



healthcare partnership solutions

*Working in partnership with the NHS to provide the right solution*







*Compton Centre, Leeds*

## About Us

HPS (Healthcare Partnership Solutions) is a specialist healthcare solution provider, concentrating exclusively on providing services to the health care sector. Through being a service-based company with a supply chain, we can deliver infrastructure solutions to meet the changing patterns of healthcare, therefore offering a new approach to clients, compared to a construction-led approach, which often visualises the building as the outcome.

The HPS team has extensive health care knowledge and our NHS experience can help clients to develop innovative solutions to enable them to reconfigure their clinical services, re-align their assets and rationalise and optimise the use of the estate.

We recognise that not one size fits all and have secured a supply chain that has a wide breadth of experience, comprising 49 Principal Supply Chain Members, including companies that are capable of undertaking projects of any size or type, in any health care sector, in any location.

HPS has a unique strength through its shareholder companies of Miller Construction, Community Ventures Management Ltd and Guildhouse UK. These companies work in all areas of health and throughout the public and private sectors and have extensive experience of partnership working. Together they have a combined annual turnover in excess of £500 million.

## Partnering Ethos

HPS's shareholding partners, together with its Supply Chain Partners, have a long and successful record of Public Private Partnership working. This partnering culture, evidenced by constant and open two-way communication, generates trust between ourselves, the client and our Supply Chain Partners, enabling us to identify, agree and implement change at any stage of a project with minimum disruption. Team working is an essential aspect on all our projects and through effective communication and team building initiatives involving our clients and our Supply Chain Partners, we ensure that everyone is involved and focused on delivering a successful outcome.

## Value for money

HPS understands the need to deliver absolute value for money on all its projects, which ultimately means delivering the right solution. We believe that we can best influence costs by being involved at the inception stage of any project. As the project progresses we can bring new and innovative ideas that will ensure we deliver the optimum solution which meets and often exceed our client's expectations. We have a highly effective supply chain with extensive experience of working in the public and private sectors, who we will involve at the appropriate stage of projects. All procurement is undertaken by HPS on a fully open and transparent basis, with our clients always fully involved in the process, so that they can be assured that best value is being achieved.



Wortley Beck Health Centre, Leeds

## Measuring Performance

We make extensive use of key performance indicators. These comprise of KPIs routinely used by industry, together with others that have been developed specifically to meet the needs of our clients. Our KPIs are collected and analysed monthly and immediate action is taken to address any areas of concern should they arise. The results of the analysis are shared with both our clients and our Supply Chain Partners and through adopting a “lessons learned” approach, we achieve continuous and sustained improvement in the service we deliver.

## Delivering a Quality Service

HPS fully understands that delivering high quality services to our clients and exceeding expectations is essential for the growth and sustainability of our company.

Our philosophy is to work with and involve clients at the initial stage of a project to provide clarity in determining the quality standards to be applied and the methodology for assessing achievement. Delivering a quality service begins at the inception stage of our projects and applies to all stages up to and including project evaluation.

We operate under the umbrella of an ISO 9001 accredited quality assurance system and the processes associated with this accreditation, underpin our commitment to delivering a high quality service.

## Training and developing our staff

HPS believes that in order to deliver high quality, cost effective services, it is essential that staff are properly trained and have the opportunity to maximise their potential. All staff employed by HPS and its Supply Chain Partners undergo a comprehensive annual appraisal, which includes an assessment of their specific training requirements. Together with our Supply Chain Partners we have an extensive training programme, which ensures that all staff have the necessary skills to deliver projects of any complexity. To promote partnership working and maximise the use of resources, many of our training events include our client’s employees together with those from our Supply Chain Partners.

## Customer Care

We are fully committed to delivering services that not only meet our client’s expectations but exceed them. HPS work closely with clients from the outset to ensure that any concerns are dealt with in a timely and professional manner.

We aim to deliver buildings with zero defects, since we know that defects, no matter how minor, can be a major source of annoyance for our clients.

To ensure that customer relations are effective, each project has its own customer liaison manager who is involved throughout the life of the project and is the focal and daily point of contact for the client.

## Community Involvement

HPS and its Supply Chain Partners passionately believe that the local community can actively contribute and should benefit from our activities. We will, where appropriate, seek community involvement in all projects in order to instil a sense of ownership, commitment and involvement. Involving the community can be applied to any aspect of the project, including influencing the building design, the range of services provided, contributing to an art strategy or even determining the design of the landscaping.

To demonstrate our commitment toward corporate social responsibility, we actively engage with the local community and examples of recent initiatives include:

- Creating employment opportunities within the local community which supports the development of skills for the future
- Involvement of local schools in providing art for the building
- Community panel being responsible for the landscape design
- Making use of local service providers whenever possible
- Registration of all sites with the Considerate Constructors Scheme

## Delivering Sustainable Developments

HPS recognises and more importantly understands the need to deliver sustainable projects which minimise the adverse impact on the environment. We do not promote “greenwash” (the incorporation of bolt-on green aspects) for its own sake. Sustainability is given top priority at every stage of the process and we work closely with our clients to ensure that projects are:

- The right project solution
- Located so as to minimise travel distances
- Designed to promote good environmental practice and sustainability
- Compliant with all relevant environmental law, statutory standards and Department of Health sustainability targets
- Subject to a comprehensive BREEAM assessment
- Subject to a rigorous assessment by an independent environmental consultant
- Capable of using local supply chains and locally sourced materials wherever possible

In partnership with our clients and their advisors we always strive to use natural resources, minimise waste and promote sustainability wherever possible.

HPS is committed to partnering to deliver innovative, sustainable and best value solutions to ensure better health for all - the communities we work in; the Trusts we work with and the best choice for the communities the Trusts serve.



# Wortley Beck Health Centre Leeds



# Wortley Beck Health Centre Leeds

Capital Costs: **£6.2m**

Operational Date: **June 2008**

GP Practice: **Dr Shevlin & Partners (Hawthorne Surgery)**  
**Dr Robinson & Partner (Whitehall Surgery)**

Third Party: **Freeman's Pharmacy**

## **The Centre provides the following PCT services:**

District Nursing Services

Health Visiting Service

Minor Surgery2 Suite

Children's Health & Development

The facility was designed for the relocation of 2 local GP Practices within the locality, in need of more fitting environment out of which to practice.

*"I am so grateful for all the considerable energy and effort that went into developing this beautiful building in which we now work. On behalf of the practice, I thank everyone that was involved. It gives us and our patients much pleasure and is a great facility to provide care."*

Dr. Amanda Robinson, Whitehall Surgery

## **Centre contact information:**

Wortley Beck Health Centre,

Ring Road,

Leeds, LS12 5SG



# Wetherby Health Centre Leeds



# Wetherby Health Centre Leeds

Capital Costs: **£6m**

Operational Date: **April 2008 (2 months ahead of programme)**

GP Practice: **Dr Knight & Partners**

## The Centre provides the following PCT services:

District Nursing

Drug Addiction Clinic

Health Visitors

Midwives

MSK Service

Nutrition & Dietetics

Podiatry

Speech & Language Therapy

School Nurses

Continence Service

Cardiac Service

Community Matrons

Primary Care Mental Health Workers

Outpatient consult rooms x 2

100hr Pharmacy with capacity to handle minor ailments/injuries out of hours

## Centre contact information:

Wetherby Health Centre,

Hallfield Lane, Wetherby,

LS22 6JS

Tel: 01937 522 777

# Compton Centre Leeds



# Compton Centre Leeds

Capital Costs: **£4.7m**

Operational Date: **June 2010**

## The Centre provides the following services:

### Leeds City Council

Customer Services

Environmental Health Service

Libraries Service

Leeds City Credit Union (LCCU)

Chinese Advisory Centre

### Primary Care Trust

Drug Addiction Service

Mental Health Service

## Centre contact information:

Compton Centre

Harehills Lane, Harehills

Leeds, LS9 7BJ

# Reginald Centre Leeds



# Reginald Centre Leeds

Capital Costs: **£10.74m**

Operational Date: **October 2010**

GP Practice: **Dr Sharma and Partners**

Third Party: **Lloyds Pharmacy**

## The Centre provides the following PCT services:

### Leeds City Council

Environmental Health

North East Area Management Team

Customer Services

Credit Union

Library Services

### Primary Care Trust

Health Access Team Base

Primary Care Mental Health Team

Community Midwifery Service

Speech and Language therapy

Sexual health (CASH)

Phlebotomy

Health Visiting Service

Community Dentistry

Multi-ethnic Team

Tuberculosis service

School Nurses

## Centre contact information:

Reginald Centre,

263 Chapeltown Road,

Chapeltown,

Leeds, LS7 3EX



# East Leeds Health Centre Leeds



EAST LEEDS HEALTH CENTRE

# East Leeds Health Centre Leeds

Capital Costs: **£6.7m**

Operational Date: **June 2008**

GP Practice: **Dr Darbyshire & Partners (Shaftsbury)**  
**Dr Proctor & Partners (Garden Surgery)**

Third Party: **Lloyds Pharmacy**

## **The Centre provides the following PCT services:**

CASH / Family Planning

District Nurses

Drug Addiction Clinic

Health Visitors

Midwives

MSK Service

Nutrition & Dietetics

Podiatry

Minor Surgery 1 Suite

Smoking Cessation

Speech & language Therapy

Cardiac Nursing

School Nursing

Relate

Family & Children's Services

Eye Clinic / Ophthalmology

## **Centre contact information:**

East Leeds Health Centre,

78 Osmondthorpe Lane,

Leeds, LS9 9EF

Tel: 0113 295 1470

## Head Office (Normanton)

### Healthcare Partnership Solutions

Miller House  
Pontefract Road  
Normanton  
WF6 1RN

Tel 0870 336 4343

## London Office

### Healthcare Partnership Solutions

128 Buckingham Palace Road  
London  
SW1W 9SA

Tel 0207 881 1960

