

Extract from a Gateway 4 Lessons Learned Report for the Queen Elizabeth University Hospital and Royal Hospital for Children – written by NHS Greater Glasgow and Clyde and shared with Scottish Government, February 2016

Service Benefits

Appendix B

No	Criterion	Benefit	Action to achieve	Measurement of success	Realistic/ Timescale	Responsibility
3	Clinical Quality	<p>Achievement of the guidance in 'Healthcare Quality strategy for NHS Scotland' for providing :a clean and safe environment, clinical excellence and continuity of care with clear communication and effective collaboration between staff and patients about their condition and treatment.</p> <p>Provision of a modern environment</p>	<p>Single room provision will reduce patient transfers due to gender, infection etc.</p> <p>Provision of single room with en-suite shower & toilet facilities aids infection prevention and control as there is greater flexibility in isolating patients.</p> <p>Patients who are subsequently diagnosed as having an infection will already be in a single room and therefore risk to</p>	<p>Reduction in HAI rate attaining the Scottish Government Health Departments HAI targets for 2015 onwards.</p> <p>Fewer patient moves once admitted</p> <p>Reduced boarding of patients.</p> <p>Compliant with CEL27 (2010) and SHFN 30</p> <p>Patient satisfaction survey, monitoring communication and collaboration in diagnosis and treatment.</p>	Yes. 12 months post transfer to new build adult and childrens hospitals.	Medical Director Nursing Director

other patients reduced. Provision of single rooms will facilitate private conversations between clinicians and patients supporting shared decision making regarding treatment.

Improved hand hygiene through easily accessible wash hand basins.

Hand hygiene training facilitated through provision of training and seminar rooms within the new hospitals. In addition to monthly teaching sessions and the online Training Tracker, sessions of supported learning are being run for the

Improve compliance with hand hygiene. Address CEL 05 (2005), improved audit scores and reduced HAI rate. Achievement of the SGHD HAI targets for 2015 onwards. Adherence to CEL 53 (2008) NHS Scotland Dress Code. Compliant with SHFN Note 30 V3 Infection Control in the Built Environment.

Cleanliness
Champions
programme.
Careful selection
of
materials/finishes
which are easy to
clean and
maintain.

Segregation of
clean and dirty
routes through
the hospitals.