An exciting year ahead — Are you ready?

It’s full steam ahead with a busy year for everyone on the precinct. In 2017 all staff at Westmead Hospital and The Children’s Hospital at Westmead will be focused on their models of care, on transforming the way we work and the patient care experience. We’ll also be looking at improving education, training and research opportunities and shared services in the new building.

This is not just about what services are going to be in the new central acute services building, it will affect all staff.

Leena Singh, Westmead Redevelopment lead for Western Sydney Local Health District said, “Major change will occur over the next four years at Westmead, before the new hospital building opens in 2020.”

“The 2017 planning work will include looking at how we, as both clinical and non-clinical staff, work together, communicate with each other, and deliver services to patients. There are many ways to care for and interact with patients and carers. Some pretty dynamic thinking is shaking up how we deliver health - now and for the decades ahead,” said Leena.

“We are consulting widely and reviewing our many health services and programs. We are putting our heads together with our Westmead colleagues, partners, consumers and contacts across two hospitals, three research institutes, two unis and with many others,” she continued.

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The Westmead Redevelopment Project User Groups (PUGs) are resuming their rounds of planning meetings and group memberships are under review to ensure a balance of perspectives and expertise. The PUGs include representatives from clinical and non-clinical staff, precinct partners and consumers.

Leena continued, “But while PUGs focus on the detail of the infrastructure the main game is what happens inside the building and refurbished spaces.”

“We ask staff, patients and the community to bear with us so we can, in the long-run, deliver even more outstanding health services to the region.”

“Site preparation for the new hospital building is advancing, including changes along Hawkesbury Road in front of the University Clinics entrance. More car parking changes will also be seen across the precinct over the life of the project.”

To find out more about the planning process and how you can get involved contact us.
Partnering with consumers in 2017

Consumers, like Michael Morris above, will continue to partner with us on an ongoing basis. Representatives attend workshops, view plans and designs, and share insights into patient, carer, family and visitor experiences. To find out more about getting involved, contact us on 1800 990 296 or email us.

Consultation focus areas for 2017

- Food choices
- Delivery of service and care
- ICT solutions and Digital Hospital strategy
- Simulation and testing
- Community events and engagement
- User experience and communications
- Spaces for patients, families and carers
- Buggy strategy/patient transport
- Way-finding
- Arts and cultural programs and Westmead identity/culture
- Main entrance—interior and exterior
- Transport
- Westmead / Parramatta ‘green corridor’ and healthy living
- Community events and engagement

Consumer and community consultation will continue to be crucial to the success of the Westmead Redevelopment planning process. In December we thanked our consumers and asked them to reflect on their contribution and the year ahead.

Consumers were joined by guests, Westmead Redevelopment project team members, and managers from the Western Sydney Local Health District and The Children’s Hospital at Westmead. Certificates of thanks were awarded.

During a group activity consumers and guests noted the most exciting and important things to consider in 2017.

Responses included:

- How can we improve family and children’s involvement in planning so they have a voice?
- How do we minimise impacts to services and patients during the transition period?
- How do we build healthier communities?
- What are innovative models of care?
- How can we push the boundaries of our thinking?
A near-death experience shaped a Westmead champion

After a brush with death, Graham Brown, survived and wanted to do something to ‘give back’ to Westmead Hospital. He started by volunteering as a Westmead Hospital visitor buggy driver and last year became a Westmead Redevelopment consumer representative.

“I nearly died two years ago from two abscesses on the brain. I’d temporarily lost part of my sight and use of my left arm. Due to the professional care from the doctors and nurses, including the Post Acute Community Care (PACC) team, I completely recovered and was so grateful. I became a new man wanted to do something different to pay the hospital back,” said Graham.

In 2015 Graham trained as a volunteer buggy driver and in June 2016 took over as convenor of the program. He’s responsible for coordinating the rosters and training new drivers.

“The buggy service is for visitors at Westmead Hospital who can’t walk properly and would like assistance to clinics and lifts. We have four routes and answer around 100 queries each day, as people stop us to ask for directions,” he continued.

Both buggies take 80-100 trips each day and from July to December 2016 Graham calculates they took 10,500 trips with passengers.

There are around eight volunteer buggy drivers, however, Graham would like to recruit more volunteers to help fill the 5-day roster.

“As a Westmead Redevelopment consumer representative, I have a voice. I can share insights learned through buggy driving and want to improve the experience of people visiting Westmead. People are often upset and stressed. It can be very challenging to understand signage then find your way to a clinic or lift when you’re in that state.”

Graham has participated in a number of Westmead Redevelopment consumer workshops along with the architects, staff from Westmead Hospital and The Children’s Hospital at Westmead. These events focus on co-designing patient, family, carer and visitor spaces. He has contributed to discussions a precinct-wide patient transport master plan and a Westmead-wide way-finding strategy. He’s written a detailed document summarising frequently asked questions faced by his fellow buggy drivers and volunteers.

Would you like to be a buggy driver?

To become a volunteer buggy driver you need a current driver’s licence and to pass the WSLHD volunteer registration process followed by a short interview with Graham. Training takes around half a day with most volunteers driving confidently by the end of their first shift.

Contact the project office if you would like to know more information.

Want to become a Westmead Redevelopment consumer representative?

Contact the project office and visit our website.

Consumer workshops and events will continue throughout the project. We’re always looking for members.
From **Monday, 23 January 2017**, car park P4 multi-storey will close and the oval car park will open.

Access to the oval car park is available via New Road and Redbank Road. Traffic control will be in place.

Alternative parking is available in the Mons Road temporary car park and the on-grade parking off New Road (as shown).

**Major changes to parking will continue throughout 2017.** We will provide information about any future changes in the weekly Westmead Redevelopment project update.

Parking is available for shift workers in car park P6 (near ICPMR) and car park P3 (near emergency).

For any questions, contact the Redevelopment team on 1800 990 296 or email us at: WSLHD-WestmeadProject@health.nsw.gov.au
**Works On Site**

- Construction of the new helipad
- Car park opening
- Car parks currently available* for Westmead Hospital staff
- Areas under construction

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**Areas under construction**

- The Oval car park is on Monday, 23 January 2017
- The car park P4 multi-storey will close on Monday, 23 January 2017

**Car park linkway under construction**

**Car park infrastructure upgrades.** Construction workers will be in car parks installing cabling equipment

*Major changes to parking will continue throughout 2017. We will provide information about any future changes in the weekly Westmead Redevelopment project update.*

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[Map of Westmead Hospital area]