



QUEEN'S HOSPITAL A&E PATIENT JOURNEY MAPPING ROMFORD, UK

BuroHappold's Smart Space team was appointed to evaluate current issues such as waiting times, travel distances and densities within the existing Accident and Emergency department at Queen's Hospital, Romford. Patient comfort was assessed with respect to waiting times for triage rooms and registration desks; waiting room density; and bed availability.

With an aim to improving the patient experience and at the same time dealing with the increasing patient numbers, the study looked at a number of different management options including an optimum combination of TRIAGE nurses and RAT doctors.

Patient journeys and arrival profiles were extracted from CCTV footage of the main waiting room during a peak period and the hospital's automated patient logging system (Symphony). Modelling of the patient journeys revealed bottlenecks within the department and opportunities for improvement.

Working closely with the Trust, architects, and contractors, our Consultancy team's role is to help optimise the design proposals in a way it enhances the ease of movement throughout the hospital.

CLIENT

Barking, Havering and Redbridge University Hospitals NHS Trust

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