



University of the
West of England

Knowledge
Transfer
Partnerships

North Bristol 
NHS Trust



Stakeholder Involvement in Healthcare Design



University of the West of England (UWE)

Bristol UWE is one of the UK's largest universities. UWE has an undergraduate and postgraduate population of around 23,000, supported by an academic team numbering in excess of 1,000. UWE prides itself on excellence in knowledge transfer and the development of professional practice.

The University focuses on:

- user-led, innovative research and consultancy
- effective and long-lasting relationships with businesses, public services and communities
- teaching and learning for employability
- continuing professional development for lifelong learning

UWE Faculty of the Built Environment is one of the largest centres in Europe for teaching and specialist research in the built and natural environments.

North Bristol NHS Trust

North Bristol NHS Trust has one of the broadest ranges of specialties and employs nearly 8,500 staff. In 2004/05 the Trust delivered over 5,000 babies, cared for more than 90,000 people who came to its emergency departments, saw over 300,000 outpatients, cared for over 100,000 inpatients and day case patients and the radiology department performed approximately 300,000 examinations.

North Bristol NHS Trust provides care from two large acute hospitals – Frenchay and Southmead – and from a variety of smaller locations, including Cossham, Orchard View, Riverside Unit and community-based sites.

The majority of its work is the provision of all hospital based medical and surgical services to a local population of 500,000 people in North Bristol, South Gloucestershire and North Somerset.

Specialist regional services include neurosciences, burns and plastic surgery, orthopaedics, pathology and renal services for people living in the former Avon area, Gloucestershire, Somerset and Wiltshire and also throughout the South West Peninsula. The Trust's international reputation means that it also receives referrals from all over the UK and overseas.

The Trust is working in partnership with other NHS organisations in the area to improve local healthcare. The Bristol Health Services Plan (BHSP) will provide care closer to patients' homes through a network of community hospitals and facilities; provide the best possible acute health care by bringing together specialist acute hospital services at the Bristol Royal Infirmary and the Southmead site; and significantly improve the environment and safety in which our patients receive care.

Many of the hospital buildings currently in use in Bristol are in very poor condition, are badly configured and are not acceptable for the delivery of good quality patient care in the 21st century. The BHSP provides an opportunity to change and improve the Trust's facilities and services so it can deliver the best possible healthcare locally.

The NHS's plans for North Bristol and South Gloucestershire bring together modern healthcare systems and innovative design principles with the aim of delivering appropriate care in the right place, by the right staff. The plans are likely to be completed by 2013.

The Knowledge Transfer Partnership Project:

Health Trusts are obliged to canvass views of all stakeholder groups on design of future hospital services via an Engagement and Consultation Strategy. The Trust originally partnered with the University of the West of England's Faculty of the Built Environment to develop a generic IT based system for stakeholder consultation on design and to use academic methodology to rank the results. However, it soon became apparent that the tool would not generate sufficiently detailed and useful information about design preferences. Furthermore, it was seen to be limited in terms of its ability to reach out to groups that could not use the Internet. It was agreed that work was urgently needed on the more fundamental issue of how best to engage people in the design of services and facilities.

The project therefore refocused to concentrate on finding the best methods of involving stakeholders, and investigated the barriers, frictions and structure of proper public and patient involvement. The Associate looked for best practice examples in the health service of how best to engage stakeholders in the process but found there were very few.

The Associate identified the wide range of stakeholder groups, including not only the Trust, staff, and patients but also carers/relatives, potential service users, Primary Care Trusts, GPs, local community and voluntary organisations, MPs, local authorities and others. A strategy was developed on how to initiate and maintain genuine partnerships with all involved in the decision making process in the design of the future hospital buildings. Importantly, the strategy included investigating the most appropriate method of communicating with each stakeholder group and the sort of information needed in order to make an informed decision.

The robust procedure developed will contribute to getting design right the first time, thus avoiding redesigns which are expensive in time and money.



**UWE Faculty of the Built Environment,
Architectural Studios**

Benefits for the Organisation:

- best practice model developed for patient & public involvement in healthcare design
- ensured successful patient and public involvement during recent planning by North Bristol NHS Trust
- North Bristol NHS Trust has better understanding of the needs and expectations of stakeholders
- doing it right first time! Delivering inclusive public consultations to get the design right first time – reduced waste of time and money
- better accountability – improved culture of openness and transparency
- access to collaborative university expertise
- implemented a continuous improvement culture



Benefits for the University:

- good practice public engagement model for stakeholder involvement
- contributed to specific research work on risk assessment in public investment
- experience fed into facilities management teaching and decision theory teaching within Housing and Planning courses
- enhanced teaching materials incorporating a multidisciplinary approach
- strengthened partnerships and teaching synergies between facilities management and public policy
- strengthened relationships with health service providers in Bristol
- enhanced research experience in integrated solutions for complex human/environment relationships

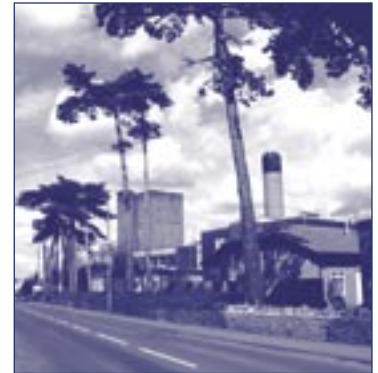
“ Many of the hospital buildings currently in use in Bristol are in very poor condition, are badly configured and are not acceptable for the delivery of good quality patient care in the 21st century. ”

Benefits for the Associate:

- extended personal network within the public and voluntary sectors
- significant professional and personal development
- recognised for co-developing good practice consultation model
- secured a post within the health service in Bristol
- achieved the NVQ Level 4 in Management and completing a M Phil degree
- awarded a prize for best presentation at the SW Regional KTP Seminar

Benefits for the wider sector (NHS):

- developed a health service consultation and engagement best practice model for future use
- proven effective public involvement – positive step to strengthen public confidence in NHS services
- better understanding of the link between government best value policies and operational practice
- effective consultation delivers sustained quality of services
- partnership contributed to the Bristol Health Services Plan



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The partners in each Knowledge Transfer Partnership are the knowledge base partner (the University), company partner, and a recently qualified person, the Associate.

University Lead Academic Supervisor:

Professor Robert Grimshaw

Faculty of the Built Environment

University of the West of England

Company Supervisor:

Ms Tricia Down

Deputy Director of Projects

North Bristol NHS Trust

Associate:

Joscelin Miles



“The project has helped us to improve our technique for engaging patients and the public to ensure that the design of new hospital facilities reflect the needs of the people we serve. The approach to patient and public involvement in developing the Bristol Health Services Plan has been cited by the Department of Health as an example of good practice from which other parts of the NHS can learn.”

David Tappin, Director of Strategic Development for the North Bristol NHS Trust

www.ktponline.org.uk

www.dti.gov.uk/ktp