



## GUY'S AND ST THOMAS' HOSPITAL CANCER CENTRE LONDON, UK

The new, state of the art Cancer Centre at Guy's Hospital will become a hub for South East London, providing specialist cancer services, training, development and research. The primary aim of the Cancer Centre is to deliver a patient-centred, research driven and clinically led service. Efficiency is a key driver as the Cancer Centre aims to treat about 6,500 patients per year, including about 80,000 radiotherapy treatments a year.

Guy's and St Thomas' NHS Foundation Trust approached BuroHappold's Smart Space team for an innovative people flow study to optimise the design and operations of the new Cancer Centre. The ultimate aim of the study was to ensure the new centre provides a welcoming environment that enhances patient experience and operational efficiency.

Working closely with the Trust our consultancy team identified critical scenarios and key patient, visitor and staff journeys. A day-in-the-life of the hospital was modelled with our people

flow simulation software, SmartMove, and used to assess and optimise key aspects. In addition to ensuring the design enables safe, comfortable movements, key benefits of our study included:

- Optimising layouts to improve patient experience by identifying and alleviating conflicts and pinch-points
- Improving visibility to key functions, such as self-service check-in machines, to optimise utilisation
- Identifying waiting and dwelling areas that are likely to be over or under-utilised

Our people-centred approach provided holistic advice for the operation of the centre, including staffing, signage, queue arrangement and potential operational management solutions to improve space utilisation.

### CLIENT

Guy's and St Thomas' NHS Foundation Trust

### SERVICES PROVIDED BY

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