



Queen Margaret Development Project



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Welcome to this extended edition of the newsletter.

Find out more about the new Regional Endoscopy Unit, community service moves and the reception redevelopment.

To read earlier newsletters please visit www.nhsfife.org/queenmargaret



There's been a lot of activity on-site over the last few months as we work to improve the experience of our patients.

Latest News

Travel Plan and Car Parks

Over the last few months a wide range of works have been undertaken to improve access to and parking at Queen Margaret.



Car Parking Improvements: Finalising works at Car Park 2 in late Spring (above).

As a result:

- An additional 17 blue badge spaces have been created, bringing the total number of disabled parking spaces to over 50
- Eight new parent and child spaces have been created close to the main entrance
- Nine dedicated short stay spaces have been created to assist relatives and carers in dropping off and picking up patients
- A new one-way system has been implemented on-site to improve access and safety

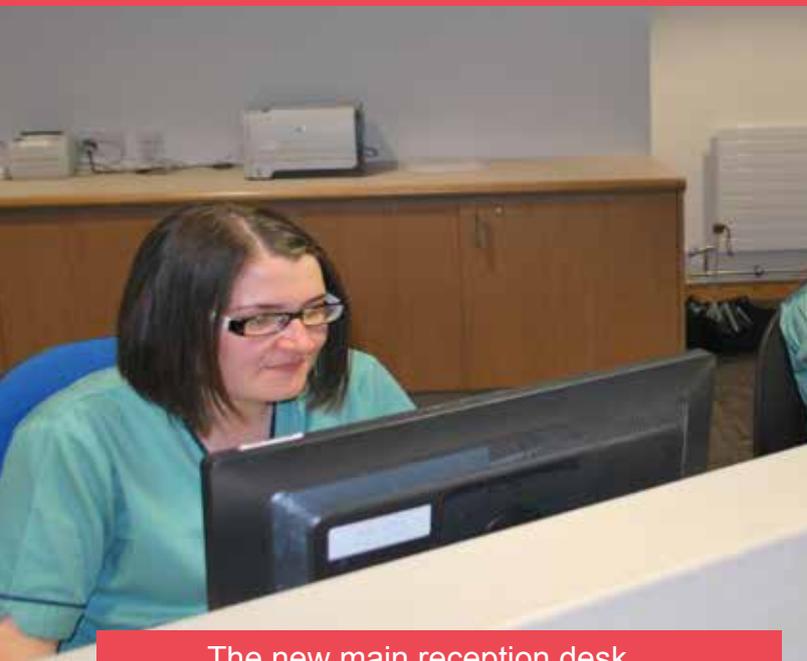
In addition, pick-up and drop-off zones are being remodelled outside the main entrance to increase capacity and a taxi rank is also being created.

Improvements to the bus stop and roadways are currently being finalised and it is expected that all works will be completed by early August.

We'd like to thank patients, visitors and staff for their patience during these external works.

Hospice

The Hospice Ward, which was temporarily relocated to Ward 13 whilst essential drilling works were undertaken, has now moved back to its original home at Ward 16.



The new main reception desk.

Reception Developments

Work to transform the main reception and entrance has seen a number of new facilities open to patients and visitors.

The new reception desk was completed at the beginning of July, along with enhanced public toilet facilities and new infant feeding and infant change rooms.

Accommodation for a new Carers' Information Hub has also been created, which will provide information on organisations offering support and advice to carers, along with a range of wider health information. The Hub will be developed over the next few months.

Further work is also being undertaken on a new changing facility for disabled visitors. Part of the national Changing Places scheme, it will include a height adjustable changing bench and hoist.

It is expected that all final works on the main reception will be completed by early autumn.

Work on the reception has had to be undertaken in a number of phases, and has meant that we've had to screen off parts of the reception area and temporarily change access to clinics to allow us to complete the new facilities.

Whilst we have tried to minimise any inconvenience over the last few months, we appreciate patients, staff and visitors' understanding.

Aroma Coffee Shop Opens

The new 'Aroma' coffee shop opened in the main reception area in April.

Staffed and managed by NHS Fife, the NHS Scotland branded facility complements the WRVS coffee shop already on-site.



'Aroma' provides a range of hot and cold snacks alongside a selection of newspapers, with all profits reinvested in patient care.

Currently open Monday to Friday, the coffee shop is also set to open at the weekend from early autumn.

Over the last few weeks additional comfortable seating has been added to the café area, with plans to expand outdoor seating in the adjacent courtyard for use in spring and summer.



In Focus: Research & Development

Our 'In Focus' section takes a look at services on the Queen Margaret site, providing a further insight into hospital activity. In this edition we look at the Research & Development Department.

NHS Fife's Research and Development Department is an important hub for local, national, and international research, playing a key role in shaping the way that healthcare will be delivered in the future.

Established in 2002, the Department moved from Lynebank Hospital to Queen Margaret in 2013. Over the years the Department has expanded from two part-time members of staff to over 17, including 10 research nurses.



The Department specialises in providing guidance on research design, critical appraisal of research evidence, and the interpretation of statistics and other data relating to areas including dementia, mental health, diabetes, rheumatology, and oncology.

It also serves as a facility to organise the conduct of clinical trials and develop any staff as researchers, including those who may be undertaking postgraduate courses.

NHS Fife staff involved in research have already contributed to service improvements in areas including cardiology, rheumatology, oncology and stroke, and patients from across Fife play an important role by taking part in research projects.

Research is an important part in improving services and the Research and Development Department at Queen Margaret allows NHS Fife to make a sizeable contribution to the national research and development agenda.

Did you know?

- Over 1400 Fife patients/participants took part in studies in 2013/14
- 196 research projects ran in Fife in 2013/14
- Almost 5000 people in Fife have now signed up to the Scottish Health Research Register (SHARE) - www.goshare.org.uk



Service Developments

Work on clinical facilities and wards is gathering pace.

The new Endoscopy and Clinical Intervention units opened in late spring, marking the completion of the first diagnostic and treatment facilities on-site. Work on other areas is well underway.

Regional Endoscopy Unit

New purpose-built Endoscopy facilities opened to patients at the end of May.

The first-floor accommodation replaced Endoscopy facilities already on-site, significantly improving the environment for patients.

The state-of-the-art unit provides not only a local service for Fife patients but diagnostic and surveillance tests for patients from NHS Lothian and NHS Forth Valley.

From the end of May to the beginning of July over 500 patients had been treated at the unit, which operates seven days a week.

The new unit has two procedure rooms, eight assessment rooms, and excellent admission and recovery facilities.

Pre and post procedure care is separated, with increased privacy for patients.



Transformation: Work underway in 2013 (above); the reception area of the new Endoscopy Unit (below).



The facilities also include a new modern Endoscopy reprocessing unit, used to decontaminate endoscopy surgical equipment, which provides a better working environment for staff.



Clinical Intervention Unit

The Clinical Intervention Unit has also moved from existing facilities at Queen Margaret to a permanent purpose-built unit on-site.

The service, which undertakes a range of day activities including blood transfusions and rheumatology treatments, has moved to new accommodation adjacent to Endoscopy and Day Surgery.

Patients using this service have been very positive about the new unit finding it light and open with a friendly and supportive atmosphere.

Older People's Wards

Upgrading work on the Older People's Wards (Wards 5, 6 and 7) is almost complete.

The wards are brighter and more welcoming and a number of alterations have been made to enhance facilities including replacement flooring and ceilings and enhanced toilet and shower facilities.

Significantly, patients will have access to an outdoor courtyard area.

Preliminary work is underway to look at upgrading the courtyard to make it a relaxing and therapeutic space for patients.

The wards, which temporarily relocated to Wards 17-20, are due to move back in the middle of August.



Day Surgery

Work continues on the Day Surgery unit, which will provide separate facilities for patients who require to stay overnight.

Special day surgery trolleys have recently been introduced benefiting patients and providing greater comfort.

The majority of day surgery patients will now be able to use this equipment until they have sufficiently recovered from surgery.

Future newsletters will bring you all the latest information as this work progresses.

Urology

Work is currently underway looking at the most appropriate timing for the service to move in.

Outdoor Space: The newly created access to the internal courtyard. Work is now underway to upgrade this area for patients.



Primary Care Resource Centre

The development of the Primary Care Resource Centre has been taking place for some time. This involves the relocation of services from Carnegie Clinic and Abbeyview Clinic.

Members of the public and staff have indicated their affection for the Carnegie Clinic, as a result it has been decided that the name 'Carnegie Unit' will be applied to the area within Queen Margaret which will be providing the services which are integrating and relocating.

The first three services from Carnegie Clinic – Adult and Child Physiotherapy Services and Children's Occupational Therapy - are due to move into new accommodation at Queen Margaret in the next couple of months.

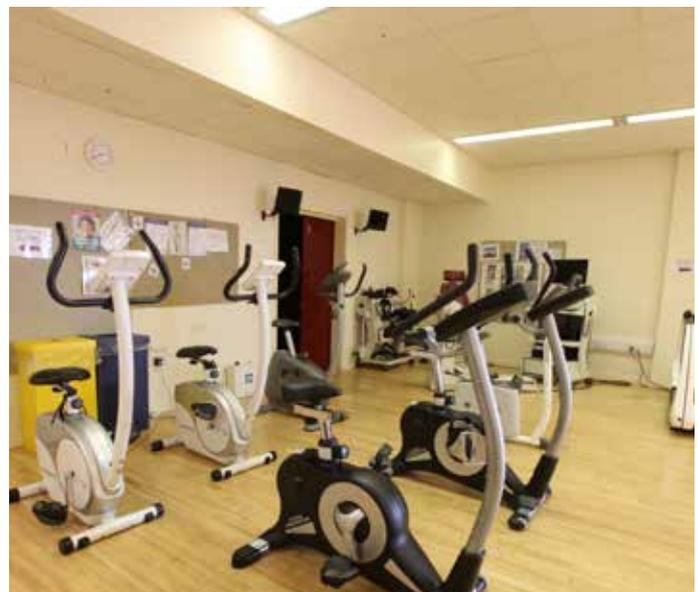
Physiotherapy

The Adult Musculoskeletal (MSK) and Child Health Physiotherapists at Carnegie Clinic are set to relocate to Queen Margaret in late summer.

Although adequate, the Carnegie accommodation is small and lacking in confidential areas.

The move will allow out-patient activity from Carnegie Clinic to move alongside the existing Queen Margaret Physiotherapy Team.

Based within the ground-floor Therapies Department at Queen Margaret, the new Adult and Child Health Physiotherapy accommodation will provide a more welcoming environment for patients and increase the range of physiotherapy treatment options available.



Improved gym facilities at Queen Margaret will replace those at Carnegie Clinic (above)

It will allow:

- Access to a large gym area for rehabilitation work with patients who have complex musculoskeletal problems and those recovering from surgical procedures
- Access to the hydrotherapy pool for adults and children.

The physiotherapy service is moving towards a way of working which means closer liaison with diagnostics, consultants, chronic pain, hand, continence and pelvic health services.

Being beside other specialist services makes this easier to achieve.

Children's Occupational Therapy (OT)

Children's OT works with children from birth to 18 years with difficulties impacting on their ability to perform and participate in daily activities.

Support focuses on occupational engagement within the home, school and community eg play, feeding, toileting, accessing the curriculum/hobbies/leisure.

The service is set to move from Carnegie Clinic to Queen Margaret in autumn and will be based within the Therapies Department.

A new OT gym is being created which will provide a dedicated, modern therapy space for the Service.



Large enough to accommodate drop-in activities, it provides further opportunity for group work.

Children's OT will be located alongside Physiotherapy, allowing closer working relationships and further opportunities for training.

In addition, Queen Margaret will provide improved accessibility for families, with better changing facilities and hoisting systems available.

Work is well underway on the accommodation requirements for other services from Carnegie and Abbeyview Clinics.



We'll bring you all the latest news on these developments and further service moves in future editions of the newsletter.

Our Volunteers

NHS Fife currently has over 500 volunteers undertaking a wide range of activities. From ward helpers, entertainers and drivers to hospital greeters, each volunteer's work plays an important part in patient wellbeing.

Here we take a look at a couple of the volunteer initiatives running at Queen Margaret and hear from our volunteers.

Hospital Greeters

The hospital 'meet and greet' service is an initiative which has been recently introduced at Queen Margaret, following the success of similar projects in St Andrews and Kirkcaldy.

Volunteer greeters, who are based at the main entrance, welcome and assist patients and visitors, provide a friendly face, at what can sometimes be an anxious time for some people.

Sandra Brown and Julie Daniels, both from Dunfermline, are two of the volunteer greeters taking part.

Julie, who has been involved in voluntary work for the last three to four years, said: "I love being



Greeters Julie Daniels (left) and Sandra Brown.

a greeter – some people are so anxious when they come to hospital but a cheery smile and a ‘good morning’ can be enough to make them relax, and many patients enjoy having a chat too.

“For a lot of people it will be their first visit and they won’t know their way about, we’re here to assist.”

Sandra, who decided to become a greeter after finding she had some spare time on her hands, added: “I’m enjoying the experience and the patients really seem to appreciate the assistance that we give.

“I’m now looking for other opportunities to volunteer at Queen Margaret and am looking forward to becoming more involved.”

The ‘meet and greet’ initiative currently runs two days a week, with plans to increase this in the coming months as more volunteers take part.

Ward Helpers

Ward helpers are involved in a range of tasks, from spending time talking with patients to making tea. There are a number of volunteers who assist in wards across Queen Margaret.

Anne Watson, a ward helper on Ward 17, has been a volunteer at Queen Margaret for over 6 years and enjoys her daily chats with patients.

She said: “I get great satisfaction from

volunteering. On my original application form I was asked ‘do you have a skill?’

“My response was simple - ‘If talking is a skill I can talk for Scotland!’”



Ward Helper Anne Watson

Anyone who is interested in volunteering opportunities with NHS Fife can contact Liz Nicol, NHS Fife Volunteer Manager, on 01592 729971 or email elizabeth.nicol@nhs.net for further information

Further Information

If you have suggestions for any areas you would like to see covered in future editions please contact Margaret Henderson, Project Lead and Divisional General Manager, at margarethenderson1@nhs.net or 01383 623623.

To request this newsletter in an alternative format or community language contact the Equality & Human Rights team on 01383 565142 or email fife-uhb.EqualityandDiversity@nhs.net