A special publication to commemorate the opening of the new South Glasgow hospitals

FRIDAY MAY 15, 2015

The future for acute care in Glasgow is revealed in all its glory
‘The vision for a new model of acute care in the city with two purpose built ambulatory care hospitals and a brand new acute campus was first mooted in the late 1990s’

On April 27 the first patients began to arrive at the new South Glasgow University Hospital creating a landmark moment in the history of the NHS in Glasgow.

It has been a long-travelled road to get to this point and while the focus right now is on the massive ongoing migration programme, we cannot forget the role that so many have played over the past 15 years to plan and deliver the Acute Services Review.

On behalf of the Board I want to pay tribute to everyone involved for the huge amount of hard work that has gone into making this possible.

The vision for a new model of acute care in the city with two purpose built ambulatory care hospitals and a brand new acute campus was first mooted in the late 1990s.

Two other Chief Executives – Chris Spry and Tom Divers – took those visionary ideas through major, and often challenging, consultation and planning processes.

In 2009 Scotland’s first purpose-built ACADs (Ambulatory and Diagnostics hospitals) were opened at Stobhill and the New Victoria paving the way for the revolution in day case surgery and procedures and creating the foundations for a new modernised acute service model that would enable the next stage in the plan to be progressed.

Today I feel honoured to be the Chief Executive who has been able to oversee the final stages of this tremendous modernisation strategy become a reality and I was also delighted to be able to meet some of the very first patients as they arrived for their treatment.

On behalf of the Board I want to pay tribute to everyone involved for the huge amount of hard work that has gone into making this possible.
South Glasgow University Hospital (1)
The new adult hospital has 1109 beds. Every room within our general wards has an exter-
nal window view. The floor to ceiling window provides panoramic views across the city.
Each room is equipped with private en suite facilities, free television, radio and WiFi.

Royal Hospital for Sick Children (2)
A brand new children's hospital, with a separate identity and entrance, adjoins the adult
hospital. With 344 beds over five storeys it replaces the existing Royal Hospital for Sick
Children at Yorkhill. A further 12 neonatal beds are in the maternity unit next door.
The new Royal Hospital for Sick Children will provide state-of-the-art medical care to chil-
dren in a safe, happy, child-friendly environment.

Arrival Square (25)
Central to the design of the hospitals is a new arrival space. Arrival Square is adjacent to
the main entrances to the adult and children's hospitals and incorporates a new transport
exchange. With patient drop off zones, access to the Fastlink fleet and other bus services, a walkway
connecting the adults and children's hospitals and a taxi stand, Arrival Square offers well
lit, secure and accessible facilities for passengers arriving at, and departing, the hospitals.

Laboratory (9)
The new £90 million laboratory, which opened in November 2012, is equipped with state-
of-the-art technology to deliver diagnostic services for biochemistry, haematology, micro-
biology, genetics and pathology, creating a multi-disciplinary approach to laboratory
medicine which will benefit patients now and in the future.

Langlands Building (11)
The modern 186-bedded Langlands Building, which provides specialist rehabilitation
services for older people has been retained along with the associated Physical Disability
Rehabilitation Unit.

Maternity Unit (8)
The refurbishment of the Southern General Maternity Unit was completed at the end of
2009. The state-of-the-art development which includes a large three storey extension to
the pre-existing maternity unit, offers mums and their babies the very best in terms of
accommodation and access to the latest equipment and technology.

The Maternity building is physically linked to the new children's and adult hospitals via a
walkway bridge. This triple co-location of adult, maternity and paediatric services offers
patients the gold standard in healthcare.

Institute of Neurosciences (13)
The Institute of Neurological Sciences provides Neurosurgical, Neurological, Clinical
Neurophysiology, Neuroangiography and Neuroradiology facilities for the West of Scotland.
The Institute has undergone a major upgrade to incorporate ENT and Oral & Maxillofacial
and is now equipped with additional facilities including the development of a new ward,
four additional theatres, ICU, HDU and a new out-patient department.
The Institute will remain on site in its current location.

The Queen Elizabeth National Spinal Injury Unit (14)
The Queen Elizabeth National Spinal Injury Unit, which opened in October 1992, has 48
beds. The Unit provides a specialist service to the whole of Scotland. This is housed in
a purpose-built facility attached to the Institute of Neurological Sciences.
The unit will remain on site in its current location.

Teaching and Learning Centre (15)
A new Teaching and Learning Centre will replace facilities on the Western Infirmary, Victoria
Infirmary, Southern General and at the Royal Hospital for Sick Children hospital sites which
will close following the transfer of clinical services to the New South Glasgow Hospitals.

WestMARC (19)
WestMARC, the West of Scotland Mobility and Rehabilitation Centre, will continue to be
based on the South Glasgow sites. The centre provides wheelchairs to people of all ages
who have a long-term disability that affects their mobility and lifelong prosthetics care for
individuals with amputation and/or congenital absence of a limb.
South Glasgow University Hospital and the Royal Hospital for Sick Children will deliver a gold standard of care

The stunning, world-class £842 million south Glasgow hospitals – South Glasgow University Hospital and the Royal Hospital for Sick Children – are located on the former Southern General Hospital campus in Govan.

They will deliver local, regional and national services in some of the most modern and best-designed healthcare facilities in the world. Crucially, these two brand new hospitals are located next to a first-class and fully modernised maternity unit and so deliver the gold standard model of maternity, paediatric and adult acute hospital care on a single campus.

The adult hospital features 1,109 individual single patient rooms in new wards, each of which has an external window view. Every room is equipped to the highest of standards with private shower and toilet facilities, free television, radio and Wi-Fi.

There is an optional outpatient self-check-in system to speed up patient flows.

On the first floor there is a 500-seat hot food restaurant and a separate café. The bright and airy atrium features shops and cash machines and a high-tech lift system that will automatically guide patients to the lift that will take them to their destination most quickly.

The children’s hospital features 244 paediatric beds, with a further 12 neonatal beds in the maternity unit next door.

The vast majority of the paediatric beds are in single rooms, with space for overnight accommodation for parents.

The new children’s hospital also features a MediCinema, science centre interactive activity walls funded by the Yorkhill Children’s Charity, indoor and outdoor play areas and a roof garden.

With the opening of these world-class hospitals, the Western Infirmary, Victoria Infirmary including the Mansionhouse Unit, Southern General and Royal Hospital for Sick Children at Yorkhill are all closing.

The vast majority of services from these hospitals will transfer to the new south Glasgow hospitals, with the remainder moving to Glasgow Royal Infirmary and some services into Gartnavel General Hospital.

Once these moves are complete, the new hospitals will enhance the existing NHSGGC acute hospitals – Glasgow Royal Infirmary, Inverclyde Royal Hospital, Royal Alexandra Hospital, Vale of Leven Hospital, Gartnavel General Hospital, New Victoria Hospital and New Stobhill Hospital – to create a comprehensive network of hospitals delivering the very best patient care for Greater Glasgow and Clyde’s population.
FROM the moment you step inside the new hospital, you’ll be struck by the bright and airy surroundings of this most stunning atrium. Despite its size, this huge hospital has been designed to make it very easy for people to get to where they want as quickly as possible. From the high-tech touch screen information points and the barcode self check-in to the friendly faces of the guiding volunteers and landmark artworks at key points throughout the hospital … everything is geared towards making it simple to get around. Here are some of the key features of the new hospital ...

The colour scheme of the hospital has been deliberately designed to help patients find their way around. Each floor has a clearly identifiable colour and many works of distinctive art are displayed to give useful assistance. The use of therapeutic colour schemes throughout the hospital has been carefully selected by interior design specialists to soothe, reduce stress and enhance well being. Designed to help patients find their way around, each floor has a clearly identifiable colour.

The lift system

There are four wards on each level: Lifts A, B, C and D are accessed by the lift sign posted at Atrium on the ground floor, and wards C and D are accessed by the lift sign posted as Dale. These new lifts use smart technology to get people to the ward they want as quickly as possible. This is done by pressing the button panel outside the lift and following directions to the best WR. Once inside the WR and goes directly to the correct floor. There are no buttons inside the lift.

A shiny example of world class care

The scanner will then inform patients where to go next. It’s a really easy system to use and all patients will be on hand and happy to help. Once at the outpatient waiting room the screen will call patients into the clinic room.

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HELP AROUND THE HOSPITAL

High-tech fleets of machines will contribute to smooth running of new building

They were once only seen in science fiction films, but Glasgow’s new super hospital has its own fleet of robots.

The 26 state-of-the-art pieces of technology will operate behind the scenes at the South Glasgow University Hospital.

The robots, which cost £50,000 each, are being used to move medical equipment, linen, food and waste.

The £1.3m fleet of drones, known as Automatic Guided Vehicles (AGVs), stand just 10ins high and are capable of lifting up to half a tonne at a time.

The self-operating vehicles come to life when a member of staff has scanned a trolley or cage to be picked up.

The AGVs then track their target as they make their way through the hospital, using their own dedicated lifts in the 14 storey complex.

Once an AGV has completed its task it then returns to the charge docking station where it can be fully charged in 30 minutes, all without any input from a human being.

When one moves from the front of the rank, another automatically takes its place from the nearest charging station.

At a loading bay where goods, including kitchen materials, linen and medical supplies are delivered, the robots pick up their cargo, call a lift and head for the appropriate floor.

An NHS Greater Glasgow and Clyde spokesman said: “The robots are fully geared up and operating.

“We’ve had them for a few weeks now and they are already in use around the hospital.

“The use of the robots will free up valuable time for porters to undertake important duties such as moving patients.”

The intelligent machines adjust their speed depending on the width of the corridor and also if they detect anyone else in close proximity.

They have lights which will allow them to be easily seen and are able to give a verbal warning if they are approaching people.

The new South Glasgow hospitals take over from four Glasgow hospitals – the Southern General, the Victoria Infirmary, Western Infirmary and the Royal Hospital for Sick Children (Yorkhill) – which are currently in the process of transferring their equipment, staff and patients to the new hospital.

FLOORED BY TECHNOLOGY:
The robots give a verbal warning if they detect people in their path.

Andrew Robertson, Chairman, NHSGGG, said: “With the opening of the new SGU and the new Royal Hospital for Sick Children (RHSc), the volunteers we are recruiting may provide support such as helping the patients find their way around the new hospitals.

“This will extend the excellent support they already provide in many of our inpatient wards.

“We recognise volunteers play a major role in our organisation and every year as part of our annual Chairman’s Awards there is a stand alone category dedicated to honouring them.”

Margaret Young, corporate lead for volunteering, said: “Our volunteers are not substitutes for our professional, paid colleagues and we are very proud of the role they play, by giving freely of their time they are complementing the professional care patients receive.

“We believe this is a great opportunity for volunteers to be part of our new state of the art hospitals to complement the professionalism of our committed employees. Many volunteers are service users themselves, from all walks of life, and have often said that volunteering can aid their own recovery.

“These additional 200 volunteers will see a long and proud tradition of volunteering in the NHS continue for the benefit of patients and volunteers themselves. Our volunteers will be easily recognisable by distinctive red polo shirts which will display the NHSGGC logo, and will be clearly marked ‘Volunteer’.”

Anyone wishing to become a volunteer can email Louise.Colquhoun@ggc.scot.nhs.uk explaining a bit about themselves and the qualities that would make them a suitable volunteer.
ART IN THE HOSPITALS

An out of this world picture of health ...

Hospital's inspired art collection helps patients in their healing ... and also enables them to find their way

There is now demand for new design and having art in the hospitals is part of the healing process. There are simply studies which demonstrate that using therapeutic design and having art in the hospitals can result in patients taking less pain medication," says Jackie Sands, strategic arts and health co-ordinator for NHS Greater Glasgow and Clyde.

"There is less demand on nurses and better patient management. Patients, visitors and staff also report that, psychologically, they feel better. There is a lot of evidence to support the idea if you have views onto nature or images of artwork showing nature it has a healing effect."

For decades, visiting relatives have taken flowers into wards for patients. "Flowers are a great distraction for patients. They can also help them cope with some of the difficulties often. It may be of little surprise that this mechanism is a very common one to patient care," she said.

But the conditions on hospital have been given the opportunity to display their artwork. Among the amateur artists are Ann McIvor, a 75-year-old Glasgow care home resident, who joined workshops in Govan to create photographs for the wards.

Hospital staff are able to choose their favourite picture from the collection and apply to have a reprint installed in their department. One of the more unusual images is a bath tub sprouting carrots and spaceships beaming light. Among the more unusual images is a bath tub sprouting carrots and spaceships beaming light. The picture, which emerges from a curvaceous corner, shows a boat and a figure reaching out, seemingly in a splash of water.

"It is a memorable image. And again, this is all part of the plan. The artwork is designed to be "landmarks" for patients and visitors as they find their way through the corridors and departments." Mary Sands explains. "Because the hospital is so huge it is hard for the staff to find their way around this building. There is so much signage, but it looks quite bumbling. These landmarks lodge in your memory and stick better than signage, confusing you more!

"In some places, short poems about the artwork have been etched into the pictures to help locate the greens into the memory. The adult hospital wards are spread across seven stories and visual identities have been used to help people tell each level apart. Every floor has been assigned a different landscape and this theme is reflected in the design of the floor number displayed in the lift lobbies." The ground floor is the "Ocean", lower level two "forests", seven, "to reach Alpine, 10 and finally sky.

The artwork budget was just under £1 million, 12 per cent of the building fund. This bizarre picture is among a number inspired by the memories of 75 staff. Retired speech and language therapist Mary Edwards shared the story of the day her family received a ornament in their home. They wondered why the father was so reluctant to climb stairs and he revealed he was a climber.

"It's so exciting to think that I will be caring for patients in such a fantastic hospital which has been so carefully designed."

Nurse Director, Roslyn Crocket says staff view the move as an opportunity to focus on patient care and quality of care in a world class environment.

"NHS Greater Glasgow and Clyde has been so carefully designed with direct input from healthcare professionals at all levels and with the patient at the heart of everything."
It's blue sky thinking for all emergencies

Bright light, high-speed transfers and greater flexibility will all save lives

There is no doubt that the environmental design of the new hospitals is critical but that’s just one part of the design story.

The most important element of the design of these new hospitals is that they have been built around the needs of the patients to create the best environment within which to deliver the best care.

From the very outset, when the new hospitals were being planned teams of clinicians worked with planners and architects to set out what would be needed in order to deliver first-class emergency medicine in 21st facilities.

They worked together, taking the best hospital design schemes from around the world, to create the gold-standard hospitals that exist today.

These pages highlight two examples where design and advanced medicine have been combined to create the optimal environment for patients.

**Flexibility is critical for those with greatest need**

The adult hospital boasts the largest and most impressive high-tech critical care complex in the UK.

With 77 beds the centre is the biggest in the UK and having the new generation opportunity to purse-build it, it was properly located immediately above A&E for quick and easy access to the complex with other support services nearby.

But what really sets it apart is that the design of the department internally allows for maximum flexibility and one area can flex into the other to meet fluctuations in demand.

In the hospital there are separate areas for intensive therapy beds (ITU) and high dependency beds (HDU). In other hospitals the two types of wards are fixed and can be fairly distant, but here ITU and HDU are often a step between ITU and a remote critical care hospital ward.

Dr Sandy Binning, NHSGGC Clinical Director, Critical Care, said: “At the moment, we move patients long distances between high dependency and ITU beds in a hospital, and sometimes we move patients between hospitals to find a suitable bed.

‘Over the last few weeks we have moved a number of patients to the Victoria Infirmary from the Western Infirmary. When NHSGGC planners and nurses worked together to design a new critical care complex, the number one priority was to create a unit which combined ITU and HDU beds that could be flexible in use depending on patients needs.

Dr Binning explained: ‘What we have created is a large critical care complex with wards that are fully kitted out and have the flexibility to be staffed for ITU or HDU use, so we will no longer have to move people.

‘We can just staff the beds in a different way depending on how unwell our patients are.’

As a result of these care needs, this complex is one of the few areas in the adult hospital that does not have a dedicated lift to transport patients between departments.

Another key to the design was to ensure that the AE complex is the central part which connects all the departments.

Dr Binning added: ‘Our aspiration was to make the unit as light and airy as possible. Natural light is incredibly important for critical care patients.

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New era dawns for children’s healthcare

The new Royal Hospital for Sick Children heralds a new era in the care of our young ones. Anyone who has experi-
enced this and the care given by the staff at Yorkhill will
know that these are healthcare individ-
uals who go above and beyond what is necessary to make every
child in their care has the best possible new
ble treatment and recovery.

What the new hospital means is that they have the best possible new
accommodations to administer that care and attention.

The most important aspect of the
widescope of consultation that the new Royal hospital for Sick Chil-
dawns for a facility that can take those existing
levels of personal care and place them within a context that offers
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provide 21st century care.

The process of including as wide a range of people in shaping the new children’s hospital began almost 10
years ago. The question of how best to reflect the views of everyone who would be using the new hospital was
put in a consultation paper and resulted in a new level of involvement, giving the knowledge of patients and
parents, clinical and care staff, but also the many voluntary organisations and groups who are part of the hospital’s
wider community. The consultation covered everything from diagnostic services to clinical care to urgent and
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Their particular perspectives have been taken into consideration too, with the creation of specially designed doors with viewing panels. The special windows are not only there to ensure that even the tiniest tot has the same opportunity to see in and out of the room.

No matter how long a child is in hospital, they can feel homelick and crave the comforts of being at home with family and friends. The most simple of experiences can also take on huge significance, as can doing something with family as opposed to being transported on trolleys without them outside.

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**Remembering the pioneers**

**By 1943, the Southern also became among the country's busiest maternity units with 12 per cent of all hospital births in Glasgow**

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**Academic links with the past continue**

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**Ground-breaking efforts in elderly care**

All standards in medical care progressed, specialties also developed and as the site for care of the young developed in the west of the city, the Northern General Hospital also pioneered work in the treatment and care of elderly patients. As healthcare moved on, more people managed to live a longer age, diseases that might have shortened their life expectation significantly were now eradicated or at least treatable.

In 1974, the Victoria Infirmary dedicated a whole new unit to the treatment of older patients and opened the Victoria Geriatrics Unit close to the site of the main hospital on Main Learning and Renfrew Road in Langside. This was the first stand-alone unit of its type in the country and was led by Dr John Ellul. It was designed with more elderly patients in mind, with four-bedded bays and single rooms – leading to it being known locally as the “Langside Hillside.”

The unit gave comprehensive care to patients and aimed to reduce hospitalization for elderly patients, with the staff trained in the care of patients with dementia and specialized care for elderly people.
IN PICTURES ... THE NEW HOSPITALS

Above left: The air ambulance makes its approach to the helipad. Left: Security staff member John Allan does his checks.

Below left: South Glasgow University Hospital porter supervisor Billy MacDonald in the basement of the new hospital as one of the delivery robots trundles past. The robots collect goods, and return.

Left: The colourful office pods. Above: Staff at the main entrance. Top right: Lee Hanlon, theatre supplies co-ordinator in one of the operating theatres. Right: Syd Smith, procurement project manager in one of the patient rooms.

Below right: Dr Jim Beattie, Medical Director of Women’s and Children’s Directorate in one of the new hospital rooms. Below: Patients can find their way around via new touchscreens in the main entrance.