5TH EUROPEAN HEALTHCARE DESIGN 2019
QUALITY & DESIGN IN CANCER CARE
What does good practice look like?

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Macmillan Cancer Environments
work with Partner Organisations to help shape high
quality, supportive environments for people affected
by cancer through the design, development and
delivery of projects.

We start by helping to improve the way services are delivered

The services we cover include clinical, wellbeing and palliative care

Wellbeing

The Cove Macmillan Support Centre, Truro

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Wellbeing

The Macmillan Horizon Centre, Brighton

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Clinical

The Sir Robert Ogden Macmillan Centre, Harrogate

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Clinical
The NGS Macmillan Unit, Chesterfield
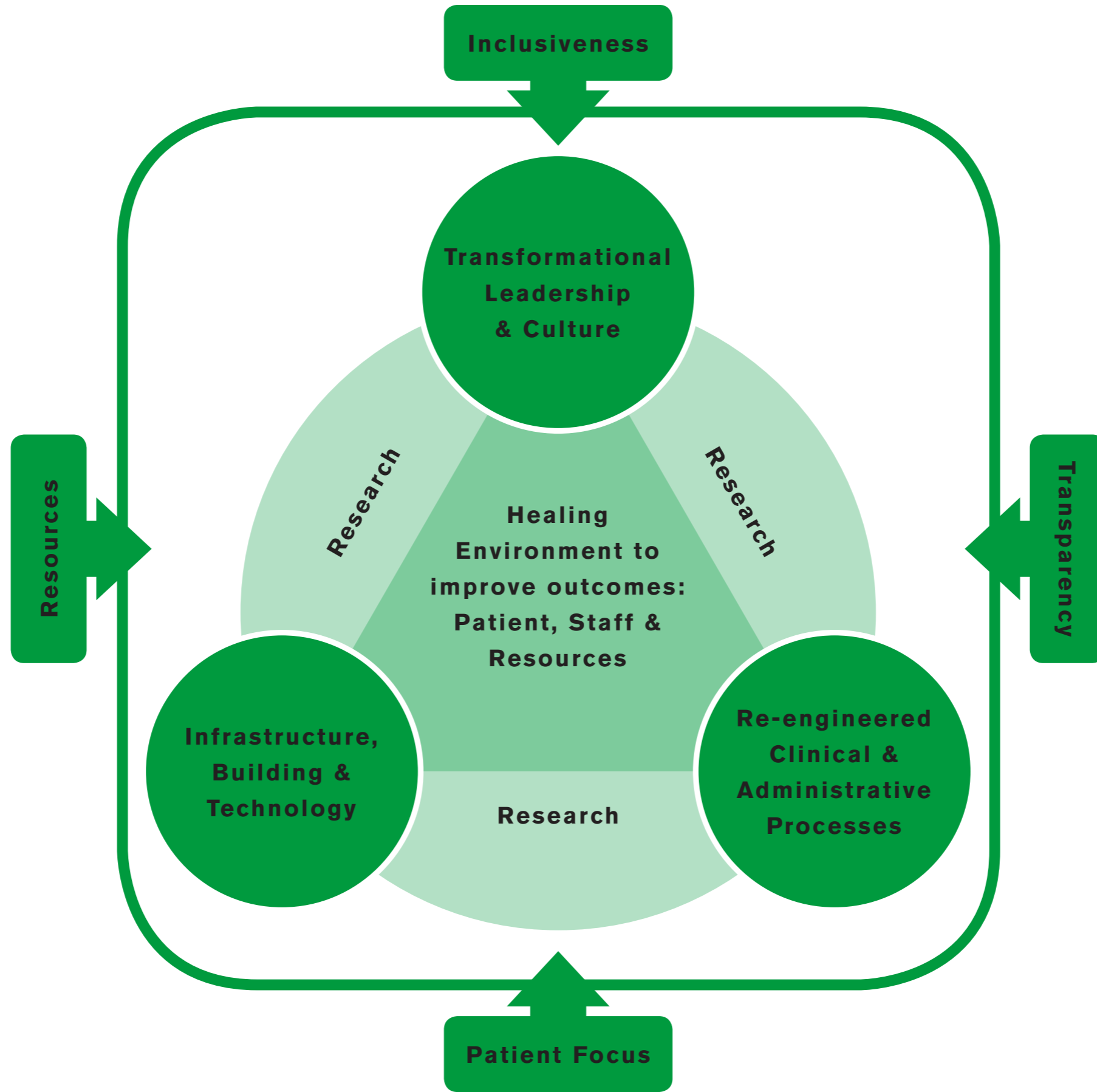
Macmillan Cancer Environments process provides added value to a Capital Investment

» Evidence and Insight

» Specialist Knowledge & Expertise

» Cancer Environments translate and apply this learning and experience to influence the design of new projects

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Operational Policy

Macmillan's funding is predicated on service improvement and cannot be used to supplant NHS funding for core clinical facilities.
The Operational Policy describes how the service is delivered and provides a starting point for understanding how to improve patient pathways and maximise efficiency in planning a new environment. This allows the design team including architects and health planners to develop the clinical planning.

Macmillan projects start and end with capturing the Patient Experience

This includes:

» Development of the Operational Policy

» MQEM® principles

» CE Design Guidelines

» Post Occupancy Evaluation (POE)

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What is a *quality* cancer environment?

Macmillan evaluate quality using the Macmillan Quality Environment Mark (MQEM®)

When someone comes into a Macmillan environment, we want them to have a recognisable Macmillan experience that:

» is welcoming and accessible to all

» respects privacy and dignity

» supports comfort and well-being

» gives choice and personal control

» listens to users' voices

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Design Guidelines
Evidence Based Design

» Patient focused

» Developed using evidence,

insight, personal feedback,
professional expertise and
specialist knowledge

» Range of tools

» Eight sections covering

specific areas of Cancer
Environments.

» Set points of patient

experience evaluation

during design development

CASE STUDY
NGS MACMILLAN UNIT

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Mapping the Clinical Timetable

MAIN RECEPTION

SUITE 1 **SUITE 4** **CAVENDISH**

WEIGHED AND MEASURED

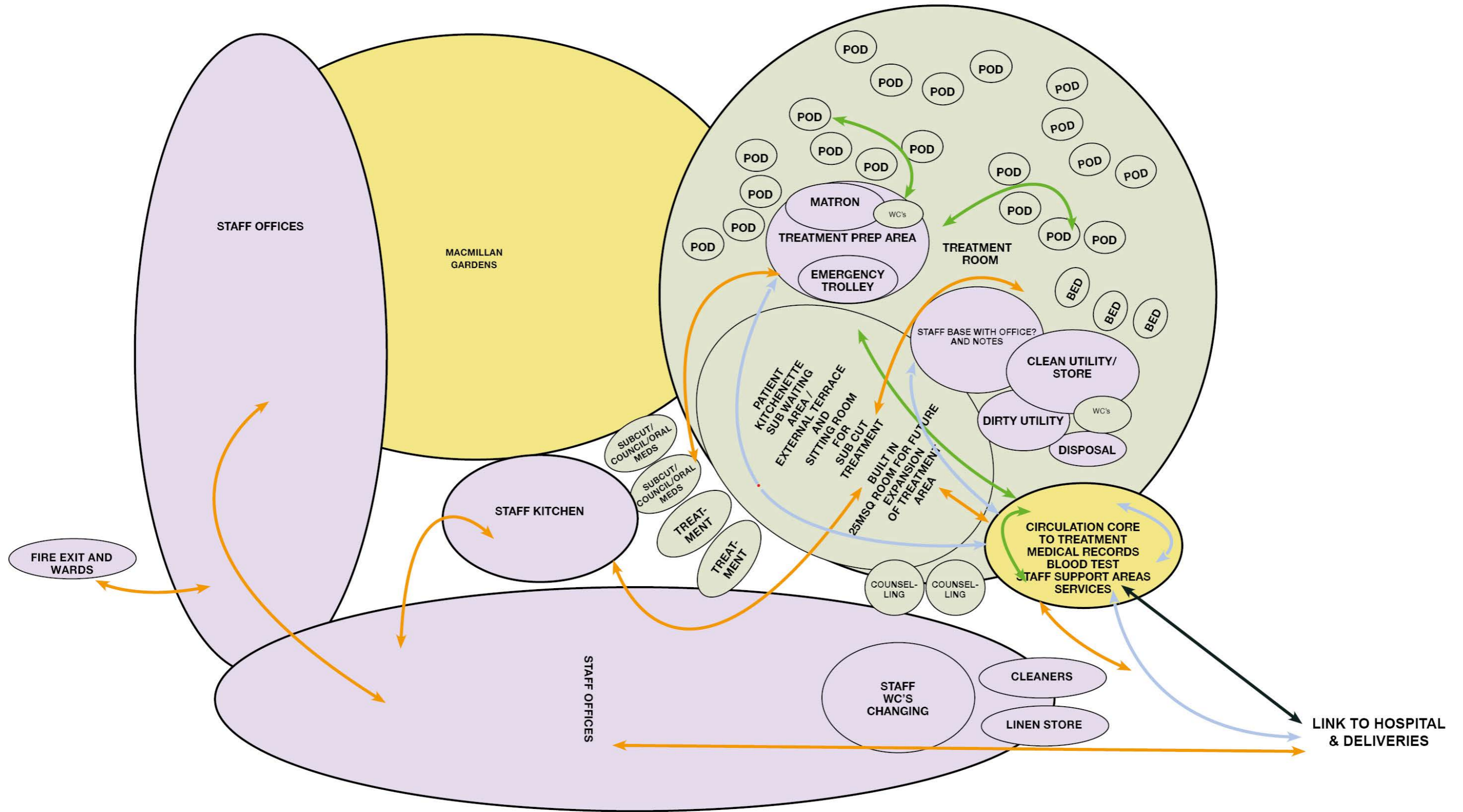THIS HAPPENS EVERY TIME A PATIENT ARRIVES FOR CHEMO THERAPY OR FOR PHARMACY TO QUANTIFY REQUIREMENTS

WAITING

THE NURSE WILL GREET THE PATIENT AND TAKE THEM TO THE C/E ROOM TO SEE THE ONCOLOGIST

RECEPTION

THE RECEPTIONIST 'BOOKS' PATIENTS IN AND ASKS THEM TO WAIT IN THE WAITING AREA

MONDAY

LUNG FOLLOW UP SUITE 1 AM
1 X CONSULTANT
1 X NURSE SPECIALIST
1 X COUNSELLING ROOM

SUITE 4 DAY CASES BLOOD TRANSFUSIONS ALL DAY

CUP CAVENDISH - 3PM
1 X CONSULTANT
1 X COUNSELLING ROOM

COLORECTAL AND UPPER GI CLINIC CAVENDISH
ALL DAY CLINIC
3 X CONSULTANTS
1 X PHARMACIST PRESCRIBER
1 X PHARMACIST CHECKER
1 X RESEARCH NURSE
2 X HEALTH CARE ASSISTANT
1 X COUNSELLING ROOM

COLORECTAL, UPPER GI, HAEMATOLOGY AND BREASTTREATMENT CAVENDISH
ALL DAY
1 X HEALTH CARE ASSISTANT
3 X REGISTERED NURSE
1 X MATRON
1 X COUNSELLING ROOM
CONSULTANTS SHARED WITH CLINIC

COLORECTAL AND UPPER GI FOLLOW UP CAVENDISH
SHARED FACILITY

HAEMATOLOGY OUTPATIENTS SUITE 4 AM
3 X CONSULTANTS
2 X PHARMACIST
2 X NURSE SPECIALIST
1 X NURSE CO-ORDINATOR
1 X HEALTH CARE ASSISTANT
3 X REGISTERED NURSE
1 X COUNSELLING ROOM
1 X RESEARCH NURSE
1 X NURSE PRACTITIONER

TUESDAY

SUITE 4 DAY CASES BLOOD TRANSFUSIONS ALL DAY

PALLIATIVE CARE SUITE 4 PM 4 X C/E ROOMS

GYNAECOLOGY SERVICES PM 3 X C/E ROOMS

HAEMATOLOGY TREATMENT CAVENDISH - ALL DAY
1 X HEALTH CARE ASSISTANT
3 X REGISTERED NURSE
1 X COUNSELLING ROOM
CONSULTANTS SHARED WITH CLINIC

LUNG OUTPATIENT CAVENDISH
ALL DAY CLINIC
3 X CONSULTANT
1 X REGISTRA
1 X PHARMACIST PRESCRIBER
1 X PHARMACIST CHECKER
1 X NURSE SPECIALIST
1 X RESEARCH NURSE
1 X HEALTH CARE ASSISTANT
1 X COUNSELLING ROOM

WEDNESDAY

SUITE 4 DAY CASES BLOOD TRANSFUSIONS ALL DAY

LUNG, HAEMATOLOGY TREATMENT CAVENDISH - ALL DAY
1 X HEALTH CARE ASSISTANT
3 X REGISTERED NURSE
1 X COUNSELLING ROOM
CONSULTANTS SHARED WITH CLINIC

HAEMATOLOGY OUTPATIENTS SUITE 4
ALL DAY
3 X CONSULTANTS
2 X PHARMACIST
2 X NURSE SPECIALIST
1 X NURSE CO-ORDINATOR
1 X HEALTH CARE ASSISTANT
1 X COUNSELLING ROOM
1 X NURSE PRACTITIONER
1 X RESEARCH NURSE
1 X ROOM FOR BONE MARROW BIOPSY

UROLOGY OUTPATIENT CLINIC CAVENDISH, TREATMENT - AM
1 X CONSULTANTS
1 X REGISTRA
1 X SPECIALIST REGISTRA
2 X NURSE SPECIALIST
1 X NURSE CO-ORDINATOR
1 X PHARMACIST PRESCRIBER
1 X PHARMACIST CHECKER
1 X RESEARCH NURSE
1 X NURSE CO-ORDINATOR
1 X HEALTH CARE ASSISTANT
1 X COUNSELLING ROOM

UROLOGY CLINIC CAVENDISH, FOLLOWUP - AM
SHARED FACILITY

UROLOGY CLINIC CAVENDISH PM
3 X CONSULTANTS
1 X UROLOGIST PRESCRIBER
SHARED PHARMACY WITH TREATMENT CLINIC

THURSDAY

SUITE 4 DAY CASES BLOOD TRANSFUSIONS ALL DAY

BREAST CLINIC SUITE 1 - PM
2 X CONSULTANTS
1 X NURSE CO-ORDINATOR
1 X COUNSELLING ROOM

BREAST FOLLOW UP SUITE 1 - PM

BREAST TREATMENT WITH SOME HAEMATOLOGY CLINIC CAVENDISH ALL DAY
2 X CONSULTANTS
1 X PHARMACIST PRESCRIBER
1 X PHARMACIST CHECKER
2 X RESEARCH NURSE
1 X NURSE CO-ORDINATOR
1 X MATRON
1 X HEALTH CARE ASSISTANT
1 X COUNSELLING ROOM

ALSO COMBINED WITH HAEMATOLOGY CHEMOTHERAPY

FRIDAY

SUITE 4 DAY CASES BLOOD TRANSFUSIONS ALL DAY

HAEMATOLOGY CAVENDISH AM
SUBCUTANEOUS TREATMENT INJECTIONS
2 X REGISTERED NURSE
1 X COUNSELLING ROOM

HAEMATOLOGY OUTPATIENTS SUITE 4 AM
3 X CONSULTANTS
2 X PHARMACIST
2 X NURSE SPECIALIST
1 X NURSE CO-ORDINATOR
1 X HEALTH CARE ASSISTANT
1 x RESEARCH NURSE
1 X COUNSELLING ROOM
1 X NURSE PRACTITIONER

PALLIATIVE CARE SUITE 4 PM
3 X C/E ROOMS

BREAST FOLLOW UP SUIT 1- AM
2 X EXAM ROOM FOR CONSULTANT
1 X HUB ROOM
1 X HEALTHCARE ASSISTANT
1 X COUNSELLING ROOM

PALLIATIVE CARE TEAM MDT MEETING OVER LUNCH

PATIENT CARE AND A TREATMENT PLAN IS DISCUSSED WITHIN THE PALLIATIVE CARE TEAM AND THE TEAM MEET WITH THE PATIENT TO DISCUSS OPTIONS.
THIS PROCESS OCCURS PRE PATIENT VISIT / OR DURING FIRST VISIT AND IS MONITORED. STAFF FROM THE PALLIATIVE CARE TEAM VISIT IN PATIENTS REGULARLY THROUGHOUT THE REST OF THE HOSPITAL

CE ROOMS

16
14 AM CE ROOMS
12
10
08
06 PM CE ROOMS
04
02

Mapping adjacencies and pathways

STAFF OFFICES

MACMILLAN GARDENS

POD POD POD POD POD POD POD POD POD POD POD POD POD POD POD POD POD POD POD POD POD POD

MATRON

TREATMENT PREP AREA

WC's

TREATMENT ROOM

EMERGENCY TROLLEY

BED BED BED BED

STAFF BASE WITH OFFICE? AND NOTES

CLEAN UTILITY/ STORE

DIRTY UTILITY

WC's

DISPOSAL

PATIENT KITCHENETTE SUB WAITING AREA / EXTERNAL TERRACE AND SITTING ROOM FOR SUB CUT TREATMENT

BUILT IN 25MSQ ROOM FOR FUTURE EXPANSION OF TREATMENT AREA

SUBCUT/ COUNCIL/ORAL MEDS

SUBCUT/ COUNCIL/ORAL MEDS

TREAT-MENT

TREAT-MENT

STAFF KITCHEN

FIRE EXIT AND WARDS

COUNSEL-LING

COUNSEL-LING

CIRCULATION CORE TO TREATMENT MEDICAL RECORDS BLOOD TEST STAFF SUPPORT AREAS SERVICES

STAFF OFFICES

STAFF WC'S CHANGING

CLEANERS

LINEN STORE

LINK TO HOSPITAL & DELIVERIES

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Early Sketch Proposals

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Final Design

KEY

- 🔵 CE Rooms
- Ⓐ Phlebotomy
- Ⓑ Treatment Rooms
- Ⓒ Main Treatment Area
- 🟡 Clinical Support Spaces
- Ⓐ Pharmacy
- Ⓑ Clinic Preparation
- 🟣 Quiet Rooms
- Ⓐ Macmillan Quiet Rooms
- 🟠 Staff Offices

- Ⓐ Staff Admin
- Ⓑ Staff Notes
- Ⓒ Staff Notes Pod
- Ⓓ Staff Meeting Room & Breakout
- Ⓔ Staff Change / Wash Facilities
- Ⓕ Matron's Office
- 🟢 Macmillan Advice, Teapoint & Circulation
- 🟢 Macmillan Support
- 🟤 WCs
- ⚫ Back of House (stores, plant etc.)

Ⓓ

Ⓒ

Ⓑ

Ⓑ

Ⓑ

Ⓑ

Reception

Subwait

Ⓔ

Lift

Stair

Ⓕ

Link Bridge

Main Entrance

Ⓒ

Waiting

Reception

Ⓐ

Ⓐ

Ⓑ

Ⓐ

Ⓐ

Ⓐ

Lift

Ⓐ

Stair

Disposals Area

Accessible & welcoming to *all* through inclusive design principles
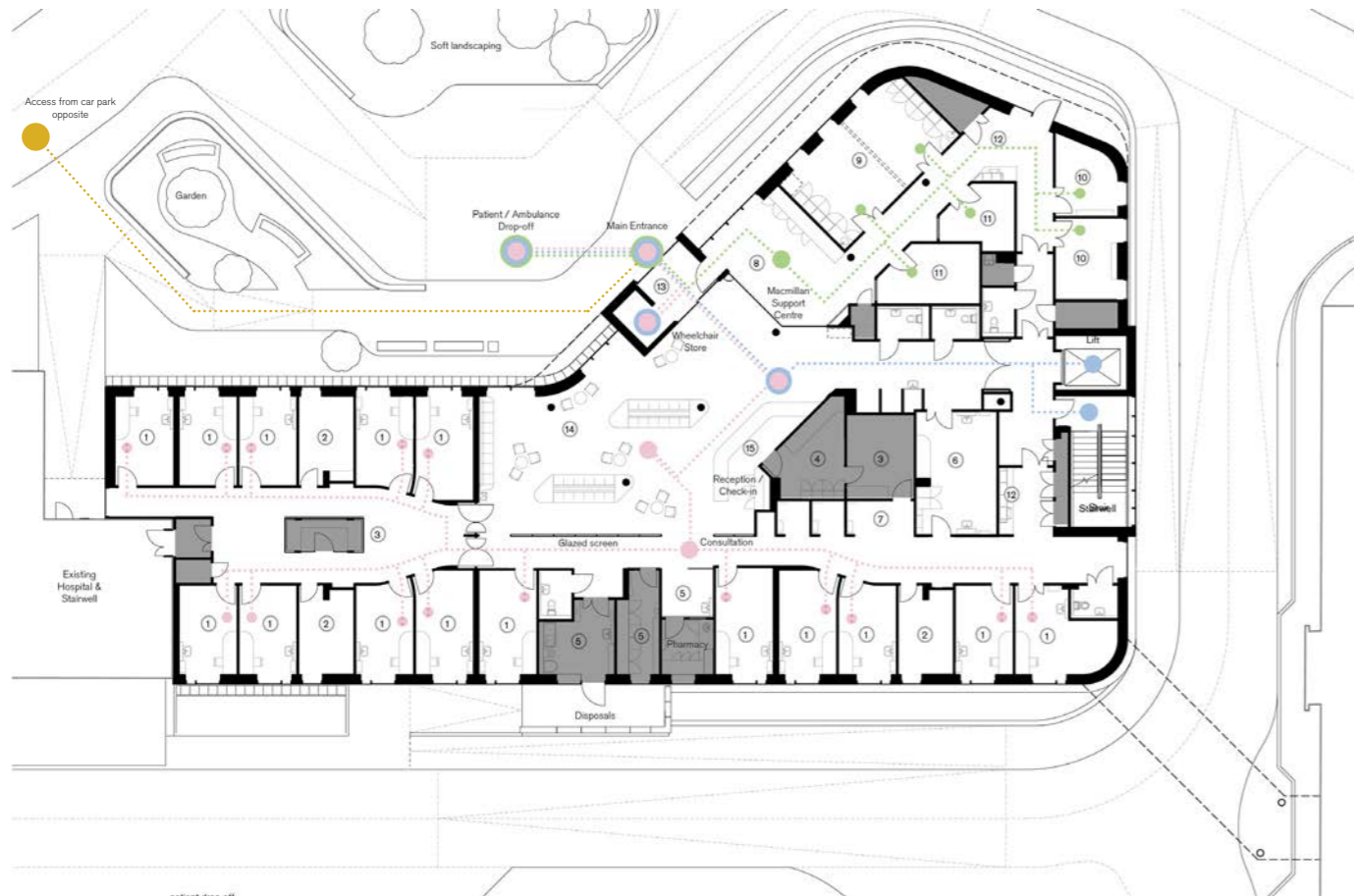
PATIENT PATHWAYS GROUND FLOOR

- ▬ Staff Only
- ●····● Outpatient Consultation Journey
- ●····● Outpatient Treatment Journey
- ●····● Macmillan (Out of Hours) Journey
- ●····● Visitor / Relative Journey from Car Park
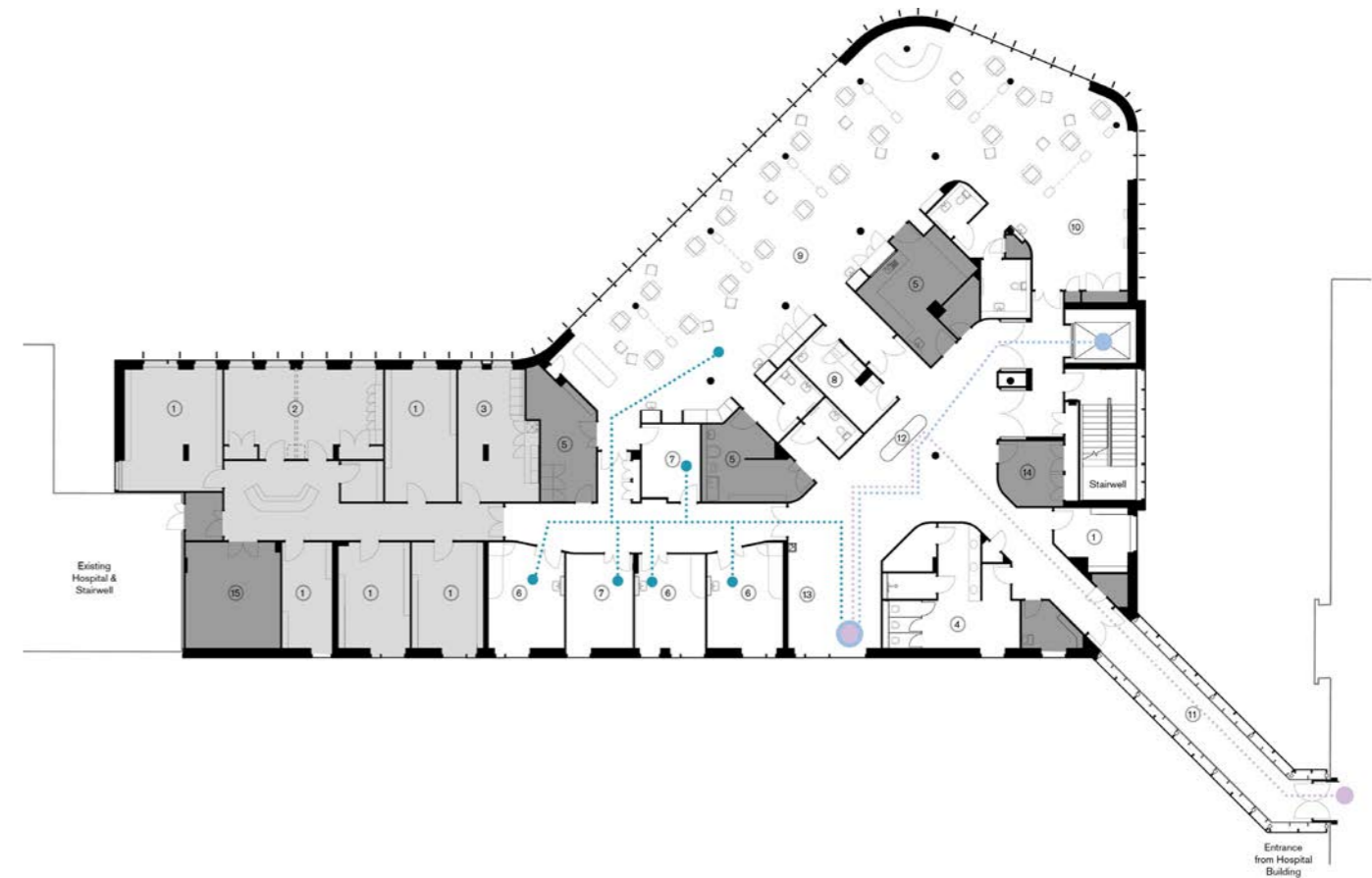
PATIENT PATHWAYS FIRST FLOOR

- ▬ Staff Only
- ▭ Staff Zone
- ●····● Outpatient Check-In Arrival
- ●····● Inpatient Check-In Arrival
- ●····● Patient Treatment Journey

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Accessible

Welcome to the
NGS Macmillan Unit

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Privacy & Dignity
Separate public & private and alternative routes

Legend:

- Public Space
- Semi-Private Space
- Private Space
- Support Areas
- WCs
- Quiet Room
- Patient Journey to Exit

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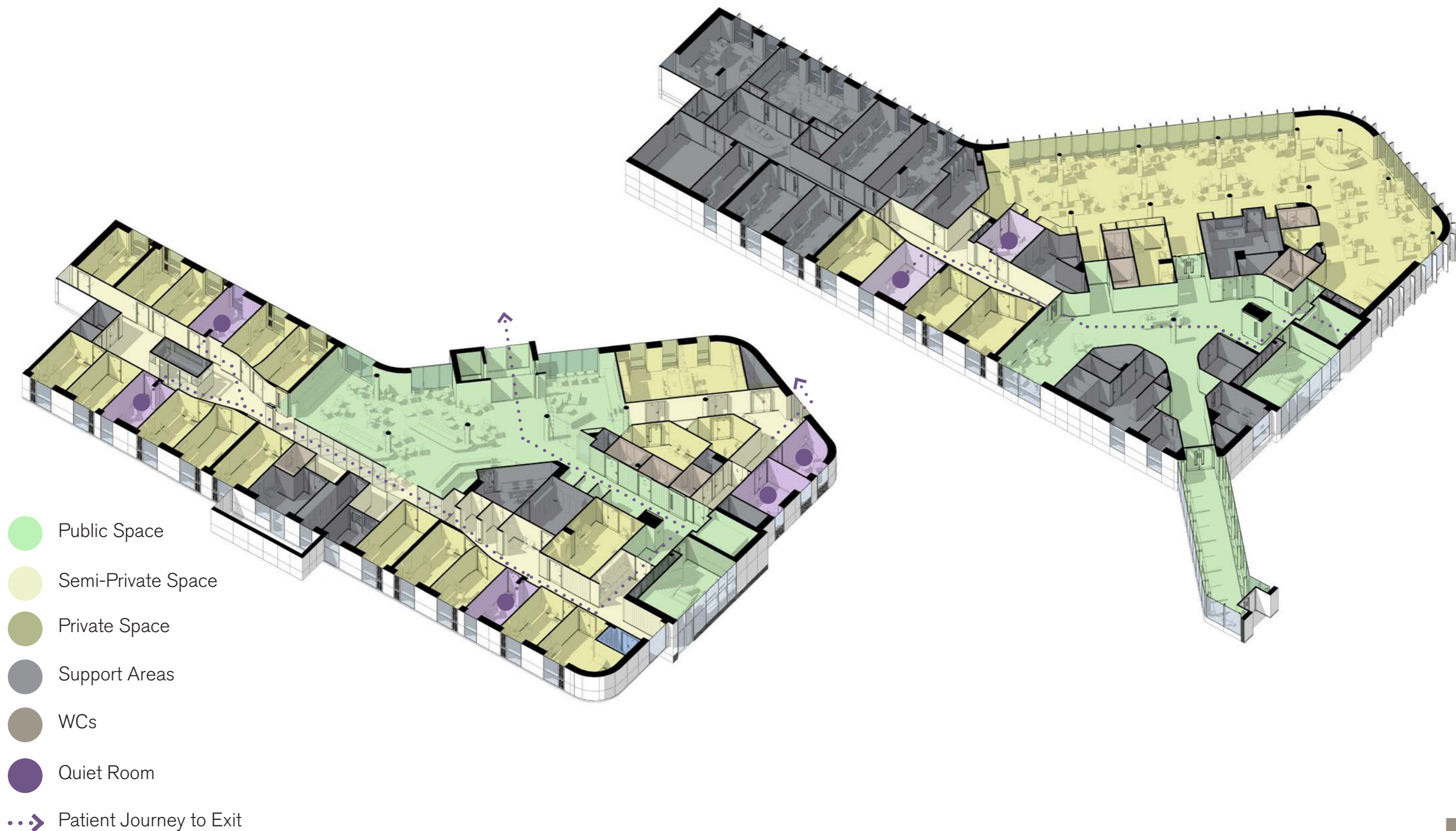
Screened private routes

Comfort & Well-being
Intuitive spatial layout complemented with light & art
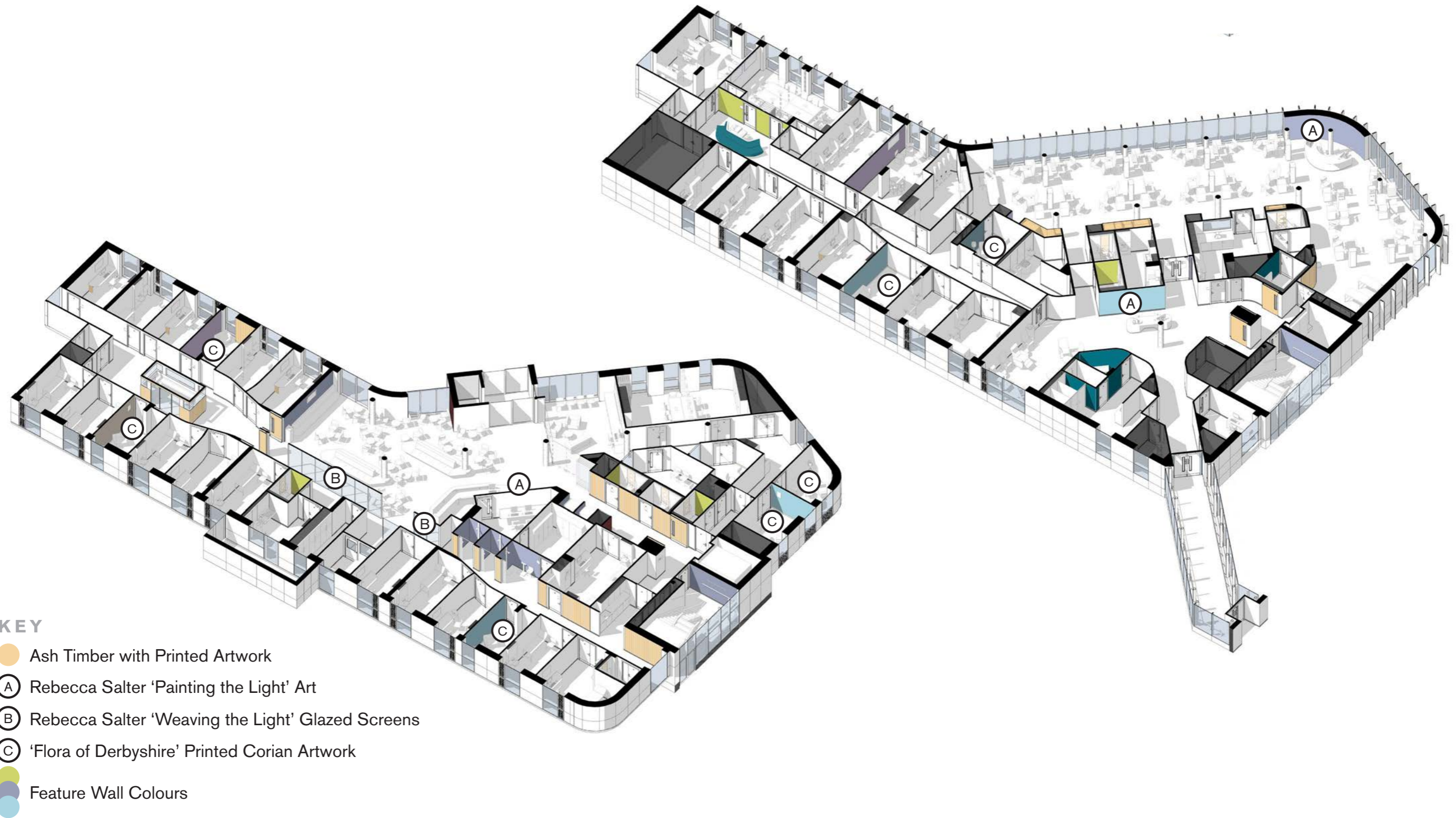
KEY

- Ash Timber with Printed Artwork
- (A) Rebecca Salter 'Painting the Light' Art
- (B) Rebecca Salter 'Weaving the Light' Glazed Screens
- (C) 'Flora of Derbyshire' Printed Corian Artwork
- Feature Wall Colours

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Integrated artwork
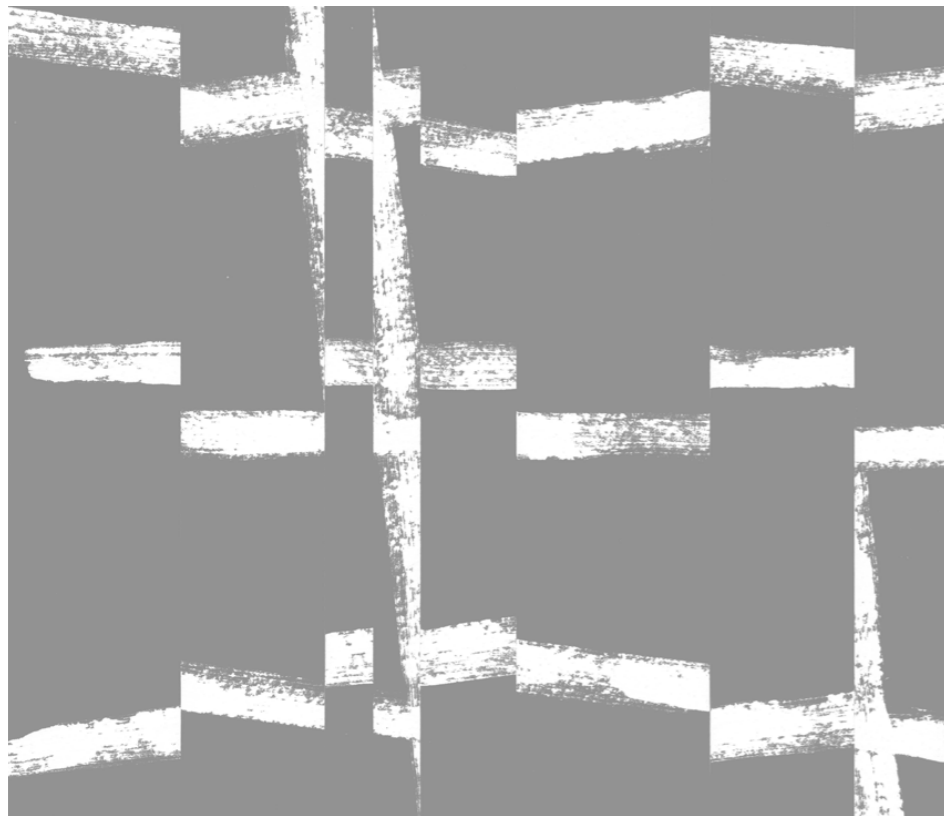
Rebecca Salter - *'Painting The Light'*
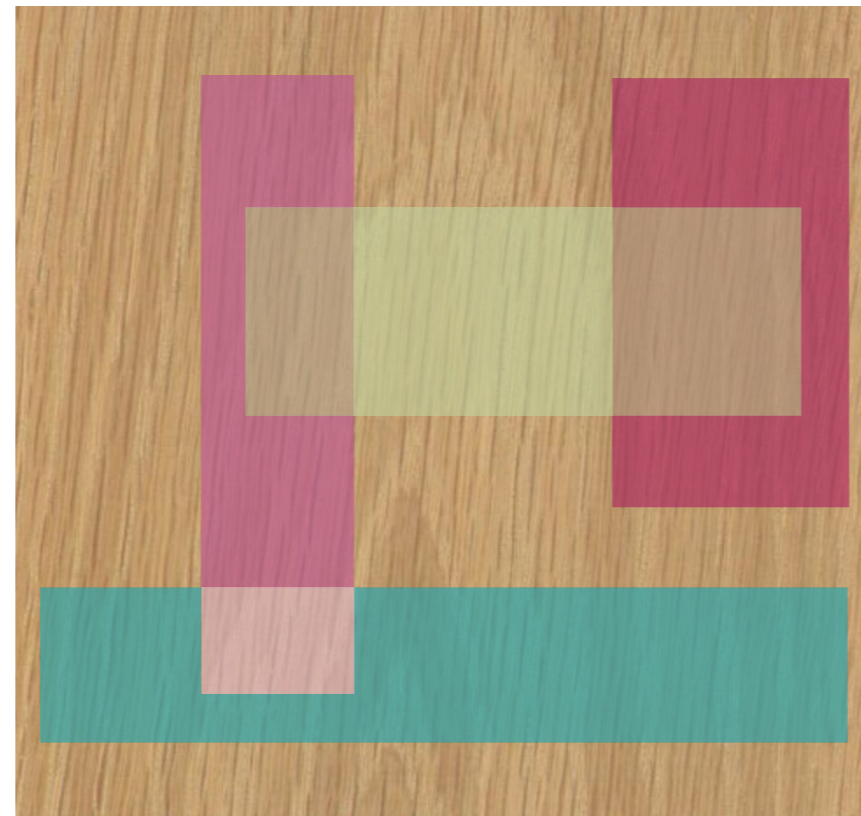
Printed Ash Joinery & Panelling
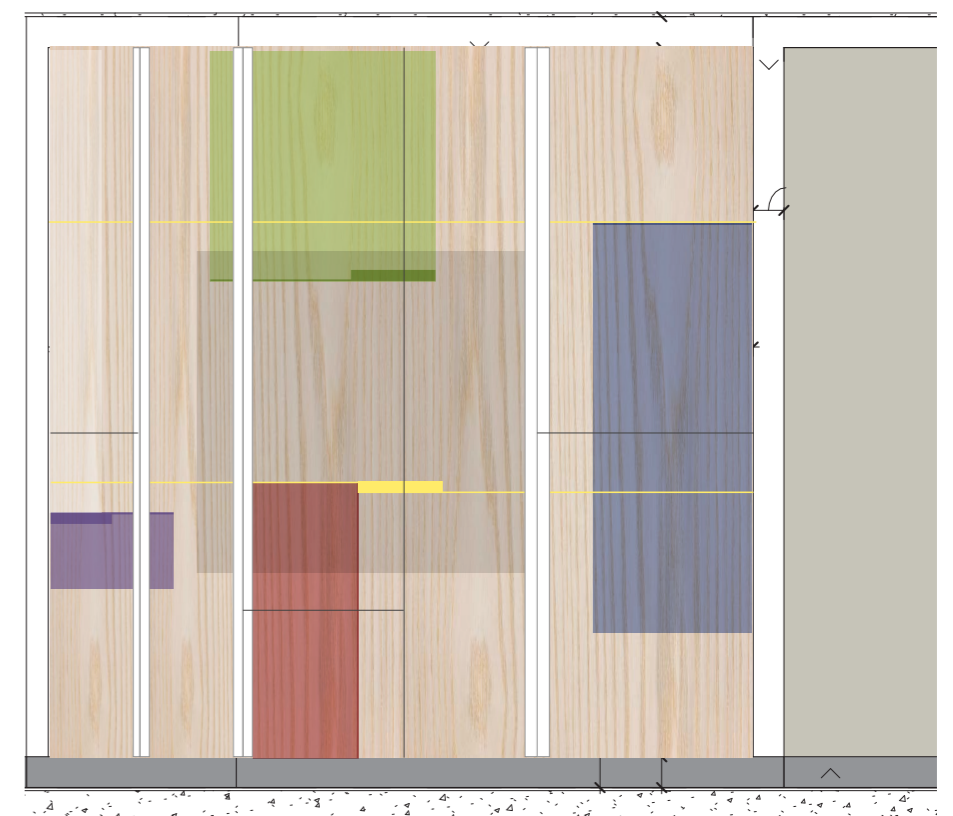
Printed Artwork Elevation

Art & Light
Intuitive

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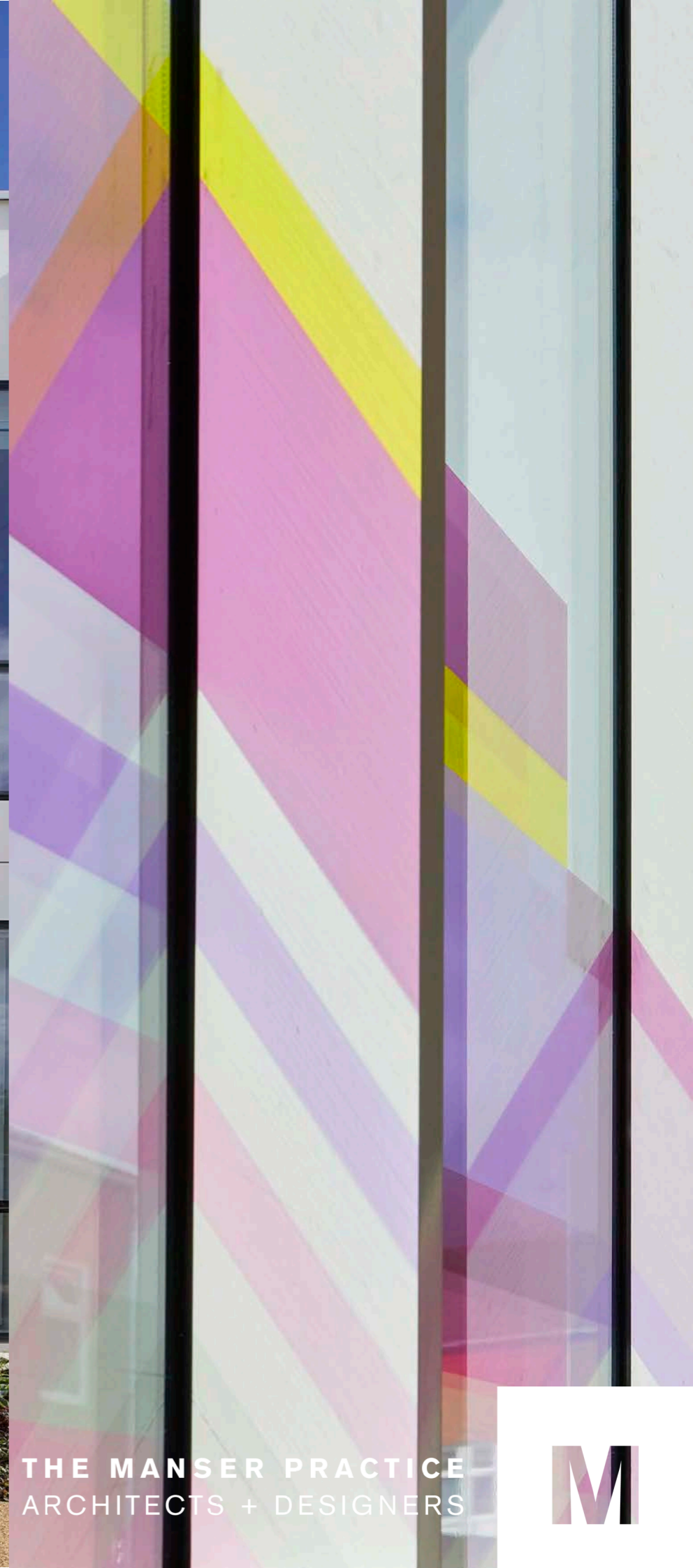
Choice & Personal Comfort
4-Chair Treatment Bay

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Design that
listens to users
& reflects their
input

"Feels like hotel"

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Post Occupancy Evaluations

» POE reports are a critical resource for Macmillan and Partner Organisations

» Defined as a process of evaluating buildings in a systematic and rigorous manner, by measuring the building's performance against a core set of criteria at years 1, 4 and 7, post occupancy affords the opportunity to generate some longitudinal performance data

» Help to better understand, shape and inform the development and legacy of cancer environments

» Involves a mix of qualitative and quantitative methods

» Endorsement/feedback through external source

MANAGING RISK DNV

WE ARE MACMILLAN. CANCER SUPPORT

POST OCCUPANCY EVALUATION REPORT

NOVEMBER 2012

A Post Occupancy Evaluation of
The Macmillan Renton Unit, Wye Valley NHS Trust, Hereford and
The Palliative Care Unit, Antrim Area Hospital

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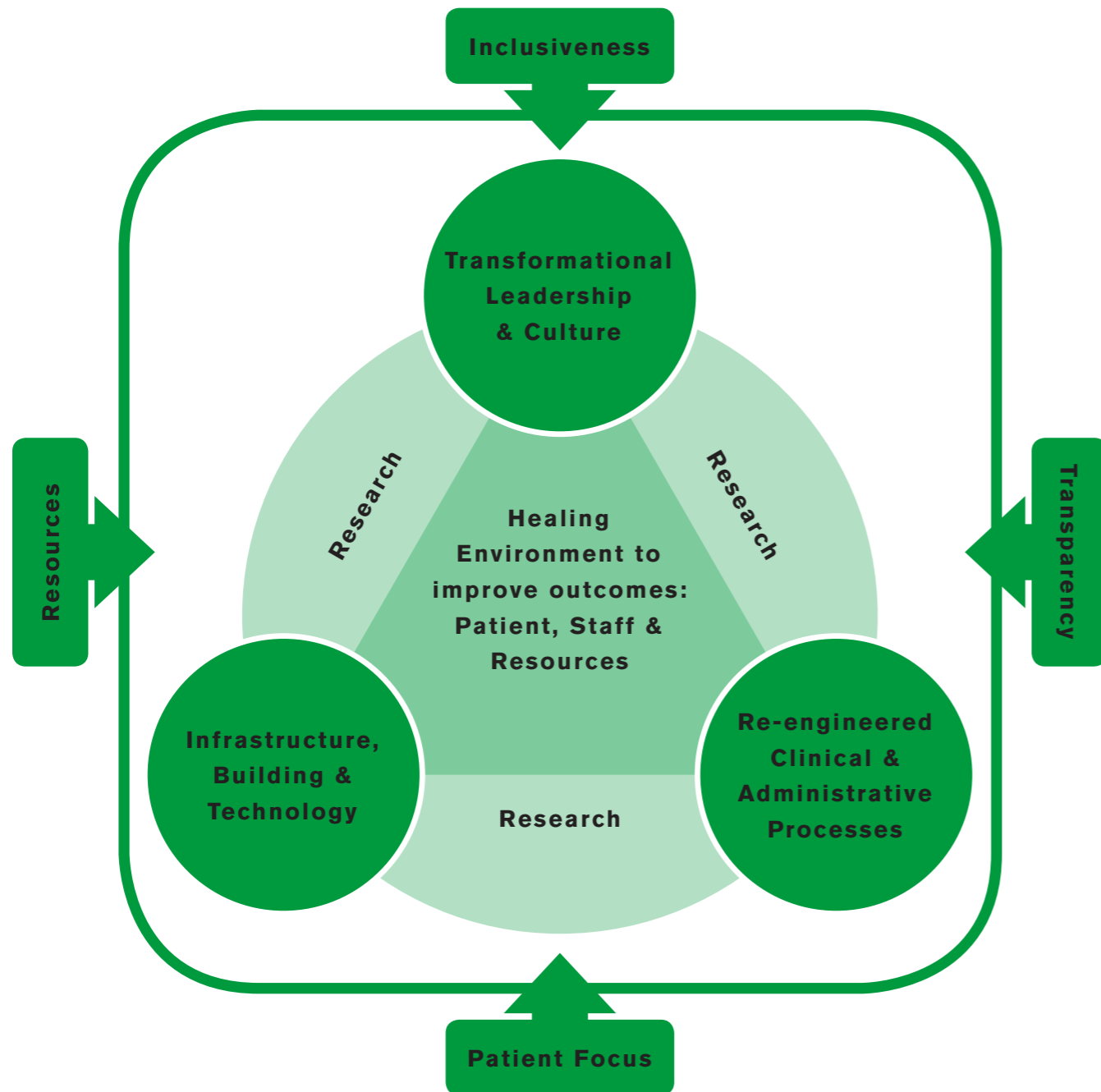
Summary

Some of the key issues;
Transformation:

» Resources

» Leadership

» Right people

» Think Big the unthinkable (then come back) which services should be in your scheme. Eg. CT scanners, radiotherapy, research etc.

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Summary

Specific Examples

» Flexibility (standardised rooms, not large) allows for adaption

» Area reduced by 30%

» Notes Pod

QUESTIONS?

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