

Community Engagement in the New Children's Hospital Update – 19th March 2009

This paper provides an update on the community engagement activity on the New Children's Hospital.

The Stakeholder Reference Group (SRG) is asked to note its contents.

1. Engagement Panels

The Community Engagement Advisory Panel met in February to discuss the current programme of work for community engagement. This group brings together members of the Youth and Family Panels with representatives of the Project Team, Community Engagement and staff from the Royal Hospital for Sick Children. The Youth Panel met in January and February to progress the plans for their study trip to Canada. The Family Panel has been involved in 3 service re-design projects, all of which focussed on surgical and anaesthetic services for the new children's hospital.

Minutes from these, and all Community Engagement meetings, are available on the NCH web site.

2 NCH Youth Panel

2.1 Recruitment

The Youth Panel have begun a publicity campaign to attract more young people onto their mailing lists. An article has been submitted to the 'Grid' magazine, a further article is in development for the 'End of Term' magazine and 'Radio Lollipop' have been asked to help publicise the Panel and their work.

2.2 Study Trip to Canada

The Youth Panel study trip to Toronto in August 2009 has now been approved and funded. The Panel are now working on fundraising for the social and networking elements of the trip. They are planning a fundraising programme for the summer.

2.3 Scottish Parliament Reception

The Youth Panel were invited to attend a reception to showcase the work of the Young People's Health Advisory Group at the Scottish Parliament.

3. NCH Family Panel

3.1 Service Re-design

Consultation is continuing with families, children and young people in the plans of the Surgical Short Stay Group. Members of the Family Panel helped to develop survey, on-line survey and interview tools for use with families, children and young people attending surgical services at Yorkhill. These have been used to gather feedback on the Surgical Short Stay Service Re-design Group's proposals for a family lounge in surgery, pre-admission and 23 hour stays. To date, 139 families have been interviewed about the proposed changes. The feedback on the proposals has been very positive.

The Surgical Short Stay Service Re-design Group has also been testing the new pathways that would result from these proposals and members of the Family Panel have been involved in these.

The Theatre's Re-design Group has been looking at theatre services and how they could be improved. The group has been involved in a Rapid Improvement Event (RIE) to address streamlining the patients' journey, offering easier access to all users and increasing theatre capacity by extending the working day. Family and Youth Panel members took part in the RIE.

4. NCH: Designing the Buildings

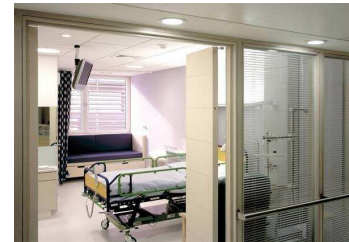
During February the Community Engagement Team ran 16 design workshops on 10 key areas, as identified by patients and families, for the new children's and adult hospitals. These key areas were:

- Wards
- Adolescent facilities
- A&E
- The Bereavement Pathway
- Carer and Family Facilities
- Play
- Landscape and external areas
- Access
- Main Entrance
- Wayfinding

Some of the workshops were repeated in evening sessions to facilitate access, one was held for children and one in Lochgilphead, following a request from a member of the Family Panel. Approximately 160 people attended these meetings. Observers from Architecture & Design Scotland, the Scottish Health Council and the NHS GGC Involving People Committee attended.

Participants were drawn from the Youth and Family Panels, the Acute Operating Division Patient's Panel, the PPFs and the new South Glasgow Hospital Community Engagement Advisory Group and carer groups. CHAS, Enable, ASC and PAMIS all provided support to the workshops and facilitated attendance from their members.

These workshops used the IDEA format, as developed by the Department of Health, to assist participants to begin to specify in more detail how a modern, user-friendly hospital should support patients, their families and carers through the patient journey. The IDEA format asks participants to identify what they need from a particular area in terms of access, character and functionality and then to examine pictures of how other recent hospital developments have tried to address these challenges. The use of the pictures seemed to work very well – generating much interest and discussion.



A draft report of the findings has already been submitted to the Project Team. The final report will be prepared following review of the draft by the participants.

The final report will be shared with the Stakeholder Reference Group but, for information, the following represents the early findings on the key design principles identified as common to both the new adult and new children's hospitals:

- Buildings and facilities have a character and presence that portrays a positive image of the NHS and contributes positively to the local community

- Facilities are finished to a high standard, communicating and reinforcing value and respect for patients, carers and families
- Access and wayfinding measures recognise the needs of people with mobility, sensory or orientation impairments and those with literacy or learning difficulties
- Access to appropriate ablution facilities are considered in designing each aspect of the hospital(s)
- Space planning addresses the needs of disabled people and the range of increasingly large equipment and kit they may need
- Facilities ensure privacy and dignity for patients and carers
- Facilities offer the opportunity for connectedness to other patients
- Design considers cleanliness and maintenance as a key consideration of the design approach
- The design fully utilises technology in clinical, patient and public areas, providing connectivity to staff and to the outside world
- Buildings and facilities are future proofed, flexible and easily adaptable to accommodate future healthcare demands without damaging the integrity of the site
- Facilities maximise light and minimise noise creating an environment that is calming and reassuring
- Have adequate storage to ensure the continued functionality of the design and ensuring ease of movement throughout the building
- Carers and families need to be recognised as partners in care, integral to the design process and need to be considered as part of the patient pathway
- Car parking provision needs to be appropriate and cater for the needs of users with complex needs, including the provision of appropriate pick up/ drop off facilities located at main entrances