Queen Mary’s Hospital Sidcup - A Hospital Designed Together

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March 2020

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.
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
Co-design

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
Outcome

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