

FRIDAY MAY 15, 2015

BEST OF HEALTH

NHS
Greater Glasgow
and Clyde

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

BRAVE NEW WORLD

The future for acute care in Glasgow is revealed in all its glory

The  Herald

Evening**Times**



Landmark moment

NHSGGC Chief Executive **Robert Calderwood** pays tribute to all who made South Glasgow University Hospital a reality

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



HI-TECH VISION: Chief Executive Robert Calderwood looks on as one of the first patients operates the new check-in screens.

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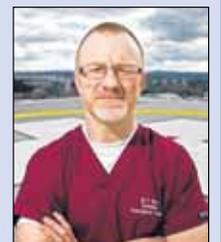
No it's not an invasion, the latest technology is being harnessed to help with the daily tasks around the hospitals

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The new South Glasgow Hospitals ... a bird's eye view

South Glasgow University Hospital (1)

The new adult hospital has 1109 beds. Every room within our general wards has an external 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 244 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 children 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 incorporate a new transport interchange.

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 £90million laboratory, which opened in November 2012, is equipped with state-of-the-art technology to deliver diagnostic services for biochemistry, haematology, microbiology, 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, Neuroradiological and Neuropathology 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 Injuries Unit, which opened in October 1992, has 48 beds. The Unit provides a spinal injuries 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 site. 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 NMSGGC 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.



The adult hospital features 1109 individual single patient rooms in new wards, each of which has an external window view



Things are looking up for health in Glasgow

'Retail outlets located on the ground floor in the atrium include Marks & Spencer, WH Smith, Camden Food co and Souped Up & Juiced'

'The scanner will then inform patients where to go next. It's a really easy system to use ... but friendly volunteers will be happy to help'

A shiny example of world class care

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 their destination. 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 ...

ART

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 landmarks which can act as signposts. The use of therapeutic colour scheme throughout the hospital has been carefully selected by interior design specialists to soothe, reduce stress and enhance well being.



ENJOY A MEAL OR A COFFEE

Next to the restaurant on the first floor of the Atrium is the Aroma Coffee shop.

This is opened Monday through to Friday from 9.00am until 6.30pm serving quality drinks, sandwiches, snacks, fruit and cakes. Both the restaurant and the coffee shop are run by NHS staff and all profits go back into the NHS.



RETAIL

As you would expect, in an ultra-modern hospital of this size there are a number of commercial retail outlets for patients, visitors and staff alike. The retail outlets are all located on the ground floor in the atrium and include: Marks & Spencer; W H Smith; Camden Food co; and, Souped Up & Juiced. There are also bank cash machines located in the hospital.



EVERY ROOM WITH A VIEW

The hospital has 1109 beds – all with their own toilet and shower facilities. Every room has a panoramic external view. Every room comes with free TV and radio. There's even free patient Wifi access throughout the hospital. Every room is designed to the highest specification to reduce the risk of the spread of infection and provide safe and comfortable surroundings. Every room has an electric bed as standard.



OUTPATIENT CHECK-IN

Outpatients can check in when they arrive using the letter the hospital sent to them. The letter can be scanned at one of the scanning check-in points, confirming details. In some way this is similar to scanning a boarding pass at an airport. The scanner will then inform patients where to go next. It's a really easy system to use ... but friendly volunteers will also be on hand and happy to help. Once at the outpatient waiting room, the screen will call patients into the clinic room.



New hospital is a great moment for Glasgow



Medical Director, Dr Jennifer Armstrong, on setting the highest standards at the South Glasgow University Hospital

WHEN the South Glasgow University Hospital opened its doors to welcome the first patients it marked a great moment in the long history of clinical excellence in Glasgow.

It has been carefully planned and designed by clinical teams with huge support and input from patients and staff.

Highly skilled clinical teams from four hospitals are now moving to this state-of-the-art facility and, after 15 years of planning, it will finally become a world class hospital.

Our teams of specialists will work to provide some of the best care in the world to the very youngest patients – some not even born – and to very elderly patients with acute illness from Glasgow and across Scotland.

These clinical teams will have access to some of the most advanced technology in the world and to a whole range of clinical experts on site.

They will work with community teams and general practitioners (GPs), to assess patients and provide reassurance to enable a patient to go home when they no longer require acute hospital care.

There are new advanced clinical research facilities on campus which will be a focus for clinicians, patients, university academics and industry to develop the new treatments and technology for patients worldwide.

Future doctors will also be trained at this hospital using the advanced clinical teaching facilities in the new teaching and learning centre.

The NHS is all about patients and this hospital and its staff will provide excellent facilities together with compassionate and highly skilled clinical care for many thousands of patients in the years to come.



LIFT SYSTEM

There are four wards on each level: A, B, C and D. Wards A and B are accessed by the lifts sign posted as Arran on the ground floor; and wards C and D are accessed by the lifts sign posted as Bute. These 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 lift. Once inside the lift and goes directly to the correct floor. There are no buttons inside the lift.



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

Once an AVG 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.



Robot wards

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

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

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.

Volunteers required to aid hospital visitors

FOLLOWING the success of last year's Commonwealth Games and the legacy of the internationally famous "Clydesiders", NHS Greater Glasgow and Clyde (NHSGGC) is hoping to capture that same spirit and sign up approximately 200 volunteers to help patients and visitors find their way around the new South Glasgow University Hospital (SGUH).

Around 200 volunteers are being asked to register for the new acute adult and children's hospitals.

Volunteers will undertake duties to welcome and guide patients and visitors including providing guidance on the use of self-service check-in kiosks, if requested.

They will also signpost patients to waiting areas and to "calling screens" that will be located in the entrance and café areas. The screens are used to call patients to their appointments and volunteers, on request, will guide patients to their destination.

Andrew Robertson, Chairman, NHSGGC, said: "With the opening of the new SGUH 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.

'Hospital staff are able to choose their favourite picture from the collection and apply to have a reprint installed in their department.'

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

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

IT MAY look spotless, clean-lined and high-tech but the team of experts behind the design of the new South Glasgow University Hospital have also ensured that they have put the art in the state-of-the-art facility.

And it's not just there to brighten up the walls. With patient care very much at the core of thinking, the pictures themselves are part of the healing process.

"There are many studies which demonstrate that using therapeutic design and having artwork can result in patients taking less pain medication," says Jackie Sands, strategic arts and health co-ordinator for NHS GGC.

"There is less demand on nurses'

time 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 that if you have views onto nature or views of artwork showing nature it has a healing effect."

For decades, visiting relatives have taken flowers into wards for years to help patients recover from illnesses or to help them cope with stress at difficult times. So it may be of little surprise that this innocuous act of kindness contributes greatly to patient care.

But the crackdown on hygiene to tackle hospital infections means that gifts of flowers are banned in some hospital departments – so



SPACE TO HEAL: Jackie Sands, Strategic Arts and Health Co-Ordinator for NHS Greater Glasgow and Clyde, is pictured beside one of the hospital's eye-catching artworks.

bringing flowers back onto the wards through art was an obvious starting point.

An international call for artists to contribute to a collection of 100 flower images for the hospital was advertised. Those successful include Graham Fagen, who is representing Scotland at the prestigious contemporary art exhibition the Venice Biennale.

But there is a swathe of other contributors who have been given the opportunity to display their artwork. Among the amateur artists are Ann McDines, a 73-year-old Glasgow care home resident along with and teenagers who joined workshops in Gorbals 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 spotlights onto a slice of toast and each and every picture tells a story.

This bizarre picture is among a number inspired by the memories of NHS staff. Retired speech and language therapist Mary Edwards shared the story of the day her

family rescued a swimmer in their dinghy. They wondered why the bather was so reluctant to climb aboard, until she revealed she was skinny dipping.

Ms Edwards said: "I was happy to be involved with the art project but a little surprised to be chosen." The picture, which wraps around a corridor corner, shows a boat and a figure reaching out, covered by a splash of water.

It is a memorable image. And again, this is all part of the plan – the artworks are designed to be "landmarks" for patients and visitors as they find their way through the corridors and departments.

Ms Sands explained: "Because the hospital is so huge it is hard for

a patient or even staff to find their way around this building. There is plenty of signage, but it looks quite baffling. These landmarks lodge in your memory and stick far better than 'radiology,' 'cardiology' and other medical terms."

In some places, short poems about the artworks have been etched into the pictures to help lodge the pieces into the memory. The adult hospital wards are spread across 11 storeys and visual identifiers 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 "mineral" layer and from here visitors will rise to the coastline on two, past the islands on four to the forests, seven, to reach alpine, 10 and finally air.

The artworks budget was just under £1 million, 0.12 per cent of the building fund, and this was boosted by £330,459 in fundraising. But not a penny was taken from the workforce of medical equipment budget – which was kept entirely separate.



Studies demonstrate that using therapeutic design and having artwork can result in patients taking less pain medication



SIGNPOSTS: Graphic wall art in the Sick Children's Hospital and the South Glasgow University Hospital steers everyone in the right direction.

Positive move will offer best service for all our patients

Nurse Director, Rosslyn Crocket says staff view the move as an opportunity to refocus on patient care

THERE is great excitement from nurses moving to the new south Glasgow University Hospital and the Royal Hospital for Sick Children.

Hospital staff see this as a real opportunity to care for patients in a bright and spacious environment with state-of-the-art equipment. The sheer quality of these hospitals will help complement the care and attention our nurses provide to all our patients.

In the adult hospital, the single room accommodation will not only be beneficial for our patients from the point of view of preventing infection it will be so helpful in ensuring greater privacy for our patients and their families, and help with communicating with patients in confidence.

In the children's hospital, the vibrant colours set the tone for a truly child friendly hospital

and as nurses we welcome the opportunity to support more parents staying with their children in the excellent parental accommodation that has been designed.

Whilst some nurses are feeling a bit sad to leave their old hospitals where many of them have practiced all of their professional career they see the new hospitals as being a really positive move to provide the very best quality of care in a world class environment.

As one staff nurse said to me last week: "Since completing my induction I can't wait to move.

"It's so exciting to think that I will be caring for patients in such a fantastic hospital which has been so carefully designed with direct input from healthcare professionals at all levels and with the patient at the heart of everything".



'We will no longer have to move people. We can just staff the beds according to how unwell our patients are'

'The design of the helipad with its direct access to a dedicated lift is truly a gold standard for our patients'

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 architectural design of the new hospitals is stunning 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 21st century medicine in 21st facilities.
They worked together, taking the best hospital design solutions 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.



“Our aspiration was to make the unit as light as possible. Natural light is incredibly important for critical care patients”

PATIENT CENTRED: Dr Sandy Binning's unit is designed for best care.

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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 59 beds the unit is certainly the biggest in the UK and having the once-in-a-generation opportunity to purpose-build, it is properly located immediately above A&E and directly below the theatre 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 hospitals that are closing there are separate areas for intensive therapy beds (ITU) and high dependency beds (HDU). In older hospitals the two types of wards are fixed and can be far apart – which is inconvenient as HDU is often a step between ITU and a return to a standard 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 past few weeks we have moved a number of patients

to the Victoria Infirmary from the Western Infirmary.”
When NHSGGC planners and medics 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 their use depending on patients' needs.
Dr Binning explained: “What we have created is a large critical care complex with 59 beds that are fully kitted out and have the flexibility to be staffed for ITU or HDU use. Now 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, the complex is one of the few areas in the adult hospital that does not have single room accommodation.
Another key to the design was to have natural light flood the department.
Dr Binning added: “Our aspiration was to make the unit as light as possible. Natural light is incredibly important particularly for critical care patients.
“It keeps their day and night regulation intact and as a consequence can improve their chances of survival.”

High flyers reach treatment at speed



THE adult hospital has transformed the Glasgow skyline with its most striking feature being the fourteen storey high helipad – the tallest hospital helipad in the UK.
The design of the helipad was agreed at the outset of the project after emergency doctors and planning colleagues looked at the best hospital helipad designs nationally and internationally.
It has a dedicated rapid access lift which can transfer an emergency patient from the helicopter direct into the heart of either adult or paediatric Emergency Department speedily. It is a set-up that fills staff with confidence.
NHSGGC Emergency Medicine Consultant, Dr Phil Munro, said: “The design of the helipad with its direct access to a dedicated lift is truly a gold standard for our patients.”
The helipad on the roof of the new hospital will provide the fastest direct access to the emergency department. Previously a ground level helipad operated at the Southern General Hospital which required the patient to be transferred into a road ambulance for transport into the hospital. The roof helipad eliminates this extra stage.

ROTARY CLUB: The sky is no longer the limit for Dr Phil Munro and his team as the rooftop helipad whisks patients to relevant emergency departments in record time.

Dr Munro added: “We believe this design offers the best possible helicopter to Emergency Department transfer time for adult and paediatric patients.
“The new south Glasgow helipad is similar in design and height to the Royal London Hospital which is the busiest trauma unit in the UK.”
The hospital is expected to receive 400 adult and paediatric patients via helicopter every year.
A dedicated NHSGGC Rescue and Fire Fighting Crew has been created to provide a 24/7 response team, enabling helicopters to land and deliver patients to the appropriate department as quickly as possible.
The team will check the helipad daily to make sure it is clear of debris.
They will also check fire fighting and communication equipment, as well as lighting, every day so that the helipad can be declared open and ready to receive patients from around the country.



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 experienced first-hand the care given by the staff at Yorkhill will know that these are healthcare individuals who go above and beyond what is necessary to make sure every child in their care has the best possible treatment and recovery.

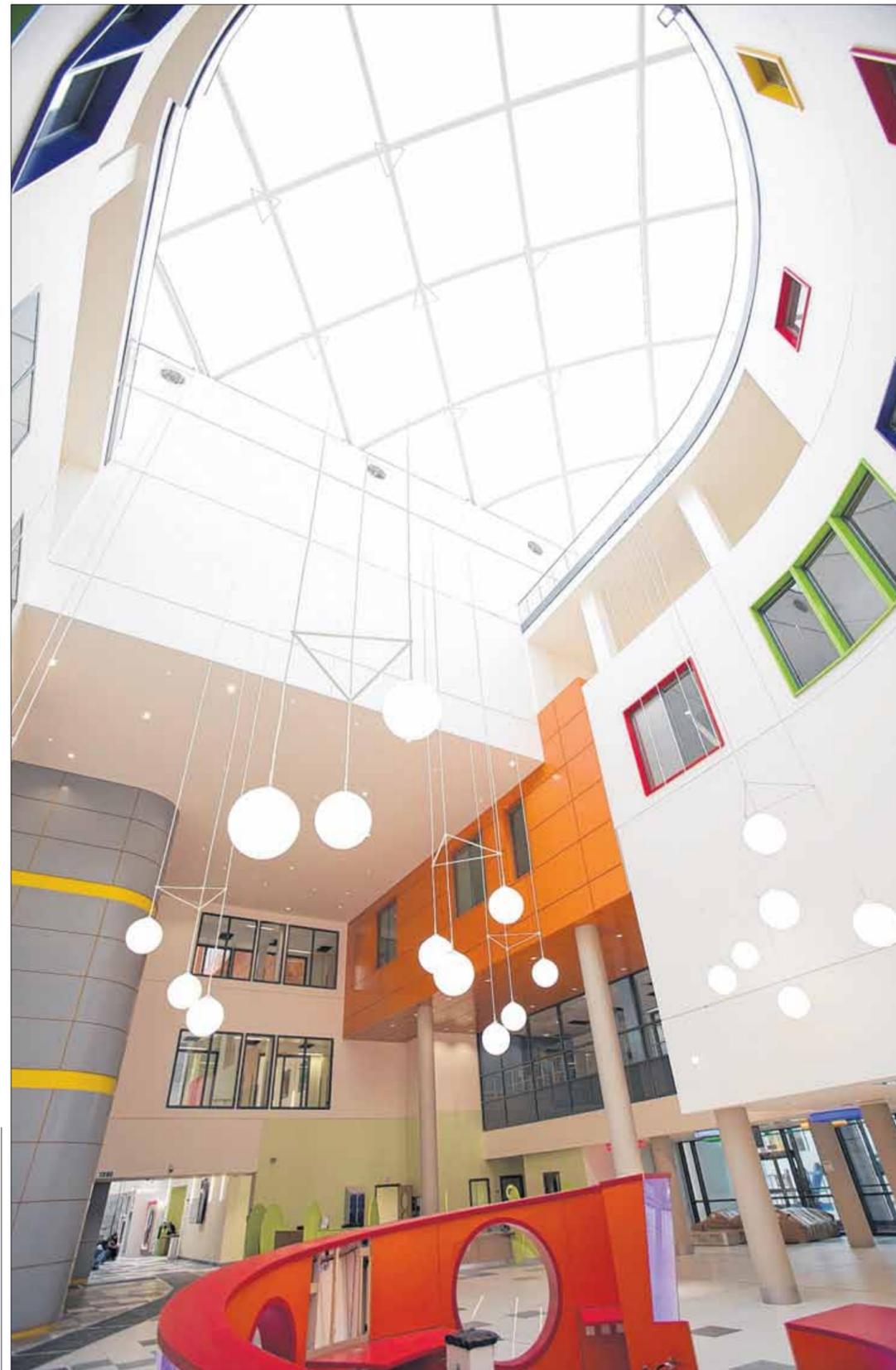
What the new hospital means is that they have the best possible new surroundings to administer that care and attention.

What the new build has allowed is

a facility that can take those existing levels of personal care and place them within a context that offers vastly improved technology and surroundings that help nurses, doctors and other clinical staff to provide 21st-century care.

The most important aspect of the design has been the level of consultation with the experts – the young patients themselves.

So when the hospital opens its doors on June 10, the facilities will reflect what the patients have told the architects, nurses, doctors, and other clinical staff.



IN WITH THE NEW: The creation of a new children's hospital has allowed for a more creative, inviting facility.

with children ahead of treatment to prepare them and to improve the outcome for a clinical consultation.

The work done by charities such as the Teapot Trust can help clinical staff as much as young patients.

It provides Art Therapists for outpatient waiting rooms where children, particularly those with chronic illness who have to visit regularly, can become extremely distressed leading up to their appointment.

The therapists can allow not only distraction but use art to let children have an outlet for feelings that might be difficult to express verbally, through fear, their specific health problem, or even age.

ENGAGEMENT

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 signalled a new level of involvement, putting the knowledge of patients at the heart of the plans.

The Community Engagement Team was given the role of creating the most effective way to reflect the views of not only patients, their families, clinical and care staff, but also the many voluntary organisations and groups who are part of the hospital's wider community. The areas looked at covered everything from diagnostic services to critical care to inpatient and ward activity, but what was clear was the message that effective care and recovery covered a much wider spectrum. Building on excellent clinical care in much improved surroundings, the ideas began to take shape.

AGE APPROPRIATE CARE

No matter how friendly the welcome, hospital can be a frightening place at any age, so think how a child coming in for the first time must be.

The idea of what age signifies a child has changed over the years, but until now there has been a tendency to treat anyone from the age of 13 in adult hospitals.

One of the clear messages was that the new Royal Hospital for Sick Children should care for everyone until they turn 16. This has offered a more appropriate setting and has allowed the design of the facility to reflect the many different stages of a child's life, from infancy to adolescence.

These older children can relax with visitors and even make themselves a snack. There will be games consoles and other ways to help them pass the time during their recovery.

MODERN ROOMS

Of course older children can become increasingly body conscious and the idea of sharing space with others might be distressing. With the vast majority of the 244 paediatric beds in single rooms, a child can have his or her own toilet and shower facilities.

Even adults can find that days in hospital can feel much longer than those outside, so each room has a console, including TV and Wi-Fi.

It's also important for children to feel safe and secure and for many that comes with the presence of mum or dad. The new rooms are specifically designed to allow a parent or guardian to stay overnight with their child.

However, following the consultation there was some feedback that said some children would benefit from having the social interaction that being on a ward can provide, so a small number of four-bed wards have been included in the new design.

PLAY

No matter what age we are, the importance of play cannot be underestimated for continued well-being.

For children, the prospect of being cooped up inside on beautiful days, could be distressing and in response to that, the new hospital will not only have a partly covered roof garden where patients can get some fresh air,



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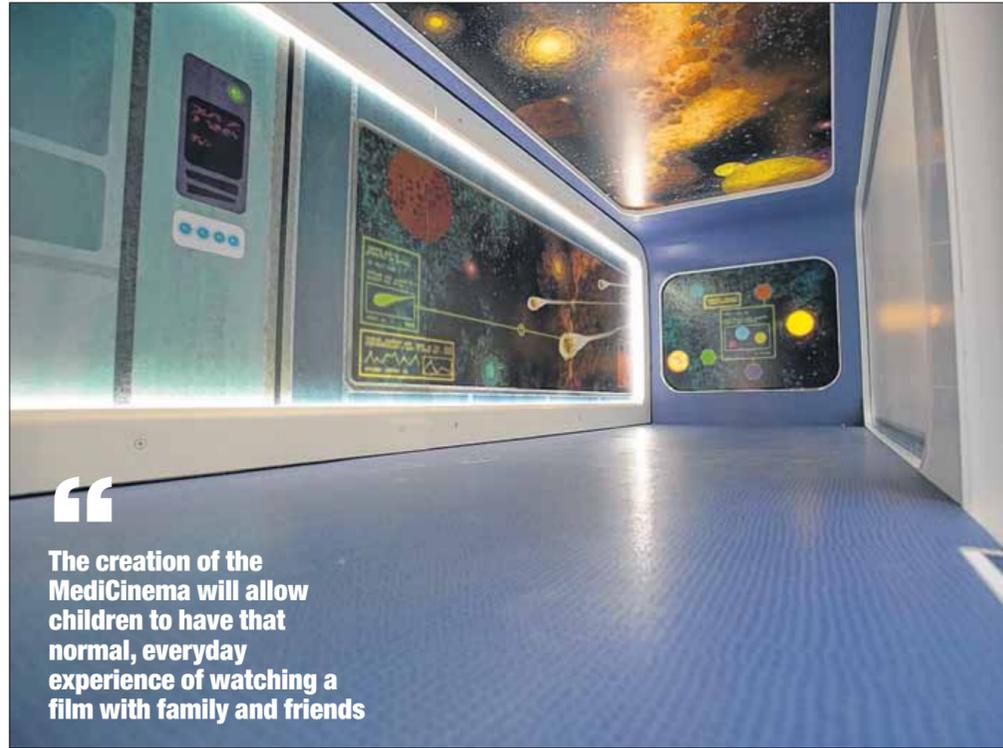
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The creation of the MediCinema will allow children to have that normal, everyday experience of watching a film with family and friends



COLOURFUL EXPERIENCE: The new hospital's bright, bold design provides an inviting and stimulating environment for patients, staff and visitors. Left and below are views of the Children's Discovery Area.

Continued from previous page

SCIENCE CENTRE

This element of distraction cannot be underestimated, with consultants receiving a more relaxed child for an outpatient appointment, rather than one who requires precious clinical time to calm them before any meaningful consultation can take place.

There will be an array of fully interactive facilities provided by the Glasgow Science Centre and funded by Yorkhill Children's Charity.

These innovative "distraction therapy" installations provide a range of high and low tech approaches. These will not only allow the patients to be more relaxed and less fearful, but they will also be a boon to parents who have to bring siblings along to the appointment.

They can often feel overlooked that a brother or sister is getting "special" treatment without understanding the circumstances, so this play area will allow them to pass the time and join in.



ATTENTION TO DETAIL

The consultation with patients has allowed the new Royal Hospital for Sick Children to see the world through a child's eyes - quite literally.

It has created a much more colourful world for the young patients, with even the ceilings decorated with artwork so that children being transported on trolleys won't be looking up at clinical, utilitarian veiling tiles with blinding lights. The reception desk is similarly colourful.

Their particular perspective has been taken into consideration too, with the creation of specially designed doors with viewing windows at different eye levels that will ensure that even the tiniest tot has the same opportunity to see in and out of the room.

MEDICINEMA

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

The creation of the MediCinema will allow children to have that normal, everyday experience of watching a film with family and friends.

The 48-seater cinema will not only entertain them (there is something in laughter being the best medicine) but provide that vital sense of not being different and knowing that life will soon return to normal, even though they might still be in their hospital bed or wheelchair in the MediCinema.

It also allows parents and siblings to have time with their loved one outside of the hospital room.



It's easy to get on road to recovery

THE NEW hospitals are simple to get to. They are located just a few minutes from the M8, within a few hundred yards of the Clyde Tunnel and served by a very frequent and fast bus link network.

There are multi-storey car parks on site and ground level spaces for patients and visitors. Car parking is free but there is a four-hour maximum stay between Monday to Friday 7.30am till 4pm. Disabled parking spaces are available on the ground floor of the multi storey car parks.

The new Fastlink bus route provides speedy links from Glasgow City Centre via the Arc Bridge (known sometimes as the Squinty Bridge). At peak times there will be a bus every minute arriving at or inside the hospitals campus.

To assist patients and visitors plan their journey to the new South Glasgow hospitals campus, a new dedicated section is now available on the Traveline Scotland website - www.travelinescotland.com You will be able to plan your journey using the website, a dedicated free Traveline Scotland app, or the 24/7 call centre, tel: 0871 200 22 33.

New public transport services to the hospitals are also being updated as services increase. First Glasgow has announced a new direct link to the hospitals from the city centre. The 77 service timetable has been designed to reflect hospital visiting times and shift patterns. Operating seven days a week, buses will run from the city centre at 5.20am on weekdays and from

5.50am at the weekends, with buses returning from the hospitals up until 10.48pm daily.

McGill's F1 SouthernFlyer will operate from the city centre to the hospitals seven days a week and run every 10 minutes from 5.40am until midnight.

The X1 is a new service from Stagecoach, connecting the new hospitals to the city centre via Govan and Pacific Quay. It will run up to every 10 minutes from early morning to late at night, seven days a week.

Further information can be found on the StaffNet site under the On The Move - Travel and Transport section.

The following companies have also intimated new or enhanced routes as follows:

- First Glasgow - Service 90 and Services 3 & 34.
- McGill's - Services 7, 21, 23 & 26.

You can reach the direct bus link network via the city's excellent rail and subway transport systems.



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Remembering the pioneers

THE site we know as the Southern General today was known originally as the Merryflats – a poorhouse and asylum. The more able inmates were put to work as volunteer nurses, with those regarded as dissolute being charged with the infectious cases. Merryflats opened in 1872 and was immediately populated by those who had been in the overflowing poorhouse and hospital at Eglinton Street, as well as psychiatric patients from Gartnavel.

It evolved in its role and became a place that cared for the chronically ill – from children with learning difficulties to adults with tuberculosis.

The name change, to the Southern General Hospital, in 1922

SINCE 1874, Glaswegians have been well served by the five hospitals the new South Glasgow Hospitals will replace – the Western Infirmary, Victoria Infirmary, Southern General, Mansionhouse Unit, and the Royal Hospital for Sick Children at Yorkhill.

These buildings have been at the centre of the rich social history of Glasgow and its people – with the

staff who worked in them in the vanguard of pioneering medicine.

This proud legacy has now been captured in a series of four commemorative magazines, which can be viewed or downloaded from www.nhsggc.org.uk.

Below, we provide a glimpse into the rich history of the five hospitals being replaced by the new South Glasgow facilities.

reflected intentions to upgrade and improve facilities. Nursing care had made huge strides since the 1880s when professional nurses were introduced.

The Southern General made great advances in its psychiatric treatments through drug therapy and by the 1950s many people with mental illnesses could be treated in the community.

By 1943, the Southern also became among the country's busiest maternity units with 12 per cent of all hospital births in Glasgow – in seven per cent of the beds. In the mid-1950s, the site expanded with a new outpatients department, an operating theatre suite, chest clinic, non-residential psychiatric unit, a

training school for nurses, a new accident and orthopaedic department, an ophthalmic operating theatre, and an Intensive Care Unit. A new geriatric unit was created in the old Shieldhall Hospital.

A purpose-built department of obstetrics and gynaecology opened in 1970, providing a new standard of care for women and their babies, while the Institute of Neurological Sciences moved to the site in 1972.

During the 1960s and 1970s Glasgow Royal Infirmary and the Southern General Hospital scooped the lion's share of NHS capital investment in Glasgow resulting in a fundamentally new pattern in acute hospital provision for the city... one that would lead to the building of the new South Glasgow University Hospital as one of two 'flagship' hospitals in Glasgow.



ROYAL VISIT: In 1930 Yorkhill Hospital was visited by Princess Mary seen here in Guide uniform with Alexander MacLennan, Mary Cameron and Robert Barclay.



FOR 100 years, Yorkhill has been synonymous with the best in paediatric medicine, but the history of specialist care required for children stretches back much further.

The need to treat the young separately became apparent in the mid 19th century. Despite Glasgow being one of the world's economic powerhouses, there was crippling poverty and a lack of health education. Half of all those who died in Glasgow at that time were under the age of

five. The first recorded meeting to discuss a children's hospital happened in 1861, but it took almost 20 years until the Hospital for Sick Children opened. It opened at the corner of Scott Street and Buccleuch Street in 1882 – an impressive facility with the latest lighting, heating and ventilation as well as paintings depicting nursery rhymes. At its helm was Mrs Louisa Harbin who brought the experience of having worked at Great Ormond Street in London. At the beginning of

the 20th century the hospital received its royal designation. Infant mortality was still high so treatment was extended to those under the age of two and the education of mothers became a priority. Also by this time the hospital had outgrown the Garnethill site and there was a growing waiting list.

An appeal for £100,000 to build a new hospital was launched. The £16,000 Yorkhill site was purchased the firm John James Burnet, beating a certain Charles

Rennie Mackintosh, created the building. The opening in July 1914 was attended by 10,000 people.

The hospital became part of the newly formed NHS and by the 1960s there were further developments with the opening, in 1964, of the Queen Mother's Maternity Hospital, the temporary relocation to Oakbank in Maryhill while a band new modern hospital was built, opening in 1972. The era saw progress in paediatrics, obstetrics, and orthopaedics.

Industry led to creation of the Victoria Infirmary

GLASGOW'S industrial might during the Victorian era singled the city out on the world stage, but it also meant a time of exceptional and rapid growth of the city's population.

And for those working and living in the conditions it created, it could mean extremely poor health and short life expectancies.

In 1866 a paper on Glasgow's hospital accommodation pointed out that the need for a facility south of the river was becoming more urgent.

By 1881, despite the fact that the South Side was home to around 235,000 people, there wasn't a single hospital bed outside the Govan Poorhouse.

Ebenezer Duncan championed the cause and eventually, in 1887, Queen Victoria gave her backing on learning that the hospital would be named in her honour.

The site chosen was adjacent to Queen's Park and plans for a 120-bed hospital were drawn up by Campbell Douglas and Sellars and Victoria Infirmary opened on February 14, 1890.

In the first year, the most common diseases treated were of the



POT LUCK: A pottery industry worker treated for injured thumb around 1935.

lungs, heart, and blood vessels and rheumatic fever.

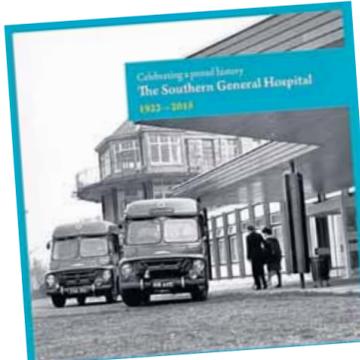
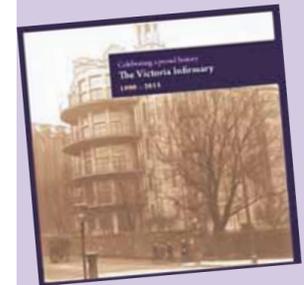
Those patients who misbehaved were likely to be thrown out and those who were recovering had to help around the hospital.

Despite this almost utilitarian attitude, it was forward thinking.

OH Mavor, a consultant at the Victoria but better known as dramatist James Bridie (founder of the Citizens Theatre) said: "Almost every year something new was added to the hospital, and these new things were often the first of their kind in Scotland."

The Victoria doubled the number of beds in 1893 and added facilities throughout the 1950s and 1960s.

The Save The Vicky Campaign in the 1990s prevented its closure but despite extensive renovations it became clear that the buildings were no longer able to house a 21st century hospital.



AS well as treating countless patients since it opened in 1874, the Western Infirmary has housed medical pioneers in a range of fields and developed the vital role of the nurse.

The University Court decided, in 1849, that its buildings close to the Glasgow Royal Infirmary could no longer fulfil their function. So it was originally built as a university teaching hospital.

Glasgow architects John Burnet, Son, & Campbell delivered the original building with its central clock tower.

Academic links with the past continue

Thanks to a bequest, an east wing was built in 1881 at a cost of £130,000 and by 1883 the hospital had 346 beds. The late Victorian era saw huge advances in surgery.

In 1890, sometimes in the presence of hundreds of students, surgeons at the Western conducted 877 operations. Even with basic facilities and gaslight to work by, surgeons gained a place in medical history.

One, Sir William Macewen, spearheaded a drive



EXEMPLARY: The winners of the award for the best all-round nurse of the year 1948 at the Western Infirmary in Glasgow.

for better facilities and the new surgical unit was created.

In 1955, new plans were ordered for a modern hospital which was opened in 1974. The hospital at Gartnavel was built to accommodate patients during the rebuild.

Since then the hospital, at its Dumbarton Road site, has provided the west of the city with everything from acute care to its specialities including cardi-



ology and renal medicine.

When the facilities relocate the site will be taken over by the University of Glasgow for development, preserving the academic link.

Ground-breaking efforts in elderly care

AS standards in medical care progressed, specialisms also developed and as the site for care of the young developed in the west of the city, the South Side was the location for pioneering work in the treatment and care of elderly patients.

As healthcare moved on, many more people managed to live to a longer age, as diseases that might have shortened their life expectancies significantly were now eradicated or at least treatable.

In 1971, the Victoria Infirmary dedicated a whole new

unit to the treatment of older patients and opened the Victoria Geriatric Unit close to the site of the main hospital on Mansionhouse Road in Langside.

This was the first stand-alone unit of its type in the country and was led by Dr John Dall.

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 Hilton".

The unit gave consultants the space to assess and allow

time for rehabilitation – as well as interim care for their patients.

When, in the late 1990s, the term geriatric care became somewhat outmoded, it was replaced with elderly care and the unit was renamed for its location – The Mansionhouse Unit.

This also allowed the unit to expand its facilities.

It also became the home to the Stroke Rehabilitation Unit for patients of all ages, as well as the base of the Glasgow and Clyde Weight Management Service.

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Above left: The air ambulance makes its approach to the helipad. Left: helipad 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 refuse.



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. Photographs Colin Mearns and Martin Shields.

