

## Greater Glasgow and Clyde NHS Board

### Board Meeting

18 August 2009

Board Paper No. 09/43

Director of Acute Services Strategy Implementation and Planning

## DESIGN ACTION PLAN UPDATE

### Recommendation:

The NHS Board is asked to:

note progress on the implementation of the Design Action Plan.

#### 1) **Background**

- 1.1 The NHSGGC Board approved the Design Action Plan (DAP) in October 2007. This paper represents the second annual progress report.
- 1.2 The DAP outlined seven objectives, against which a number of actions were identified. The NHSGGC Design Champion network has continued to complete this work and support implementation of the DAP. Key areas of progress are highlighted below.

#### 2) **Mechanisms to support effective project management, ensuring projects deliver the boards vision for design quality.**

- 2.1 Two projects (Barrhead Health and Social Care Centre and the new Maternity Development on the Southern General Hospital site (SGH)) were initially identified against which key concepts and process outlined in the DAP were tested. The 'test' was led by capital planning managers and considered the scope, the process outline and the objectives identified in the DAP within each project. This approach has now been adopted within all major developments and is currently being applied to Possilpark Health Centre and planned mental health developments in Clyde.

The DAP guidance has been further developed as criteria for consideration when assessing tender documentation for capital projects. In line with the Design Action Plan supplementary guidance, the briefing and tendering process for the New South Glasgow Hospitals has incorporated additional criteria into the evaluation process. These include an emphasis in securing positive social and economic impacts from the Board's investment in South West Glasgow, the role of the arts in delivering a healing environment and the requirement to demonstrate sustainability and meet environmental targets. In addition, the views of patients, families and carers on key aspects of the new hospitals have been captured in a design report and have been incorporated into the tender process for the new hospitals.

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- 2.2 The DAP guidance was used to support the Better Access To Healthcare Buildings Project, where service users with a range of individual needs and disabilities advised NHSGGC project teams on physical design issues relating to the New Stobhill and Victoria hospitals. Building on this work, in partnership with capital planning and the Better Access to Health group, additional guidance on accessibility has been produced and is available to all project leads. The report 'Better Access to Healthcare Buildings' was launched at the new Stobhill Hospital in July 2009.
- 2.3 The Better Access To Healthcare Buildings Report acts as a 'users guide' on many aspects of the DAP providing tangible recommendations on issues such as entrances, reception areas and signage and way finding and compliments the technical advice already available to project teams.
- 2.4 Capital projects from £1 million upwards are now subject to "Frameworks Scotland" a new national procurement model, whereby preferred contractors can be engaged very early in the procurement process and can input to establishing an agreed brief whilst bringing their expertise to the table to assist, amongst other things, in improving design, the construction process, and value for money. This earlier collaborative involvement, and process, should further compliment and strengthen the aims of the Design Action Plan.

The process flow chart underpinning the application of the Design Action Plan has been modified to reflect the different process and key stages of this procurement model. The new approach will be tested on 2 forthcoming projects:

- Mental Health Restructuring Development
- Possilpark Health Centre (Saracen Street)

### **3) Stakeholder Engagement**

#### **3.1 Service User Engagement**

Building on achievements of the BATH project, an 'Accessibility' Network has been established to support the Estates and Capital Planning functions. The network will support ongoing systematic and proactive engagement with people with a wide range of disabilities and therefore be a core component of NHSGGC's compliance with DDA legislation. The Network will support service user involvement through the following mode of operation:

- Establish of a core group of service users (carers and patients) trained and supported to participate in a range of capital projects
- Establish links with Voluntary Sector agencies with roles to advocate and advise on service user needs relating to specific aspects of building programmes
- Engage with voluntary sector to identify individual patients to participate in specific capital projects

The network will complement / support other engagement activity within the Brief Development stage including the work with project stakeholders such as Local Access Panels and the work of local Public Partnership Forum in CH(C)Ps and Community Engagement Team activity in Acute services.

An advisory group involving staff, patients and carers has been established to work with the project team for the new South Glasgow Hospital through the design process, ensuring the design is built around the needs of patients and their families and that patients are engaged appropriately in the design process.

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3.2 External Partner Engagement

Working with the Glasgow Centre for Population Health, Scottish Health Impact Assessment Network and Glasgow City Council, the New South Glasgow Hospital project has formally initiated a Health Impact Assessment and Equality Impact Assessment process to support formal engagement with external partners. This process aims to consider wider health and well-being impacts linked to the design of the new campus and to ensure the design process demonstrates appropriate analysis of impacts on a wide range of population groups.

**4) Skills and resources to deliver the board's vision for design quality**

A training needs assessment was undertaken with capital project teams, clinicians and wider NHS Staff by Learning and Education Department in 2008 and a Learning and Education plan was developed to support the implementation of the NHSGGC Design Action Plan. The Learning and Education plan sets out the development and training needs of those groups and individuals whose effective involvement is necessary to the successful delivery of the DAP within capital developments.

To date 2 modules have been developed:

- DAP Primer course - targeting clinicians and wider NHS staff.
- Art and Therapeutic Design (Public Art) Module – targeting project teams and those directly involved in planning art strategies

**5) Measured Process and Outcomes**

The DAP outlines the need for formal review of capital projects on completion and timescales now accommodate the development of a post-occupancy evaluation approach and evaluation tools which are currently being piloted within the Beatson West of Scotland Cancer Centre.

**6) Conclusions**

The DAP continues to be developed and integrated into the range of capital projects underway across NHSGGC. Notably the New South Glasgow Hospitals and laboratory project procurement demonstrates clear commitment to the principles and values outlined within the DAP.

**Recommendation:**

The NHS Board is asked to:

note progress on the implementation of the Design Action Plan.

*Helen Byrne*  
17/08/09