In this newsletter you can find out more about the new Urology unit which has opened on-site, the latest news on new Day Surgery facilities and the different initiatives which are improving the internal and external hospital environment.

To catch up on earlier newsletters visit www.nhsfife.org/queenmargaret

News update

A number of projects have been completed in the last few months, all with the purpose of improving the experience of our patients.

Older People’s Wards

Upgrading works in Wards 5, 6 and 7 were completed in August. As part of the works, patients now have access to an outdoor courtyard area.

Plans are underway to transform this area to create a therapeutic and relaxing space for patients. Initial work has been undertaken which has included:

• Re-laying flagstones
• Upgrading outdoor seating
• Preliminary planting and gardening

Further work to transform the courtyard will be undertaken over the next few months. We’ll bring you further details about this in future newsletters.

Car Park and Travel Plan Improvements

Car park and external road works have been completed on-site. Works include increased disabled parking spaces, new parent and child spaces and dedicated spaces for short stay parking, an extended bus stop and a new taxi rank.

A one-way system to improve site safety has been in operation since April, with all vehicles entering via Whitefield Road using the Gate 1 entrance and vehicles using Car Parks 1 and 2 exiting the site via Gate 2. You can find a useful site map with parking information overleaf.

You can download a copy of the parking map from the NHS Fife website www.nhsfife.org/queenmargaret where you can also find a public transport journey planner.
The new regional endoscopy unit at Queen Margaret was officially opened by Alex Neil, former Cabinet Secretary for Health and Wellbeing, in summer.

As well as providing a local service for Fife patients, the £1.8 million unit also provides diagnostic and surveillance tests for regional patients from NHS Lothian and NHS Forth Valley.

Up to 7000 patients are expected to use the facilities each year. The unit, which opened to Fife patients at the end of May, comprises two procedure rooms and eight assessment rooms alongside excellent admission and recovery facilities.

During his visit Mr Neil met with patients and staff and heard about the high quality care and the latest endoscopy and monitoring facilities that the unit provides.

New hospital signage
Improved signage has been put up throughout the hospital to make it easier for patients and visitors to find their way around.

Main Reception transformation completed
Following extensive works over the last year the main reception area has been transformed. More spacious and more welcoming, it includes a host of new facilities aimed at making hospital visits that little bit easier including:

- the Aroma coffee shop
- infant feeding facilities
- a changing facility for disabled visitors
- the Carers’ Information Hub (due to open shortly)
Urology is the latest unit to open at Queen Margaret following the opening of the new Endoscopy and Clinical Intervention units earlier this year.

Day Surgery, which is scheduled to open by early 2015, will mark further progress in the development of diagnostic and treatment facilities on-site.

**Urology unit**

The Urology Diagnostic and Treatment Centre (DTC) relocated from Victoria Hospital to new, purpose-built facilities at Queen Margaret in early autumn.

The service treats over 1000 patients a month and focuses on outpatient and day case work, providing a range of clinics, reviews and urological tests for patients from across Fife.

Inpatient and emergency Urology services continue to be delivered at Victoria Hospital.

The Urology unit at Queen Margaret comprises two treatment rooms, five consulting rooms, a large reception/waiting area and a four-bed recovery area.

Since 2010 the Urology Service has operated a ‘one-stop clinic’, allowing patients to have a range of investigations completed within a single visit without the need for different appointments in separate departments. The relocation of Urology to the Queen Margaret site will further enhance this way of working.

Mr Steve Leung, Consultant Urological Surgeon, said: “The new dedicated Urology unit at Queen Margaret will allow for complete and thorough diagnostic evaluation of patients with urological issues.”
“This is a truly ‘one-stop clinic’ which streamlines the diagnostic process and is highly efficient. We are able to inform patients of their diagnosis on the same day, which avoids repeated appointments for separate diagnostic tests.

“In addition, the new unit will have specific areas to deliver bladder treatments for a wide range of urological diseases, with specialist nurse-led clinics in both cancer and non-cancer areas of Urology practice.”

**Day Surgery**

Work on the new Day Surgery unit is almost complete and it is expected that the service will move from its current base at Queen Margaret to new facilities by the start of next year.

The new unit will see the separation of facilities for patients who are able to be discharged during the day, and those patients who may require a stay of up to 23-hours following surgery.

Facilities will include six single rooms and two three-bedded bays for patients who require a stay of up to 23-hours, two assessment rooms and separate sitting rooms for day and overnight patients.

The new unit will provide an improved environment for patients, with enhanced privacy.
The latest services moves from Carnegie Clinic to Queen Margaret have recently taken place.

Further services will relocate in 2015 and we'll bring you all the latest news in future newsletters.

Community and Primary Care Services

Children’s and Young People’s Physiotherapy & Occupational Therapy

Children’s and Young People’s Physiotherapy and Occupational Therapy relocated from Carnegie Clinic in November.

The services now have access to a new dedicated OT gym, providing therapy space, and improved gym facilities for rehabilitation work.

Children’s occupational therapists and physiotherapists share a new work base, allowing the teams to work even closer together.

The move to Queen Margaret also allows the services to have closer working relationships with adult physiotherapy, benefiting young adults, and with Children’s Services already on-site.

The teams have already held a successful informal event with colleagues, which allowed services at Queen Margaret to meet up with the physiotherapy and occupational therapy teams and see the new facilities.

Patients and families have made positive comments about the improved facilities at Queen Margaret and the ease of parking, with the child and parent parking spaces particularly well received.
Our ‘In Focus’ section takes a look at services on the Queen Margaret site, providing a further insight into activity.

In this edition we look at the Haematology/Oncology Day Unit.

The Haematology/Oncology Day Unit at Queen Margaret cares for patients with cancerous and non-cancerous blood disorders.

The unit offers supportive care treatments including blood transfusions, IV infusion or IV antibiotics as well as providing chemotherapy treatment for those with breast, pancreatic and gastro-intestinal cancers.

Around 120 patients are treated in the unit each week.

A triage service is also run from the unit so patients who feel unwell or have a question can phone for advice. Patients are also given telephone numbers for the in-patient area should they become unwell out-of-hours.

In addition to providing care in a warm, friendly and supportive environment patients are signposted to a number of partner organisations that can help support them throughout their illness including Maggie’s and Macmillan Cancer Support, as well as other NHS Fife services like psychology or the ‘Move More Fife’ exercise programme.

Following a process of assessment, the Haematology/Oncology Day Unit QMH was recently successful in retaining the Macmillan Quality Environment Marker which was first awarded in 2011.

The marker assesses whether cancer care environments meet the standards required by people living with cancer.

In order to meet the standards, the Haematology/Oncology Day Unit had to show that the environment is welcoming and accessible, respectful of patients’ privacy and dignity, and gives choice and control to those using the service.

Having demonstrated this, the unit is has now been certified by Macmillan for the next three years.
An innovative gardening project on-site is improving the environment whilst supporting patients with a learning disability to learn new skills.

The project, led by occupational therapists, has focussed on developing a large piece of ground outside the main entrance into a landscaped area filled with plants and shrubs.

Patients from Daleview at Lynebank Hospital have played a key role in the project - from designing the garden layout and suggesting appropriate plants through to working alongside gardeners from Fife landscaping company T&N Gilmartin and NHS staff in the planting.

Lynda English, Learning Disabilities Occupational Therapist, said: "A great deal of thought and planning has gone into developing the outdoor area at Queen Margaret Hospital, along with a lot of hard work. In little over a month over 600 plants, shrubs and grasses have been planted.

"Patients have designed the layout, suggested a variety of plants which look good throughout the year, learnt about various aspects of health and safety and taken part in the planting.

“A project like this gives people with learning disabilities the opportunity to learn skills and develop these further. As well as increasing confidence and self-esteem, it can also help with future employment opportunities.”
Friends of Queen Margaret support ‘Meet and greet’ scheme

The Friends of Queen Margaret Hospital have donated a new lectern and stool for the volunteer ‘meet and greet’ service at the main reception area.

Greeters provide a friendly face, assisting patients and visitors at what can sometimes be an anxious time in unfamiliar surroundings.

The service, which has been operating since June this year, has received positive feedback from patients and visitors.

David Wishart, Chairman of the Friends of Queen Margaret Hospital, said: “Having a friendly face to help you find your way around really does make a difference, and, as a hospital volunteer myself, I know how much this is appreciated by patients and visitors alike. The Friends are delighted to be able to support this initiative in a practical way.”

Anyone who is interested in becoming a greeter or in other volunteering opportunities can contact Liz Nicol, NHS Fife Volunteer Co-ordinator, on 01592 729971 or email Fife-UHB.AcuteDivisionVolunteers@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: fife-uhb.QMHNewsLetter@nhs.net

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

Margaret Henderson retiral

Margaret Henderson, Project Lead and Divisional General Manager, retired at the end of October after 38 years of service, 26 of them with NHS Fife.

Margaret said: "I have been honoured to play a part in the development of Queen Margaret Hospital over the years working alongside staff from a wide range of services, our patient representatives and volunteers.

"Queen Margaret is a special place, made all the more special by our wonderful staff, and I am grateful to have had the opportunity to work on the Development Project."

Andrea Wilson takes over as Project Lead and Divisional General Manager in December.