

PARTNERSHIPS IN ACTION

BRINGING HEALTHCARE TO THE HIGH STREET

Practical insight

Case studies

News

Events

Project: Redhill Community Diagnostic Centre



Locating healthcare on the high street: helping you make the right deal

Why location matters

With the Government focused on delivering healthcare closer to communities, and the expansion of neighbourhood health centres, choosing the right location is critical.

Health facilities should feel part of the community, ideally in high-footfall areas, well connected to public transport, near other public services, and located where they are most needed.

The healthcare landscape is changing. Placing health services in community and retail spaces offers a unique chance to improve patient experience while making commercial sense.

This approach is supported by changes in the retail market and our 25+ years of experience working with the NHS on community projects such as the new Redhill CDC project in Surrey and the Wood Green CDC in North London. We've seen clear benefits for both healthcare providers and patients from locating services in retail settings.

Benefits of a retail setting for healthcare services



For patients

- ✓ Care is available in familiar, convenient places close to home
- ✓ Easy access with parking and transport links
- ✓ Saves time by fitting into everyday life
- ✓ Increased appointment availability from extended retail opening hours



For healthcare providers

- ✓ Existing infrastructure and flexible spaces
- ✓ Potential for extended opening hours
- ✓ Increased capacity and improved patient satisfaction
- ✓ Lower 'Did Not Attend' (DNA) rates amongst patients

Making the right commercial deal



Beyond technical site checks, negotiating the right deal with retail landlords is key. Based on insights gained from working with retail agents such as LM, here are some tips for constructive conversations.

Understand the landlord's perspective

High streets are struggling - around one in seven units are vacant*. Many shopping centres have empty spaces or short-term, low-value lets. Partnering with the NHS helps landlords fill these gaps and supports the Government's goal of revitalising town centres.

Benefits for landlords

- Strong NHS covenant (financial security)
- Longer leases (15–20 years vs four years for retailers)
- Consistent footfall from patients
- Opportunity to let spaces that are unsuitable for retail

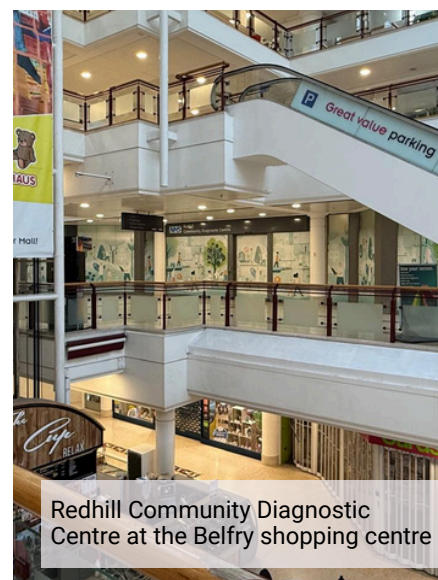
Areas for negotiation

- Incentives: rent-free periods, capital contributions, other concessions
- Lease terms that work for both sides
- Agreement on handover specifications to meet NHS deadlines
- Collaboration on community benefits and partnerships
- Private sector investment in complementary health services

The bigger picture

Locating healthcare on the high street benefits everyone, from patients, landlords, and local communities. It also supports Government goals to revitalise town centres and aligns with recent commitments, such as the Autumn 2025 Budget announcement of 250 new neighbourhood health centres. In addition, this approach reinforces the NHS Long Term Plan by accelerating the shift of care from hospitals into community settings, making healthcare more accessible and integrated into everyday life.

If you'd like help exploring options for NHS or healthcare projects, please get in touch with our Consult team.



*Source: SaveTheHighStreet.org

Ambulance Trust - Business Case Funding



We are delighted to be working with the West Midlands Ambulance Service Trust to support delivery of its transformational estates strategy.

We recently completed an Outline Business Case for a future operational hub, which successfully received Board approval in October.

Our next steps include progressing the Full Business Case for this project and initiating a second Outline Business Case for an additional ambulance hub.

Our work has involved:

- ✓ Reviewing estate condition and utilisation
- ✓ Reviewing future requirements based on demand modelling and future workforce
- ✓ Facilitating multi-disciplinary stakeholder engagement
- ✓ Developing strategic options aligned with national priorities and local need
- ✓ Preparing business case documentation in line with HM Treasury guidance

The proposed solution aims to improve operational resilience, support staff wellbeing, and deliver value for money whilst enabling the Trust to continue providing high-quality care across its region.

We're proud to contribute to shaping infrastructure that supports frontline emergency services and have extensive experience in developing compliant business cases for public sector organisations.



They didn't just deliver a business case, gbp helped us shape a clear, evidence-based vision for our estate.

Building on our existing assessments and data, (gbp) produced a thorough analysis that gave us real confidence in our future planning.

What really stood out was their ability to turn complex estate and operational data into practical, forward-thinking options that worked for our teams on the ground. The team were collaborative, responsive, and easy to work with.

Their financial modelling and value-for-money analysis played a key role in securing approvals.

Thanks to their support, we now have a clear, fundable plan that aligns with our strategic goals and puts us in a strong position for the future.

Craig Cooke, Operational Support Services Director; West Midlands Ambulance Service (WMAS)



NHS

**West Midlands
Ambulance Service**
University NHS Foundation Trust

To discuss how we could help with your emergency services strategy, please get in touch with our team.



Supporting the delivery of a neighbourhood health service

In our commitment to driving forward the Government agenda to bring healthcare closer to communities, we are proud to be a member of the newly-launched Neighbourhood Health Forum which brings together the collective expertise of ten leading private partners and investors to support neighbourhood health delivery.



The Forum has a long history of strong public-private partnership working and aims to be a long-term, active partner to the Government and NHS in their focus on community-based care. Read the launch report (which features our award-winning Worthing Integrated Care centre project) via the [link](#).



Mossley Hill mental health facility opens

We were pleased to reach practical completion on the superb new Mossley Hill mental health facility earlier this year, and after over a decade of planning and subsequent construction works, the doors have now opened to the public. The magnificent new building, our biggest development project to date, is the third mental health facility we have successfully delivered on behalf of Mersey Care NHS Foundation Trust. We thank the whole team who have worked with immense dedication to bring this project to its final stage.

gbp consult launches a new Healthcare Planning Network

A new collaborative community for healthcare planners and those who shape the future of healthcare environments. With planned themed meetups (virtual and in-person), resources that offer tools, insights, and inspiration, WhatsApp & LinkedIn

groups for ongoing support, this new initiative aims to help make valuable connections, and shape the future of healthcare planning. Email Nathalie Wade for further information and how to join.

nathalie.wade@gbpconsult.co.uk



EVENT ROUND-UP 2025

Thank you to those who came and connected with us at the recent IHEEM Healthcare Estates and NHS Property conferences.

At **NHS Property**, the focus was on optimising NHS estates and delegates heard gbp representatives share insights and examples from our work with NHS and public sector clients on making the most of what they already have, and the landlord's perspective on using retail premises for healthcare services. We were pleased to be the title sponsor for this important event on the NHS estates calendar.

At **IHEEM**, neighbourhood health was naturally the hot topic, and we conducted our own research on the gbp stand on what is important when designing and planning a neighbourhood health centre. We're issuing the results and our thoughts on our LinkedIn page!



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NHS Property 2025



Healthcare Estates®
Conference. Exhibition. Awards.

TEAM NEWS GBP GROUP STAFF UPDATES



New starters!

Since our last newsletter, we have welcomed the following new staff to the gbp family. We continue to grow and are committed to investing in a strong workforce to best serve our clients.



Eleanor Lowe
Junior Consultant



Sandeep Gill
Sales & Bid Manager



Jasdeep Virk
Management Accountant



Daryia Palytika
Junior Consultant



Jo Hames
Asset Management Director



2026 - Something exciting is coming...
Watch this space!

News & insight

Follow us on on [LinkedIn](#) or visit our [website!](#)

