant		
Split new build / refurbishment	2 storey Victorian villa	98.5% new			
Functional content summary (attach schedule of accommodation)	20 reduced to 15 bed low secure ward + support	15 bed low secure ward + support			
Net departmental (ward) area	814.4m2	538.2m2			
Circulation area and as a percentage	375m2 46%	215.9m2 40.1%			
Communication area	0m2	100.0 sqm			
Plant area and % of roof top plant	0m2	21m2+roof void			
Activity per annum					
Patient attendances /patient bed days					
Other i.e. S136 suite	Incl LSU entrance	Incl support			
Functionality and Effectiveness					
Analysis of staff feedback postcards			n/a	81.4%	
Analysis of patient feedback postcards			n/a	46.9%	
non-clinical floor space (Current variance 12-69%)	< 35%	84m2 7.5%	n/a		
Un-occupied or under used space	< 2.5%	0 m2	n/a		
Environmental measures					
BREEAM YES/NO insert score/target	n/a	NO	n/a	n/a	n/a
Energy use (kWh/m2)		Iain Martin			
CO2 emissions (kgs/m2)		Iain Martin			
Water use (litres/m2)		Iain Martin			
Other measures (please state)					
Financial Performance measures					
Build cost per m2		£3,382/sqm	n/a	n/a	n/a
Estates and Facilities running cost (£/m2) (Current variation £105-970/m2)	<£320/m2 Good	Iain Martin			
Cleaning staff (Cost per annum)		Pam Miller			
Maintenance staff time (cost per annum)		Iain Martin			
Business Case or other Benefits Realisation measures (not included above)					
1. Low Secure Ward to MS standards			MS decant	100%	
2.Patient privacy dignity, confidentiality	patient survey, acoustic panels added 2017			60%	
3.Meet Low Secure standards				100%	
4.Safety minimise ligature points				95%	
5.Therapeutic environment	Combined patient staff average survey			71%	

EPP – Post Occupancy Evaluation

Service Specific Measures: Mental Health Inpatient Ward

Complete date measures undertaken	June 2013	As built	May 2016	May 2017	May 2018
Measure	National Average	Proposal incl targets Trust wide and ward measure	Year 1	Year 2	Year 3
Ward category i.e. LS, MS, Adult Acute etc	Low secure ward built to medium secure standards		MS decant	LS	
Area for on-ward therapy	82 m2	41.8 m2		41.8	
Area for off-ward therapy	0m2	41.2 m2		41.2	
Area of garden on-ward	1,000m2	694 m2		694	
Service User experience/satisfaction	Tbc?		n/a	46.9%	
PLACE assessments: condition, appearance, maintenance	National ¹ 90.1%	Southview 92.56%		Due 18:05: 17	
PLACE assessments: privacy, dignity, well-being	National ¹ 86.0%	Southview 76.97%		Due 18:05: 17	
PLACE assessments: Dementia	National 74.5%		n/a		
Access to outside space (time percentage)		Ward garden		40%	
Improved attendance/participation rates in therapeutic activities	Target 25 hours per week	Janet Woodhouse			
Friends and family test (NHS Choices and Trust)	Target 95% ²	Take up too small to be representative		81%	
Staff experience/satisfaction		Take up too small to be representative			
Staff friends and families work (NHS Choices)		Take up too small to be representative			
Staff turnover rate Jo Russell to confirm staff stat's	Vacant posts 2016 12%	Trust 2016 14%			
Staff absenteeism (Carter cited range 2.7% to 5.8%)	4.4% ³	Trust 2016 4%			
Nursing Staff vacancies	9.0% ⁴	Forensic ave' 13.9%		8.3%	
Bed occupancy	85% ⁵	Michael Ecclestone			
Length of stay	Low Secure 1-2 years?	Michael Gordon			
Medication costs		John Ryan			
Acuity scale 0-100	Not known				
Incident recording, IR1	Andrea Byles	Cheryl Foster			
Incident recording, IR2	Andrea Byles	Cheryl Foster			
Incident recording, SUI	Andrea Byles	Cheryl Foster			
Incident recording, Complaints	Andrea Byles	Cheryl Foster			
Use of restraint per annum		Joy Makotore			
Use of seclusion per annum		Joy Makotore			
Other agreed measures					
Environmental comfort, temp, air quality, lighting, noise + control		Combined staff and service user survey		70%	

¹ My NHS: Mental Health data available Trust wide www.nhs.uk/service-search/performance/search

² NHS Choices website

³ NHS Digital Sickness Absence rates Jan 2015-Mar 2015

⁴ <http://www.bbc.co.uk/news/health-35667939>

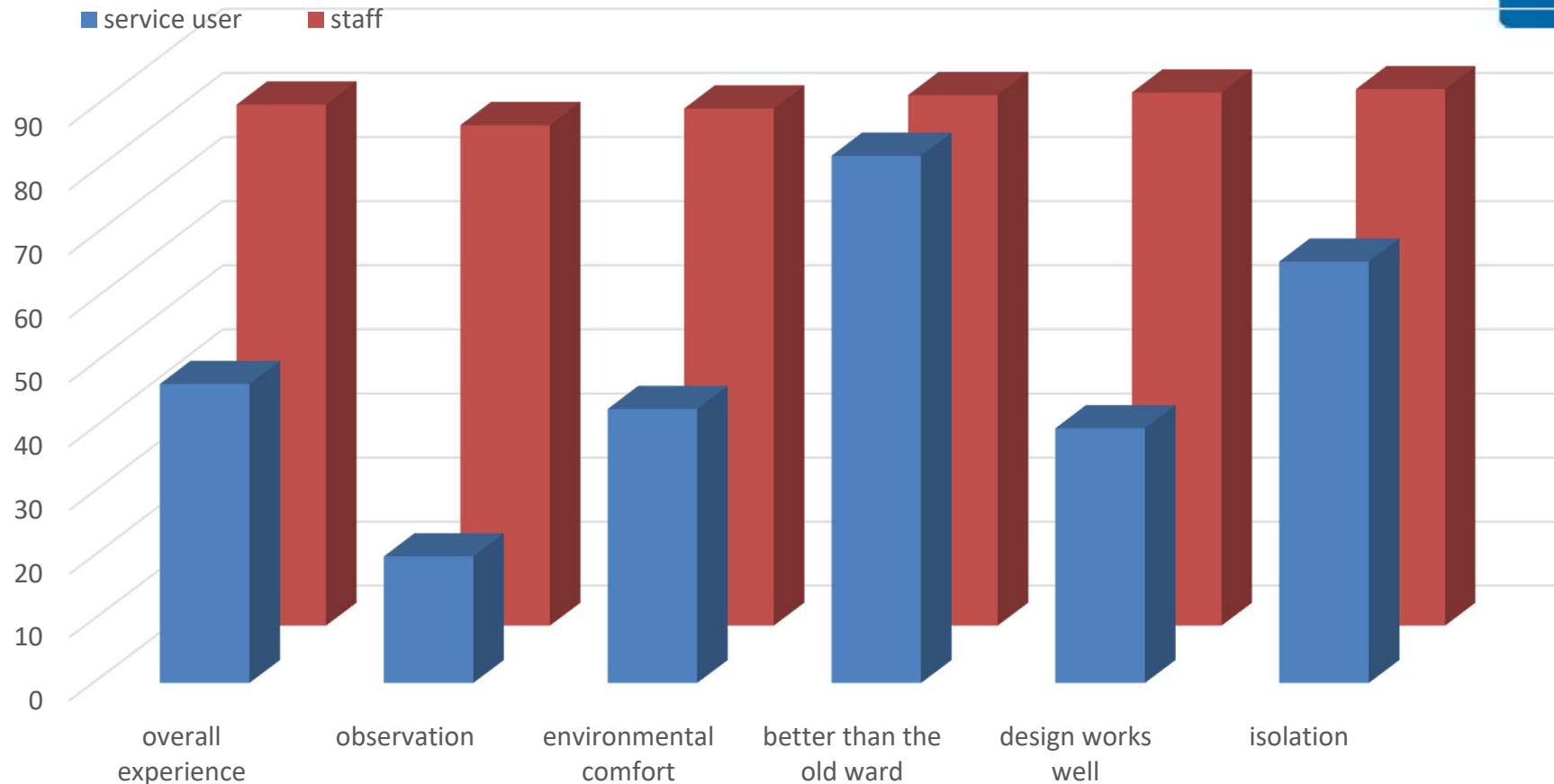
⁵ Royal College of Psychiatry recommended bed occupancy level

PROcure 21+ PROcure 21+

Health Inpatient Ward

signature date

Hellingly Phase 2, Elm Ward



Service User satisfaction
(with built environment)
3 months post occupancy

46.9%

Staff satisfaction
(with built environment)
3 months post occupancy

81.4%

“turn information into insight”



Department
of Health



P22 EPP – Next steps

Alan Kondys - Framework Director IHP

Sets the objective and delivers via:

- Design Appraisal
- Post Occupancy Evaluation

Benefits:

- Efficiency & Productivity
- Benefits Realisation
- Business Case approval
- Continuous Improvement



EPP – Next Steps



GSL toolkit

Design Appraisal process

Join up (with POE):

- Project End Review (PER – P22)
- Project Completion Report (PCR – NHS)
- Post Project Evaluation (PPE – NHS)

Standard Components refresh

Standard bathroom assembly

Further Repeatable Rooms

Clinical support spaces?

Formal Launch of the P22 VR Hospital tool....

Feedback and developments



Visit us on stand 419

“We shape our buildings.
Thereafter they shape us”

Winston Churchill



Thank you!

