

‘Learning from National Initiatives within the English National Health Service’. – Lilac Ward Scarborough General Hospital

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Lilac Ward Scarborough General Hospital

For York Teaching Hospital NHS Foundation Trust



James Hayward and Rosemary Jensen



The Start of our Journey ...





First tranche of funding to implement the new strategy and develop Maple Ward

In the Summer, Scarborough and North East Yorkshire was acquired by York Teaching Hospital NHS Foundation Trust

Commenced on Site with Lilac Ward



York Teaching Hospital **NHS**
NHS Foundation Trust

2009



2011

2013



2015

2010

2012



2014



Scarborough and North East Yorkshire Healthcare NHS Trust developed their Estate Strategy.

Maple Ward was designed and built within 12 months

Second tranche of funding to continue estate development improvements

Key Objectives ...



Eliminate Nightingale Wards



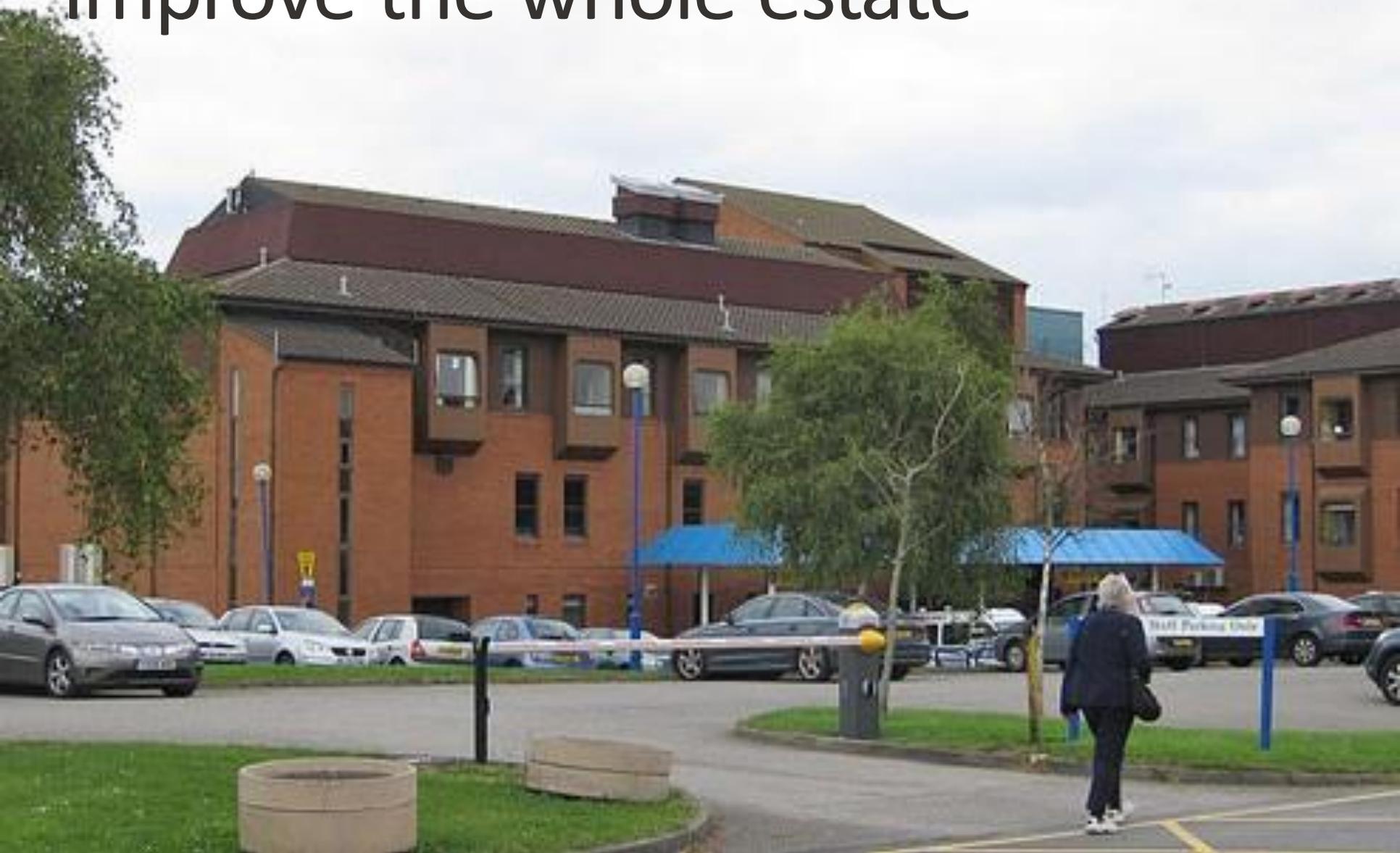
Improve Patient Environment



Improve Infection Control



Improve the whole estate



Next Steps ...



York Teaching Hospital **NHS**
NHS Foundation Trust



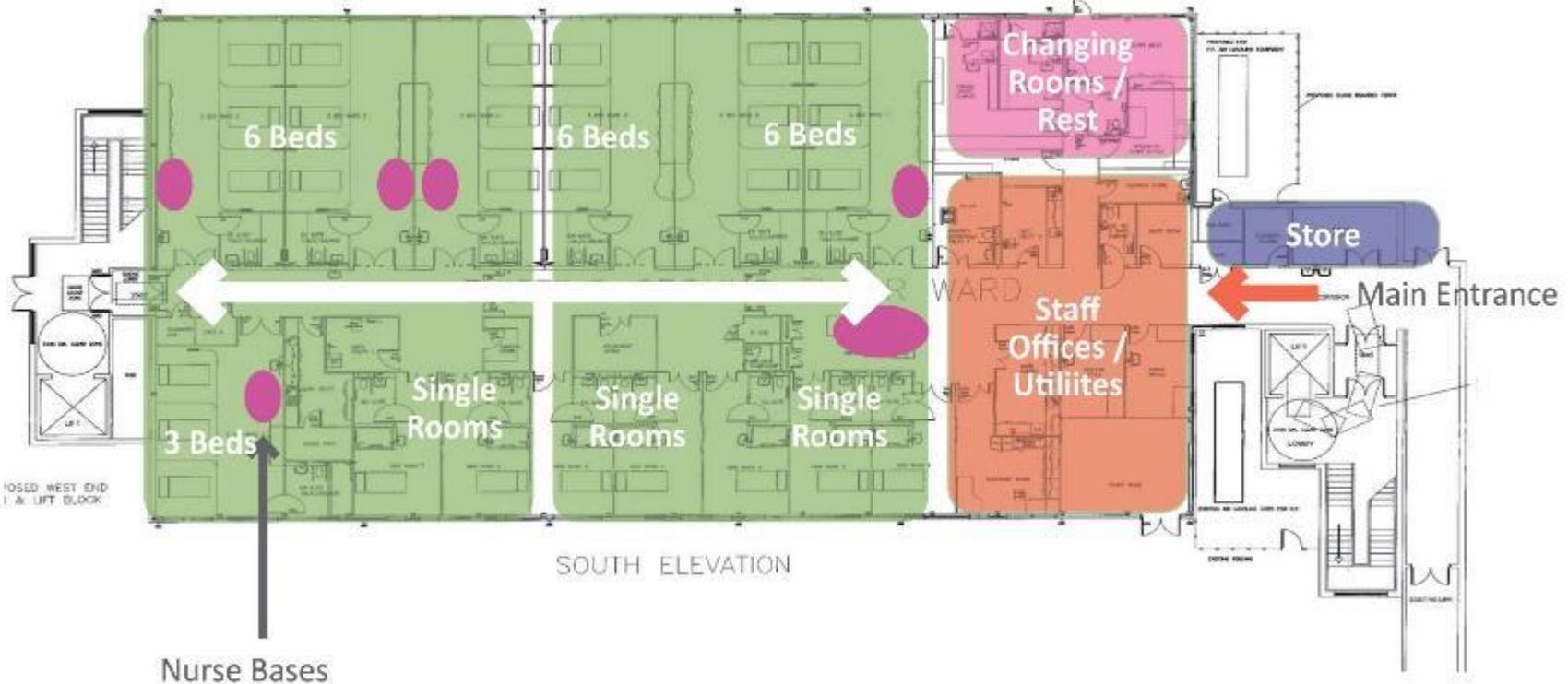
Preferred
Procurement
Route:



Principal Supply
Chain Partner:



Analysis of Maple Ward

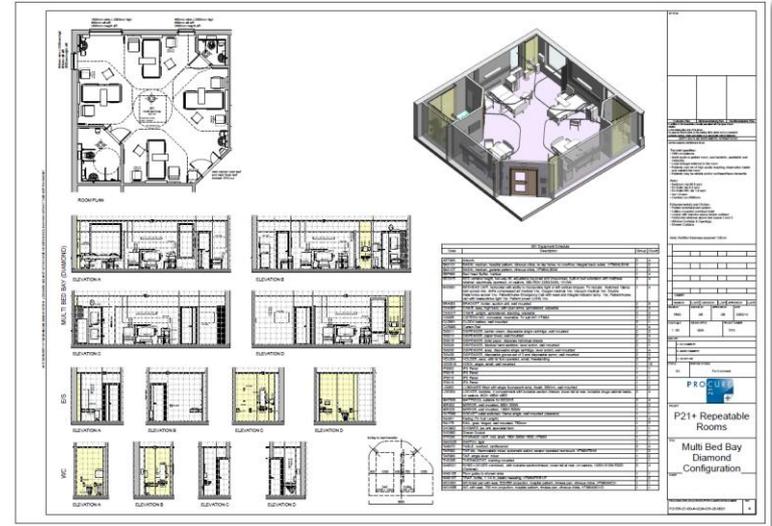
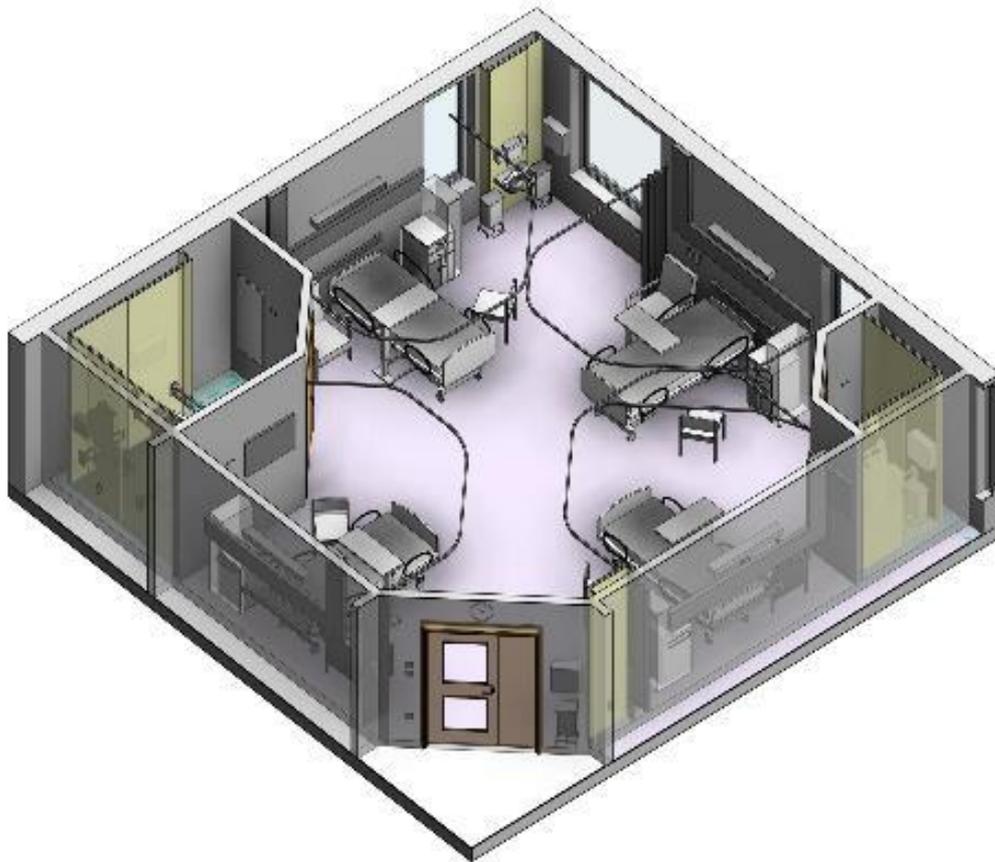


Developing the Design ...



Designing Lilac Ward

The pre-cursor to the P21+ Repeatable Rooms solution.. Using the principals of repeatable rooms and standardised components



- Efficiencies in Design Fees (7%)
- 60 hours of Clinical Time saved
- Standardised Components delivered Capital savings of more than £60k
- Positive Impact on Staff
- Allowed the best ward arrangement to be developed

Delivering the Design ...



Delivering Lilac Ward



40 weeks
Construction
Phase

Integrated
solution to
include winter
bed pressures and
programme
efficiency



16 weeks

Maple Ward was relocated
whilst we built the roof
extension, minimising
our impact on the live
environment.

Integrated
solution to
include winter
bed pressures and
programme
efficiency



The Lilac Ward

Working Together

- Embraced new ideas
- Looked for clinical and design innovations
- Consulted with the clinicians from the outset
- 60 hours of clinical time saved on the detailed loaded room layouts
- Implemented lessons learned!



The Lilac Ward



Headline Information:

- £4.0m
- 1,200m²
- £3,333.56/m²
- 32 beds with 50% Single Rooms
- Early adopter of P21+ Repeatable Room.

- 32 beds in the same footprint of the Maple Ward with 28 beds.
- 4 x 4 Bed 'Diamond' Configuration bays (16 beds)
- 16 Single Rooms - Twice as many.



The reality walk-through



Ward Beds 14, 16, 21, 22 and 23 ↑
Ward Beds 17 - 20 ↑
Assessment Unit Beds 1 - 3 ↑

Daily Nurse Staffing

Ward's No:

Nurse in charge:

Today we should have:

	Early Shift	Late Shift	Night Shift
Registered Nurses	4	2	2
Healthcare Assistants	4	2	2

Today we have:

	Early Shift	Late Shift	Night Shift
Registered Nurses	4	2	2
Healthcare Assistants	4	2	2

If you need to talk to anyone about the staffing of this ward, please ask to speak to the nurse in charge, in the first instance.







Continuous Improvement ...





The Lilac Ward

“It represents best practice in design. We were looking for cost-efficiency, and for efficiency in operation with improvements in patient safety. One of the benefits of the repeatable room layout is that staff become familiar with the layouts and equipment within a room, and that helps them to provide good quality care for patients.”

James Hayward, Capital and Infrastructure Programme Director



Lessons Learned and Continuous Improvement



PATIENT/CARER FEEDBACK POSTCARD

When completed please return to the ward sister-in-charge

We would like to know whether this ward environment works for you?

Word name (please print): Homecare Main Day (please tick)

Which room type are you staying in? Single bedroom Multi bed bedroom

What works really well, within your bed space?

What doesn't work well, within your bed space?

How often can you see a member of staff?

In your experience, when sleeping or resting, is your rest disturbed and if so how often and by whom?

If disabled, who is this by?

Do you have easy access to a toilet?

Do you have easy access to a shower/bath?

Do you see staff that you perceive as dignified and competent?

Do you ever feel isolated or lonely in the ward?

Other comment, suggestion or feedback:

STAFF FEEDBACK POSTCARD

When completed please return to the ward sister-in-charge

We would like to know whether this ward environment works for you?

Word name (please print): Homecare Main Day (please tick)

Please state your job title:

What works really well, within your ward layout generally?

What works really well, within your single bed space?

What works really well, within your multi bed space?

How often can you see a patient from where you work?

In your experience, when with a patient, are your tasks completed and if so how often and by whom?

What proportion of your time is spent face-to-face engaging with patients?

Do you have easy access to a toilet/shower?

How often do you have to move a patient from one bed space to another?

Do you ever feel isolated or lonely on the ward?

Other comment, suggestion or feedback on the ward design generally?

York Teaching Hospital NHS



KIER York Teaching Hospital NHS Foundation Trust

Lilac Ward, Scarborough General Hospital

Past Occupancy Review

30th Jan 2015

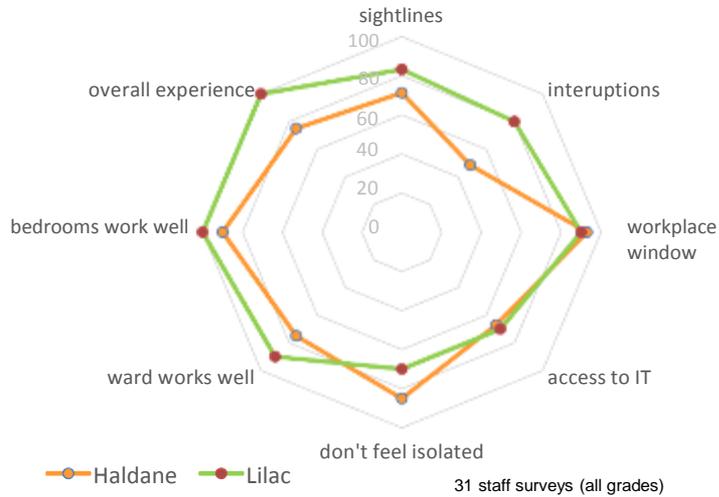
PRO CURE



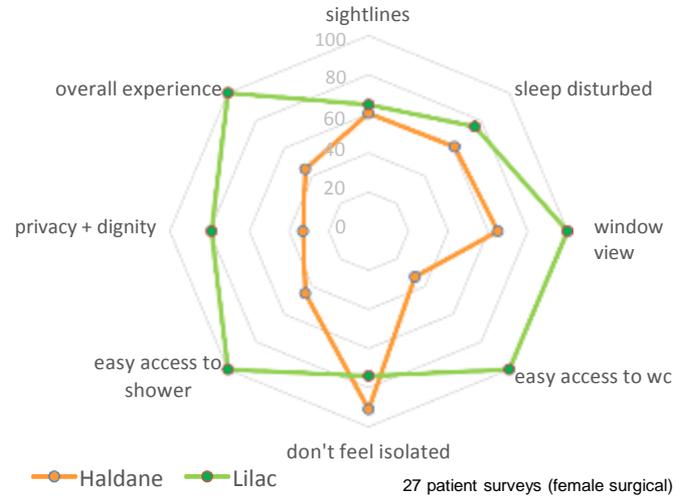
Lessons Learned and continuous improvement



Staff Experience



Patient Experience



Staff Feedback Postcard

Which room type are you staying in? Single

What do you like best about your room? Single room, nice view, nice staff

What doesn't you like about your room? None

How often can you see a member of staff? Often

Are you happy with the room? Yes

Do you have easy access to a toilet? Yes

Do you have easy access to a shower? Yes

Do you have easy access to a window? Yes

Do you have easy access to a TV? Yes

Do you have easy access to a desk? Yes

Do you have easy access to a chair? Yes

Do you have easy access to a table? Yes

Do you have easy access to a lamp? Yes

Do you have easy access to a clock? Yes

Do you have easy access to a radio? Yes

Do you have easy access to a phone? Yes

Do you have easy access to a TV? Yes

Do you have easy access to a desk? Yes

Do you have easy access to a chair? Yes

Do you have easy access to a table? Yes

Do you have easy access to a lamp? Yes

Do you have easy access to a clock? Yes

Do you have easy access to a radio? Yes

Do you have easy access to a phone? Yes

Other comments: I feel you are more encouraged to feel at home which makes you feel better, every thing seems easy access so you don't have to push nurses I feel safe, its a very clean environment

Patient Feedback Postcard

Which room type are you staying in? Single

What do you like best about your room? Nice view, nice staff, nice room

What doesn't you like about your room? None

How often can you see a member of staff? Often

Are you happy with the room? Yes

Do you have easy access to a toilet? Yes

Do you have easy access to a shower? Yes

Do you have easy access to a window? Yes

Do you have easy access to a TV? Yes

Do you have easy access to a desk? Yes

Do you have easy access to a chair? Yes

Do you have easy access to a table? Yes

Do you have easy access to a lamp? Yes

Do you have easy access to a clock? Yes

Do you have easy access to a radio? Yes

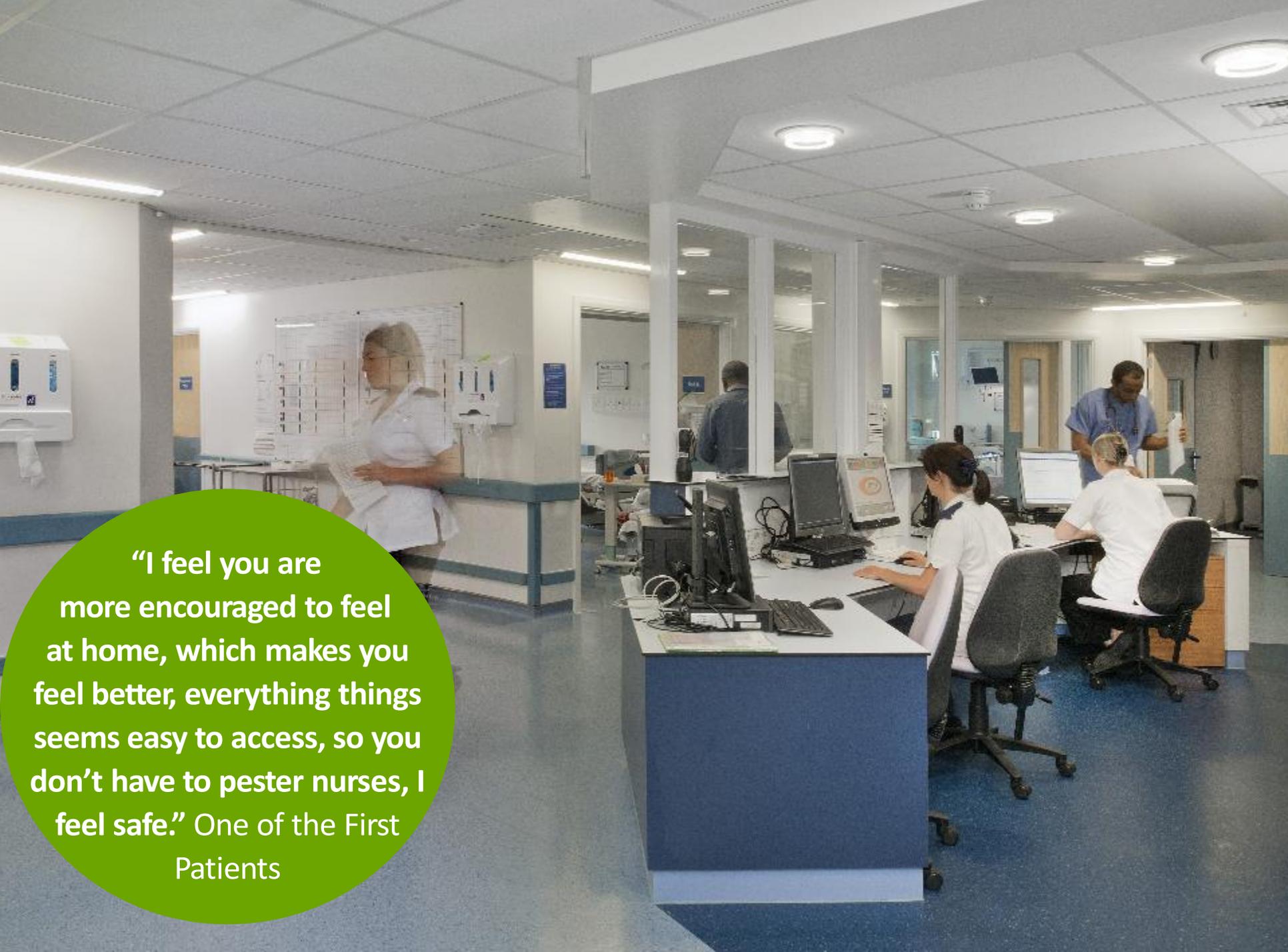
Do you have easy access to a phone? Yes

Other comments: When ward is so quiet + open, uncluttered and a lovely ward to be in on a 1st!

- ✓ pre and post move studies
- ✓ Recruitment
- ✓ Improved patient satisfaction
- ✓ Supportive working environment
- ✓ Improved outcomes
- ✓ Shorter lengths of stay

In Use ...





“I feel you are more encouraged to feel at home, which makes you feel better, everything things seems easy to access, so you don’t have to pester nurses, I feel safe.” One of the First Patients



“This scheme is the best ward within the Trust ... setting the standard for the future ... The Trust’s core values were embodied by the whole team, it’s been a pleasure to work with the whole Kier team.”
James Hayward

A photograph of a hospital hallway. In the foreground, two nurses in white uniforms stand by a metal trolley. In the background, other staff members are walking. A teal circular overlay on the left contains a quote. A fire extinguisher is visible on the right wall.

**“This scheme
is symbolic of the
integration, representing
the finest bit of real estate
across all 10 of our sites ... is
a beacon of what can happen
with broader collaboration.”
Alan Rose, Trust Chairman**

York Hospital Endoscopy Unit

Largest new build in England

7 Suites including ERCP room

Using principles of Repeatable rooms and standardised components!

BIM level 2 aspiration

BREEAM - Excellent





On site now

£14M scheme

4 weeks ahead of programme – on budget!

Finish April 19



And finally, the design and operation of the unit has gone INTERNATIONAL!...both EU IFHE 17 and Brisbane 18!

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York Teaching Hospital  PRO 
NHS Foundation Trust

