

3Ts Hospital Redevelopment: Key Themes from Public & Staff Engagement Events

Staff Engagement

Written questionnaire: 496 individual comments.

Three questions:

- How to improve patient experience
- How to improving patient safety
- How to improve staff's working environment

This continues to be updated through ongoing discussions with staff.

Public Engagement

35 Events from May 2010 to April 2011. Further events are planned.

Ideas, issues and concerns garnered from:

- Full and summary questionnaires completed at the exhibitions
- Questionnaires completed via the website (online exhibition)
- Individual discussions at events
- E-mail and phone queries (general queries and as follow ups to events).

Most Common Issues

Staff (in order from a single questionnaire)	Public
More/improved on-site parking	More/improved on-site parking
Adequate staff changing areas (infection control / travel)	Support for the redevelopment
Improved access to the hospital and departments (way finding)	Improved way finding around the site
Proper space around beds for patient care	Suggestions to improve specific services
Improve the number, speed and reliability of lifts	Support for the Air Ambulance having a helipad on the hospital
Maximise natural lighting in departments	Plenty of windows, natural light and good views where possible.
Provide patient / relative quiet rooms, eg. for difficult conversations	Want accessible green spaces
Ensure clinical services are co-located efficiently	Get patients out of the Barry Building
Adequate seating (amount, quality) in patient waiting areas	Good interior design of the new buildings; it helps patients and visitors feel better
Design the hospital as a positive and healthy space	Design the hospital as a positive and healthy space

Addressing the Issues Through Design

Approach	Issues
1:500 scale design & general priorities / approach	Efficient co-location of services, access & way finding, green spaces, natural light & sea views, positive & healthy environment, air ambulance helipad, on-site parking
1:200 scale design: layout of departments, floors, access points and general building interiors	Parking, access & way finding, lift provision, natural light, positive environment, quiet rooms, staff changing
1:50 scale design: design of individual rooms and department-specific services and interiors	Interior design, bed spacing, seating in patient waiting areas