

Alan Kondys - Framework Director IHP

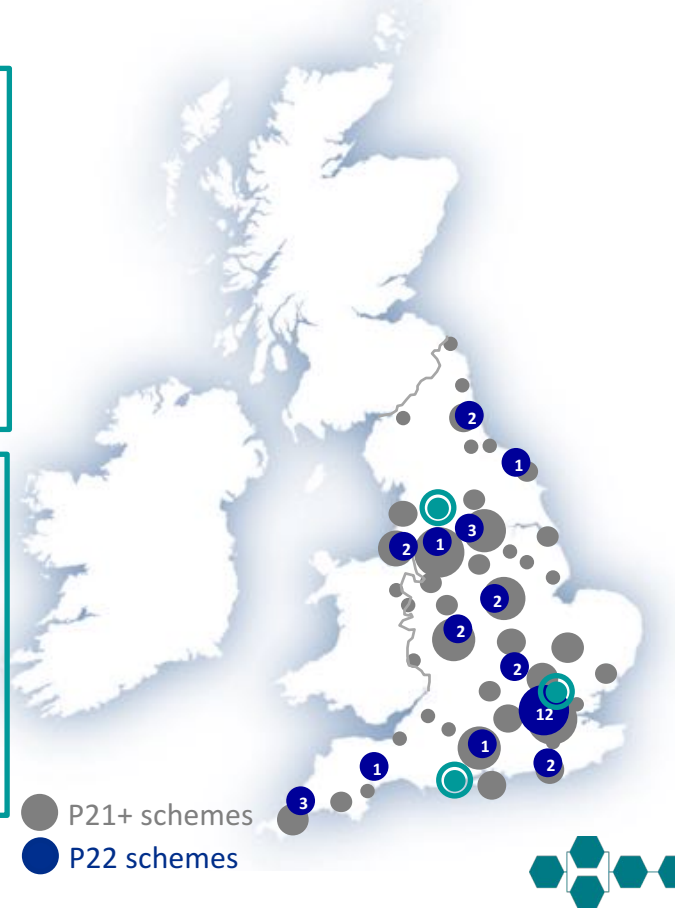
Rosemary Jenssen - P22 POE Working Group Lead Kier



P22 Pre + Post Occupancy Evaluation Toolkit



P22 Principal Supply Chain Partners (PSCPs)



ProCure Frameworks Overview

P21 achieved
£4.5 billion
registered work

P21+ achieved
£4.2 billion
registered work

P22 currently
£2.1 billion
registered

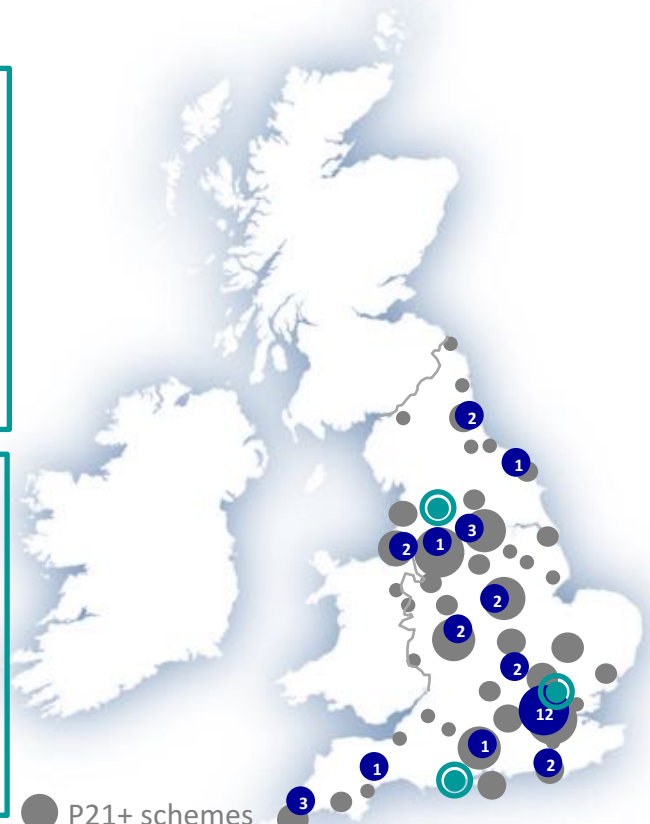
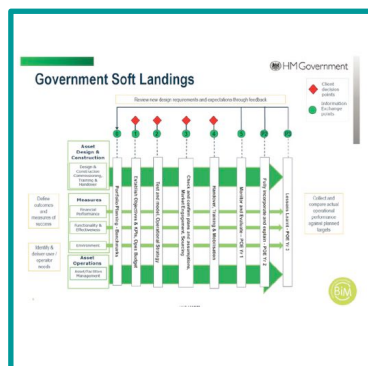
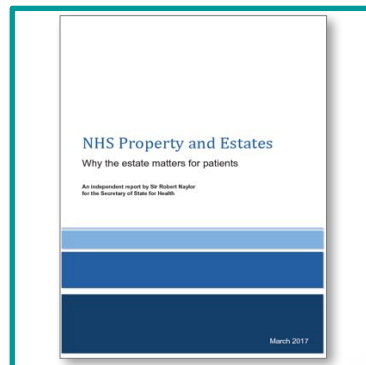
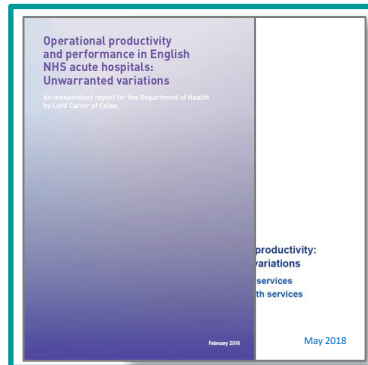
Time 91%
Cost 97%
Safety 92%
Defects 82%
Product 83%
Service 87%

P21+ achieved
15%
GCS
Cost Efficiency
Savings

P22 EPP focus
Cost + Service
Efficiency
Productivity +
Outcome benefits



National Strategy Drivers



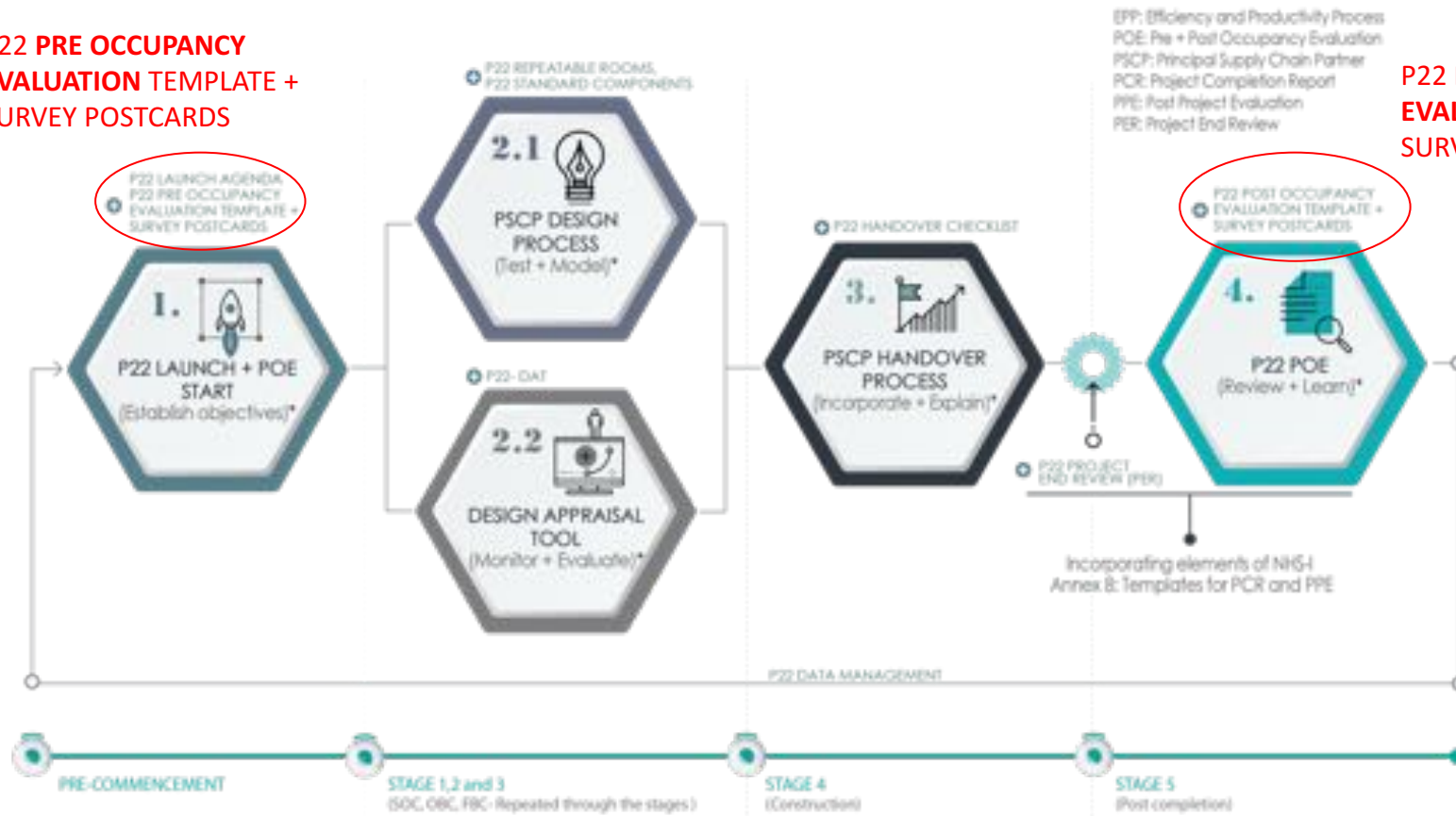
- P21+ schemes
- P22 schemes
- POE case study site locations



P22 EPP Processes incl POE: GSL Compliant

**P22 PRE OCCUPANCY
EVALUATION TEMPLATE +
SURVEY POSTCARDS**

**P22 POST OCCUPANCY
EVALUATION TEMPLATE +
SURVEY POSTCARDS**



*FROM CABINET OFFICE GOVERNMENT SOFT LANDING SECTION1, 1.7 GSL MASTER PROCESS MAP



P22 POE Pre + Post Occupancy Evaluation Toolkit



National and Local drivers
GSL complaint
Full range of Outcome measures

‘before’ and ‘after’ comparison
new build and refurbishment

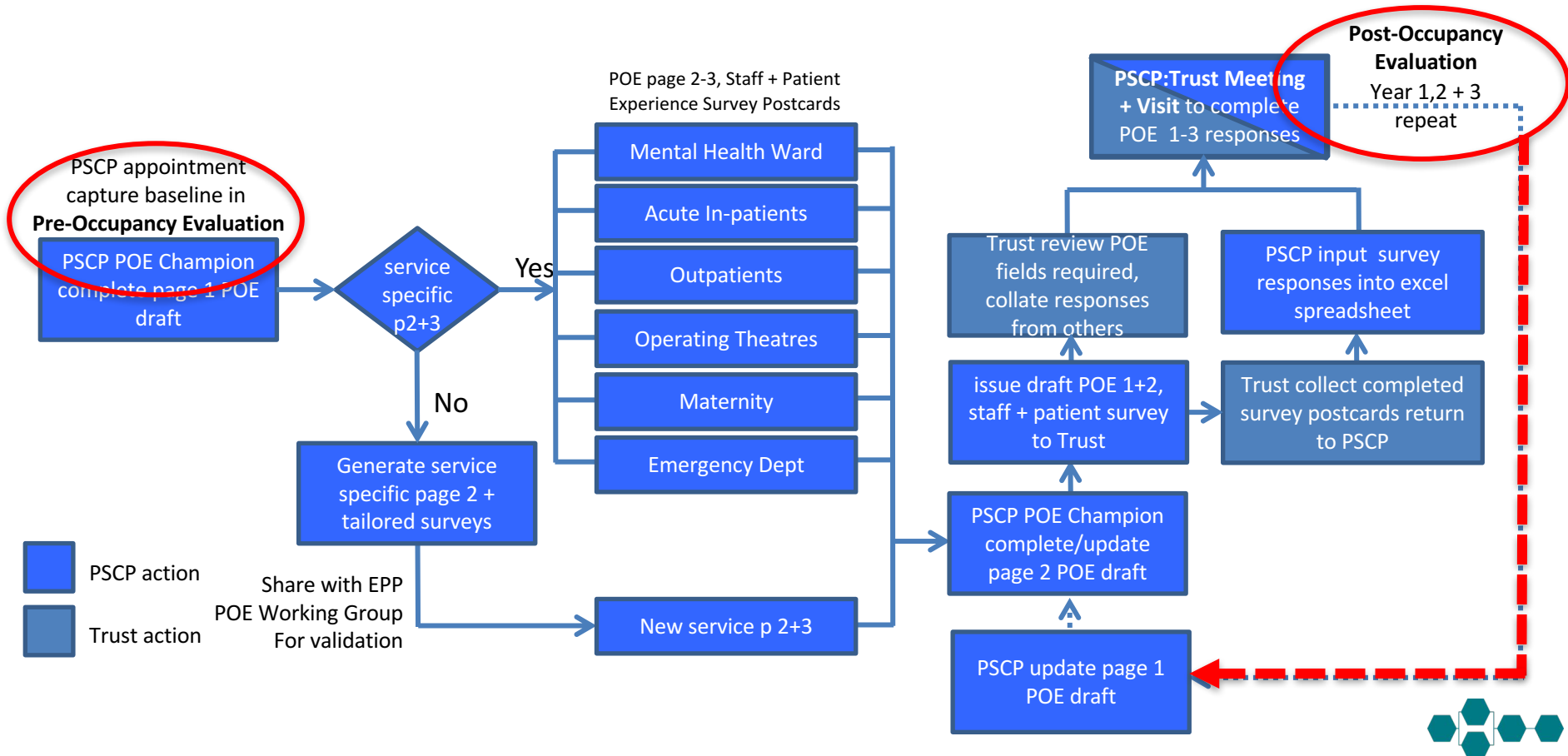
Staff and Patient Survey Postcards

Aligns Business Case Requirements

Supported by PSCP POE Champions



P22 POE Process Flow Chart



P22 POE Pro-forma Overview



- Inpatient Acute Ward
- Mental Health Inpatient Ward
- Urgent and Emergency Dept
- Outpatients
- Operating Theatres
- Maternity Ante + Post
- Paediatric Outpatients
- Renal
- Endoscopy
- Imaging
- NICU/SCBU
- Critical Care

The collage displays several overlapping forms used for post-occupancy evaluation. Key documents include:

- Pre + Post Occupancy Evaluation:** A comprehensive form with sections for 'Introduction', 'Executive Summary', and a table for 'Performance measures (Economic)'. It includes fields for 'Trust name', 'Project name', and 'Trust Client POC contact'.
- Patient-Care Feedback:** A form titled 'Patient-Care Feedback' with a table for 'National Average' and 'Proposed Target' across various metrics like 'Local needs', '9.5 hours', and '4.4%'. It includes a 'COMMENTS' section.
- Spithead Ward Environment:** A form titled 'We would like to know whether the spithead ward environment works for you?' with a table for 'Local needs' and 'Proposed Target'.
- Other forms:** Several other forms are visible, including 'Patient-Care Feedback' and 'Spithead Ward Environment' forms, each with their own specific tables and sections.



P22 Pre Occupancy Evaluation Sight and Sound Hospital



Pre + Post Occupancy Evaluation

Environmental measures (Environ)	
BREEM YES/NO Insert score/target	n/a
Energy use (kWh/m2)	94.3 (2016/17)
Source: Trust Wide, From Copy of ERIC Data 2016-17	
CO2 emissions (kgs/m2)	93.37
Source: Trust Wide, From Copy of ERIC Data 2016-17	
Water use (litres/m2)	Water volume per occupied floor area – 0.94 (m³/m²)
Source: Trust Wide, From Copy of ERIC Data 2016-17	
Other measures: waste, recycling	Total Waste cost per waste volume – 105.75 (£/tonne)
Source: Trust Wide, From Copy of ERIC Data 2016-17	Total waste cost per occupied floor area – 1.62 (£/m2)
Financial Performance measures (E)	
Build cost per m2	n/a
Estates and Facilities running cost (£/m2) (Current variation: £106-970/m2) +£300/m2 Good	£325.74
Source: Trust Wide, From Copy of ERIC Data 2016-17	
Cleaning staff (£/m2)	£20.68
Source: Trust Wide, From Copy of ERIC Data 2016-17	
Maintenance staff time (£/m2)	£52.34
Source: Trust Wide, From Copy of ERIC Data 2016-17	
Business Case or other Benefits Realisation measures (B)	
1. Architectural Excellence – Design vision to produce an exemplar outpatient environment for well children with sight and/or auditory impairment.	
2. Improve patient experience.	
3. Facility to improve the clinical model of ambulatory care.	
4. Interiors concept that works to a domestic environment.	
5. Returning the site to clinical use.	

P22.POE.all.v3

Pre + Post Occupancy Evaluation

Project measures					
Complete date measures undertaken	Feb-2018	Mar-2018	Apr-2018	Apr-2018	Apr-2018
Measure	Pre-development /existing Baseline	Proposal incl Targets Trust wide and local measure	Year 1	Year 2	Year 3
Design Appraisal process, dates + outcome	N/A				
P22 Project End Review within 6 months of completion	n/a	n/a			
CQC Rating	Good Jan 2016				
Physical environment/space/functional content					
Total Gross Internal Area (GIA)	2,619sqm	3,174sqm			
Split new build / refurbishment	10% new inf, 90% refurb				
Functional content summary (attach schedule of accommodation)	CE = 36 Audio Booths + Sound Treated = 6 EDT Lab = 3 Vestibular Room + Lab = 1	Consult Exam (CE) = 39 Audio Booths + Sound Treated Rooms = 8 EDT Lab = 4 Vestibular Room + Lab = 1 Eye Drop Room = 2 Contact Lenses Fitting = 1 Counselling = 4			
Net departmental area	n/a Lots of different rooms + shared acc	1,582 sqm			
Circulation area and as a percentage		58%			
Communication area		548 sqm			
Plant area and % of roof top plant		382 sqm			
Activity per annum					
Patient attendances	43,342	Like for Like			
Data taken from services going into the Sight and Sound Centre (2016/17)					
Functionality and Effectiveness (Social)					
Analysis of staff feedback postcards	See attached data from Staff Survey (Feb '18)				
Analysis of patient feedback postcards	See attached data from Patient Survey (Feb '18)				
non-clinical floor space (Current variance 12.6%)	< 35%	18.3%			
Un-occupied or under used space	< 2.5%	0%			
Critical Infrastructure Risk (£/m2)	No Data				
Total Backlog Maintenance (£/m2)	Cost to eradicate backlog -				
Source: Trust Wide, From Copy of ERIC Data 2016-17	£6,835,764				

P22.POE.all.v3 Page 3 of 3



P22 Pre Occupancy Evaluation Sight and Sound Hospital



Pre + Post Occupancy Evaluation					
Project measures					
Complete date measures undertaken	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018
Measure	Pre-development /existing Baseline	Proposal incl targets Trust wide and local measure	Year 1	Year 2	Year 3
Design Appraisal process, dates + outcome	N/A				
P22 Project End Review within 6 months of completion	n/a	n/a			
CGC Rating	Good Jan 2016				
Physical environment/space/functional content					
Total Gross Internal Area (GIA)	2,619sqm	3,174sqm			
Split new build / refurbishment	10% new infill, 90% refurb				
Functional content summary (attach schedule of accommodation)	CE = 26 Audio Booths + Sound Treated = 6 EDT Lab = 3 Vestibular Room + Lab = 1	Consult room (CE) = 39 ST Lab = 4 Vestibular Room + Lab = 1 Eye Drop Room = 2 Contact Lenses Fitting = 1 Counselling = 4			
Net departmental area	n/a Lots of different rooms + shared acc om	1,548 sqm			
Circulation area and as a percentage		45%			
Communication area		248 sqm			
Plant area and % of roof top plant		382 sqm			
Activity per annum					
Patient attendances	43,342	Like for Like			
Data taken from services going into the Sight and Sound Centre (2016/17)					
Functionality and Effectiveness (Social)					
Analysis of staff feedback postcards	See attached data from Staff Survey				
Analysis of patient feedback postcards	See attached data from Patient Survey (Feb '18)				
non-clinical floor space (current variance 12-6%)	< 35%	18.3%			
Un-occupied or under used space	< 2.5%	0%			
Critical Infrastructure Risk (€/m2)	No Data				
Total Backlog Maintenance (€/m2)	Cost to eradicate backlog -	€6,835,764			
Source: Trust Wide, From Copy of ERIC Data 2016-17					

We asked your views (via Survey Monkey) on the Outpatient environment, how it works for you and how we could improve your experience within a new Sight and Sound Outpatient facility? Below is a summary of the findings and feedback which will help to inform the detailed design + OPERATIONAL POLICES for the re-developed Rolton Hospital Sight and Sound Facility, Great Ormond Street Hospital, Queen's Square, London

183 responses were received, across the following sub-specialities: Ophthalmology 34%, other 31%, audiology 16%, ENT 11%, Cleftlip Implant 4%, SSI 4%

Feedback (please circle below) scoring 10 is exceptional, 8 very good, 6 average, 2 poor, 0 unacceptable

How easy was it to find your clinic? (10 is exceptional, 0 is unacceptable)	10 (62%) 9 8 7 6 5 4 3 2 1 0 The majority of respondents had been before, unacceptable scores received from those on their first visit
How was your checking in experience? Was self check-in available? SSE: NO 3%	10 (82%) 9 8 7 6 5 4 3 2 1 0
Do you consider the design of the waiting area works well?	YES 82%, NO 18% Name corridor waiting, sufficient space for bugles and cramped when busy
Did the call system, notifying you of your appointment, work well?	YES 61%, NO 19% A screen would be helpful, improve by using electronic system, give a number call a number
On your visit to GOSH today, how many people have come with you?	None 0.5%, one 42%, two 31%, three 13%, four 2%, five 2%, six 0.5%
Was there easy access to toilets?	YES 14%, NO 4% some were quite a long way away
If applicable, was there easy access to nappy change and/or space for feeding?	YES 49%, NO 12% not applicable 19% not enough room for older children who need changing.
Was there easy access to drinking water?	YES 11%, NO 9%
Was it easy to find the right consult and/or treatment room?	Very easy 62%, Neither hard nor easy 14%, Very hard 15% "doctor collects you", "staff look us through", "many staff members to be pointed in the right direction"

Page 1 of 2
Please turn over to complete page 2
Great Ormond Street Hospital for Children
KIER PRO-CURE

How would you rate the internal lighting? in the waiting area?	Just right 11%, too bright 5%
How would you rate the internal noise levels in the waiting area?	Neither noisy nor quiet 74%, very quiet 4%, very noisy 17%
How would you rate the internal noise + sound proofing in the consult or treatment rooms?	Neither noisy nor quiet 47%, very quiet 4%, very noisy 2%
What single element of the clinic accommodation has had the most significant positive impact on you?	Most popular common themes: friendly staff 11%, play area/toys 10%, comfortable seating 9%, cleanliness 6%, light to meet other families "nooks areas but not like a hospital"
What single element of the clinic accommodation has had the most significant negative impact on you?	Most popular common themes: noisy chairs 3%, waiting time and delay 3%, long wait walking area 3%, long corridor 3%, when crowded hard to use buggy/wheelchair down corridor 3%, toilets too far away 2%

Other comments, suggestions or feedback on the clinic design generally?
"keep up the good work", "safety for short time", "Lovely", "Amazing", "the visual display for appointment is constantly updated", "Fantastic Hospital", "nice", "overall good", "really handy", "the staff have been incredible", "all good", "interactive screen and from one good"
"Just dim the lights a little", "Long delays", "Waiting room over-crowded, hot and not a lot for children to do", "the waiting area is a corridor", "toilet at top end of department", "table doctors a bit easier", "more waiting"

Page 2 of 2 Thank you for your time and input on completing the survey, which is greatly appreciated in understanding the Pre Occupancy Evaluation

Great Ormond Street Hospital for Children
KIER PRO-CURE

“good to meet other families”
“make directions easier”
“smells clean but not like a Hospital”



P22 POE Year 1 Exec Summary Atherleigh Park

PSCP

Trust and PSCP

Pre + Post Occupancy Evaluation



Trust name: North West Boroughs Healthcare NHS FT
Project name (P21+P22 ref no.): P21+ 0251
Trust Client POE contact: Paul Jackson, Estates Officer

PSCP name: Kier
PSCP POE contact: Rosemary Jerssen
Architect: Sheldon Walsh, AFL Architects

Introduction

In line with National and Local Strategy drivers, the P21+P22 framework have developed a GSL complaint Pre and Post Occupancy Evaluation toolkit, to capture Outcome measures across a range of areas, which the built environment can influence and support.

The metrics support 'before' and 'after' comparison of the Healthcare development, across both new build and refurbishment schemes. (refer to P22 POE User Guide for more information.)

The associated Staff and Patient/Carer Survey Postcards align with NHS England's Business Case Requirements Checklist for capturing feedback after occupation of the new facility.

Executive Summary

Complete this section, to summarise any key findings and/or lessons learnt at the end of each Evaluation (Pre, Post, Yr 1, 2 and 3) Notes below are a combination of the 6th and 12th POE

Ref no.	Lessons Learned / Best Practice Example
1.1	Overall impression of the facility externally and internally on entering the site. Light, bright and airy. It has been mistaken for a Hotel. Therapy Hub, Multi-use Hall, gym and kitchen, cafe, external wander loop, all very popular, much used facilities. May 2018 facility is looking good.
1.2	Sovereign and Westleigh work well from an observation and patient choice perspective. Bedroom liked. Good sight-lines from centrally located staff office (with surface applied mesh protecting confidentiality whilst supporting unobstructed observation).
1.3	Representatives from all wards were involved in design meetings and decision-making, service user groups were well represented throughout and so had a real opportunity to contribute to the design.

Ref no.	Lessons Learned / Best Practice Highlight
2.1	Attention to detail on the services design and installation where staff and patient interface, including location of emergency release buttons, night lighting and auto-sensor within bedrooms, quality control of installation.
2.2	Timeline from consultation to construction, due to site search, approvals processes and delays, challenged continuity of staff engagement. LL time to scenario test, at a detailed interface level including services down to light switching with ward staff.
2.3	Seclusion room design, specification and construction lessons learnt, again around attention to detail and robustness of the facility, in responding to the increasingly unwell patient cohort. Too many un-tended scull margins in courtyards, overtaken by weeds and difficult to access.

Ref no.	Any other key comments or feedback
3.1	Many comments around the impact of perceived 'lost cutting' in particular within Phase 2, i.e. semisands versus key locks, lack of consistency in which room has which.
3.2	Maintenance walkways and space within the glamprooms, well planned and good internal environmental comfort. Positive that the contractors considered maintenance as the installation was progressing.
3.3	High level of staff postcard survey responses and engagement with POE Pilot, demonstrates a keenness to assess, measure and learn. 6 th POE 62 staff and 19 service user surveys completed. Year 1 POE 74 staff and 10 service users surveys completed.

Completed by: R.Jerssen / P.Jackson

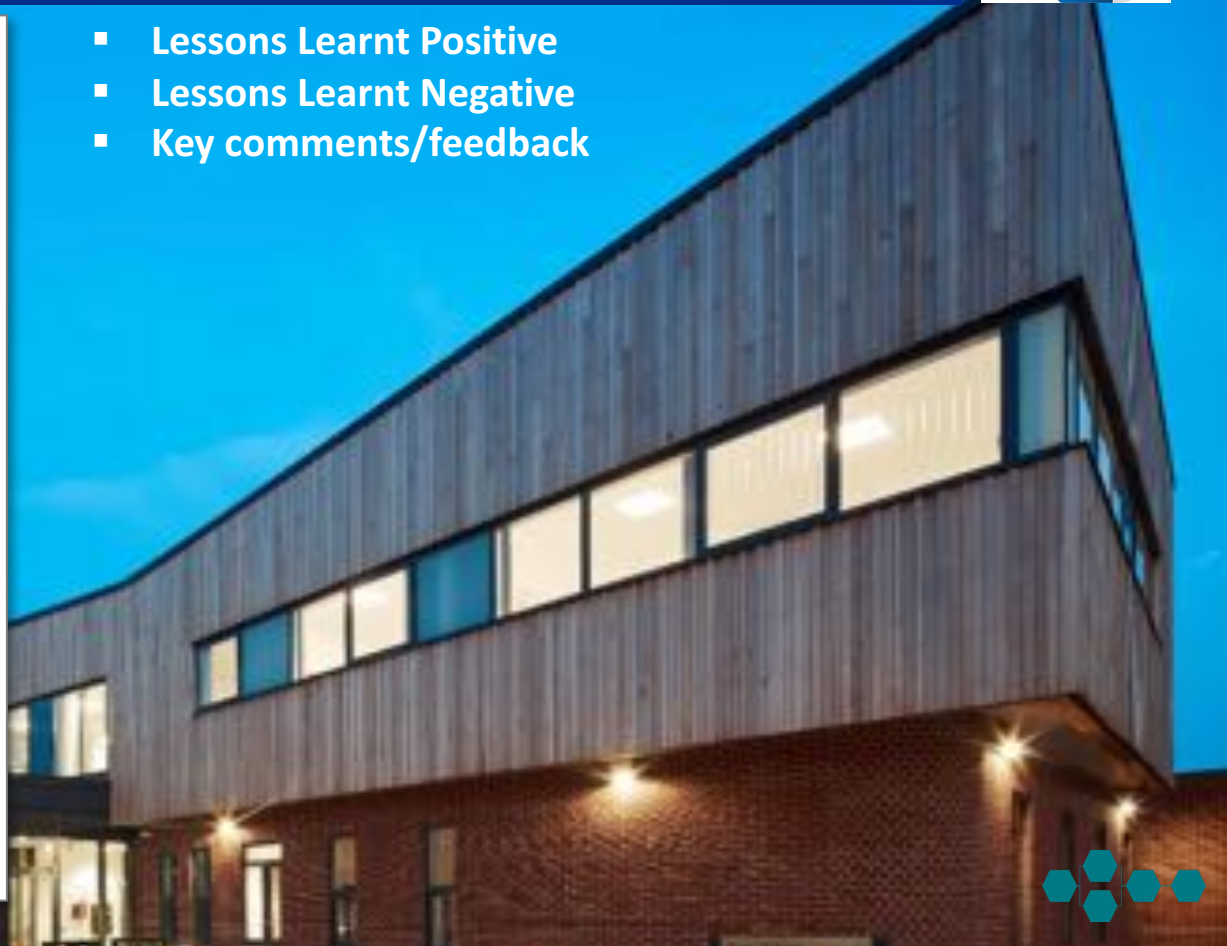
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P22 POE.MH.v2

Exec Summary



- Lessons Learnt Positive
- Lessons Learnt Negative
- Key comments/feedback



P22 POE Year 1 Page 1 Common Measures Atherleigh Park

Pre + Post Occupancy Evaluation

Project measures

Complete date measures undertaken	Sept 2012	Sept 2017	May 2018	May 2019	May 2020
Measure	Pre-development / existing Baseline	Proposed incl targets 2017-18 Trust delivery and local measure	Year 1	Year 2	Year 3
Design Appraisal process, dates + outcome	AFL appt'd thro Design Competition Dec 2011				
P22 Project End Review within 6 months of completion	n/a	Opened March 2017	Sept 2018		
CQC Rating	n/a	Good (Nov 16)	Good		
Physical environment/space/functional content					
Total Gross Internal Area (GIA) incl plant and service walkways	High 1960sqm; 7,830sqm	762+43 7,930sqm			
Split new build / refurbishment	Build 1980's	100% new build			
Functional content summary (attach schedule of accommodation)	Beds: 50 adult, 25 older adult, 8 PICU ECT, LUAM 83 beds	Beds: 40 adult, 26 organic, 16 older adult, 8 PICU, Therapy hds, Home Treatment, offices, 5136, 82 beds open			
Net departmental area	Not known	Phase 1, 1,187sqm Phase 2, 1,492sqm			
Circulation area and as a percentage	Not known	Phase 1, 47.5% Phase 2, 46.5%			
Communication area	Not known	Phase 1, 43.8sqm Phase 2, 38sqm			
Plant area and % of roof top plant incl service walkways	Not known	Phase 1, 910sqm Phase 2, n/a (Walkway Phase 1, 980sqm Phase 2 860sqm)			
Activity per annum					
Patients per annum	946 patients	884 patients	1088		
Length of stay (business case benefit) days	28.8 days	28.1 days	26.2		
Functionality and Effectiveness (Social)					
Service User feedback survey		8/10	8/10		
Ward staff feedback survey		8/10	8/10		
Non- Ward staff feedback survey			7/10		
non-clinical floor space (Current variance 12.4%)	< 35%	< 10%	+ 10%		
Un-occupied or under used space	< 2.5%	Ph 2, 8 beds	8beds		
Environmental measures (Environmental)					
BREEAM no insert score/target	n/a	n/a			
Energy use (kWh/m2)		274	277		
CO2 emissions (kg/m2)		70	72.6		
Water use (litres/m2)	1603	792	500		
Other measures (please state)					
Financial Performance measures (Economic)					
Build cost per m2 (excl roof walkway area)	HPCG9	£20.2m @ 7,930sqm =	£3,678/sqm		
Estates and Facilities running cost (E/m2) (Current valuation £100-170/m2)	<£320/m2 Good	Trust to advise	tbc?		
Cleaning staff (Cost per annum)	SIA £300k staff	£607k estimate	tbc?		
Maintenance staff time (cost per annum)	SIA £170k charge	Trust to advise	tbc?		
Business Case or other Benefits Realisation measures (not included above)					
1. Deliver new Model of Care					
2. High quality services, in suitable environments					
3. Meet Service User + carer expectations					
4. Special services thro 'skilled + motivated workforce					
5. Deliver Value for Money		✗	✗		



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

PSCP

Trust.

Trust and PSCP



P22 POE Year 1 Page 2 Service specific Measures

Pre + Post Occupancy Evaluation

Service Specific Measures: Mental Health Inpatient Ward

Complete date measures undertaken	Sept 2012	Sept 2017	Nov 2018	May 2019	May 2020
Measure	Pre-development / existing Baseline	Proposed incl targets Trust wide and ward measure	Year 1	Year 2	Year 3
Ward category Ph 1 Adult Acute Ph 2 Older Adult (Functional + Organic)					
Area for on-ward therapy (NIA per ward)		Adult 38sqm, PCU 50sqm, Older Adult 39sqm			
Area for off-ward therapy (NIA)		Therapy Hub 135sqm			
Area of garden on-ward (per ward)		Adult 450sqm, PCU 53sqm, Older Adult 195sqm			
Service User experience survey		Local results	8/10		
PLACE assessments: condition, cleanliness, appearance, maintenance National ¹ 90.1%	94.7% (Aug 2018)	96.2%	96.2		
PLACE assessments: privacy, dignity, well-being National ² 86.0%	74.6% (Aug 2018)	96.67%	96.7		
PLACE assessments: Dementia National 74.5% (Aug 2018)	79.1%	84.13%	84.1		
Access to outside space		Local results	8/10	8/10	
Improved participation rates in therapeutic activities (15 hours per day or week)	Hours per week	Unable to measure	No data		
Friends and family test (see Choices and Trusts)	Target 95% ³	100% (Aug 17)	100		
Ward Staff experience survey		Local results	8/10	8/10	
Non Ward Staff experience survey			7/10		
Staff friends and families (see Choices)	Trust wide	Trust wide			
Mental health 62% national average	69% (2016)	68% (Qtr 1)	64%		
Staff friends and families (see Choices)	Trust wide	Trust wide			
Mental health 80% national average	78% (2016)	79% (Qtr 1)	78%		
Staff turnover rate Wigan current 2.74%	4.0%	0.62%	9.0%		
Staff absenteeism (calendar- based range 2.7% to 5.1%)	7.3%	6.6%	5.8%		
Nursing Staff vacancies 7% target Trust	6.2%	6.2%	9.6%		
Bed occupancy (85%) ⁴	90% Wigan	87%	95.3		
Length of stay Median	28.8 days	20.1 days	26.2		
Medication costs (6 mth Mar-Sept, ave) ⁵	£6,275/mth	£6,989/mth	7339		
Compliments per month average	27 /mth	23 /mth	50		
Complaints	4.7 /mth	3.0 /mth	3.8		
Use of restraint	48.3 /mth	46.8 /mth	44.2		
Use of seclusion	10.7 /mth	13.2 /mth	10.1		
Incidents (all)	191 /mth	219 /mth	184		
Other agreed measures					
Internal Lighting: Patient survey		7/10	7/10		
Internal acoustics: Patient survey		7/10	7/10		
Internal comfort: Staff survey		7/10	7/10		
Admissions, average per month	72	85	92.4		
Discharges, average per month	73	89	96.0		
Re-admission rates – Trust target 9%	6.3% (2016-17)		ttc		
Awards					

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

² NHS Choices website

³ Royal College of Psychiatry recommended bed occupancy level

P22 POE.MHX2



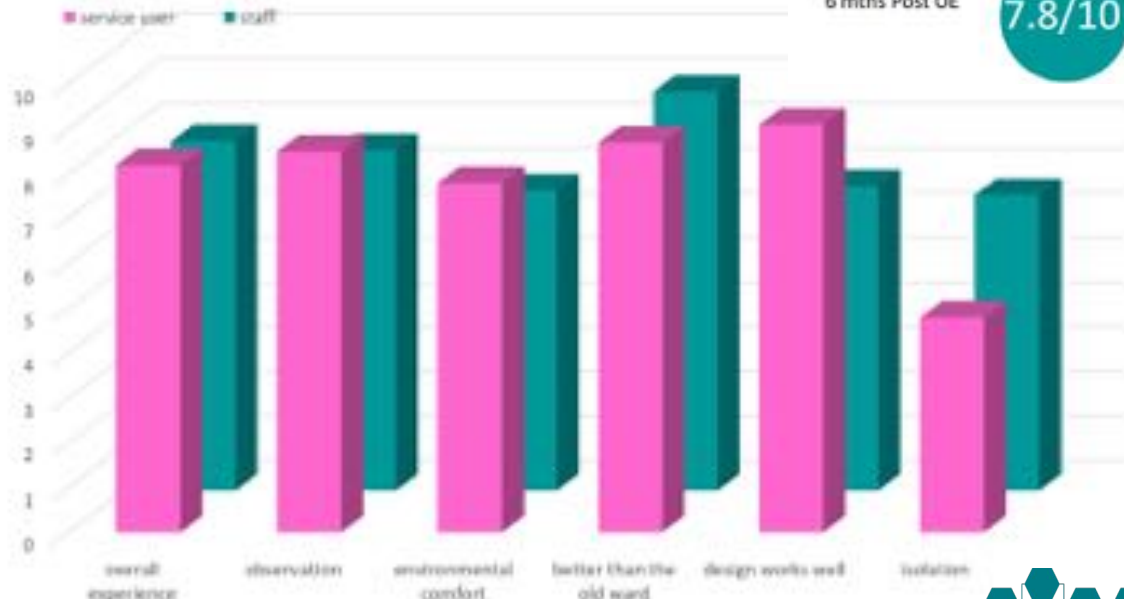
- Patient experience
- Staff experience
- Service performance + outcomes
- Other agreed measures
 - Environmental comfort

Service User experience
(with built environment)
6 mths Post OE

8.2/10

Staff experience
(with built environment)
6 mths Post OE

7.8/10



Trust and PSCP



Trust and PSCP

Pre + Post Occupancy Evaluation



Project/Service Specific Commentary: Mental Health Inpatient Ward

COMMENTARY (key highlights below) FR 3 POE

Generally the new facility has been well received, with many respondents opening their feedback with comments around the new unit being "light, airy, modern, therapeutic and poles apart from the old Leigh Infirmary", "General consensus really positive. "Overall a fabulous building, and a great working environment." Noted that the wards are much busier now in terms of admission and discharge (Sovereign and Winstleigh "the busiest in the Trust"), implying a shorter length of stay achieved, and now quantified with an LOS reduction from 28.8days to 26.2days).

Feedback highlighted a perceived difference between the level of design, operational and specification detail within Phase 1 and Phase 2, a lot of reference to 'cost savings' driving decisions i.e. extent of wristband V key operated locks, inconsistently applied i.e. kitchen and sluice room doors.

Some disappointment expressed regarding suitability of courtyard garden designs, with soft ground level borders generating dissatisfaction amongst service users and staff. Maintenance of the planted areas within the internal courtyards has presented some difficulties for the Trust, all in need of weeding. However overall the accessibility of the gardens, off the main open plan day spaces, is seen as a positive for both patients and staff.

Integration of artwork, interior design and signage highlighted as modern, contemporary and reflecting the local history (wards named after local coal mines).

Disturbed sleep raised by many service users relating to auto sensor night light directly above the bed being too bright and unable to switch off. The FICU layout and plan, has created some challenges, albeit it has accommodated a complete turnaround in male female patient ratio's over the last 6 months.

Acoustics, particularly within the large open plan central day/sitting area, identified as an area requiring further consideration at design and specification stage. TV's built in within cabinets, volume has to be on very loud to hear which further accentuates the acoustics within the large open plan areas. Some TV's damaged (Lesson learnt around allowing a sufficient gap between the Perspex protection screen and the TV itself).

The interface of systems, particularly the staff attack, nurse call and intercoms have caused particularly difficulty unfamiliar language on panels for call locations and using the system. Many staff commented that they are unable to hear the door bell, and that the intercom is difficult to use and overly complicated. A lesson learned around keeping systems simple, with clear communication and engagement with front-line staff at design and specification stage.

Quality of installation including some building elements i.e. grab/hand rails to corridors, door ironmongery, wall finish in inclusion suite, and co-location of similar alarms/alert buttons challenging staff, visitors and service users. Lesson learnt in ensuring Design team fully understand the implications of their decisions on those occupying the building in-use. The Trust installed some 40+ convex blind spot mirrors prior to occupation, in rooms and corridors.

Building defects being dealt with separately but clearly some ongoing communication and action required by Kier, working with the Trust, to resolve to the satisfaction of those occupying the new facility.

Lesson learnt, super graphics number stickers being peeled off, could be gained on in future. Future flexibility, Trust currently reviewing feasibility of introducing all Nursing style beds within Parsonage (Older Adult Functional Ward), lesson learnt around consideration of open window footholds within courtyards, providing a climbing risk.

Written by PSCP, agreed with Trust Client (Full names below)	signature	date
Paul Jackson, Trust Capital Estates Officer		01-06-18
Clare Lynch, Operational Manager		01-06-18
Rosemary Jenness, Kier PDE Champion		01-06-18



P22 POE Pilot Summary St Ann's Poole

EPP – Post Occupancy Evaluation

Trust name: Dorset Healthcare University
NHS FT
Project name (P21+P22 ref no.): P23
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	Nov 2016
Measure	Pre-development / existing	Proposal incl targets	Year 1	Year 2	Year 3
		Trust wide and ward measure			
Design Appraisal process, dates + outcome				Self POC	P23 POC
QC Rating					100% rating
P22 Post Contract Report	n/a	Adult acute			
within 6 months of completion		GMP £7.42m			
Physical environment/space/functional content					
Total Gross Internal Area (GIA)		2,041 m ²			
Split new build / refurbishment		100% new build			
Functional content summary (attach schedule of accommodation)		2 x adult acute wards (16 + 11 beds)			
Net departmental area (ward)		553.4m ²			
Circulation area and as a percentage		323m ² 58%			
Communication area		110 m ²			
Plant area and % of roof top plant		75 m ²			
Activity per annum					
Patient attendance/patient bed days/ward		Kerri to advise			
Other i.e. 5136 suite		5136 + new main entrance			
Functionality and Effectiveness					
Analysis of staff feedback postcards					78%
Analysis of patient feedback postcards					66%
non-clinical floor space (current average 12.6m ²)	< 35%	5%			
Un-occupied or under used space	< 2.5%	0%			
Environmental measures					
BREAM YES/NO insert score/target		Very good			
Energy use (kWh/m ²)		Dave Lucas		Reduction	
CO2 emissions (kgs/m ²)		Dave Lucas			
Water use (litres/m ²)		Dave Lucas			
Other measures (please state)		Dave Lucas			
Financial Performance measures					
Build cost per m ² (incl fees + allowances)	£3,633/sqm	AK / incl allowances			
Estates and facilities running cost (£/m ²) (Current variation £105-107/m ²)	~£320/m ² Good	Dave Hambroge			
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			The 1
2. Flex male female		Kerri to confirm if flex used			The 1
3. Privacy + dignity		patient survey			50%
4. Improved working conditions		staff survey			78%
5. Therapeutic environment		Combined patient staff average survey			72%



P22 POE Year 3 Page 2 Service specific Measures

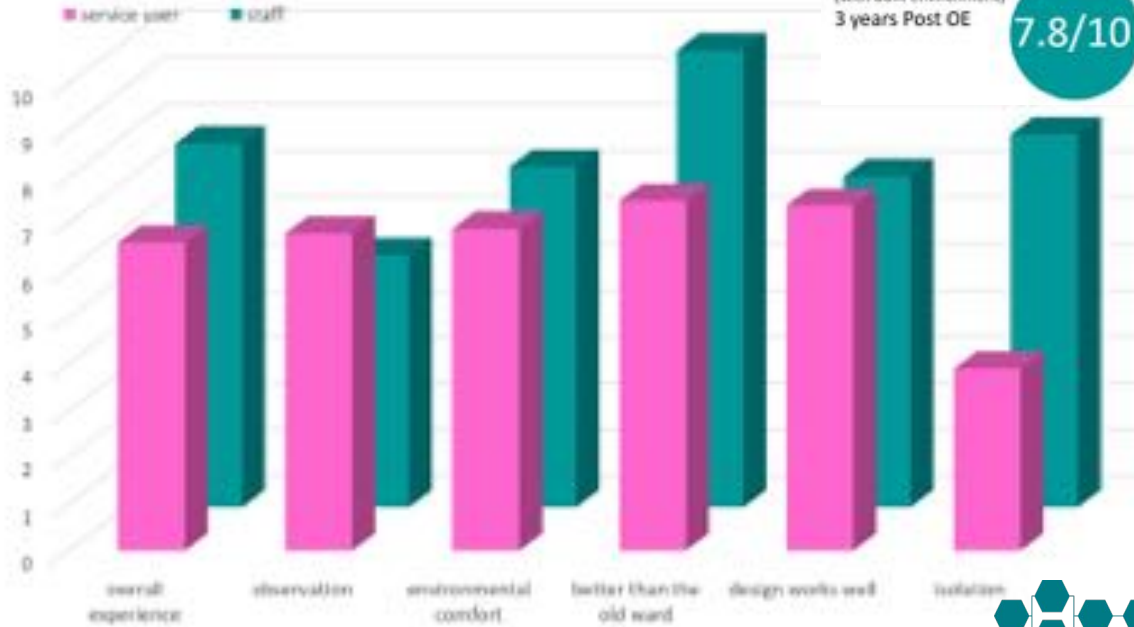
EPP - Post Occupancy Evaluation

Service Specific Measures: Mental Health Inpatient Ward

Complete date measures undertaken	National Average	Completed Nov 2013	Nov 2014	Nov 2015	Nov 2016
Measure		Proposal incl targets	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, see Choices and Trust	Target 95% ²				95%
Staff experience/satisfaction		Staff survey			79%
Staff friends and families work pass Choices					62%
Staff turnover rate		HR contact Kerri		no impact	
Staff absenteeism (carer cited) 1.7% to 3.8%	4.4% ³	HR contact Kerri		no impact	
Nursing Staff vacancies	9.0% ⁴	HR contact Kerri		no impact	
Bed occupancy	85% ⁵	Bed manager contact Kerri			
79-80% peak, 80-85% base at, over 85% 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		60% reduction	
Incident recording, IR2					
Incident recording, SU1					
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.rhls.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

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



P22 POE Year 3 Learning St Ann's Poole

Bespoke/P22 POE comparison:

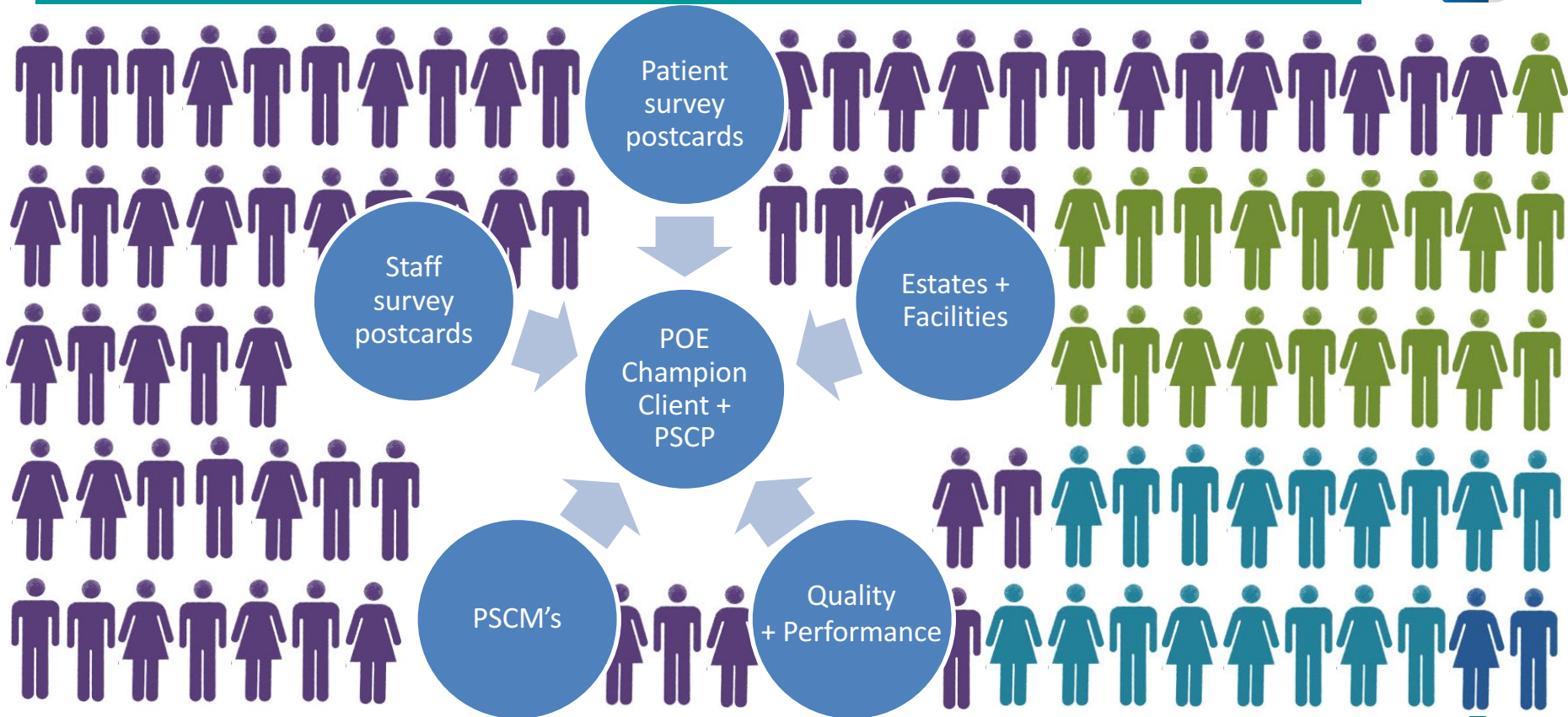
- Pre – Post comparison
- Broad feedback (postcards a hit!)

Highlights:

- Service users liked bedrooms
 - impact on integration?
- Staff rated the new facility at 98%
 - but 58% for access to staff room



P22 POE Pro-forma Participation



P22 POE Toolkit Summary



- Framework Instruction 13
 - POE Toolkit review & updates (in-use lessons learnt & NHS requirements)
 - POE "page 2's" growing library
 - Available on P22 Club
- (User Guide, Toolkit and completed Project POEs)

The screenshot shows the ProCure22 software interface. The main window displays a table of projects with columns for Planned start, Planned end, P22P, Est. total capital value, Current stage, and Smart works. A sidebar on the left is open to the 'POE Guide' section, which includes links to various documents and guides.

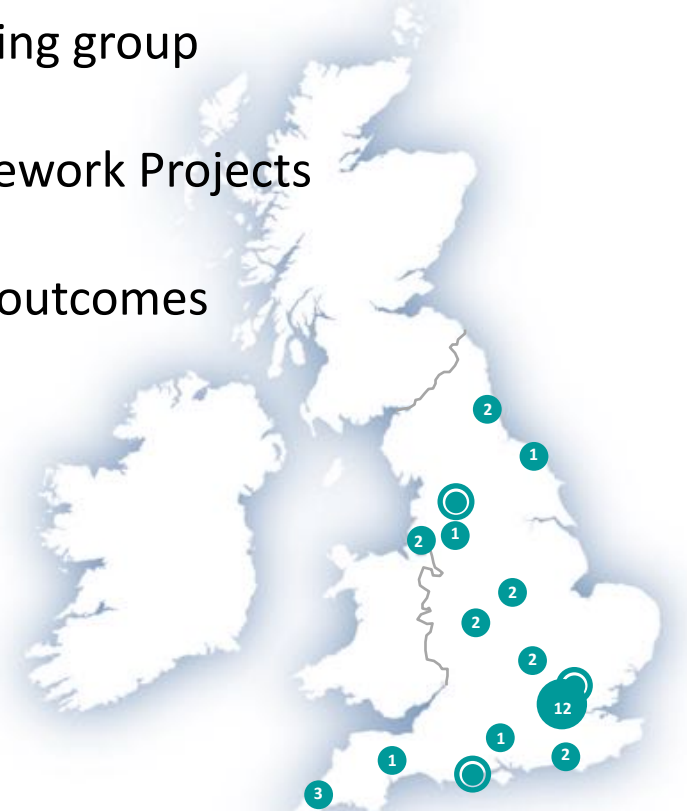
Planned start	Planned end	P22P	Est. total capital value	Current stage	Smart works
3 Aug 2018	30 Feb 2021	Awaiting Appointment	£25,000m	Awaiting appointment	
4 Jun 2018	15 Jun 2018	Awaiting Appointment	£1,700m	Awaiting appointment	✓
P22 - 1 Mar 2018	31 Dec 2018	Awaiting Appointment	£3,000m	Awaiting appointment	✓
1 Sep 2018	30 Jun 2024	Awaiting Appointment	£100,000m	Awaiting appointment	
1 Feb 2018	2 Dec 2018	Awaiting Appointment	£10,000m	Awaiting appointment	
1 Apr 2018	31 Mar 2020	Awaiting Appointment	£8,000m	Awaiting appointment	



P22 Pre and Post Occupancy Evaluation - produced together.....



- Delivered by cross PSCP/DH working group
- Liaison with NHS-E & NHS-I
- Piloted with NHS Clients on Framework Projects
- Exemplar collaboration
- to deliver POE requirements and outcomes





Thank you for listening

