

 On the move

NHS
Greater Glasgow
and Clyde

South Glasgow University Hospital Campus

Staff Information Guide

New facilities, forward thinking 

Contents

Section 1	4
Section 2	5
2.1 - Access and Egress - entrance and routes through the site	5
2.2 - Public Transport to the site	5
2.3 - Cycling Facilities	7
2.4 - Walking	8
2.5 - Car Parking	9
2.6 - Help and Information	9
Section 3	10
3.1 - What's on which level?	10
3.2 - Fire Safety	12
3.3 - Keys	17
3.4 - Access Control	17
3.5 - Catering	18
3.6 - Water Dispensers	19
3.7 - Changing Facilities	19
3.8 - Banks/Auto tellers	20
3.9 - ID Badges	20
3.10 - NHSGGC Smokefree Policy – Our Smokefree Commitment	20
3.11 - Uniform	22
3.12 - Security	22
Section 4	24
4.1 - Pneumatic Tube System	24

4.2 - Meeting/Seminar Room Facilities	25
4.3 - Way finding	27
4.4 - Telephones	29
4.5 - Facilities Management Helpdesk	30
4.6 - CCTV	30
4.7 - Lifts	30
4.8 - Panic Alarms	31
4.9 - Helipad	32
4.10 - Automated Guided Vehicles	33
4.11 - Volunteers	33
4.12 - IT Service Desk and Wifi	36
4.13 - Medical Physics (Equipment Management) Helpdesk	37
Section 5	38
5.1 - Places to Eat	38
5.2 - Retail	39
5.3 - Banks/ Autoteller	39
5.4 - Post Office	39
5.5 - Gym/Health Clubs	39
5.6 - Nurseries/ Childcare	40
5.7 - Petrol Stations	40
5.8 - Local Discounts	40
5.9 - Further Education	40
5.10 Local Housing Associations	41
Section 6	43
New South Glasgow University Hospital Campus Map	43



Section 1

The purpose of this guide is to provide information for staff moving into the new adult and children's hospitals on the key points which will assist in the transition to their new place of work. The guide complements information provided at the Orientation sessions and familiarisation tours which will run from February to April 2015. These events have the aim of ensuring that staff are informed of the key changes to the new hospitals and a reminder of continuing current good practice such as the wearing of uniforms and ID badges.

This guide will be made available in limited print form via the local Service Transfer Owners and will also be located on the On the Move pages on StaffNet as a digital version.

The StaffNet version will become a live document and will be updated as the moves progress and further information is provided regarding the site.

Section 2

Southern Campus Overview

The South Glasgow Campus will comprise:

- A new Adult Hospital (1,109 beds)
- A new Children's Hospital (256 beds)
- A new Laboratory and Facilities Management Building
- The Queen Elizabeth National Spinal Injuries Unit
- The Institute of Neurological Sciences
- Langlands Building
- WestMARC
- Maternity Hospital
- Physically Disabled Rehabilitation Unit (PDRU)

There is also a new Teaching and Learning facility, and a new 1,200 workspace Office Block, which are co-located with the new hospitals and the Institute of Neurological Sciences.

2.1 - Access and Egress - entrance and routes through the site

The main entrance onto the site will be via Govan Road with an additional entrance

from Hardgate Road. The existing Linthouse Road through the site will remain; this runs from Govan Road round past the Institute of Neurological Sciences and Maternity Hospital onto Hardgate Road.



2.2 - Public Transport to the site

The campus has been designed to improve accessibility for public transport. The new hospitals will be serviced via the dedicated public transport hub located at the entrance to the Adult and Children's hospitals. The hub includes shelters equipped with Real Time information on scheduled arrivals which will also be displayed in adult and children's atrium spaces.

For existing facilities, public transport will use the existing Langlands Drive which runs between the Govan Road and Hardgate Road entrances, servicing Neuroscience, Maternity, Langlands and WestMARC buildings. Infrastructure on this route, including shelters, will be upgraded.

Staff considering public transport can plan their journey by visiting:
www.spt.co.uk/journeyplanner



Buses that run through the Southern General Site

- McGill's Bus 21** - Govan to Paisley via SGH
- McGill's Bus 23** - Glasgow to Erskine via SGH
- McGill's Bus 26** - Glasgow to Nethercraigs via SGH
- First Bus 189** - Govan Bus Station to Partick Bus Station via SGH
- First Bus 90** - Partick to Braehead Shopping Centre via SGH
- First Bus 747** - Glasgow Buchanan St Bus Station to Glasgow Airport via SGH
- Skyline Bus 25** - Silverburn Shopping Centre to Govan Bus Station via SGH

Buses that drop you near the Southern General Site (Drop off Langlands Road or Govan Road)

- First Bus 3** - Drumchapel to Govan Bus Station
- First Bus 34** - Castlemilk to Govan Bus Station
- First Bus 709** - Drumchapel to Braehead Shopping Centre
- First Bus 765** - Easterhouse to Braehead Shopping Centre
- McGill's Bus X7** - Greenock to Braehead then connect with 21 or 23

Staff may also be able to save up to 25% of their annual travel transport costs by taking advantage of NHS Greater Glasgow and Clyde's Annual travel ticket loan schemes. Information on the scheme is available via the NHSGGC Travel Plan Office travelpo@ggc.scot.nhs.uk.

http://library.nhsoggc.org.uk/mediaAssets/Community%20Engagement/Southern_leaflet_web.pdf

2.3 - Cycling Facilities

NHS Greater Glasgow and Clyde (NHSGGC) is working with partners to improve roads and shared footpaths for cyclists. Improvements off site on the local road network will be a combination of shared footpath, on road routes and off road routes, including improvements to the Clyde Tunnel. On site, the majority of routes will be shared footpaths.

Cycle Lockers

The new campus will have parking for over 500 bicycles at various locations, with a mixture of accessible sheffield stands and secure provision. There are changing, shower and secure locker provision in multiple locations throughout the new hospitals. The largest facility, located on Level 3 of the main podium, includes approx 750





lockers. Changing rooms will be temperature controlled with facilities for hanging outdoor clothes.

Cycle to Work Scheme

If you are considering cycling to work, NHSGGC operates a cycle to work scheme where you can save an average of 32% on the cost of a new bike. Information on the scheme is available via the NHSGGC Travel Plan Office travelpo@ggc.scot.nhs.uk.

Cycle Routes

For information on planning your cycle journey visit www.cyclestreets.co.uk

2.4 - Walking

Existing and planned footpaths within the new hospitals campus will be upgraded. Footpaths out with the hospital campus and access points to the site will also be improved. The campus will be landscaped with pedestrian routes linking the south and north end of the campus. There will be pedestrian pathways from the multi-storey and surface car parks to all the major buildings on site. Pedestrian pathways are well lit and shrubbery kept to a minimum.

2.5 - Car Parking

Car parking on the campus will be at a premium and will be managed. Traffic restrictions and parking controls will be in place in the surrounding road network. Staff are advised to look at alternative forms of transport where possible.

Liftshare

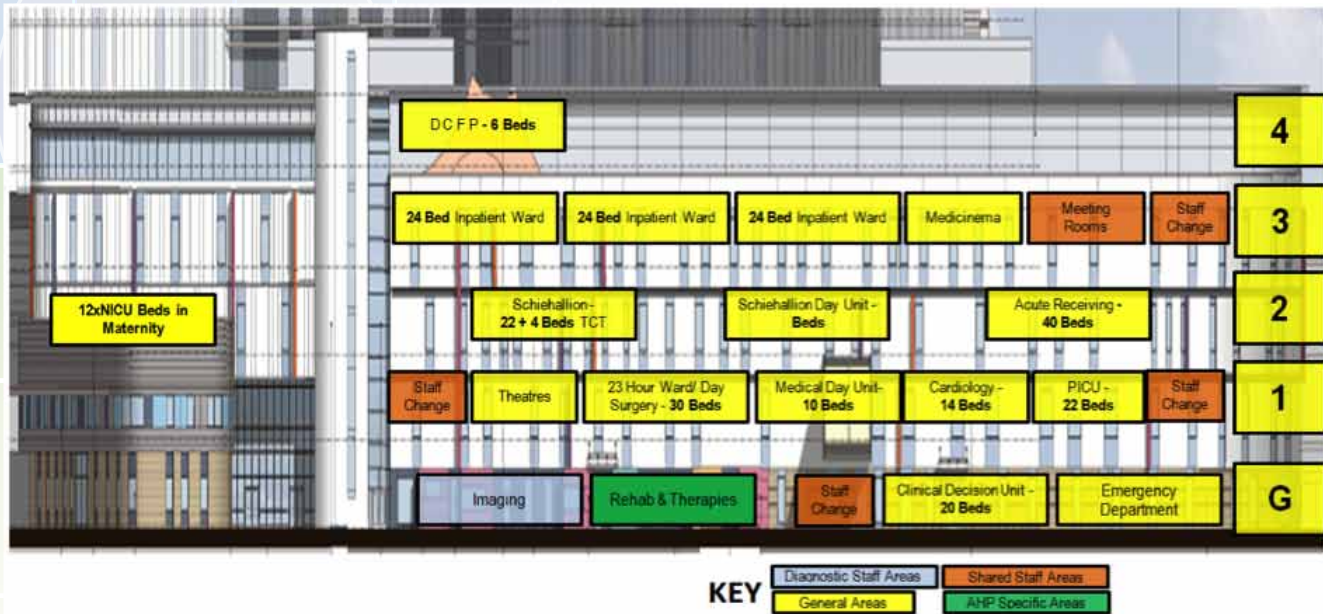
NHSGGC also operates a Liftshare and car share permit scheme. As part of the car park management strategy, a number of spaces will be allocated to car share permit holders. For information on Liftshare and the car share permit scheme contact NHSGGC Travel Plan Office travelpo@ggc.scot.nhs.uk

2.6 - Help and Information

NHSGGC's Travel Plan team provide a range of initiatives that can make it cheaper, easier and more environmentally sustainable for staff to travel to and from their place of work and between sites. For more information on any of these schemes, please contact Graeme Condie on 0141 201 4818/4637 or email: travelpo@ggc.scot.nhs.uk



New Royal Hospital for Sick Children





3.2 - Fire Safety

Whilst the incidence of fire within a hospital is low, the consequences of a fire in a hospital are especially serious because of the difficulties and dangers associated with the emergency evacuation of patients, some of whom may be highly dependent on life support equipment and staff assistance. As you would expect from a brand new, purpose built, healthcare resource; both the Adult and the Children's hospital have been designed with fire protection in mind.

Local Induction

As you undergo local induction within your new designated work areas, you will be shown features that you are used to seeing in your current place of work such as the location of the red 'break glass' activation points, directional 'fire exit' signage mounted on the walls and hanging from the ceilings, and a range of first aid fire fighting extinguishers throughout your work place that can be used to tackle small fires that may be discovered.

Fire Induction Checklist

A fire induction checklist will be provided to assist Managers in completing the local fire induction with you and you will be asked to sign the checklist to confirm that this has been completed. In addition to the common

features that you will be used to seeing, there are a number of fire safety additions to the hospital that you need to be aware of.

Sprinkler System

A sprinkler system has been installed throughout the majority of the hospital, to protect all occupants and the building from the effects of a fire incident. When a fire starts, it quickly heats the air above it causing it to rise and fan out across the ceiling. As this hot air reaches one of the ceiling mounted, anti-ligature sprinkler heads, the sprinkler activates directing a high pressured water spray downwards and out to the sides.

Not all sprinkler heads activate at once. Each head requires to detect the high level of heat so typically only one or two sprinklers are required to activate to extinguish a small fire or contain it to the room where it was started therefore preventing fire spread or re-ignition. Sprinkler heads have not been installed within certain areas where the application of water, or flame and water combining, constitutes a serious life or fire hazard, or where sprinklers are considered undesirable due to the nature of the contents of that room. If you work within an area that is not covered by the sprinkler system, this will be communicated to you as part of your local induction to your work area.



Fire Extinguishers

As indicated previously, the hospitals will still be fully supplied with a full complement of fire extinguishers to suit the activity and use of the area.

Alarms

Early detection of fire within a hospital environment is vital to protect staff, patients and visitors. Similar to your previous place of work, a combination of smoke and heat detectors are located throughout the hospital to provide early detection of a possible fire incident and these alert all via an audible alarm system. However, you may not be

familiar with the operations of a dual fire alarm system that has been designed to allow for a CONTINUOUS alarm to sound in the compartment where a fire has been detected, or the fire alarm activated, and an INTERMITTENT or pulsing alarm to sound in adjacent compartments.

The continuous fire alarm system will trigger any hold open door devices that have been wired into the alarm system to automatically close simultaneously to the alarm sounding. On hearing the continuous alarm, staff will begin to follow the steps that will be outlined to them as part of their fire evacuation training, a compulsory training element for all staff that are working within the new hospitals.



An intermittent alarm will sound in compartments adjacent to where the continuous fire alarm is sounding. The intermittent alarm is a warning alarm that allows staff to become prepared for a possible evacuation from their compartment, should a continuous alarm be sounded.

Remember - if a sprinkler head detects a high level of heat, it will activate to extinguish the fire. Sprinklers and detectors work hand in hand, however the alarm will still sound following activation until it has been reset by your Estates colleagues. If you work in an area where the fire alarm is communicated to you in a format other than an audible alarm, such as a visual strobe alarm, this will be explained to you as part of the local induction to your work area.

Evacuation

With the combined application of the sprinkler systems, the smoke and heat detectors, and the dual fire alarm system, the principles of progressive horizontal evacuation are adopted throughout the clinical areas of the hospitals, whereby patients are moved from an affected area (where the alarm is sounding continuously) through a fire resisting barrier or compartment to an adjoining area (where the alarm is either sounding intermittently or where no alarm is sounding at all) where they

may remain until the potential fire incident is dealt with, or if the alarm begins to sound continuously they will complete further evacuation.

The design of the fire resisting barriers or compartments is such that horizontal evacuation should provide sufficient time for non ambulant and partially ambulant patients to be evacuated to a place of safety, should it become necessary to evacuate an entire floor. However, the design of the sprinkler system should see a fire extinguished before the theory of evacuation ever becomes a reality.

For areas where a continuous alarm situation would require an actual evacuation from the building, such as for occupants of the atrium in both hospitals, staff will be directed to temporary assembly points by fire wardens. When the New South Glasgow Hospital campus is finalised and the central park area has been landscaped, permanent external assembly points will be installed and their location will be communicated to all staff.

Burn Off Roof

When you first enter the main entrance in both the Adult and Children's Hospitals, you will notice the large foyer space extending up through the centre of the hospital to the see through, self cleaning, fluorine based plastic roof. The roofs have a number of key design





features, however from a fire safety point of view they are innovative in that they are able to provide a natural ventilation and smoke control system as they are able to be 'burnt off' in extreme conditions. The management of this specialist feature will be led by colleagues from the Scottish Fire and Rescue Service, however you might hear the 'burn off' roof being referred to and wonder what this is.

Shutters

On the first floor of the Adult Hospital, a large fire shutter approximately 10m in length is provided across the Aroma coffee lounge servery. The shutter will automatically close in a fire situation to provide an additional fire barrier or compartment between the atrium and the adjoining servery area. Signage will be displayed in this area informing occupants of the exit route to follow, however awareness of this design feature is being pointed out for your information.

Fire Risk Assessments

Work has already begun to prepare for the large number of fire risk assessments that are required to be completed across the Adult and Children's Hospitals. As areas start to become occupied and become operational, a fire risk assessor will pass through your area of work completing the mandatory assessment exercise.

Following this assessment, your work location specific fire action plan will be updated to note anything that staff working in the area require to know from the fire risk assessment. This information will be communicated to the manager of the area, and provided in a laminated format so that it can be displayed in an appropriate area for staff to read and refer back to if required. The details of your Fire Safety Officer will be displayed on the fire action plan in case you have any queries.

Fire Safety Audits

Similar to your previous site, responsible persons will be identified to complete a monthly fire safety audit within each work location in the hospitals. These audits address a range of practical measures that require to be assessed on an ongoing basis to inform the Board on fire safety actions and assist the Board in meeting its statutory and mandatory obligations.

All identified responsible persons will be contacted and notified of their role and provided with an information sheet to outline the monthly process that they are required to complete.

Fire Safety Training

Fire safety training will continue to be given as normal, the details of which can be found within the NHSGGC Fire Safety Policy available on StaffNet or from your line manager.

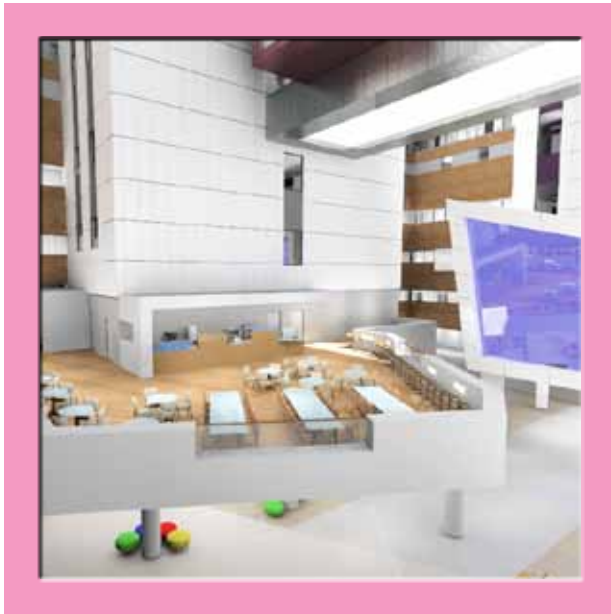
3.3 - Keys

Line managers can obtain additional keys by making a request to the Facilities Management Helpdesk.

3.4 - Access Control

Access control will be via ID badges which will be programmed for the member of staff's work area and activated at the Orientation sessions. Confirmation of access will be via line manager approval.





3.5 - Catering

There are two main outlets run by NHS Catering Service for staff, visitors and patients that compliments the Healthy Living Award and Healthy Working Lives Schemes. Their simple focus is to meet the needs and expectations of customers and furthermore provide a service that is fairly priced, seasonal and nutritious using only good quality locally sourced ingredients. Special promotions will be offered daily.

Hot Food

The hot food restaurant can be found on the first floor of the Adult Acute Hospital offering a magnificent view of the atrium, this has seating for over 400 staff and visitors. It will be open 7 days per week all year round, from 8.00am until 7.00pm.

Vending Machines

Vending machines will be easily accessible in the restaurant with a wide range of products on offer from hot and cold beverages to nutritional snacks. Vending machines are also situated throughout both hospitals e.g. Out Patient Departments, Theatres, and Accident & Emergency.

Aroma Coffee Shop

Next to the Hot Food restaurant on the 1st floor of the Atrium is the Aroma Coffee shop. This is opened Monday through to Friday from 9.00am until 6.30pm serving high quality beverages, sandwiches, snacks, fruit and cakes. There is a second Aroma Coffee Shop located in the children's hospital at the main entrance

Night Shift Meals

A night shift meal service is available from 10.00pm to 2.00am Monday to Friday, offering a call order fresh cook food and hot drinks menu.

3.6 - Water Dispensers

A number of water dispensers are available on most floors within the new hospitals in a mix of patient, visitor and staff areas.

3.7 - Microwaves and Fridges

Fridges will be available for staff use in the ward pantries and in staff rest rooms which are located in areas such as theatres, critical care, A&E.

Microwaves will also be installed in the restaurant on the first floor of the Adult Hospital for use by staff who wish to heat food that they may have brought in from home.

3.8 - Changing Facilities

Changing facilities are provided for staff in both local and central locations. These changing facilities are secure and entry is controlled by your ID card, they provide showers, lockers and WCs for male and female staff.

Lockers

The locker system operates on a shift by shift basis, lockers need to be emptied at the end of your shift to be available for the next person on duty. There are also handbag sized lockers throughout wards and departments for the storage of personal items.





Changing Facilities

You will find local changing facilities in both hospitals at A&E, Imaging, Nuclear Medicine and Theatres. In the Children's Hospital there will also be changing facilities at the Out Patient Department, PICU and 3rd Floor Wards. In the Adult Hospital there will also be changing facilities at Rehab & Therapy, the Stroke Ward, Critical Care & Coronary Care and on Levels 4 – 11 inclusive.

If you don't have local changing facilities then you should use the centralised shared changing facilities located on the 3rd floor of the podium.

3.9 - Banks/Auto tellers

There will be three auto teller machines on the site. In addition to onsite facilities, there are branches of Bank of Scotland and Royal Bank of Scotland at Govan Cross that have auto teller facilities.

3.10 - ID Badges

ID badges for staff based at the new hospitals will be addressed at the Orientation sessions for the site. These sessions will take place between February and April 2015 and will be bookable via local Service Transfer Owners.

Staff are reminded that ID badges should be worn and made visible at all time while on duty.

3.11 - NHSGGC Smokefree Policy – Our Smokefree Commitment

NHSGGC is committed to providing a smokefree, safe and healthy environment for all staff, patients and visitors to work and visit. This is fundamental to NHSGGC’s desire to be a responsible employer, and to fulfil its health improvement role. There is also a national requirement for all NHS Boards in Scotland to have smokefree grounds and buildings.

Smokefree means –

- making our new hospitals safer and healthier
- protecting people from the harmful effects of secondhand smoke
- keeping our new hospital entrances and sites free from smoke
- helping to keep our new hospitals clear of cigarette litter

Key points of the Smokefree Policy -

- nobody is allowed to smoke tobacco or use e-cigarettes anywhere in our hospital grounds and buildings



- staff are not allowed to smoke when in uniform or identifiable as members of NHS staff
- staff are not allowed to smoke when on duty, including when on rest breaks whilst on NHSGGC property or grounds
- the use of e-cigarettes/vaporisers is also forbidden anywhere in our hospital grounds and buildings
- should a staff member breach policy they will be subject to disciplinary action.

Please, at all times politely remind colleagues, patients and visitors we are a smokefree site and if they wish to smoke they are required to go off the grounds. However if they wish to take this opportunity to stop, stop smoking services are available.

Smokefree Staff Service

All NHSGGC employees can get free confidential information and support to stop smoking. Free nicotine replacement therapy or other stop smoking products are also available. If staff do not wish to stop smoking help is available to manage their smoking whilst at work. For more information on stopping or managing smoking at work email smokefree.staff@ggc.scot.nhs.uk

Smokefree Hospital Service

Any patient who wants to stop smoking during their stay in hospital should be referred to the Smokefree Hospital Service via Trakcare. A stop smoking advisor will visit them at their bedside to guide and support them through their quit attempt. Policy and Supporting documents are available on StaffNet –

<http://www.staffnet.ggc.scot.nhs.uk/Human%20Resources/Occupational%20Health/Pages/NHSGGCNoSmokingPolicyHomepage.aspx>

3.12 - Uniform

Staff are reminded that the Uniform Policy applies to all staff employed by NHS Greater Glasgow and Clyde, students attached to NHSGGC services and any contracted workers. The aim of the Staff Uniform and Dress policy is to provide a unified approach across

NHSGGC which conveys a professional image and creates and maintains public confidence. The Policy links to infection control and health and safety practices and policies which all staff should also refer to. All Health Care Workers are required to adhere to this policy and are responsible for ensuring that they do so.



3.13 - Security

As you become familiar with your new surroundings in the New South Glasgow Hospitals, we ask you to be vigilant and become familiar with local health and safety procedures to ensure that you are able to protect patients, staff and visitors to our hospital.

All staff are reminded that the security access arrangements in wards and departments are restricted for a reason - please do not hold doors open for people you do not know and always take appropriate action to ensure that your secure work area remains secure.

Staff should also take precautions with personal items by not bringing valuables to work where possible. If you do have anything of value with you, items should be locked away in a staff locker while you are working. Lockers are operated on a shift by shift basis and there are also handbag sized lockers throughout wards and departments (full details are in section 3.7 of the guide).

Most thefts are opportunist, don't give thieves the chance – think security in the workplace, feel safe, be safe.

Staff should also be aware that although terrorism is not a subject commonly associated with the NHS, the government assesses Britain as a high priority target for terrorism. NHSGGC has developed a number of resources to raise awareness of terrorism thereby ensuring our workplace and communities remain safe. These include resources to escalate any concerns you may have. Further information can be found on StaffNet under PREVENT or through your local HR Team.





Section 4

About the Building

4.1 - Pneumatic Tube System

The purpose of the Pneumatic Tube System (known as the PTS) is to safely and securely transport laboratory samples between the new Adult and Children's Hospitals and the Laboratory Building and to transport some pharmacy goods within the new hospitals.

PTS Training

It is absolutely essential that you receive the proper training and have been shown how to send an item in the system before you use the PTS.

The smooth running of the PTS is dependent upon correct operation by all users, therefore if you have not been trained then do not under any circumstances use the system. There are over 100 Pneumatic Tube Stations situated in the clean utility rooms within the new hospitals, and there is also a connecting link to the Institute of Neurological Science and the Maternity Hospital.

4.2 - Meeting/Seminar Room Facilities

Meeting rooms can be booked via Workspace Manager (WSM), which can be accessed via Staffnet at the undernoted link. Many of the rooms are equipped with audiovisual equipment and this will be described when you access WSM.

<http://www.staffnet.ggc.scot.nhs.uk/Applications/WSM/Pages/WSM.aspx>

Please note that booking for some of the meeting/semnar rooms may be restricted due to location within clinical areas, this will be described when you access WSM

The range of rooms are noted below.

In the Children's hospital the key seminar rooms are as follows:

MEETING ROOMS		
Ground floor	can accommodate	Room No.
A&E seminar/training room	20	EMC-027
Imaging seminar room	20	RCG-007
OPD meeting room	10	OPD-015
OPD meeting room	10	OPD-016
Volunteers lounge/meeting room	4	ENT-027
First floor		
MDT/Clinical Conf Room	12	CCW-045
Theatre seminar room	30	THE-067
Second floor		
Seminar room -HaN	12	SCH-093
Third floor		
Conference room	10	GWS-008
Conference room	10	GWS-009
Seminar room	15	GWS-027
Seminar room	15	GWS-031
Fourth floor		
MDT room	12	DCFP-008

In the Adult hospital the key seminar rooms are as follows:

MEETING ROOMS		
Ground floor	can accommodate	Room No.
Emergency Department	30	EMC-133
Outpatients	12	ORT-026
First floor		
Critical Care	50	CCW-222
Stroke Ward	14	STW-011
Imaging Dept	30	RAF-112
Second floor		
Dialysis Unit	20	RENO-066
Third floor		
X 1 seminar room	20	FMA3-008
Ward Tower Stack		
X 3 seminar rooms	20	WS5-033 WS7-033 WS11-033
X 2 seminar rooms	40	WSS4-027 WS9-033

4.3 - Way finding

Signage

The signage is consistent with corporate policy, it is clear and logical, and to maximise the visual acuity there is effective contrast between the background and lettering in all signage. The external and internal signs use consistent colour and text.

One of the first things you'll notice when you walk into the new buildings is the very obvious use of colour.

This has not been applied randomly. From a very early stage in design, four principles have been followed in developing the way finding signage for the new hospitals and campus.

Colour Strategy

Colour has been applied to surfaces and floors in blocks or in accents, so that each department or level has a clearly identifiable colour both on the walls and floors. The use of a therapeutic colour scheme throughout the hospitals has been carefully selected by interior design specialists to sooth, reduce stress and enhance well being. The colour scheme was developed by drawing inspiration from nature, using colours from the mountains down to the sea.





Land Marking Artworks

When you walk past key junctions or, decision making points, you will find visual identifiers, which become memorable objects, for example traditional wall works, murals, framed photographs, super graphics and wall coverage, all of these help create identity and locate the visitor within the building.

Internal Building Design

Our hospital streets have been delineated from secondary routes within departments, allowing departmental access points to be clearly seen along the way. Every so often courtyards punctuate routes, again providing memorable landmarks and also, natural light. To aid flow there is clear vertical circulation via lifts and stairs. There are also Directories and 'you are here' maps to help people orientate where they are.

Design of External Environment

Careful consideration has been given to what would make the approach to the main hospital entrances intuitive to the visitor. By constructing clear pathways, installing landmarks and creating open spaces, and by providing site maps at locations throughout the campus will assist the visitor on their journey around the campus.

Information Desks

Within the main entrances of the new hospitals are Information Desks. The Children's Hospital main entrance information desk will be staffed 24/7. It is proposed that the new adult hospital information desk is staffed 7.00am to 8.00pm Monday to Friday and 10.00am to 8.00pm Saturday and Sunday. Outside of these times, entrances will be controlled by the security team based in the new children's hospital.

A directory of departments and interactive screens giving electronic way finding information are hosted within these entrances, there will also be volunteers on hand to help to direct patients and visitors.



4.4 - Telephones

The voice service delivered to the new hospitals, Office Block and the Teaching and Learning Centre will be a converged service delivering IP and analogue telephony via IP desk handsets, analogue desk handsets and wireless/mobile handsets.

Operator services will be provided via the contact centre 24 hours a day, 365 days per year. There will be no change to:

- 1000 – Operator
- 8888 – Paging Access
- 2222 – all emergency calls such as clinical emergency, fire alert etc

There will be a slight change to the operator responses to 2222 calls to ensure teams are directed to the correct location.

Telecommunications will:

- Provide operator services to both internal and external callers
- Provide paging services to internal users of the service
- Provide management and engineering support where required in conjunction with IT Network Services
- Provide all devices such as desk handsets, both IP and analogue drop-back, wireless handsets, mobile devices, long range and on site pagers

4.5 - Facilities Management Helpdesk

About the Facilities Helpdesk

The Facilities Helpdesk is a centralised first point of contact for a range of Facilities related service requests and queries.

The Helpdesk is located on the ground floor of the Laboratory Medicine and Facilities Management Building on the Southern General Hospital site.



Operating Times

The Helpdesk is staffed on a continuous 24/7 basis. A Helpdesk Supervisor is available at all times. A Helpdesk Manager is available between 8.00am and 8.00pm, Monday to Friday.

Services Provided

The Helpdesk is essentially the hub for information and reporting or requesting services and support in relation to Facilities and Estates services and will be the first point of contact for staff to discuss service provision arrangements or to report or discuss any complaints. The Helpdesk can also provide a range of services related information to satisfy staff queries.

Estates

All Hospitals Wards and Departments have the facility to report Estates related jobs directly online using the FM First online reporting tool. FM First online enables tracking of the progress of jobs reported.

For any advice or help with the reporting tool the Helpdesk can be contacted on 5555

4.6 - CCTV

Extensive CCTV coverage will be rolled out across the campus for the safety and security of patients, staff and visitors.

4.7 - Lifts

There are 34 lifts within the new hospitals. The travel routes through the hospital for

staff and inpatients, public and Facilities Management have been separated, each with their own dedicated lift systems.

Miconic Lifts

To improve efficiency the lifts systems are miconic. Prior to entering the lifts the user presses a button to indicate their destination, the user is then directed to a specific lift. The lifts are designed to group similar journey destinations together increasing efficiency as it reduces the number of floors the lift has to stop at during each journey.

In the main new adult hospital atrium there are two lift cores (each with multiple lifts) dedicated to the public, a main patient/staff lift core and Facilities Management lift cores.

Emergency and Facilities Management Lifts

There are additional emergency patient lifts and Facilities Management lifts within the podium.

4.8 - Panic Alarms

All reception desks will be fitted with panic alarms for the safety and security of patients, staff and visitors.





4.9 - Helipad

Previously at the Southern General Hospital site a ground level helipad was in operation, however the requirements to operate a helipad now positioned at roof level 14 storeys high, are completely different in terms of personnel response, equipment and training.

Rescue and Fire Fighting Crew

The key differences are that we need to provide a Rescue and Fire Fighting Crew with the appropriate fire fighting and rescue equipment. To do that the roles of the Rescue and Fire fighting Crew and our new security team have been combined, they will be fully trained Facilities Management staff, this allows us to have a response team of 4 staff available 24/7, enabling helicopters to land and deliver patients to the appropriate department as quickly as possible.

Inspection Team

There will be approximately 400 landings per year on the new helipad and the Facilities Management team will be responsible for the essential inspections and maintenance of the helipad to ensure these landings can be made. The team will check the helipad daily, to make sure it is clear from debris by sweeping, and washing when required. The fire fighting equipment, lighting, communication

equipment and the access to the helipad must also be checked before the helipad can be declared open.



4.10 - Automated Guided Vehicles

Due to the size and scale of the new hospitals, in order to transport the huge volumes of goods and services around the buildings, it was an essential requirement that Facilities Management should have access to an automated system.

AGV Routes

You may rarely see these automated guided vehicles (AGVs) as they travel through the basement level corridor using the dedicated clean and dirty lifts to travel to wards and departments, avoiding public and patient areas. The AGVs will travel from the Service Yard in the Laboratory and Facilities Management Building via an underground connecting corridor to the new hospitals, they are used to transport linen and laundry, sterile instruments, waste, catering supplies, pharmacy bulk goods and general stores.

Speed

The AGVs travel at a maximum speed of 1 metre per second and can carry 500kg of goods. They are battery operated and controlled by the wireless network and if they run out of charge they automatically take themselves off to a charging station.

Trolleys and Cages

Facilities Management staff will be responsible for putting the trolleys and cages onto the AGVs and will also remove them on arrival at their destination.



4.11 - Volunteers

NHS Greater Glasgow & Clyde are very proud of our volunteers who give their time so selflessly to provide support to our patients, staff and visitors. They come from all walks of life, and range from 17 to 80 years old. There are many reasons why people choose to volunteer, to help others, learn new skills, make new friends or to become involved in the local community. Over the years, there has been a significant increase in the number of young people volunteering. Often volunteering can be a useful way to gain experience of the NHS, which might support future applications for employment

or university. The one thing all our volunteers have in common is they want their contribution to make a difference, and it does!

4.12 - IT Service Desk and Wifi

The IT Service Desk core hours are 8.00am to 6.00pm, Monday to Friday.

There is availability 24/7 for Critical Business and Clinical IT Service Issues only.

Requests for support can be logged by telephone or email:

T: 0845 612 5000 (short dial #650)

E: itservicedesk.nhss-ggc@atos.net

Please note that out of hours support is only available by telephone, and should be used for critical issues only. Any non critical issues can be emailed to the IT Service Desk and your request will be automatically logged for action the next working day

Staff WiFi

The network has been designed to deliver a resilient, high speed, secure infrastructure with wireless access points being installed throughout both hospitals including in staff/patient lifts, link corridors and stair wells. IT have worked with supplier to eliminate 'black spots' (i.e. areas with no wireless signal) in

the building to ensure that staff are using a NHSGGC authorised wireless device such as a laptop on a trolley or mobile tablet device will be able to connect to applications anywhere in the hospitals.

Patient WiFi

The patient WiFi network is called Patient_WiFi. Patients will have to register using a valid email address and accept the terms and conditions. Patient will be given 10 minutes free internet access to receive authentication email and complete registration.

4.13 - Medical Physics (Equipment Management) Helpdesk

Medical Physics (Equipment Management) will operate a service from a number of purpose built labs within the Adult and Children's Hospitals. The main department is located on the second floor next to the adult theatres. We will operate a Helpdesk between 8.30am and 5.00pm. Both Adult and Children's hospitals will operate a medical devices library and this service will be developed in consultation and co-operation with users.



Section 5

Local Area Facilities

The purpose of the information in this section is to give a brief, impartial guide to the various services available around the New South Glasgow Hospitals Campus. It in no way promotes these companies or the services they provide. It is designed to provide those who are unfamiliar with the local area a brief guide to the amenities that will be available to them in the surrounding area.



5.1 - Places to Eat

Within walking distance

Venue	Address	Description
Aroma Cafe	Institute of Neurosciences	Sandwiches, Soups
LUV Cafe	1121 Govan Road	Bistro-style cafe
MacDonald's Bakery	278 Drumoyne Road	Sandwiches
Macphees Sandwich bar and deli	869 Govan Road	Sandwiches, Soups, Baked potatoes
CG Coffee	100 Elderpark Street	Sandwiches
Peckham's and Rye	18 Bogmoor Place	Sandwiches
Tara Newsagents	1125 Govan Road	Sandwiches
Ralph's Tasty Bites	307 Shieldhall Road	Sandwiches
7 Eleven News	Kennedar Drive	Sandwiches
Tina's	48 Drumoyne Road	Sandwiches

details are correct at point of publishing

Within short driving distance

Venue	Address	Description
Alfies	Helen Street	Sandwiches, Subs
Greggs	Unit 4 Govan Cross	Sandwiches, Subs, Soup
Lauckner and Moore	401 Govan Road	Sandwiches, cakes
Ikea Restaurant	99 King's Inch Drive	Soups, Hot meals
The Hillington	Napier Road	Hot meals, Salads
Gaynor's Cafe	80 Langlands Road	Sandwiches, Panini's, hot rolls

5.2 - Retail

Venue	Address	Description
Lidl	19 Moss Road	Supermarket
Asda	500 Helen Street, Govan	Supermarket
Sainsbury's	King's Inch Drive, Braehead	Supermarket
Govan Cross Shopping Centre	795 Govan Road	Shopping Centre
Braehead Shopping Centre	King's Inch Drive, Braehead	Shopping Centre
Ikea	99 Kings Inch Drive	Home retail

5.3 - Banks/ Autoteller

Venue	Address	Description
Royal Bank of Scotland	788 Govan Road	Bank and autoteller
Bank of Scotland	816 Govan Road	Bank and autoteller

5.4 - Post Office

Venue	Address	Description
Drumoyne Post Office	305 Shieldhall Road	

5.5 - Gym/Health Clubs

Venue	Address	Description
The Glasgow Club	335 Langlands Road	Within Pirie Park Primary
Letzumba	840 Govan Road	

5.6 - Nurseries/ Childcare

Venue	Address	Description
Greenfield Nursery	29 Nimmo Drive	Nursery and Preschool
Govan Family Learning Centre	20 Arklet Road	Nursery and Preschool
Ardlaw Street Nursery (7 days per week from 8am to 10pm)*JBG	30 Ardlaw Street	Nursery and Preschool
Nethan Street After School Care (3pm to 6pm term time and holiday cover 8am to 6pm)*JBG	19 Nethan Street	Nursery and Preschool

Jobs Business Glasgow (JBG) Childcare establishments. JBG are delighted to offer NHS staff a special discount within all JBG nurseries for any children starting childcare from 5/1/15. JBG will provide a free settling in week and the first week fees will also be free. Terms and Conditions will apply. Contact establishments for details.

5.7 - Petrol Stations

Venue	Address	Description
Gulf Petrol Station	1249 Govan Road	Petrol Station
Sainsbury's Petrol Station	King's Inch Drive, Braehead	Supermarket
Asda Petrol Station	500 Helen Street, Govan	Supermarket

5.8 - Local Discounts

NHS Staff Benefits is a unique programme of voluntary staff benefits. You may be aware of local discounts in your previous base area but you should check out any discounts in the surrounding local area.

To access information on the various offers currently available, visit your website at: www.nhsstaffbenefits.co.uk

5.9 - Further Education

Glasgow Clyde College delivers part-time courses throughout the year. Courses have been designed to offer an introduction to a wide range of subjects. The Cardonald campus is located near the new hospitals site between Mossbank Drive and Corkehill Road, which can both be accessed via Paisley Road West. The M77 and M8 motorways and the Clyde Tunnel are easily accessible from the Campus.



5.10 - Local Housing Associations

NHS Greater Glasgow and Clyde works in partnership with local housing organisations to support staff who may be interested in renting or purchasing a house close to the new hospitals. Further information is available by following the links below:



Registered as a charitable Housing Association in 1971, Govan Housing Association was the first community based Housing Association. The organisation manages a range of properties from refurbished traditional sandstone tenements to newly built townhouses. For further information contact:

Govan Housing Association Ltd

35 McKechnie Street

Glasgow G51 3AQ

0141 440 0308

www.govanha.org.uk



Linhouse Housing Association (LHA) was formed in 1974 and is one of the oldest Housing Associations in Glasgow. On 1st January 1999 the Association became a registered Scottish charity and has over 1100 properties under its management. For further information contact:

Linhouse Housing Association

1 Cressy Street

Glasgow

G51 4RB

0141 445 4418

www.linhouseha.com



Established in 1975 to provide good quality, affordable rented housing. Elderpark Housing Association is a non-profit making organisation and a registered charity. For further information contact:

Elderpark Housing Association

31 Gartmouth Drive
Glasgow
G51 3PR
0141 440 2244
www.elderpark.org



Lowther Homes is a subsidiary of the Wheatley Group (which includes Glasgow Housing Association). They have a range of mid and full market properties for rent including recently refurbished properties in Ibrox. For further information contact:

0800 561 6666
www.lowtherhomes.com



Home Group is a social enterprise and one of the UK's largest providers of high quality housing and supported housing services and products, including a new development in the Linthouse area. For further information contact:

Home Scotland

Pavilion 6
Parkway Court
321 Springhill Parkway
Baillieston
Glasgow
G69 6GA
Tel: 0141 773 5630
www.homegroup.org.uk

Section 6

New South Glasgow University Hospital Campus Map

Note: Link bridge is now in place from Office Block to main hospital via Teaching and Learning Centre



**SOUTH GLASGOW UNIVERSITY HOSPITAL
AND
ROYAL HOSPITAL FOR SICK CHILDREN
CAMPUS MASTERPLAN 2015**

0 10 25 50 100m



