

# Health Case Study

## 'One-Stop' Health Centre - London

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A recently opened 'one-stop' health centre in Church Road in London's East End is the first of hundreds of new facilities that will be built under the NHS's pioneering LIFT initiative, a £1billion investment that will reinvigorate England's primary care services. The centre is equipped with a building management system supplied by Trend, as will be a significant number of those that follow. Critical support services provider GSL, who has now standardised on Trend as its BMS solution, will be responsible for operating some 80 of the premises.

The NHS LIFT (Local Improvement Finance Trust) programme represents a new form of public-private partnership (PPP). Its aim is to replace or substantially upgrade thousands of sub-standard primary care premises. Many of the modern, well-equipped facilities it creates will bring together primary and community services, and where possible social agencies too - all under the one roof. To implement the programme, 42 joint venture companies have been set up across the country. Each is a partnership between local health trusts, local authorities, Partnerships for Health (itself a PPP) and a private sector consortium. The LIFT companies will own the buildings they develop, renting them out at agreed rates to GPs and other practitioners.

The East London and City LIFTco was the first to be formed, its first project being the £5million Church Road health centre. The private sector shareholders are GSL and investment bank Babcock and Brown, both of them participants in three other LIFTs, two in London and the other in the Midlands. The 80 buildings the four schemes are expected to produce will come on stream over the next five years and will be run by GSL for 25 years.

The premises' building services have been selected with a view to achieving best value in terms of whole life costs. In general, several preferred suppliers have been nominated for each type of equipment or system. However, in the case of the building controls, GSL has specified that only Trend systems will be used and that these be supplied directly.

GSL specified Trend not only because it wanted a standard approach to BMS across the various projects, but also for the security of dealing with a financially strong, nationwide organisation that it had confidence would be providing on-going support years into the future. According to GSL's Hard FM Services Manager, Paul Taylor, a forward-looking attitude was another prerequisite: "When we were considering potential controls suppliers, we were looking at more than their current system offerings. We wanted to know what they were doing to develop the next generation of products, which is very important to us given the length of time that GSL will have these buildings for. More than anything we wanted a supplier that was prepared to work in close partnership with us to develop innovative, customised solutions, including in the crucial area of system maintenance."

GSL will take a decidedly high-tech approach to managing the new centres, the effect of which will be to increase efficiency and drive down costs. Trend's Horsham Bureau is expected to play a key role, by providing centralised monitoring and management of the building controls and the heating and air conditioning services that they regulate. The Bureau is equipped to allow remote diagnosis and correction of a high proportion of any system faults, thus reducing the need for site visits. Alarms relating to the HAC plant could be rapidly re-transmitted to GSL's maintenance contractor PME, who could also be given the facility to remotely interrogate any site using just a web browser.

Under its contract, GSL has to guarantee availability of the building services, which creates a strong incentive for problems to be quickly resolved. Space temperatures also have to be kept within prescribed limits, and this relies heavily on the ability of the building management systems to consistently control to close tolerances. Moreover, by automatically controlling the HAC plant so it only runs when necessary, the Trend systems will eliminate the overuse of energy that has often been a problem in

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buildings of this size, which have traditionally used much more basic controls. If required, the Trend Bureau could provide energy monitoring and targeting.

Built by Balfour Beatty Construction Ltd, the 2450m<sup>2</sup> Church Rd centre houses six GP practices, as well as cardiology, diabetic and dietetic clinics, and other services such as a dental surgery, a pharmacy and an optician. District nurses and health visitors will also operate out of the building. At the heart of the centre's BMS are three network-linked IQ3xcites, Trend's new generation of Ethernet-connectable building services controllers. Their duties include control and monitoring of the building's air handling plant, boilers, perimeter heating and domestic hot water. Authorised access to control settings and system-monitored data is available locally through either of two IQViews, Trend's newly developed touch-screen operated user interface.

The East London LIFTco's next projects include a new GP surgery, another 'one-stop' health centre and a £12million hospital for the frail and elderly. GSL plans to have Trend installed not only in these and other LIFT buildings, but also in future additions to its fast growing estate of PFI (Private Finance Initiative) sites. Trend systems are already in two of these – Yar's Wood Immigration Detention Centre and the Nuffield Orthopaedic Centre in Oxford.

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