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Project News

PROJECT UPDATE

By Jackie Bremner, Project Director

Work on the detailed design of the new Baird Family Hospital and The ANCHOR Centre is nearing completion. The project programme has, however, slipped due to the need for a lengthier procurement period than planned. We hope to be in a position to confirm the revised timetable in June 2019 following the completion of this exercise.

The Enabling Works, which started in November 2018, continue and are on schedule to be completed during June 2019. These works have entailed some disruption for staff, patients, neighbours and visitors, caused by the demolition works,

the road realignment and the Royal Aberdeen Children's Hospital (RACH) car park works.



Ongoing building work on the Baird site and RACH car park.

The temporary closure of the Foresterhill Road and Westburn Road junction has also taken place to allow major ground works and service diversions to be completed. The project team would like to thank everyone for their tolerance and patience during this period of disruption.

The project team continue to host awareness sessions with the aim of keeping staff and patient groups up-to-date with progress regarding these two exciting facilities. Please watch out for details of any forthcoming sessions planned for your department.

Please follow our project on Social Media for our latest news and opportunities to get involved – and invite your friends to like our pages too!



[@bairdANCHOR](https://twitter.com/bairdANCHOR)



www.facebook.com/bairdANCHOR

Dedicated project website also available at www.bairdanchor.org

UPDATE ON THE ENABLING WORKS

By Graham Davidson (Technical Supervisor)

The Enabling Works, or the preparation of The Baird Family Hospital and The ANCHOR Centre construction sites, are progressing as planned. Both Baird and ANCHOR sites are now fully established; some permanent and some temporary fencing has been erected to outline the footprint of both sites. The demolition of the Foresterhill Health Centre, Breast Screening Centre and the Eye Clinic is complete.



The ANCHOR site preparation in progress.

Work is also well underway to reduce the levels of earth from both sites in preparation for the installation of the piling mat. This is a type of recycled stone material which is laid down and used for the piling rig to travel on whilst carrying out the deep foundation piles. On the ANCHOR site, up to 1,500 tonnes of earth are being removed from site each day in order to reduce the ground levels.

The new Royal Aberdeen Children's Hospital (RACH) car park is progressing well. This is currently estimated to come into operation later in May 2019.

Water attenuation tanks have been installed on both sites. These attenuation tanks are used to ensure that rain water is collected within and released in a controlled manner to prevent flooding.

Works to divert the water culvert and main foul drainage works are now at the final stages on the Baird site. Deep excavations on the closed section of Foresterhill Road are being dug in order to install the culvert

and foul drainage diversion pipes. A high voltage electrical cable and British Telecom cable are also being diverted during the road closure. The project team are grateful for the patience everyone affected by these vital works has shown in the last few weeks.



Foresterhill Road is closed until mid-May 2019.

Finally, work on the road realignment in front of the RACH are progressing well. Deep excavations is also required in this area in order to divert the existing drainage services beyond the footprint of the Baird site.

Please let us know if you would like to be on our Newsletter Distribution List by emailing the Project Team at anna.rist@nhs.net

Spotlight on E-health Redesign and the Baird and ANCHOR Facilities

By Kelly Easton, e-Health Programme Manager

Significant IT programmes of work are under way in NHS Grampian to enable services to benefit from IT developments in healthcare. The Baird and ANCHOR facilities will also capitalise on these changes, not in isolation but as part of the larger E-health redesign that is taking place. Preparation work is currently going on through infrastructure design and service redesign to ensure that all Baird and ANCHOR teams are ready to utilise the new technologies as they become available, ahead of the move to the new buildings where possible. Here are some of the planned improvements.

Patient self check-in for ambulatory care is expected, where possible, to be the default mode of check-in for patients arriving for their appointments. The self check-in kiosks will not replace the receptionist presence but are intended to address the majority of patient arrivals where patients' personal details have not changed and/or they are arriving for a single appointment. This will allow the receptionist the time and space to help those patients who need additional support. Intended patient flows required for IT systems will be designed through input from the specialty redesign groups and administration workstream. It is hoped that a suitable clinical area can be identified where the self check-in system can be piloted and tested before the new buildings are in place.



Example of what the self check-in kiosks could look like.

The Nurse Call system in the new buildings will include additional features compared to the traditional model. The new system will include two-way communication whereby the nurse/midwife can speak to the patient to understand their requirement and urgency. The new system will also benefit from the use of cordless telephone equipment to support nursing team efficiency.

The Baird will also have an electronic baby tagging system which will be used in the Neonatal Unit and also in the maternity areas. The purpose of this system will be to enhance patient safety and security.

Most of the meeting rooms and breakout spaces will be equipped with video conferencing facilities to support virtual clinics and Multi-Disciplinary Team working. The intention is for the video conferencing and audio visual kit to be standard across the rooms to allow consistency and familiarity with use when using different rooms.

PUBLIC INVOLVEMENT ACTIVITIES – FOCUS ON PATIENT EXPERIENCE SURVEYS

By Anna Rist, Public Involvement Officer

The project has a separate Benefits Register for each building, listing a number of benefits the new facilities aim to deliver through purpose-built physical environment as well as service redesign. They cover themes such as choice and equity of care; privacy and dignity; safety; service users' emotional and psychological needs; and locating services together according to patient need.

Between March 2018 and April 2019, the project team have conducted patient experience surveys within the existing Baird and ANCHOR services and facilities, collecting both qualitative and quantitative data. This has been done to establish a 'baseline' of current experience as a comparison point for the post-project evaluation in 2023/24. This will allow the evaluation to establish conclusively whether the project successfully delivered the

improvements and benefits set out achieve in the Business Case.

Our survey questions were designed with a wide range of clinical and project staff and a range of methods were used, including digital and paper questionnaires as well as focus groups, depending on the service. The project also had great support from clinical services and the Third Sector to reach patient groups. In return, we frequently included questions that would help to support ongoing service improvement in the present accommodation before the move to Baird and ANCHOR.

From the Baird services, we collected views from the service users in Gynaecology, Breast Screening, Maternity (with separate questionnaires for women and their

partners), Transitional Care and women/couples using the Islands Accommodation at Aberdeen Maternity Hospital. The highest response rate was to the online Maternity survey, where nearly 300 people (226 women and 52 partners) gave their views.

For the ANCHOR services, Haematology and Oncology patients in wards 307, 310 and Clinic D receiving treatments or attending for outpatient appointments were asked for their feedback. Young people aged 16-24 with experience of ANCHOR services were also asked for their views of the current facilities, as well as their preferences for the new Teenager and Young Adult lounge in The ANCHOR Centre.

Focus on our Maternity survey

The Maternity services patient experience survey was carried out between July and August 2018. Here are some more details about it.

- The survey had the broadest reach and highest participation rate of all the surveys we have carried out in the last year.
- It was a digital survey, shared on social media and by Third Sector partners to their networks. All respondents had had a baby in Grampian in the last 3 years.
- Initially planned to be women-centred, a separate partners' survey was included after further consideration to reflect the holistic approach to 'family' at the Baird.
- Results make a strong case in support of a new hospital and the ongoing service redesign.

Examples of results...

Thinking of the facilities where your care was delivered (including scans and other specialist appointments), did you feel that your surroundings helped to maintain your privacy and dignity?

68.1% YES, 31.9% NO

Many women mentioned the ageing, not fit-for-purpose facilities lacking basic provisions, such as the missing en-suite bathroom facilities in Labour Ward or the bed bays separated only by curtains in the shared induction ward. Many also stated how distressing it was to leave the scanning department after receiving bad news, describing the corridor doubling as a waiting room as 'running the gauntlet'.

Thinking about your partner's stay in hospital, were you able to stay with her as much as you wanted?

38.5% YES, 59.6% NO

Several partners left comments expressing deep upset at being separated from mum and baby overnight if a stay in the postnatal ward was required. They felt they could have provided help and support to mum in the busy ward, and that the separation undermined their equal role as parents. While the Welcome Wards initiative now allows partners to stay in principle, the current accommodation is not suited to this and keeping families together can be challenging.

What will we do better in the Baird?

Most of the issues identified in the survey are already known to the service and project team, and will have been key considerations for the new hospital from the start. Here are some of the improvements the Baird will bring:

- **Sensitive separation of patient flows to avoid unnecessary upset.**
- **Single room with en-suite provision for induction, labour and postnatal care.**
- **Pantries and facilities for partners to stay – caring for the family, not woman only.**
- **Proximity to the Lady Helen Parking Centre for easy access, and drop-off/pick up facility in the undercroft car park.**

GRAHAM bring Virtual Reality (VR) to Foresterhill

Chris MacLeod, Framework Director, GRAHAM Construction

This spring, GRAHAM's Digital Construction Team visited Aberdeen to demonstrate to clinicians what their new facilities will look like. They have been immersing clinical staff in Virtual Reality (3D Digital models) drop-in sessions and workshops.

At the sessions, NHS staff, complete with futuristic headset and controls, were able to view rooms from The Baird Family Hospital such as breast, gynaecology and obstetrics theatres, non-obstetric recovery bays and birthing suites, dirty utility, clean utility and consulting rooms. The treatment suite from The ANCHOR Centre was also available to view.

The process, which virtually brought each of the rooms to life, has really helped to create a clear sense of what each space will be like for patients and clinical colleagues, generating further excitement and anticipation around these world class facilities.

The workshops were a resounding success with NHS Grampian keen to hold similar

events in the future, fine-tuning design and supporting GRAHAM's commitment to delivering lasting impact for the healthcare sector.



One of our NHS colleagues trying out the VR headset and controls at a session at Aberdeen Maternity Hospital.

Other News

RUMOUR HAS IT!

In all big projects, there can sometimes be misinformation about project facts. This section tries to respond to the rumour mill, at least the ones the Project Team hears about! We hope this information provides some clarity but, as always, please get in touch with the team if you would like to discuss any of these.

Heard on the grapevine.....

- **Both the Baird and ANCHOR buildings will have 100% new equipment.**

There is an equipment budget that will provide appropriately for both buildings, but the overarching principle to be applied to equipment will be that if kit is fit to transfer, it will be transferred. A significant piece of work is underway to assess what the level of equipment to be transferred will be and what new items will be purchased.

- **The facilities will be built with charitable funding**

The £163.7m funding to build the Baird and ANCHOR facilities is wholly NHS Scotland capital funding. The project will also benefit from charitable funding, raised by the Friends of ANCHOR and the Friends of the Neonatal Unit as our principal charitable partners, and these funds will be used to provide the “extras” such as higher specification of furnishings, artworks, planting and furniture on the terraces and so on.

- **Patients and families will be charged to stay in the Baird Patient Hotel**

The name “Patient Hotel” is a working title only at this point and a decision on the final departmental name will be decided in due course. There will be no charge to any users of the Hotel and this is an area we are confident will attract charitable support to ensure the provision of high quality accommodation to provide for patients and families.

- **There will not be enough in-patient beds in the Baird**

The NHS team were supported by independent healthcare planners at the start of the project and spent most of 2015 undertaking detailed work analysing health intelligence clinical activity figures. This work, combined with the aspirations of service redesign which will see the delivery of some clinical services in the future being different to how they are provided just now (e.g. more ambulatory accommodation provided therefore less reliance on in-patient beds) mean that the Project Team are confident that the number of in-patient beds provided will be suitable for the immediate and medium-term future. This work has also been further independently scrutinised as well as being approved by the Scottish Government. In addition, increased maternity capacity has already been created by the recently refurbished Peterhead Community Maternity Unit and the newly-commissioned Inverurie Community Maternity Unit as the NHS Grampian Maternity Strategy is implemented.

- **The buildings will provide additional patient and staff car parking**

This is always a question we get asked at staff awareness sessions. There is an agreed total number of patient and staff car parking spaces across the Foresterhill Health Campus. The Baird and ANCHOR project will have some provision of parking close to the new facilities but this will be within this agreed overall total.