Engaging Waiting Spaces

The Zayed Centre for Research into Rare Disease in Children

Engaging Waiting Spaces

- The ZCR Project within the Context of GOSH
- Re-imagining ‘Waiting’
- Developing the Brief
- Design Development
- Approach to Co-Design

ZAYED CENTRE FOR RESEARCH INTO RARE DISEASE IN CHILDREN

UCL

Great Ormond Street Hospital for Children NHS Foundation Trust

Great Ormond Street Hospital: a world class institution

- Top four paediatric research hospitals
- Rare and complex diseases
- International training centre for experts in child health

A ‘Research’ Hospital

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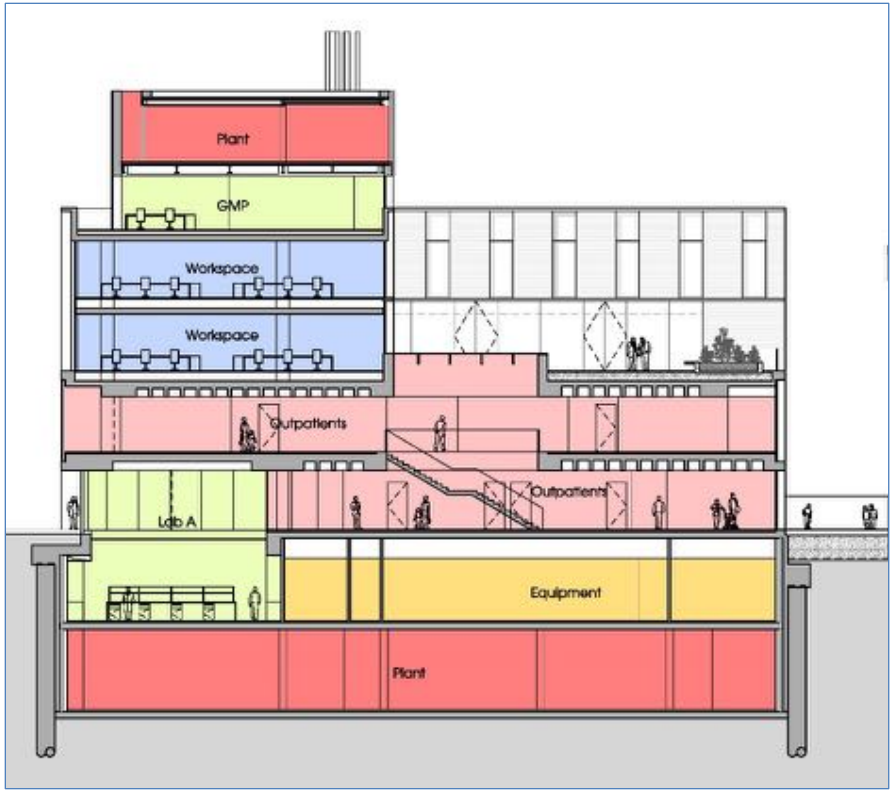
FOR RESEARCH
INTO RARE DISEASE
IN CHILDREN

Cutting Edge Facilities for Research & Outpatients

- 500 researchers, clinicians and allied health professionals
- 150 laboratory bench positions
- 10 rooms and 86 incubators for growing cells in the lab
- 7 clean room facilities
- 21 outpatient consulting rooms



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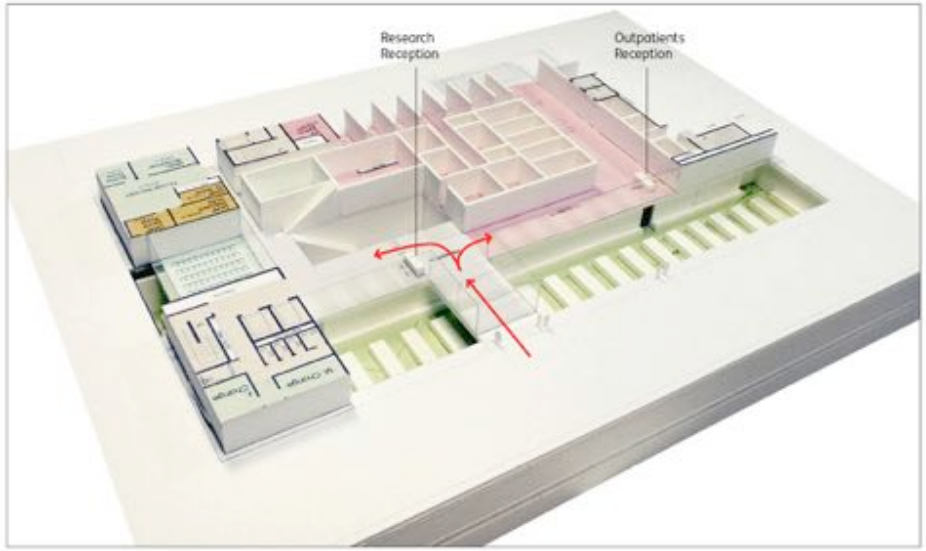
Arrival



Waiting: Definition

"The act of remaining inactive or stationary while expecting something"

(Oxford English Dictionary)

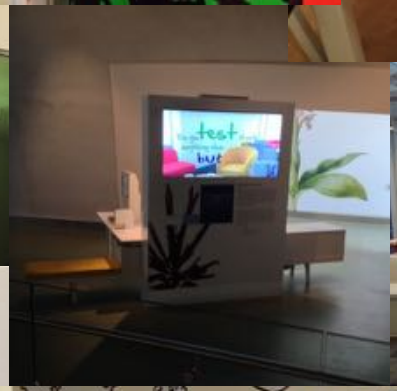
‘Waiting’ Rooms at GOSH Past

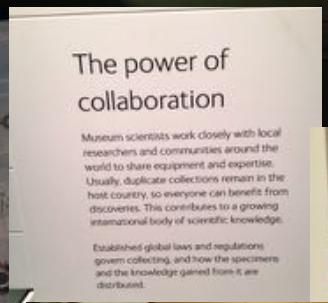
Waiting Rooms at GOSH Today

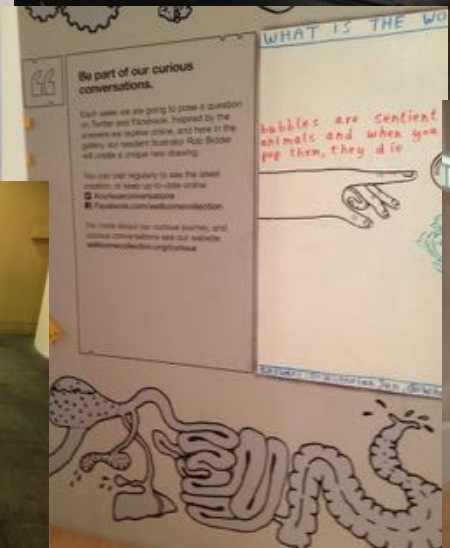
Developing the Brief……

Site Visits: Analogue, Digital & Virtual Elements

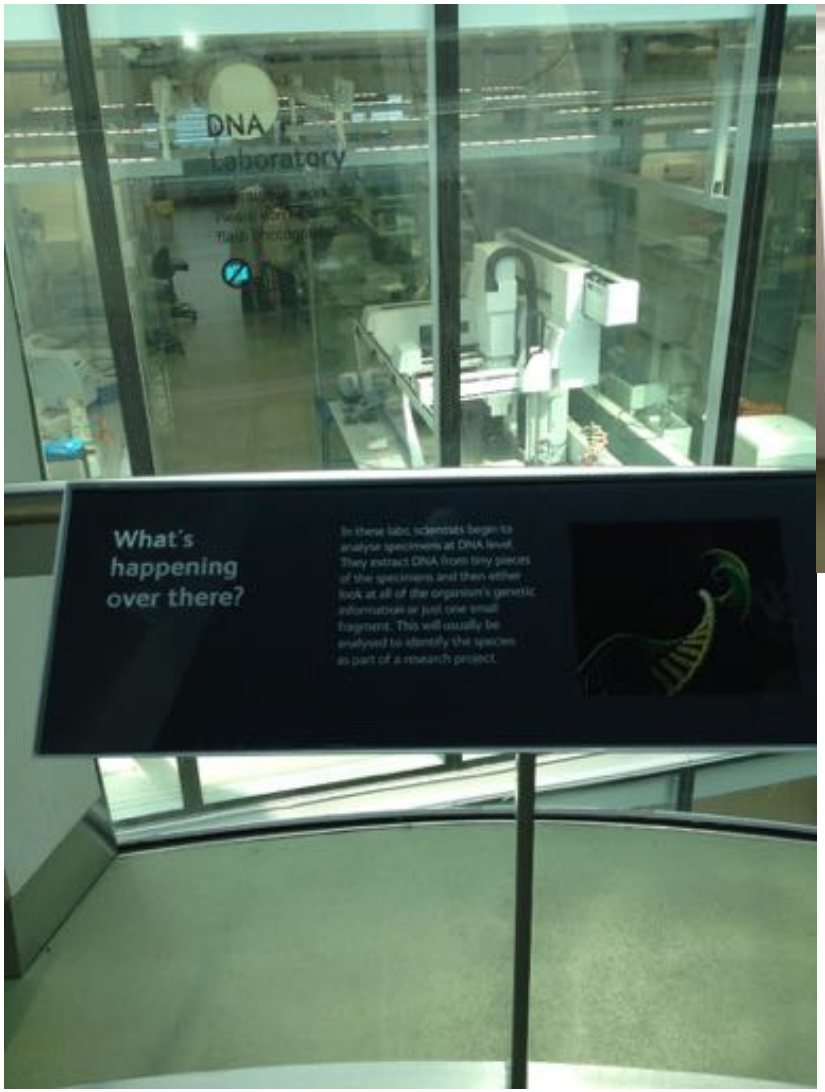
Science Museum
Natural History Museum
Welcome Trust
Centre for the Cell

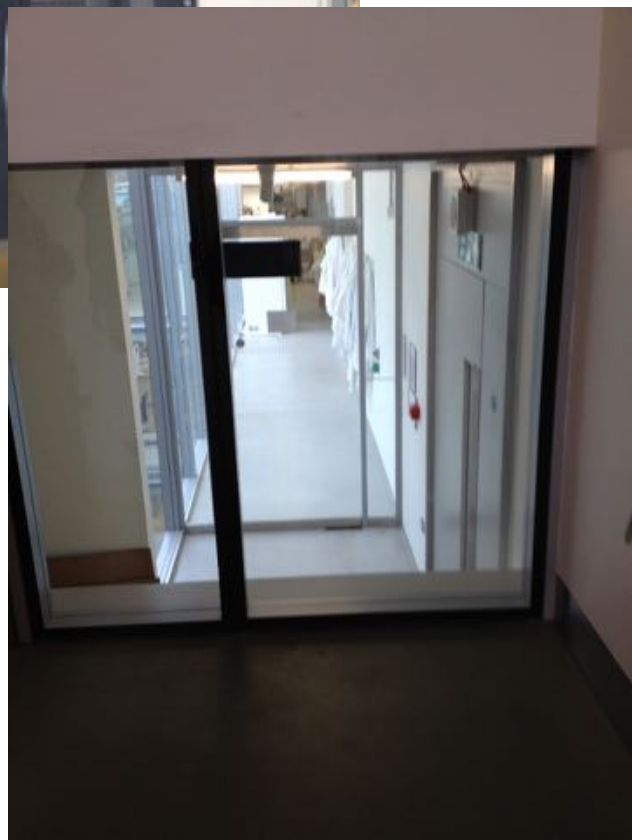






Looked at ‘Real’ Laboratories





Conclusions from Visits

- We needed help
- There was a lot we could do to make ZCR a very special place to visit (and wait)
- We had to continue to engage the scientists in the exploration of the strategy

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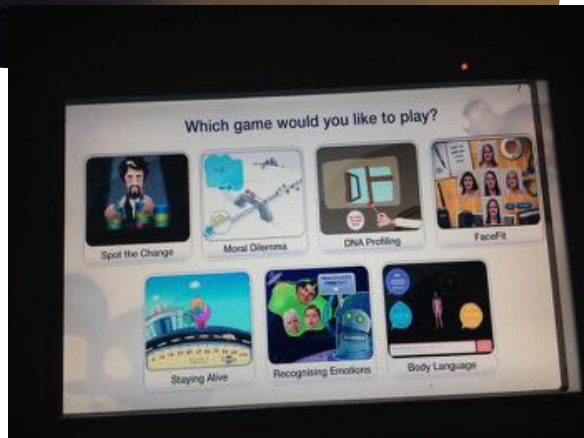
INTO RARE DISEASE
IN CHILDREN

Waiting ‘Usefully’



Client Brief: Key Objectives

Patient & Family Distraction

Inspire Curiosity in Research and Vision

Support the Work of Play Team

Reflective of Diversity of Audience

Practical to Maintain & Clean

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IN CHILDREN

// DESIGNMAP

- Multi-disciplinary interpretation consultancy
- Planning and content creation
- Creative development and technical delivery
- Working with large consultant teams
- Project management and cost control
- Multiple stakeholders and funders
- Major award winning projects since 2005

// SPECIFIC RELEVANCE

The Genome Gateway

- Understanding the subject
- Sensitive material
- Inventive interaction

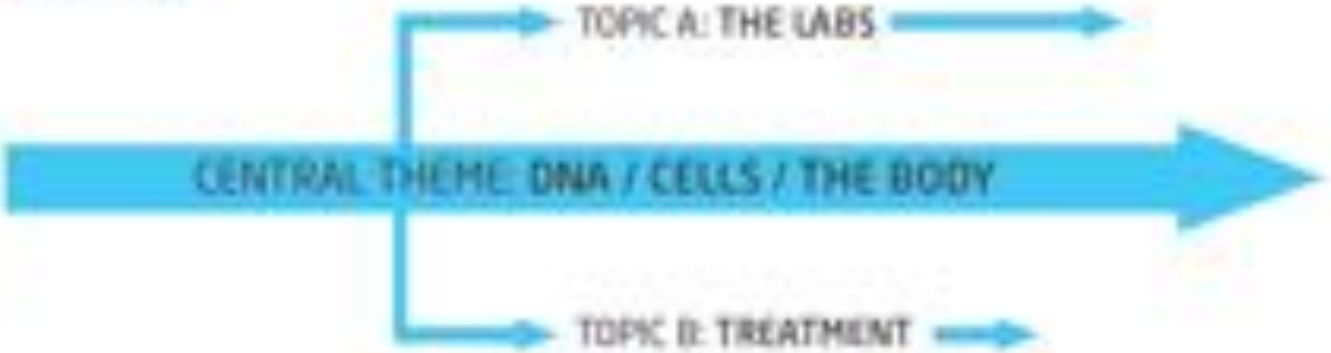
// CONSULTATION 1: Stakeholders

// CONSULTATION 2: Are you a waiting room expert?


HOW SHALL WE DESIGN IT?
Quiet
Build together
Watch
Associated
Build physically
Characters
Communicate with pictures
Experience digitally
Familiar world
Listen
OR
Build digitally
Professionals
Communicate with words
Experience physically

// CONSULTATION SUMMARY

CORE PHILOSOPHY:
ASK A QUESTION -
LEAVE YOUR MARK



LOOK, FEEL ATMOSPHERE

both busy and quiet spaces

a cool space, modern

immersive, be part of it

friendly

fun

familiar or abstract

EXPERIENCE, METHODOLOGY: A

emphasis on physical

images not words

adding to

participatory

experiment

digital

characters not professionals (younger children)

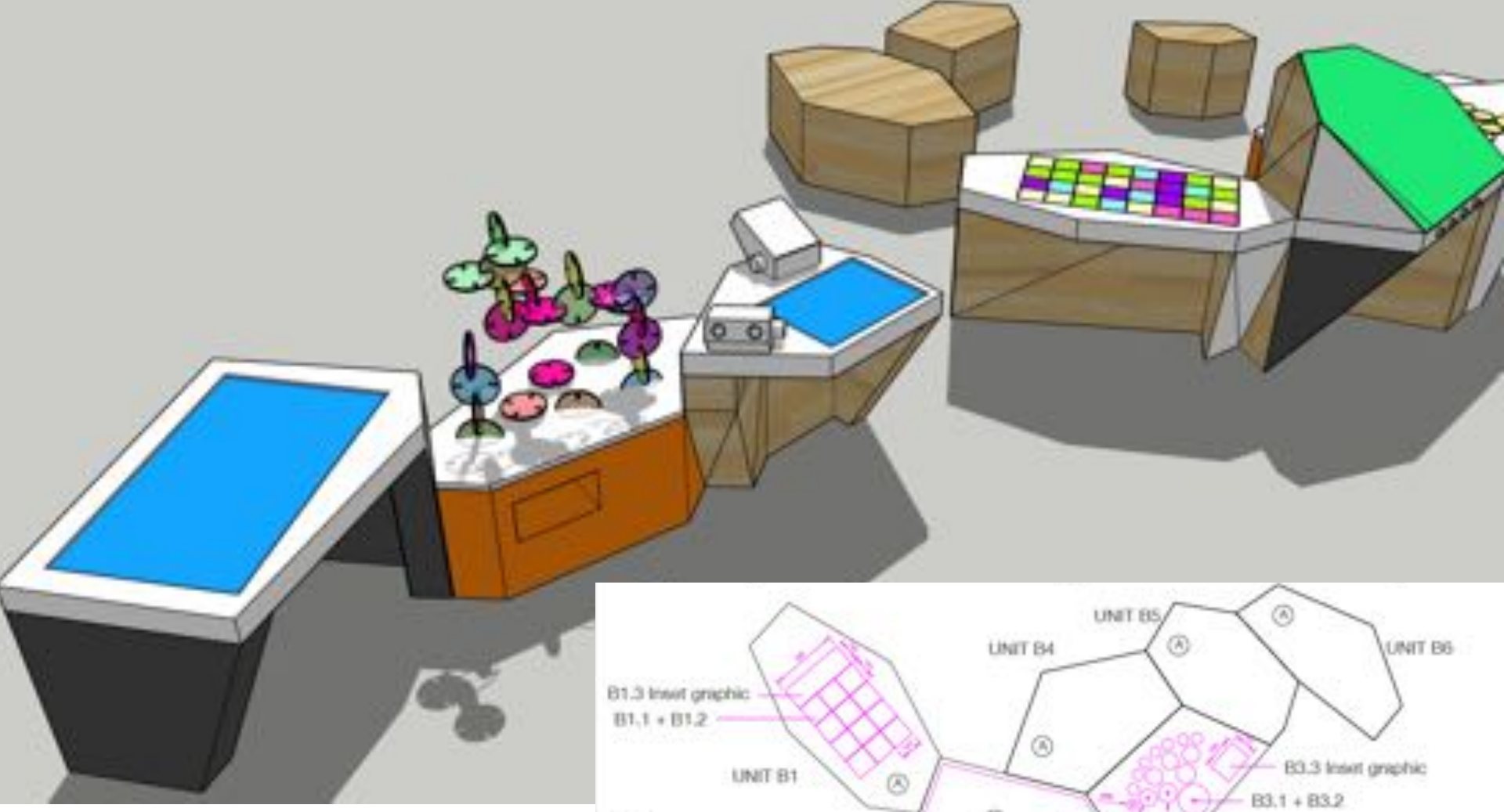
EXPERIENCE, METHODOLOGY: B

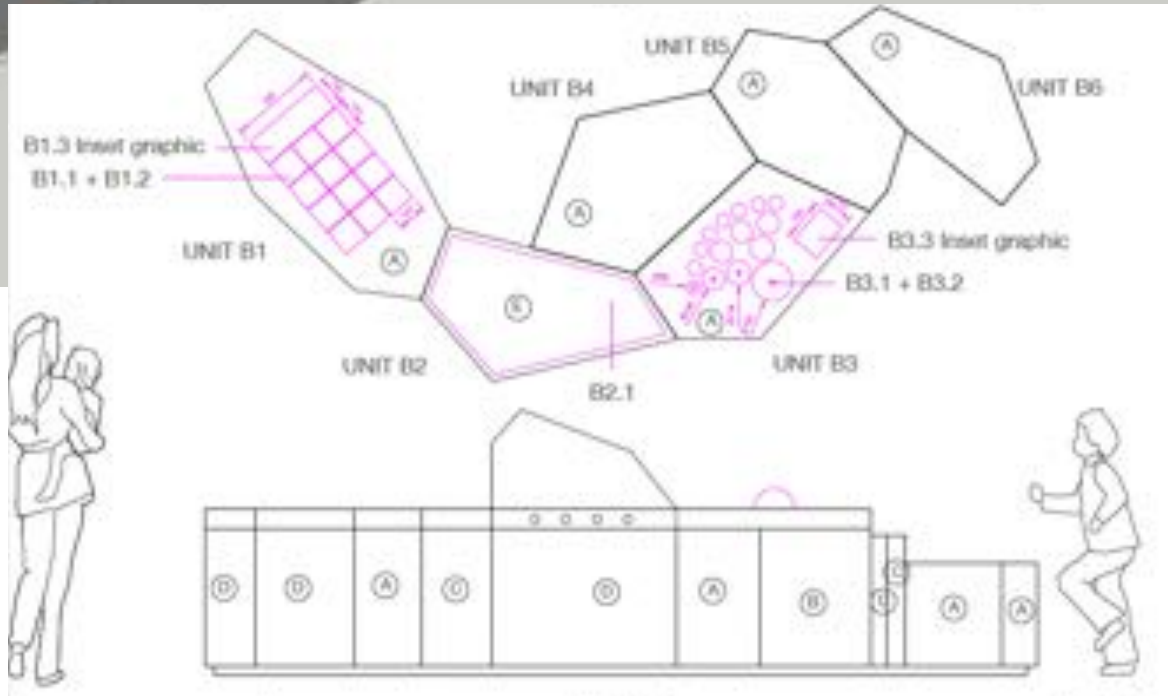
professionals for adults and older children

watching

listening

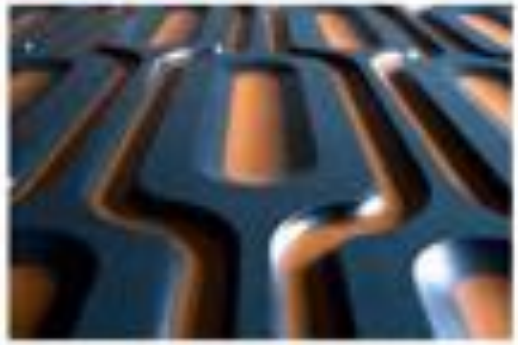
words




UNIT B5
UNIT B4
UNIT B6
B1.3 Inset graphic
B1.1 + B1.2
UNIT B1
B3.3 Inset graphic
B3.1 + B3.2
UNIT B2
UNIT B3
B2.1

MATERIALS
1. VALCHROMAT GREY*
2. VALCHROMAT ORANGE*
3. CORIAN GLACIER WHITE
4. BIRCH PLY (A) GRADE*

* Hygienites x 3 coats



Colour palette A
Based on materials

Colour palette B
Feature colours


6.
TEST THIS SIDE


5.
TEST THIS SIDE


2. VALC MAT.+H.
TEST THIS SIDE


TEST THIS SIDE
7.

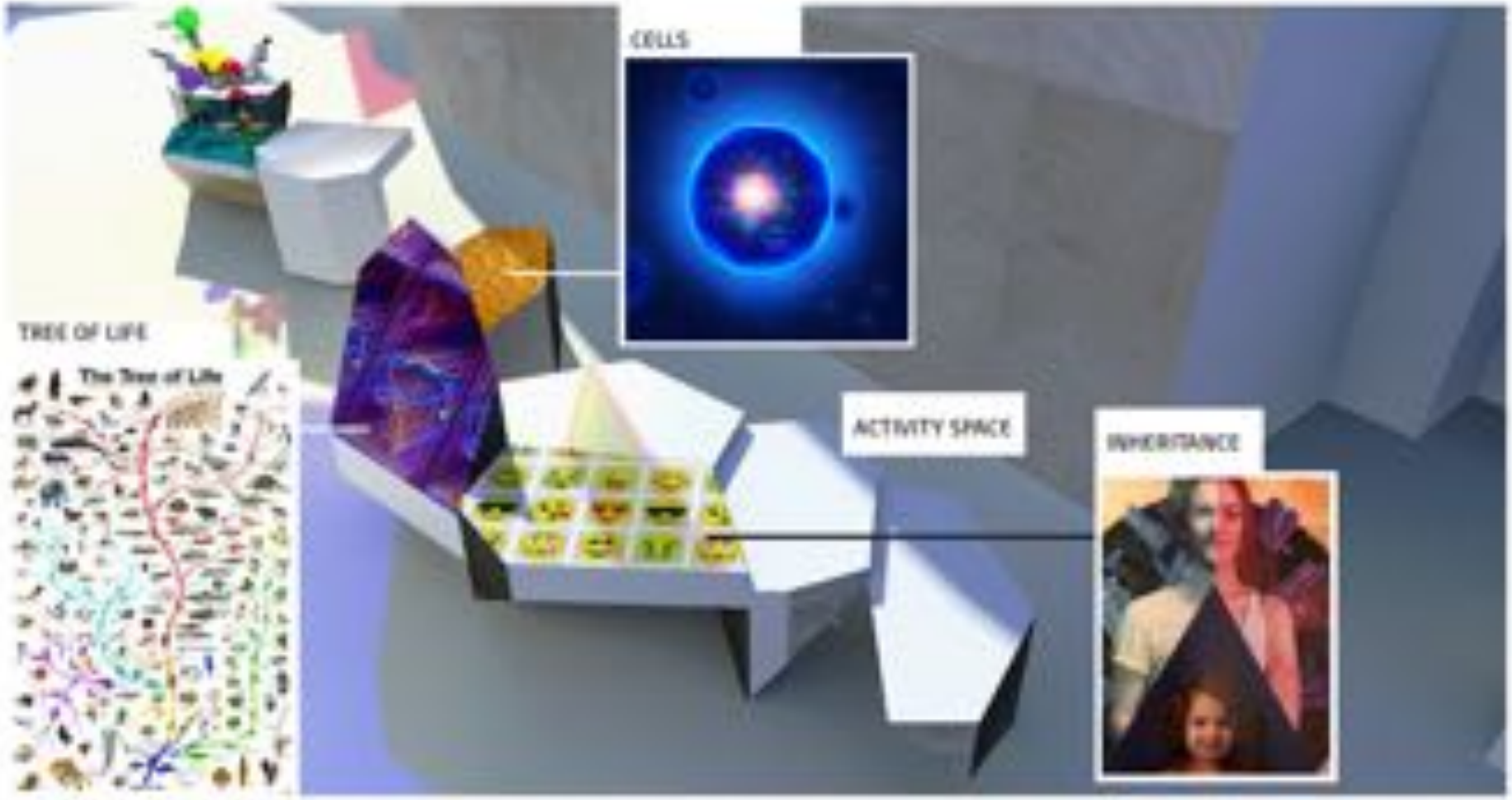

1 PLY + H.
TEST THIS SIDE


9. +H.
TEST THIS SIDE


4.
+H
TEST THIS SIDE


TEST THIS SIDE

// CONTENT AND ACTIVITIES



// CONTENT AND ACTIVITIES


THE GENOME OF
HUMANS, ANIMALS AND
PLANTS
ALL LIFE
THE SAME ORIGINS
THE SAME GENES
THE SAME FUNCTIONS


GENE EDITING
START

References for co-design

Co-Designing our Future
Andrea Cunningham
V&A Museum of Childhood
(2019)

Creative Spaces - Children as co-researchers in the design of museum and gallery learning
Renaissance North West and CapeUK
(2008)

Human-Centred Design Handbook
Derby Museums
(2014)

References for paediatric waiting spaces and science education

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- **Transformation of a Paediatric Primary Care Waiting Room: Creating a Bridge to Community Resources.** Matern Child Health J. 2018 Jun;22(6):779-785. doi: 10.1007/s10995-018-2508-z. Henize AW[1], Beck AF[2,3], Klein MD[2,3], Morehous J[2], Kahn RS[2].
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- https://www.carecloud.com/continuum/5-methods-for-improving-patient-experience/
- **Facing the Future: Standards for Children in Emergency Care Settings.** RCPCH Intercollegiate Committee for Standards for Children and Young People in Emergency Care Settings. (Chapter 2) [June 2018] Available from: https://www.rcpch.ac.uk/sites/default/files/2018-06/ftf_emergency_standards_digital_-_website_version.pdf
- **Scientific Enquiry and Engaging primary-aged children in science lessons Part 2: why teach science via enquiry?** McCrory. (2018) A. Available from: http://discovery.ucl.ac.uk/10034044/1/McCrory_Scientific%20enquiry%20and%20engaging%20primary%20aged%20children%20in%20science%20lessons%20Part%202%20why%20teach%20science%20via%20enquiry%20JES%20Issue%2014.pdf

Together Festival

Thursday 19 – Saturday 21 September 2019

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