

Case Study:

Increasing the capacity & quality of primary care provision across North Islington



Client: NHS North Central London Integrated Care Board (NCL ICB)

Project: The Village Practice, Islington

Services Provided: Strategic Planning, Space Optimisation, Quality Assurance of Schedule of Accommodation, Funding due diligence, Move Management, Programme & Project Management, Stakeholder Engagement, Client side advisory.

Timescales: Completed September 2022

The Village Practice, owned by NHS Property Services, opened in the 1990's, is a key strategic asset for NHS NCL ICB.

The practice was under significant operating and capacity pressures, affecting their ability to serve local patients along with maintaining and growing their workforce.

The project, which was delivered by NHS NCL ICB and gbpartnerships consult, has drastically improved the clinical operating capacity of the practice, repositioning The Village Practice as the most advanced estate within the North Islington 1 PCN, and a shining example of best practice throughout NHS Islington.

"The team were very professional and everything has been dealt with in a timely manner."



gbp, in their capacity as Borough Estates lead, worked closely with the practice, main contractor and contract administrators to overcome a variety of hurdles on the project. **Services delivered included:**

- ✓ Programme management (with an element of client side project management)
- ✓ Borough Estates Advisory Services, with a focus on stakeholder engagement, management and relationship building.
- ✓ NHS Financial Services, with a focus on securing additional project funding, funding due diligence, cost control and budget tracking.



Project Objectives:

- ✓ Increase the clinical and operating capacity of the practice via the development of the new 'west wing' on the former car park site.
- ✓ Redevelop and reconfigure the site layout to ensure optimum spacial allocations, room layouts and operational best practice.
- ✓ Refurbish a host of existing areas to ensure compliance.
- ✓ Future proof capacity and ensure the practice has the best possible premises to deliver outcomes for local populations.



Deliverables:

The project has delivered:

- four new clinical rooms
- a new multi-purpose meeting room (for use by practice staff & social prescribers)
- a host of compliance related refurbishments
- spacial reconfigurations and improvements to enable best practice.



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Project Impact:

The completed works at The Village Practice have:

- ✓ Provided an **additional 500 appointments** per week
- ✓ Increased clinical consulting space by **40%**
- ✓ Refreshed the estate so it is **compliant**
- ✓ Reconfigured the layout so it is **operationally effective**
- ✓ **Reduced pressures** on the surrounding healthcare estate & North Islington 1 PCN



The Village Practice is now able to provide additional services, increasing the quality of local care provision across North Islington:

- ✓ Islington GP Federations (IGPF) IHUB service provides out of hours service to the local population
- ✓ Facilitate the 'ARRS' workers. The practice has stated a clear intention to house the following community workers: two pharmacists, MH nurse, physio, minor surgery and a health and wellbeing coach.
- ✓ GP Training Practice: from September '22 the practice will house year 3 Imperial student alongside Junior Doctors from 'Health Education England' (UCLH) at a FY2s, FT1 and FT3 level of rotation.
- ✓ Other wider services the practice plan to deliver from the new space include:
 - Health Visitors
 - Social Prescribers
 - Additional IGPF services, notably Paramedics and blood clinics
 - Mental Health workers, namely psychologists and social workers

This project was handled professionally and we were supported throughout the journey. All comms have been detailed and prompt and any issues that arose throughout the project were dealt with swiftly to achieve suitable solutions." The Village Practice





The Power of Partnership



We develop and deliver partnerships with clients across health, local authorities and the wider public sector. Empowering people to change practices, processes and the use of physical assets, in order to embed long lasting organisational transformation.



Unlike other consultancy companies who only provide advisory services, gbpartnerships consult - as part of the gbpartnerships group - are able to apply the group's operational delivery experience in managed services, asset management, property development, and long-term partnerships with 14 local community and healthcare systems across England, to deliver grounded, end to end service transformation, change management and asset management services to clients.



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If you'd like to find out more or arrange an informal chat about our work contact:
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