



Queen Mary's Hospital Sidcup - A Hospital Designed Together

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Improving lives

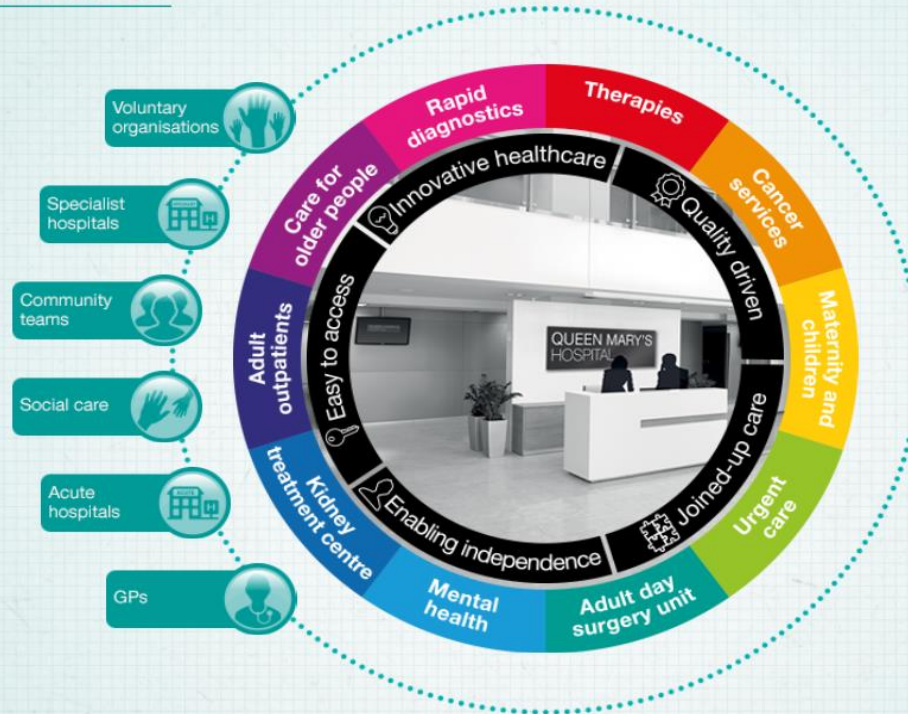


South London Healthcare dissolved and the future of Queen Mary's Hospital was at risk in 2013.....

Collectively we co-designed and produced a refurbished healthcare campus with outpatients, elective surgery, MSK, phlebotomy, ophthalmology, hospital dentistry, urgent care centre, intermediate care, dementia care, inpatient mental health wards and new cancer, children's and kidney treatment centres

Over 7 years partnership working with local people, commissioners and 14 healthcare providers as equal partners to design services with the input of people that need and use them

The vision



NHS

Bexley
Clinical Commissioning Group

NHS

Dartford and Gravesham
NHS Trust

NHS

King's College
Hospital
NHS Foundation Trust

NHS

Guy's and St Thomas'
NHS Foundation Trust

NHS

Lewisham and Greenwich
NHS Trust

LONDON BOROUGH OF
BEXLEY

h

hurley group

DIAVERUM

Alliance Medical

INHEALTH

Diabetes
Cancer
Care

WE ARE MACMILLAN.
CANCER SUPPORT

Cruse
Bereavement
Care

Our Aims

- Provide care closer to home for Bexley residents
- Improve care facilities
- Improve the environment of care – respectful, calming, welcoming and adapted to patients needs
- Prevent crises and relapses into acute hospitals
- Lower operating costs and create financial sustainability
- Create environmental sustainability

Community engagement

- Public launch
- Co-production essential in creating a better patient environment
- Creation active and influential of the patient experience group – including Oxleas, Bexley CCG and patient experience representatives



During our 7 year Project

- Bi-monthly meetings with our patient group
- Review of design, together, at every stage
- Regular site visits
- Engagement of relevant community groups in Cancer Centre & Children's Centres
- Use of questionnaires, for instance the parking, and way-finding plans were led by the patient experience group
- Regular Presentations in a range of forums e.g. Bexley patient council and pensioners forum
- Monthly public newsletter
- Integration of feedback from the CCG mystery shopper scheme



One of our many patient experience site visits

Artwork project
with children to
design the
Acorns
Children's
centre



Artwork project
with patients to
design the Adult
Learning
Disability
Department



Sherwood Park pupils visit the site and share their art work relating to our project

Design and progression of the Cancer Centre





The patient experience team choosing chairs for waiting areas and testing technology in Urgent Care

- Excellent patient experience and environment of care
- 14 different providers working together in a thriving healthcare hub for local residents
- Investment of over £50m



QMH now provides

Inviting, spacious environment easily navigable, conducive to patient well being

Accessible local services

Specialist clinical services

Lower infection rates

Improved car parking

Excellent PLACE Scores

Cutting edge healthcare technology

'One stop shop' care in purpose built environment



The Future

- Continuation of the mystery shopper scheme
- Using the relationships we have formed to create a platform for future patient experience projects
- Presentation of our journey in a multitude of forums
- Transfer of patient experience volunteers into other projects within Oxleas
- Replication of this model in other localities – we have been sharing our patient experience journey during site visits by NHS England, other CCG's and acute trusts looking to undertake similar projects
- Site visits for our local community – primary schools, local MP, counsellors

What did we learn?

1. To embrace the challenge of co-production
2. To spend time getting it right first time
3. Be prepared for the unexpected
4. It was only possible to achieve an outstanding Outcome by working so closely with our patient Experience group

