Patient experiences and care will be transformed as a result of a renovation of a ward at Westmead Hospital for the Gastroenterology Department. The Project User Group (PUG) has recently celebrated the completion of Schematic Design.

This renovation, of ward A3, is part of an extensive refurbishment program across Westmead Hospital as part of the Westmead Redevelopment.

The Gastroenterology refurbishment includes:

- Single and two-patient rooms—improving patient comfort, privacy, safety and infection control
- A single entry and reception for both inpatients and outpatients that feels more open and improves the experience for patients, visitors and staff
- Rooms for larger patients that require more space to move around, for example, during showering
- Modifications to close observation rooms to reduce patient risk of injury or self-harm and improving the safety of staff
- Improved access to operating suites and procedures such as endoscopy—important for patients who are rapidly deteriorating and require intensive care
- New staff station and clinical meeting spaces—for private conversations; team meeting; and teleconferences with patients, carers and specialists
- Spaces for education, training and research
- Relocation of the inpatient and discharge / procedure clinic into a single purpose-built space—to host targeted patient clinics, local treatment and improving the continuity of care.

Lucia Labib, Gastroenterology Nursing Unit Manager, said, "The relocation of the inpatient, discharge and procedure spaces into a single zone will be great. For our patients, this means improved experiences as they progress through their treatment and they will see the same doctors and nurses during admission, care and discharge—which builds relationships."

New multi-function spaces will complement existing services, like the current chronic liver failure clinic. Doctors and nurses will be able to sit with patients in a new private space when delivering information that may be upsetting, and to answer complex questions. Adjoining spaces may be occupied by visiting specialists, like dieticians and psychologists, so patients can have other conversations rather than waiting for a referral to another service or location outside the hospital.

Gastroenterologist, Associate Professor Golo Ahlenstiel, said, "Westmead’s Gastroenterology has been one of the pioneers in restructuring care planning and patient communication in the hospital. The new ward will accommodate this model so we can continue the great work which we are well known for."

He continued, “Staff and community feedback into the planning process is pushing us to new heights — in terms of what we offer right now and in the ‘new look’ Gastro Department. The patient experience is at the heart of this refurbishment. We’re excited!"

The timeline for the refurbishment program is currently being finalised.
The potential layout of inpatient wards in the new hospital building have been tested through a series of walk-through planning sessions with staff and consumers. These sessions are an important part of the Schematic Design planning process for the Westmead Redevelopment.

Over 100 staff and consumers visited sessions and walked through spaces marked out in Westmead Hospital. These spaces were equivalent to half of the central acute services building, which will open in 2020. Participants included staff from Westmead Hospital, The Children’s Hospital at Westmead, members of project user groups (PUGs) and community members.

The taped out zones included examples of:

- Typical inpatient rooms for patients, including bathrooms and ‘carer zones’
- Staff stations
- Utility rooms — two types of rooms, staff know as clean utility and dirty utility
- Medical equipment and medication room
- Procedure rooms
- Multi-purpose rooms—to be used for staff, family conferences, education, training and research

Inpatient Unit PUG Champion Kylee Macaulay said, “It’s great to look at a plan or map, yet it’s hard to get the full idea of how a space will really work for staff, patients, carers, families and visitors. The sessions allowed us to get a better sense of the implication of the placement of a door, the layout of a bathroom and what the experience will be like for patients as they move around. Lots of great questions and suggestions came out which the PUGs, planning team and architects have immediately taken on board.”

Project Director Anna Thornton said, “As a direct result of the sessions we had three redesigns over four days—of the Clean utility / store, dirty utility and medication room. This is a great result and was what we were hoping for. We’re at a really exciting point in our Schematic Design planning phase, which we will provide everyone with an update on in October. After that we move to the next step, Detailed Design,” said Project director Anna Thornton.

“As a direct result of the sessions we had three redesigns over four days”
- Project Director Anna Thornton
Members of the Parramatta Light Rail project team visited Westmead Hospital, The Children’s Hospital at Westmead and Westmead Private Hospital recently to discuss the proposed rail network. The team answered questions from staff, patients and visitors about the $1 billion project.

“The pop-up event was a fantastic opportunity for the team to be at Westmead talking to visitors and staff about this exciting project. The feedback we received from staff and the community was valuable in helping influence work currently underway to finalise the light rail route which will be announced in early 2017,” Parramatta Light Rail Project Director Tim Poole said.

The Parramatta Light Rail will connect people with jobs across the Greater Parramatta area by linking health and education precincts along a corridor more than 20km long.

The new network will provide opportunities for new community facilities, vibrant public spaces and homes close to transport links and jobs in the Parramatta CBD.

Visit the Parramatta Light Rail website at: parramattalightrail.nsw.gov.au and learn more about the project. Staff can also provide their feedback via email at: parramattalightrail@transport.nsw.gov.au

Did You Know?

- At present, nearly 80% of trips to Westmead are by car. The Light Rail project will help provide more transport options for staff, patients, visitors and students.
- Light Rail will increase the opportunity for jobs growth in the areas of Westmead, Parramatta CBD and Sydney Olympic Park. By connecting employment and residential areas, it will provide the ability for people to live closer to work.
- The Parramatta Light Rail project will include integration with walking and cycling routes, including to nearby ferry routes.
- The service will operate on the Opal Card ticket system allowing ease of transition between light rail to train, buses and ferries.
- The Light Rail will provide smooth, quiet and comfortable journey in air-conditioned, accessible vehicles.
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. Works to be complete mid October
- New road is now open.
- Area closed for site preparation

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