"You said – We did"

How families, children, young patients and the public have helped inform the design of the New Children’s Hospital

2006 – 2011

Delivering better health
www.nhsggc.org.uk
This presentation will ...

• Describe the timeline for engagement with families, children, young patients and the public

• Explain how we engaged during the key stages of the development of the New Children’s Hospital

• Report on how we used their feedback to influence the design of the new hospital

2006 – 2011
Starting out
Understanding what families, children and young patients require

What did we look at?
• What do we do well?
• What could we do better?
• Vision for the New Children’s Hospital?

Engaging with patients and the public
• Focus groups
• Questionnaires
• Photography project for young patients
• Audit of complaints re the physical environment at Yorkhill

Who did we engage with?
We engaged with 233 people, representing all areas of work at Yorkhill. Collectively, this produced a ‘snapshot’ of patient and families views that was fed into the design of the New Children’s Hospital at an early stage.

You can read this and other reports at http://www.nhsggc.org.uk/content/default.asp?page=s514_10_1
What happened next …

This report was used by the New South Glasgow Hospitals (NSGH) Project Team and Avanti Architects to help inform the design process for the ‘Public Sector Comparator’ hospital.

Avanti Architects and the NSGH Project Team provided feedback to families and patients.

Mairi Macleod, the Project Manager for the New Children’s Hospital, met with the Youth and Family Panels to discuss the next steps.

Mairi and the NSGH Project Team began to develop the competitive tendering process.

2007 – 2009
Becoming partners in planning

While the Project Team was developing the tendering process the Family and Youth Panels went on training and fact finding visits to develop their understanding of hospital design and to see new ideas in action. We visited Glasgow, Irvine, Aberdeen, London, Poole and Toronto!

You can read reports of our visits at http://www.nhsggc.org.uk/content/default.asp?page=s514_10_1
Understanding patient needs
Engaging families, children and young patients in the tendering process

Families, children and young people produced guidance for potential bidders. 15 design workshops described in detail on what they wanted from their new hospital.

In total 175 patients, families and carers, aged between 8 and 80 years, examined new ideas in hospital design from across Scotland, Britain and the world to pinpoint the key features they would like to see in Glasgow’s new hospitals. They identified 10 key areas:

Access & Wayfinding
Wards and Single Rooms
Adolescent Areas
Out-Patients
The Bereavement Pathway

Main Entrance
Family Facilities
Play Areas
Accident & Emergency
External Landscapes

You can read this and other reports at http://www.nhsggc.org.uk/content/default.asp?page=s514_10_1
What happened next …

- The Design Workshops Report was incorporated by potential developers during the competitive tendering process.
- Brookfield and Nightingale Associates architects were appointed to design and build the New Children’s Hospital.
The 1:200 Design Stage
Describing the departments, services, rooms and layout of the new hospital

Nightingales met with families and young patients to describe how they had incorporated their views into the 1:200 plans for the new hospital and to get feedback on their design.

View the film of this presentation at:
http://www.nhsggc.org.uk/content/default.asp?page=s1122_4
The 1:50 Design Stage

Getting down to detail

Mock up rooms allowed families, children and young people to give feedback on the proposed size, space and layout of rooms. Their feedback was used by Mairi and the Project Team to help inform decisions on design.

Members of the Youth and Family Panels had the chance to comment on the 1:50 plans for family, play, adolescent and public areas before sending a representative to the User meeting to participate in the agreement and sign off of the final designs.

You can read a report of the visits to the mock up rooms at http://www.nhsggc.org.uk/content/default.asp?page=s514_10_1
Families, children and young people worked with staff to examine and re-design services. Working as part of a team they brought a patient’s perspective to debates and discussions.
Community Outreach

Throughout the planning process the Community Engagement Team visited schools, community groups and community venues with high footfall such as shopping centres, fire station open days and local galas to take information out into the wider community and to talk to hospital users.

Between 2006 and 2011 over 60 public, outreach events were held all over Scotland - in places as diverse as Glasgow, Edinburgh, Kilmarnock, Lochgilphead, Greenock and Cumbernauld!
You said, We did
The New Children’s Hospital should have its own identity

The New Children’s Hospital will be an iconic building that, although integrated with the adult hospital, has its own style and identity.
You said, We did

There should be a mix of single rooms and multi-bed bays

The Scottish Government accepted feedback from families and patients in Yorkhill that a mix of single rooms and 4-bed bays would provide a better patient experience for children, young people and families.

Nightingales designed a cruciform 4-bed bay that maximises infection control and privacy while still allowing families, children and young people the opportunity to chat, play together and support each other.
You said, We did
Rooms need to balance clinical treatment with opportunities for well-being

Family and patients ideas were incorporated into the design of single rooms and 4-bed bays:

- Space for families/carers to stay, visit and play
- Good observation and line of sight to nurses
- Separate clinical hand washing facilities
- Accessible en-suite facilities
- New designs for built-in storage are in development
You said, We did
More space was needed for wheelchair users

The Youth Panel and other disabled patients checked the mock-up rooms to make sure they were big enough to accommodate a specialised bed and wheelchair, hoists and other equipment with enough room to transfer from bed to a wheelchair.

Adult changing areas with a bed/plinth and hoist for changing children and young adults are provided in both the children’s and adult hospitals.
You said, We did

Wards should have family facilities with a bed, showers, toilets and kitchen access

“You need a shower and enough room for you to spend time yourself, also not a chair to sleep in but a bed ... you're no use to your child if you haven't had a good nights sleep”

Comfortable pull down beds will be provided at each in-patient bed side.

Family Facilities, located next to the in-patient wards, will provide showers, toilets, a lounge and a kitchen for families to use during their stay in hospital.
You said, We did
Age appropriate bed and recreation areas are needed for teenagers

"Better space for young people to meet. Need different stimulators compared to a toddler"

The Youth Panel worked with Nightingales to design an adolescent area that includes space for IT, games, studying and hanging out.

Single bed rooms provide quiet, private space and separate teenagers from younger children with early bed times!
You said, We did

Play should be age-appropriate, accessible and, sometimes, outdoors

Play areas are located throughout the wards with every in-patient area also having access to a covered, outdoor play area. A ground floor children’s play park provides space for out-patients and visitors to play.

There will be multi-sensory rooms and a MediCinema.

As all these play areas develop a key design factor is to make sure they allow disabled and non-disabled children the same opportunities for play.
You said, We did

Quiet space is needed for families when meeting staff or dealing with bad news

Space has been provided in every ward and treatment area for quiet rooms. Designed to offer a place for meetings with staff or respite for those that are feeling overwhelmed, stressed or need to recharge their batteries. These rooms offer a little oasis of calm.

One example of our commitment to providing space for families is in A&E where 4 areas have been provided for interviews, meetings, breaking bad news and waiting. These give families some quiet space inside this busy, clinical area.

“Quiet space - sometimes when things are not too good – peace and quiet is nice - to be allowed time with your thoughts”
You said, We did
It should be easy to find your way around the new hospital

We agreed and developed an approach to internal wayfinding that is:

- Intuitive
- Obvious
- Has visual links – you can describe the route using landmarks
- Direct – you can point to where to go
- Requires just the right amount of signage
You said, We did
Too many signs are confusing

Our approach to wayfinding reduces the need for signs and directions. Here is an example of how the design of the building will help people move around quickly and easily.

This is the way to the Out-Patients Department – the direct route, light, shape of the walls and colours all help to point the way.
You said, We did
There should be a central reception desk located at the entrance

Family and patient’s ideas were incorporated into the design of the main entrance

- Highly visible entrance with pedestrian approaches
- Close to drop off and public transport
- Level access
- A central reception desk at the front door
- Toilets and Adult Changing Facilities
- Family Centre
- Café, shop and family services
- Art and interior décor will help with wayfinding
You said, We did
Separate lifts are needed for moving between treatment areas and wards

3 sets of lifts will keep the movement of patients, the public and facilities e.g. laundry, food, supplies etc. separate and create distinct clinical, public and service routes through the hospital. This not only increases infection control and privacy for patients, but will also help to keep the hospital more secure.

“When our daughter was arriving seeing patients on trolleys in the lift area really upset her. Could the theatre and other lifts be separate?”
You said, We did
A Family Centre and Parent Education Centre would be highly valued

Space has been allocated for a Family Centre and a Bereavement Suite in the main entrance. The Family Centre will include:

**Family Lounge** - a quiet, comfortable place for family and friends to relax

**Family Resource Centre** - access to health information and community resources

**Quiet Space** - respite from the noise and activity of a busy hospital

**Interview rooms** – privacy for counselling and comforting

Space has also been provided for a **Family Bereavement Centre** which includes a family room, quiet interview and counselling rooms, a waiting room, children’s therapy room and a garden for reflection.
You said, We did

A family lounge should be located next to theatres

A lounge for parents and carers to wait in while their child is having an operation, investigation or treatment under general anaesthetic has been provided. It will not only provide a private, quiet waiting area during a stressful time but also offer comfort in allowing parents to remain close to their child during their procedure.

Families worked with staff to describe the lounge, asking for:

- a balance between support and companionship from other families in a similar position with privacy
- the use of screening to provide a number of smaller, more private waiting areas
- comfortable seating
- toilets
- tea & coffee making facilities
- an aesthetically pleasing room with pleasant views
You said, We did
Families need cafés and restaurants

The New Children’s Hospital will have its own café and tea/coffee areas but also has access via a link bridge to the new adult hospital which will have a large restaurant, shops and other patient amenities.

Families will be able to make a cup of tea in the Family Facilities on the ward floors if they don’t want to be away from their child’s bedside for too long.

“... see at night when I was sitting downstairs with just a can of juice – its daft but I really needed that, just sitting down by myself with a can of juice”
You said, We did

Car parking and access by public transport are difficult at Yorkhill

Planning for the new hospitals recognises the importance of travel to and parking at our hospitals with NHS GGC making significant investment into car parking and public transport infrastructure as part of the Campus Master Plan.

The first of the 4 new car parks opened in April 2011 while planning for enhanced public transport access to the hospital is on-going.
What next....

- Construction started in 2011
- We continue to work with families, children and young people to understand and develop the bereavement pathway
- Further opportunities to influence ‘softer’ finishes of single rooms e.g. interior decoration, furniture, signage
- Hospital complete 2015