

# Healthcare Partnerships to Meet Healthcare Challenges

George Farley  
Director of Operations

---

---

---

---

---

---

---

---

## Background

- Private sector investor in six LIFTCos
- Management Services provider into each PPP
- Improved service provision and long-term partnership as a business driver

## Personally

- Joined Community Solutions in 2009
- Eight years with Community Health Partnerships
- Background - pharmacy

---

---

---

---

---

---

---

---

## Drivers

- 20% Budget Cuts
- Transforming Community Services
- High Quality Care for All
- Our Vision for Primary and Community Care
- World Class Commissioning
- NHS Operating Framework
- Integration of health and social care
- Increasing focus on partnership working
- CIAMS

---

---

---

---

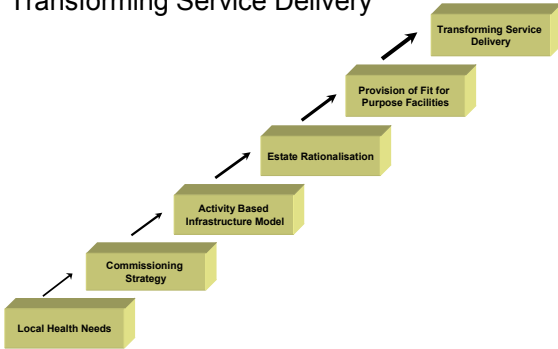
---

---

---

---

# Transforming Service Delivery



---

---

---

---

---

---

---

---

# How can we meet these aspirations ?

- Strategic Service Health Planning
- Estate/Financial Planning
- Property Management
- Estate and Facilities Management
- Property Development

---

---

---

---

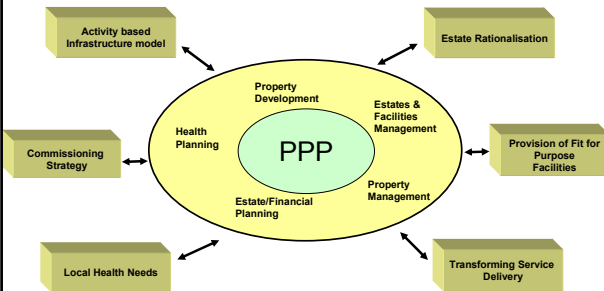
---

---

---

---

# Estate Partnership Working



---

---

---

---

---

---

---

---

## Strategic Service Health Planning

- Work in partnership to design an estate infrastructure response to the PCT commissioning strategy
- Thorough present and future service activity analysis
- Use mapping techniques to establish optimal locations for services
- Gap analysis of future needs vs current provision
- Investment prioritisation/ implementation
- Business Case development
- PCT strategy production (SSDP/Primary Care/ Commissioning/ CIAMS)
- Service model reviews/care pathway developments
- Activity based infrastructure model

---



---



---



---



---



---



---



---

## Estate/Financial Planning

- Commissioner Investment Asset Management Strategy (CIAMS) comprises three core areas of information:
  - Baseline Information
    - Location details and legal status
    - Services provided and service provider
    - Statutory compliance including health and safety
    - Space utilisation

---



---



---



---



---



---



---



---

- Fitness for Purpose
  - Property suitability – physical condition
  - Functionality
  - Environmental considerations
  - Quality (Staff and Patient KPIs)
- Financial
  - Capital value of asset
  - Capital investment required (2 years)
  - Revenue running costs and reimbursement

---



---



---



---



---



---



---



---

## Property Management

- Buildings are key resources for service delivery as well as being financial assets
- Staff and patient experience is a vital indicator of quality and fitness for purpose
- Lease/Licence Management
  - Contract monitoring and enforcement
  - Key date actions
  - Inspections
  - Reporting (including assistance with ERIC)

---

---

---

---

---

---

---

---

## Property Management

### Property Cost Management

- Rent and Service Charges
- Business Rating
- Risk Insurance and Claims
- Energy Charges

### Occupier/Landlord Liaison

- Regular meetings with occupiers and landlords
- KPI surveys
- Space Use tracking Analysis
- Applications for change

---

---

---

---

---

---

---

---

## Estate & Facilities Management

- Physical condition
- Property suitability
- Functionality
- Environmental and sustainability
- Quality
- Capital value of each owned asset
- Capital investment required
- Agreed capital investment programme
- Collection of rent – linking 'Estates to Finance'

---

---

---

---

---

---

---

---

## Estate & Facilities Management

- Compliance Health & Safety, energy, rent reviews etc
- Premises utilisation
- The occupancy of a building and its rooms – space utilisation software
- The availability of spare capacity
- Services rationalisation
- Relocation management
- Optimal healthcare efficiency using existing resources
- Reduced building maintenance costs
- Centre Management

---

---

---

---

---

---

---

---

## Estate & Facilities Management

- Across the whole estate not just LIFT buildings
- Hard FM including Lifecycle replacement for
  - Building Fabric
  - Fixtures and Fittings
  - Decoration and floor coverings
  - Infrastructure and Mechanical/Electrical systems
  - Hard and Soft Landscaping
- Transport
- Waste
- Energy/Utilities/Sustainability
- Cleaning / domestics
- Grounds
- Reception
- Catering

---

---

---

---

---

---

---

---

## CES-Asset Manager

- The Community Solutions Asset Management System
- Holds and securely stores all property information
- Enables informed and value-adding decision-making
- Web-based – securely improves access
- CS upload and maintain the data
- Lease and property information can easily be pulled into reports
- Can cope with all forms of leases
- ISO accredited

---

---

---

---

---

---

---

---



## Next Steps

- Establish assets
- CIAMS process
- Gap analysis
- Resources
- Establish PCT objectives
- Understand budgets and cost base
- Agree target and programme

---

---

---

---

---

---

---

---

## Conclusion

- The challenge is no longer just about new buildings
- Partnerships must work together to cost-effectively deliver PCT strategic objectives
- Establish where we are now – Establish where we need to be, and by when – ‘The Gap’
- Define next steps
- To succeed we need to embrace partnership working

---

---

---

---

---

---

---

---

## Any Questions?

---

---

---

---

---

---

---

---