There’s lots going on around the precinct at the moment. You’ve probably seen fencing around new car parking and the central acute services building construction sites, but did you know we’re also building a new helipad?

Works for the construction of the central acute services building have commenced and this will require the relocation of a number of services, including the base for the Newborn and paediatric Emergency Transport Service (NETS), the Pregnancy and newborn Services Network (PSN) and The Children’s Hospital at Westmead’s current helipad.

A new helipad will be constructed on the roof of The Children’s Hospital at Westmead’s visitors’ car park on Hainsworth Street. Construction began during June with a view for the helipad to become operational in 2017.

When The Children’s Hospital at Westmead’s helipad becomes operational early next year, there will be a significant reduction in the amount of helicopter noise across the precinct. This is primarily due to the Careflight maintenance base and hangar moving off-site as part of this development. These movements will reduce to an average of two and a half per week.

“Once the new helipad is completed, the majority of helicopters will be purely transferring patients and then leaving the site,” project director Tim Mason said.

“A dedicated lift and linkbridge will be constructed to transfer patients from the new Helipad deck into The Children’s Hospital at Westmead. The linkbridge will provide access from the new lift shaft located in the Hainsworth Street car park to the existing Hospital and connect through on level 3. The link will run in between the eye clinic and accommodation buildings at the Children’s Hospital.”

Did you know?

The new helipad was designed and built overseas to specification for Westmead and was delivered via air freight in separate components. It’s a seriously heavy piece of infrastructure!

The helipad will also be lifted piece by piece via crane onto the roof of the Hainsworth Street car park and then assembled.
Westmead Hospital’s Emergency Department staff have been surveying patients as part of the Westmead Redevelopment planning process.

Staff asked about their experiences in the existing Westmead Hospital ED and ideas for the new adults ED in the central acute services building, which opens in 2020.

The intention of the survey is to capture insights that will be helpful for the planning and design process for the new hospital building. It will also be useful for the work underway to transition the Department, staff and services between the existing and new ED—results feeding into communication and information-sharing. In the short-term the feedback may also be able to affect minor changes that can happen before the relocation to the new building.

The survey includes the below questions:

- When you arrive to ED what information do you look for? Do you know what triage means?
- When you look at the space / area around you, what do you like about this space? If you could improve something what would you add/change?
- What would make you more comfortable in this space?
- What services would you like access to whilst in the department?
- What do you value most about your healthcare experience in Emergency?

Sarah Pearce, Acting Clinical Nurse Educator in ED, said, “In terms of navigation, some of our respondents told us the first thing they saw when they arrived in ED was the staff, not the ED signs. This brings home the point that signage isn’t the answer to all navigational questions, challenges or opportunities to improve.”

“We need to think about how our patients, families and staff will move in and around new spaces. How do we, as staff, deliver services that can improve patient experiences? How can we design, build and furnish new spaces that don’t distract you, or impede you in any way, from finding someone to help or give you information?”

Suggestions for improvements to existing spaces included:

- Calls for individual controls that adjust lighting
- Closer food options, access to microwaves and kitchens especially at night-time, and free water
- Free wifi and battery charging points
- Improved seating and more space for visitors to sit next to beds.

“Our patients told us that it is important that they got help straight away, were shown kindness, received information and help quickly when they needed it, and knew what the steps were before they are discharged,” Sarah continued.

“There have been lots of comments about service delivery and the training and knowledge of staff—it’s not all about how pretty or flashy an ED is. If you don’t have high service levels and excellent people, the spaces mean nothing.”

Head of ED, Matt Vukasovic, said, “The responses build upon the knowledge and improvements made in recent refurbishments to the existing ED. We learned a lot through when we refurbished the short stay unit and Healthcare for Older Persons Early (HOPE) unit. That work really improved patient flow through our existing spaces.”

“As we get closer to opening the central acute services building we will continue to see where we can improve what we do in ED, how we do it, and how we can improve patient experiences”.

At last count, 50 surveys had been completed.
On Tuesday, 20 September there will be a new vehicle access route into the precinct—the temporarily titled ‘New Road’ will open. This flyer will give you everything you need to know about new road’s purpose, location and naming.

Where is it?
New Road runs off Mons Road and is accessible via Darcy Road. It is situated between the current Institute Road car park and the temporary Mons Road car park.

When will it open?
New Road will officially open the morning of Tuesday, 20 September. Staff passes are required to gain access to parking from new road and parking permits must clearly be displayed.

Why use it?
New Road has been purpose built to ease congestion along Institute Road. It will become the primary access point into the Institute Road car park and have specially designed traffic management lanes to assist with better entry and exit.

What happens to the access from Institute Road?
The Institute Road access will remain open until further notice. We’ll be continuing to monitor and review car parking access once New Road is open to ensure traffic flow is managed effectively.

Shuttle Bus Services
From Monday, 26 September shuttle bus pick-up and drop-off will be from the “New Road” bus stop (refer to the back map) and not from the current pick-up and drop-off bus stop on Mons Road.

When will the ‘new road’ be named?
First of all, we want to thank everyone who got involved in our competition to name the road. We were overwhelmed by the enthusiasm and excitement shown in the feedback we received and have had a difficult task reviewing all of the funny, creative and meaningful suggestions. Out of all the excellent submissions, we found a significant majority of staff requesting the new road be given an Aboriginal title. As we finalise our shortlist of names to go out for voting we are working closely with our Aboriginal advisory groups to ensure these chosen names are traditionally and culturally relevant to Westmead. Whilst we continue this process the road will be signposted temporarily as ‘New Road’.

We ask that all staff stay patient as we work to bring you an update on when voting will occur.

Do you have a question for the Redevelopment team about the new road? Contact us by email on WSLHD-WestmeadProject@health.nsw.gov.au or call us on 1800 990 296.
Primary access to Institute Road car park
Alternative access to Institute Road car park
Institute Road car park exits routes
Pedestrian route from Mons Road temporary car park to Westmead Hospital
Bus bay - Shuttle Bus services will commence pickup and drop off from this location on Monday, 26 September
Important information on our works

- Please be patient, there will be disruption on the campus over the next five years.
- Check signs around your usual parking area for upcoming changes as the project progresses.
- Follow instructions from site staff.
- Walk only on marked paths.
- Report any concerns or questions you have to the Project Office – 1800 990 296

Works On Site

Redevelopment works

Construction of the new helipad

Car parking construction. Access to Oval is closed until the new car park is opened in November 2016.

Construction works continuing in this location. Please follow the instructions of traffic wardens.

New Children’s Hospital at Westmead car park access works underway.

Construction of the new helipad

Area closed for construction.