



Queen Margaret Development Project



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The Queen Margaret Development Project Newsletter brings you all the latest information on the work taking place at Queen Margaret Hospital to improve access to primary care, community and diagnostic facilities.

We distribute this newsletter widely, but if you haven't had an opportunity to read the previous issue you can still do so by visiting www.nhsfife.org/queenmargaret



What is the Queen Margaret Development Project?

The development project includes the creation of a Diagnostic and Treatment Centre, bringing together Day Surgery, Day Intervention, Urology and Endoscopy. In addition, a planned Primary Care Resource Centre will see a wide range of primary care and community services brought together on the one site.

There are a number of patient benefits associated with these developments including reduction in delays, better access to services and an enhanced environment, all improving the experience of our patients.

Accommodation is being designed and refurbished to ensure that services are delivered in a suitable environment to meet the needs of patients.

News Update

Work is currently underway in a number of areas on site as we refurbish and upgrade existing accommodation and continue to progress the development of both the Diagnostic and Treatment Centre and the Primary Care Resource Centre.

Older People's Wards

Upgrading works in wards 5, 6 and 7 will see Older People's Services at Queen Margaret temporarily relocate to wards 17, 18, 19 and 20 on site.

The upgrade, which includes roof and flooring work, began in October and is expected to be completed in the early part of next year.

Hospice refurbishment

The enhancement and refurbishment of Queen Margaret Hospice (Ward 16) was completed in October, creating a more homely environment for patients and their families.

Partly funded from endowment funds, the work included significant redecoration, the creation of a relative's room with overnight facilities, new bathroom facilities for patients and a therapeutic area.

Staff Development Sessions

Joint development sessions have recently been held by the Allied Health Professional teams from Carnegie Clinic and Queen Margaret. These sessions have provided an opportunity for staff to explore different ways of working and to learn more about service development opportunities and get to know one another.



Work on the Endoscopy Reprocessing Unit...



...has progressed well over the summer

Endoscopy Reprocessing Unit

The completion of the endoscopy reprocessing unit, which is used to decontaminate surgical equipment, is an important first step in the development of the Diagnostic and Treatment Centre.

The reprocessing unit needs to be fully functioning before we can further develop accommodation for Day Surgery, Day Intervention, Urology and Endoscopy.

Significant progress has been made over the last few months and we're now undertaking a series of tests before the machines used in the decontamination process are commissioned.

Once these final steps are completed the unit will begin to operate.

In Focus: Queen Margaret Hospice

Queen Margaret Hospice (Ward 16) looks after patients who have been diagnosed with life limiting diseases.

The specialist in-patient unit has a dedicated multi-disciplinary team who have specialist palliative care training, knowledge and skills to care for patients and support their families and friends through a difficult time. Patients can be admitted to the unit at any time from diagnosis of their illness, where specialist care is provided for management of symptoms, to specialist end of life care.

Staff provide a warm and friendly atmosphere that is safe and therapeutic for patients, all within a homely setting. This relaxed setting can help patients and their loved ones feel less anxious,

Our 'In Focus' section takes a look at services already on the Queen Margaret site, providing a further insight into hospital activity. In this edition we look at the Queen Margaret Hospice.

in an understanding environment where difficult conversations about disease progression and end of life care can be had.

Family and friends, some of whom may travel some distance, can spend time with their loved one in the unit while they are receiving treatment, allowing close ones to create positive memories for the future.

The recent refurbishment within the hospice has further enhanced the environment for patients and their loved ones.

Primary Care Resource Centre Public Engagement & Consultation

As part of the plans for a Primary Care Resource Centre, it is proposed that all services will relocate from Carnegie Clinic and Abbeyview Clinic to Queen Margaret.

The services due to move include: Children's Occupational Therapy, Children & Adult Physiotherapy, Podiatry, Speech & Language Therapy, Dietetics, Clinical Psychology, Mental Health Services and Specialist Dental Services.

We've undertaken a range of activities over the summer months to ensure that patients and the public have had the opportunity to tell us what matters to them and learn more about the relocation proposals.

Open events

Public open events were held in August at Carnegie Library, Lynebank Hospital and Queen Margaret Hospital, providing information on the relocation proposals. The events also provided an opportunity to find out more about the different services involved and to ask questions.

The sessions were well received by members of the public attending and well supported by services, with a range of informative displays.

During the open events some people told us that they were concerned about car parking, transport links to Queen Margaret and the Carnegie building.

Other people told us that they thought it a good idea to have all services in the one place and that services would be able to work better together in a much more modern space.

Consultation

As part of the consultation we've undertaken electronic surveys with service users at Carnegie and Abbeyview Clinics, with 200 patients from a range of services responding.

Most patients were happy about the proposed move to Queen Margaret, although some people had concerns about car parking, public transport and the hospital environment.

Comments boxes were also available in both clinics and in Carnegie and Duloch libraries and members of the public have been able to comment online, by email and in writing.

We'd like to thank everyone who has taken the time to submit their comments and let us know what matters to them.

The responses will be looked at closely and we hope to be able to bring you further details on work to address some of the issues raised in the next newsletter.

Find out more about some of the services who would be brought together as part of the resource centre by visiting www.nhsfife.org/queenmargaret and looking at our service booklet.



NHS Fife Board member John Winton, Patient Representative Isobel Vernolini & Karen Baxter, Head of Podiatry Services at one of the open events.





Clinical Healthcare Planner Ann Hunter

The design process:

Discussions with clinicians and service users begin to ensure that the clinical pathway and service user needs are understood and reflected within the accommodation design



Discussions are recorded by the Clinical Healthcare Planner and used as the basis to inform and instruct the project architects



Architects produce initial draft plans and liaise with the Clinical Healthcare Planner to produce final drafts



Further discussions with clinicians, service users and fire/estates departments take place based on architect drafts



Drawings are finalised and planning can begin to carry out necessary works



Plans are finalised and works are costed tendered and programmed

How we design clinical accommodation

Designing clinical accommodation can be challenging, below we look at the process in Fife:

Designing clinical accommodation is a complex process, requiring dedicated input from clinicians, service users, architects and contractors to ensure that all new clinical areas are safe, patient-centred and efficient.

The development of clinical areas at Queen Margaret has focussed on ensuring that patient journeys – through each step of treatment - are as streamlined as possible.

Developing new accommodation within a busy hospital environment can be challenging but the focus throughout is on ensuring that the enhanced accommodation meets the needs of the patient.

Service users are actively involved in many of the areas of development.

For Further Information

We'll continue to bring you all the latest information on developments at the Queen Margaret site in future newsletters.

You can also visit our website at www.nhsfife.org/queenmargaret

If you have suggestions for any areas you would like to see covered in future editions please contact Margaret Henderson, Project Lead, at margarethenderson1@nhs.net or 01383 623623 ext 25737.

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