Welcome to the third Queen Margaret Development Project newsletter. In this edition you can find details on the redevelopment of the main reception, the latest travel planning news, and find out more about our patient representatives and the important role they play.

If you haven’t had an opportunity to read the previous newsletters you can still do so by visiting www.nhsfife.org/queenmargaret.

Building work is being carried out in a number of areas around Queen Margaret to refurbish and upgrade accommodation. Significant work will be undertaken over the coming months in both the main reception and the area which will house the Diagnostic and Treatment Centre. All these developments will improve the experience of our patients.

**Older People’s Wards**
Upgrading work in Wards 5, 6 and 7 is well underway. The work includes the replacement of roofing and flooring, alterations to enhance toilet and shower facilities and the creation of a new day room in Ward 5 with access to an internal courtyard area.

**Day Surgery**
Construction work has begun on new Day Surgery facilities, separating pre and post operative care. Work is also underway on purpose-built Urology and Endoscopy facilities. We’ll bring you further information on these developments in future newsletters.

**Hospice**
The Hospice Ward (Ward 16) has temporarily relocated to Ward 13 at Queen Margaret due to essential work being undertaken in an adjacent ward which involves long periods of drilling.

High quality care continues to be delivered and patients and their families have been kept informed throughout.

The Hospice Ward will return to Ward 16 as soon as possible.

**Carnegie and Abbeyview Clinics Services**
Dunfermline and West Fife Community Health Partnership agreed to the relocation of services from Carnegie Clinic and Abbeyview Clinic at the formal Committee meeting on 13 November 2013.

Work is now underway to develop the accommodation requirements and consider when services will begin to move.

We would like to thank everybody who took the time last summer to make their views known about the relocation of services and what matters to them.

While there were many positive comments, some people had concerns about car parking and transport links to Queen Margaret. We’ve listened to these concerns and you can find out more about the work we’re undertaking to address these issues in our Travel Plan update.
Reception Work Begins

Preliminary work to transform the main entrance hallway and reception area, making it a more welcoming and modern environment for patients and visitors began at the end of February.

A new reception area will be created along with self check-in facilities, waiting areas will be redesigned, and a new ‘Aroma’ coffee shop will replace the existing facility, complementing the WRVS coffee shop already on-site.

A carers’ information hub will also be developed providing information on support groups and organisations alongside a wide range of health information.

In addition, there will be:
• A new retail unit
• New infant feeding facilities
• Enhanced public toilet facilities
• A new changing area for disabled visitors
• Improved signage

The work will be carried out in several phases and is expected to be completed in early autumn.

The first phase will see the replacement of the current coffee shop with a new facility which will come under the NHS Scotland ‘Aroma’ brand, creating a more modern and open environment with relaxed and comfortable seating areas. An interim coffee shop will operate in an alternative part of the reception area during this construction period.

Travel Plan Update

A planning application has been submitted to remodel the existing hospital entrance, roadways and car parks, improving accessibility to services as well as enhancing the safety of the site for our patients, visitors and staff.

This will include:
• The introduction of a one-way system, to align with the current public transport flow though the site, allowing a better separation between private cars and public transport and creating space for taxis.
• Remodelling of the pick-up/drop-off zone outside the main entrance, doubling the existing capacity and improving traffic flow.
• Improvements to the on-site bus shelter and stop, allowing people to arrive close to the main entrance.
• Work to link the car parking immediately to the south of the building into a single patient/visitor car park. A new single entrance for the car park will be created which can only be accessed via the one-way system.

Blue badge/parent & child parking

As part of public consultation, a demand for extra blue-badge and parent and child parking spaces has been highlighted.

These have been incorporated into current plans, which take the existing blue badge space provision of 34 spaces to around 50, along with eight parent and child spaces and a number of short-stay spaces.
By remodelling the hospital entrance, we have ensured that these spaces are brought closer to the hospital itself.

**Car parking spaces**

With around 80% of day intervention cases in Fife set to be delivered at Queen Margaret, along with a wide range of outpatient and day services, we anticipate that the turnover of cars parking between morning and afternoon sessions and the further number of dedicated patient/visitor spaces will accommodate the increased activity on-site.

These changes should mean there will be a sufficient number of parking spaces available to meet the needs of our patients, visitors and staff, but we will of course monitor the situation once the changes are in place.

**Public transport/cycling**

Over 170 buses visit the Queen Margaret site on weekdays, and we continue to work closely with Stagecoach around service provision.

For cyclists, the existing red metal cycle stands on site are to be replaced with Sheffield stand-type parking with a canopy overhead.

Subject to planning approval, work on the remodelling will begin in late March, and is expected to be completed in summer. The Queen Margaret Hospital Travel Planning Group will continue to look at ways improvements can be made to transport and access at Queen Margaret.

Queen Margaret Hospital is home to Fife’s award-winning specialist Ophthalmology Department.

Awards include a commendation at the Medical Futures Innovation Awards and the Department has also been recognised by the Scottish Clinical Information Management in Practice (SCIMP).

Eye care and treatment at Queen Margaret is provided both through the specialist cataract unit and a number of outpatient services, including emergency and paediatric clinics. The Ophthalmology Department also conducts surgery and provides subsequent post-operative care, with treatment offered for a number of conditions such as glaucoma, diabetic retinopathy, cataracts, wet macular degeneration and low vision services.

Fife’s Ophthalmology Department has undergone significant change over the course of the last decade, continually evolving to remain at the forefront in the modernisation of eye care treatment in Scotland.

In 2006 the Ophthalmology Department at Queen Margaret created the Central Ophthalmic Electronic Referral Unit (COERU), which linked Fife’s optometrists directly with GP health records and the secure NHS electronic email network.

This system has revolutionised the way patients are referred for treatment, allowing opticians to take a digital image which is then sent directly to hospital ophthalmologists. This has reduced unnecessary waiting times and improved the timely delivery of sight-saving treatment.

Between 2006 and 2011 waiting times in ophthalmology reduced from 14 weeks to 4 weeks and led to a 25.7% decrease in patients seen in the casualty clinic.
Public Partners
We are fortunate to have a number of public partners who sit on the Queen Margaret Development user groups, Project Team and Project Board. Our public partners come from many different backgrounds and have a wide range of skills and experience. They play a key role, providing a public voice in the shaping of the development.

Here, three of our public partners provide their thoughts:

Lawson Rennie – I worked in the haematology laboratory at Queen Margaret Hospital from 2000 until I retired in 2010. I am now a public partner on several Community Health Partnership/Public Partnership Forum committees.

I am a public partner on the Queen Margaret Project Team and am interested in being part of this development work as I am keen to see as many services as possible in Dunfermline.

In the Honours List in 2013 I was made a Knight of the Order of St John, receiving the award for over 30 years voluntary service with the ski patrol and mountain rescue in the Glenshee/Braemar area.

John Stirling - I am a public representative on the Queen Margaret Project Board. I have a physical disability and I am currently Chairperson of Disabilities Fife which works to improve access to services and equality of opportunity for all disabled people in Fife.

As someone who has lived in West Fife all my life and who has been both an inpatient and outpatient of the Queen Margaret Hospital, I see my role as a public representative of the Project Board as influencing the policy makers of NHS Fife to ensure that, in its redefined role, Queen Margaret provides the appropriate services for all residents of Fife and that the necessary work and resources are in place to achieve this objective.

I consider that it is my responsibility to ensure that patients’ concerns are addressed properly as the Project Board goes about its business.

Isobel Vernolini - I joined the Public Partnership Forum Reference Group in 2006 and became Vice Chair in 2008 and subsequently Chair in 2011. In that time I have been involved in many initiatives and learned lots of acronyms.

I was a “dummy patient” in helping to map patient pathways, have been involved in the opening of the Daleview Unit at Lynebank and attended many presentations. I sit on many committees, including Dunfermline & West Fife Community Health Partnership, Acute Services Division, and the Queen Margaret Project Team where public input is absolutely vital to getting it right.

I do feel listened to and that the public voice does indeed have impact.

Further Information
If you have suggestions for any areas you would like to see covered in future editions please contact Margaret Henderson, Project Lead, at margarethenderson1@nhs.net or 01383 623623.

To request this newsletter in an alternative format or community language please contact the Equality & Human Rights team on 01383 565142 or email fife-uhb.EqualityandDiversity@nhs.net