

Heart of Hounslow Health Centre



Delivered for West London LIFTCo / Building Better Health

Facilities: Four GP practices, dentistry, audiology, rehabilitation therapies, mental healthcare | 2008
Value: £18 million



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Introduction This was one of the two sample schemes used by Ealing, Hammersmith and Hounslow Primary Care Trusts to procure their LIFT partner. The project was at the upper end of the size spectrum for LIFT projects, with the second sample scheme being at the lower end. This gave a balance for benchmarking future LIFT projects.

- Key Facts**
- One of Europe's largest 'all in one' healthcare facilities
 - Involved decant and transfer of 400 staff
 - Model for a polyclinic



Details At the time of procurement this was one of the largest primary care centres, providing an integrated facility for four GP Practices, dentistry, audiology, rehabilitation therapies, mental healthcare, community services and Social Services from the local authority. The building also contains a large integrated children's facility incorporating health, education and social service professionals.

The building was one of the first to feature reflective coloured glazing. A central atrium divides the building into east and west wings, maximising the natural light throughout.

It replaced an existing health centre on that site and the construction planning process had to ensure that patients could still safely access those services while the building works, which included large and complex concrete pours, were undertaken.



Successes This was a important project, not just for the end user but for Willmott Dixon. All PCT staff were successfully transferred into their new home over a weekend, with no services disrupted, thanks to teamwork and planning. Its successful completion under exacting circumstances on time and to budget has resulted in it becoming a flagship for delivering complex PCT projects.



Sustainable achievements A key feature involved switching from the use of plasterboard to Fermacell dry lining boards, which are largely made from recyclable materials. Materials arising from demolition and construction activities were subject to environmental and waste management.

The demolition waste was subject to selective disposal, with the use of crusher plant recycling aggregate for use within external works and local projects.

Relationship We have subsequently built a further two schemes for the LIFTCo and two more are currently at design stage.

- Awards**
- Runner up in the 2008 Building Better Healthcare awards
 - Silver medallist in the 2008 Construction Manager of the Year awards

Testimonial **Sue Harding, Director of Estates, West London Heath Estates and Facilities Management:**

"The fact that Willmott Dixon was so flexible, patient, approachable and professional and that there was excellent communication lines ensured a recipe for success. They played a huge role in the success of the development and ran an extremely efficient and organised team.

We have been most impressed with the after care support and assistance we have received, particularly in moving the 400 members of staff and associated equipment from the old premises in what was a very challenging timeframe. There is a feeling that we have a developed a relationship and understanding which is far from the normal contractor client relationship and one that bodes well for the many schemes we are currently working on with Willmott Dixon."

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