

# The Baird Family Hospital and The ANCHOR Centre Project Newsletter

ISSUE 5 – SEPTEMBER 2016

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## Project News

### PROJECT UPDATE

By Jackie Bremner, Project Director

The Baird and ANCHOR Project is on track to be completed as planned during 2020.

Work to recruit a Principal Supply Chain Partner (PSCP), the contractor and design team for the project, is now nearing completion with the appointment process due to be finished in early November 2016. In addition, work to appoint the joint cost advisor for the project is now complete and the appointment will be confirmed by the end of September 2016.

Once the PSCP and joint cost advisors are appointed, work to progress the detailed designs for The Baird Family Hospital and The ANCHOR Centre can get underway, with plans being put in place to submit the Outline

Business Case for approval during the spring of 2017.

During recent weeks the project team have continued to hold a series of staff awareness sessions in Aberdeen. Visits to Orkney and Shetland have also taken place. During these very valuable visits to the Islands the team met clinical and management colleagues, patient groups and voluntary sector colleagues to tell them about the project and to get their feedback to help to shape the services delivered from the new facilities.

In addition, the team met in September with the Aberdeenshire Integrated Joint Board (IJB) to make sure they too have the

opportunity to influence the services to be delivered from these new facilities. Plans are also in place to visit colleagues in NHS Highland in November 2016.

We would like to extend our grateful thanks to the many staff who have been involved over recent months in the development of circa 1,350 room data sheets, one for each room in

the new facilities; these are now nearing completion and ready for sign off. This has been an enormous task for the project team and staff from a wide variety of services. This information is a key building block for the project and the dedication and hard work required to complete this important exercise is very much appreciated.

## **VISITS TO SHETLAND AND ORKNEY**

**By Anna Rist, Public Involvement Officer**

The Baird Family Hospital and The ANCHOR Centre project team are keen to engage with all staff, patients and Third Sector organisations with a stake in maternity, breast, gynaecology, neonatal, reproductive, oncology or haematology services provided in Aberdeen. As both Baird and ANCHOR will also cater for Islands patients, service project managers Gail Thomson and Louise Budge travelled to Shetland in August and Orkney in September to deliver project updates and to get local views and comments.

NHS Shetland clinical and management colleagues as well as the Public Partnership Forum came to see the reference designs for the new developments. Gail and Louise also met with representatives from Sands (the stillbirth and neonatal death charity) and Friends of the Special Nursery (a charity supporting the Neonatal Unit at Aberdeen Maternity Hospital). They even took a suitcase full of Friends of the Special Nursery fundraising merchandise from Aberdeen to Lerwick to help with a small transportation problem!

The Orkney visit got off to a delayed start from the foggy Aberdeen airport, but once in Kirkwall, Gail and Louise met with NHS Orkney clinical and management colleagues as well as service users and representatives from CLAN, Macmillan and Friends of the Special Nursery. Some gorgeous Orcadian babies made up the youngest focus group the team has had so far!

Feedback from both visits will contribute towards the final designs for both buildings as well as the service redesign agenda. The project team is grateful to everyone for their contributions.



Orcadian babies and their mums giving their views on The Baird Family Hospital plans



New – dedicated project website available from October 2016 at [www.bairdanchor.org](http://www.bairdanchor.org) !



Follow us on Social Media for latest project news and opportunities to get involved – and help us reach 500 likes by Christmas!

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

[www.facebook.com/bairdANCHOR](https://www.facebook.com/bairdANCHOR)

## Baird News

# SPOTLIGHT ON MATERNITY SERVICES IN THE BAIRD FAMILY HOSPITAL

By Jane Raitt, Project Midwife

Clinical colleagues, service users and the project team have worked in partnership to develop a comprehensive clinical strategy to determine how our future maternity services will be delivered in The Baird Family Hospital by 2020.

Our shared vision and philosophy of care is one where all maternity related services and communities work closely together to support women and families to give their children 'the best possible start in life'.

In planning for the future, the maternity team have considered the maternity pathway on the basis of minimising hospital stay, maximising ambulatory care and optimising the use of Community Maternity Units in an integrated whole Grampian maternity model. This has resulted in a more balanced in-patient to ambulatory care pathway with improved and better integrated facilities for the future which is consistent with the NHS Grampian Maternity Strategy.

In addition to the reconfigured in-patient and ambulatory care capacity, the maternity service will benefit from access to an increased number of 'hotel' type facilities which will both prevent admission and/or enable earlier discharge from The Baird Family Hospital.

An ambitious programme of service redesign has already commenced, overseen by the Best Possible Start in Life Project Group to help us to start to prepare now for how we intend to deliver our services in The Baird Family Hospital. These streams of work will ensure that we deliver on the provision of modern fit for purpose facilities.

The maternity outpatient service will benefit from improved co-location of facilities, and integrated working:

- Early Pregnancy Assessment Unit (EPAU) including a Hyperemesis Day Unit
- Ultrasound Department and Fetal Medicine Unit

- Antenatal Day Assessment Unit (ANDU)
- Antenatal Clinic (ANC).

The maternity inpatient service will benefit from much improved facilities:

- 24 hour dedicated Triage Centre with dedicated 'triage' call centre, and 'Intermezzo' triage lounge

- Co-located induction of labour suite with the obstetric birthing suite
- Obstetric birthing suite with birthing pool
- Discrete annex for bereaved parents
- Community Maternity Unit with three birthing pools
- 100% single room accommodation in inpatient wards with facility for partners to stay
- Family centred philosophy

### Recent Patient Opinion feedback for Baird services:

*'I had my baby last week. We were so happy with our care especially from the student Midwife Eilidh and her supervisor Linda! Linda's confidence in Eilidh was apparent. Eilidh was confident and knowledgeable and we were really happy with the care she afforded us. Eilidh is going to make a wonderful Midwife and all ladies in her care will be very lucky.'*  
(AMH, September 2016)

*'Thanks for helping me to safely bring my daughter to this life. I felt supported and encouraged all the time with amazing professionals, talented and very kind, positive attitude and caring staff from the Midwife Unit, Labour Ward, nurse anaesthetists and Postnatal Ward.'* (AMH, August 2016)

*'Three weeks ago I found a lump in my right breast and attended my GP who referred me to the Breast Clinic. From the minute I entered the hospital and went for my mammogram I was treated with kindness and compassion. The service was seamless and I went from mammogram to consultation with a consultant. I then had an ultrasound of my right breast by a radiologist which was then reviewed by a consultant before a fine needle aspirate was taken from my lump for analysis. All this was done in 3 hours, what an excellent service. Thank you to all the staff who were busy but not too busy to treat me like a human being and not just another one of many people they will have seen today.'* (Clinic E, August 2016)



## ANCHOR News

### THE ANCHOR TEAM WORKING IN PARTNERSHIP WITH THE THIRD SECTOR

By Anna Rist, Public Involvement Officer

The ANCHOR Centre project team have built productive partnerships with local and national Third Sector organisations to help achieve the best possible services for patients and their families or carers. An example of one such partnership is their work this year with Friends of ANCHOR, a local charity supporting the ANCHOR Unit.



Project team members with Courage on the Catwalk Alumnus Karan Taylor.

In March, Friends of ANCHOR invited the team to run focus groups during the rehearsals of their annual 'Courage on the Catwalk' fundraiser. Extremely useful feedback was collected from current and

former patients on the design of space and services in The ANCHOR Centre.

In July, the Project Team were invited back for another set of focus groups for the Courage on the Catwalk alumni, this time focusing on what could be improved in the existing services. The July event was also preceded by a 'Men's Vision' breakfast, again hosted by Friends of ANCHOR, to capture views and experiences of male patients and their families.

The ANCHOR team have also been supported by Maggie's Aberdeen and CLAN Cancer Support this year. Maggie's hosted us in May 2016 for an ANCHOR Centre project update to their support groups and we have been invited back to discuss the Baird plans with the Breast and Gynaecological Cancer groups.

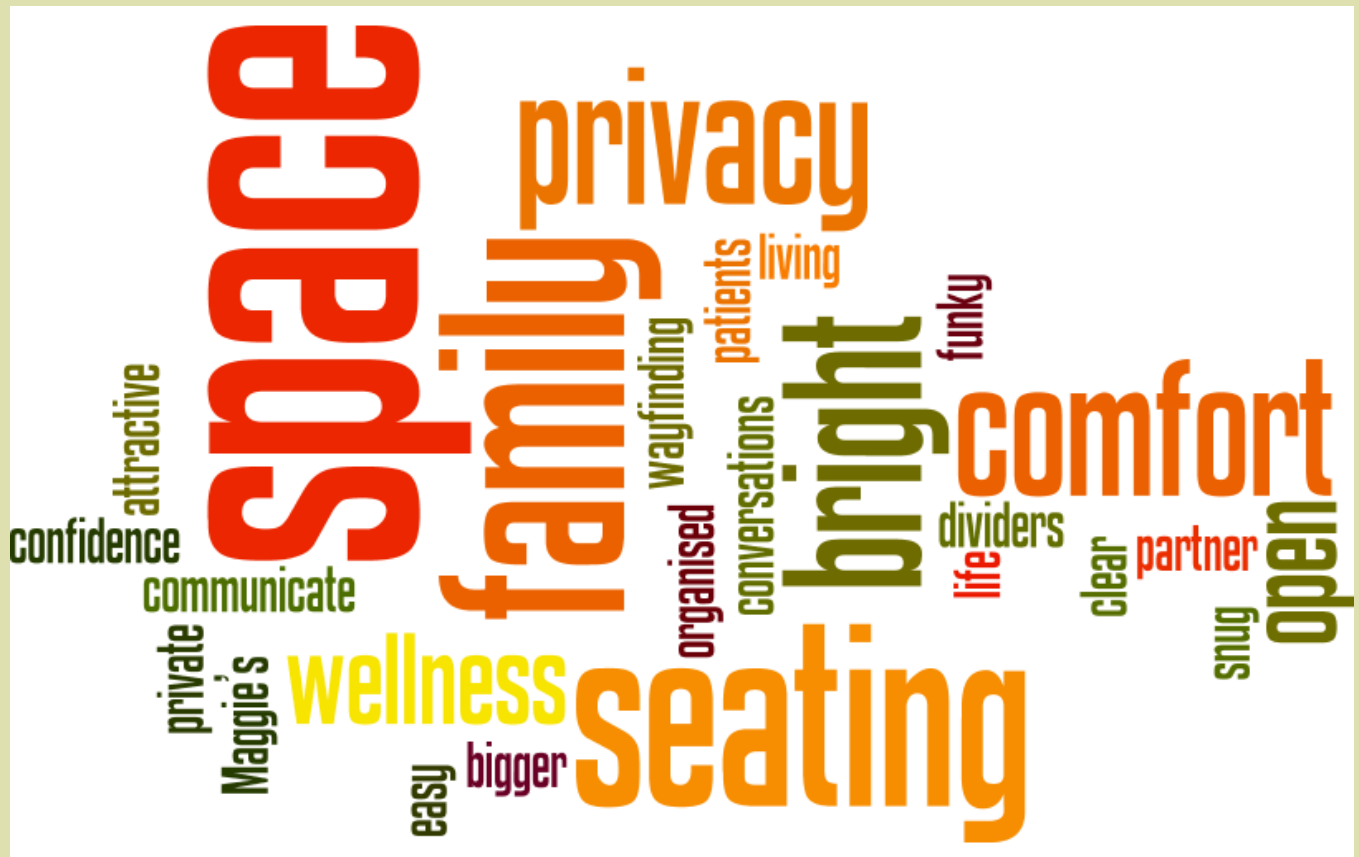
CLAN invited the ANCHOR team in September 2016 to hold a focus group with CLAN Haven residents to find out more about the needs of patients travelling to Aberdeen from remote areas, including

Moray, Highlands and the Islands. Poignant feedback was received about the need for improved video conferencing facilities to overcome weather-related challenges with patients travelling by air.

The ANCHOR team are grateful to all who gave their valuable comments in these events and look forward to more public engagement as the final designs are developed over the coming months.

## The ANCHOR 'wordle'

This 'wordle' word cloud was compiled from the feedback regarding how patients and their families would like the Entrance and Reception area in The ANCHOR Centre to look like. The bigger the word, the more often it was mentioned in the feedback. A bright, attractive, open space which would accommodate the patients' families and have plenty of comfortable seating was a priority for many. The Entrance and Reception spaces should also inspire wellness and confidence. Finding your way around should be easy. The area should also take account of individual choice by offering quiet 'snugs' for those who need them.



## Other News

### FOCUS ON OUR SERVICE PROJECT MANAGERS LOUISE BUDGE (ANCHOR) AND GAIL THOMSON (BAIRD)



Gail Thomson and Louise Budge are the Service Project Managers on the Baird and ANCHOR Project Team. These roles have been designed to work with the operational management and clinical teams to ensure that clinical service redesign is achieved in order for patient and service improvements to be realised in the new facilities.

Communication with staff, patients and other stakeholders is a key part of the role, as well as liaising with other local, regional and national partners. Both Louise and Gail

have worked in operational management for over 20 years respectively.

Louise has spent the majority of her management career as part of the operational management team in Mental Health and Learning Disabilities Services for NHS Grampian. This post included involvement in various revenue and capital projects and service redesign throughout NHS Grampian. Louise moved to the post of the ANCHOR Centre Service Project Manager in summer 2015.

Gail joined the Project Team in early 2015 as the Baird Family Hospital Service Project Manager. Her career has involved time in ARI in administrative management roles, Business Manager for Aberdeen City Community Health Partnership and ten years working in Royal Aberdeen Children's Hospital as operational manager, where she was involved in planning and commissioning the new RACH. Most recently, Gail was the Unit Operational Manager for the clinical services which will relocate to the Baird in 2020.



## RUMOUR HAS IT!

In all big projects, there can sometimes be misinformation about project facts. Some of these rumours take on a life of their own. This section in future newsletters will try to respond to the rumour mill, at least the ones the Project Team hears about!

### Heard on the grapevine...

- **The ANCHOR Centre is named after the Friends of ANCHOR charity**

*While the Friends of ANCHOR are highly valued Third Sector partners to NHS Grampian in this project, The ANCHOR Centre will be built, funded and operated by NHS Grampian. The acronym 'ANCHOR' actually comes from the words Aberdeen and North Centre for Haematology, Oncology and Radiotherapy. The ANCHOR clinical services have been delivered in the Aberdeen Royal Infirmary under this acronym for over 20 years, supported by the Friends of ANCHOR charity who make a huge difference to patient and staff experience by supplementing the NHS provision.*

- **There will not be enough maternity beds in The Baird Family Hospital**

*A significant amount of detailed planning has been undertaken since early 2015 to ensure that all clinical services are provided for appropriately in the new hospital. As the new hospital gives us the opportunity to think about how we deliver services in a different and improved way, the very clear strategy developed with patients and staff is that we provide care for patients in out-patient/ambulatory settings wherever possible. This will then appropriately reduce our need for in-patient beds. This is the ethos which has been applied to planning for the maternity service, as well as for breast and gynaecology in-patient services. The conclusion of this is that the new hospital will have a reduced number of in-patient beds compared to current provision, but this will be supported by enhanced ambulatory provision. Maternity provision in Grampian also includes a maternity unit at Dr Gray's in Elgin, a Community Maternity Unit (CMU) in Peterhead, currently being upgraded and a new CMU due to be built and opened in 2018 on the Inverurie Hospital site as part of the new Inverurie Health and Care hub. We are confident that our planning is robust and patients will be cared for in the right place at the right time!*

**Please get in touch if you want to be clear on project facts and progress!**

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](mailto:anna.rist@nhs.net)