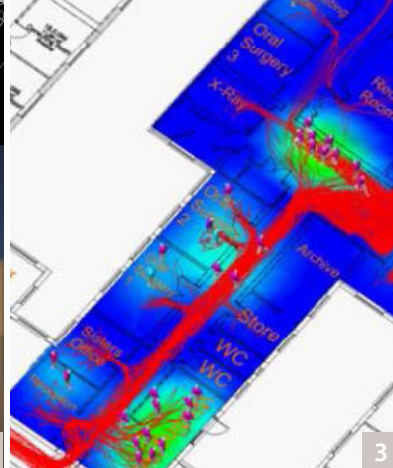
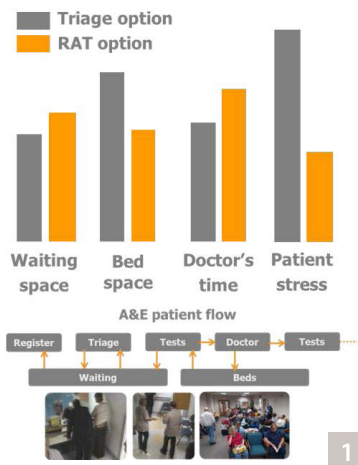


SMART SPACE | HEALTHCARE

Enhancing patient, staff and visitor experience.



1. Process optimisation at Queen's Hospital A&E
2. Guy's and St Thomas Cancer Hospital
3. Royal United Hospital – utilisation analysis

Buro Happold's People Movement consultants believe in putting people at the heart of the design process: designing quality environments where people feel comfortable and secure, and which are convenient and accessible to all.

We understand the benefits obtained from LEAN thinking and efficient processing of patients, intuitive wayfinding, and operational management intervention. We embrace novel modelling tools and emerging technologies in our thinking in a naturally progressive way.

With a focus on improving patient experience, we evaluate and map patient journeys for a single department through to movements for an entire hospital site. We model movement of patients, staff, and visitors and their interaction with the processes and hospital environments, from the moment they arrive to the time they are discharged. Patient comfort is assessed with respect to travel distances, wayfinding, ease of navigation through departments, congestions at corridors and lifts and waiting times.

Our state-of-the-art simulation tool SmartMove enables us to model the intersecting flows within the hospitals to rapidly assess and optimise a number of design options.

Our work at Queen's Hospital Romford focussed on evaluating the bottlenecks and opportunities within the Accident and Emergency department. The study proposed several management options including an optimum combination of TRIAGE nurses and Rapid Assessment Treatment (RAT)

doctors. Our team also provided significant early stage circulation space optimisation support to the design team on a major orthopaedic hospital in London, enabling major savings in corridor widths and bed-lift capacities.

Mr Howard Jones, Estates Director of Royal United Hospital Bath responded to our space utilisation service, which saved the hospital over £3mn through space savings, as follows: "Buro Happold's Smart Space methodology provided the objective tool to confirm how underutilised our spaces were. I believe this pioneering work at the RUH Bath should pave the way for major capital projects and estate strategies across the NHS".

Our experts have extensive experience drawn from their roles as people flow consultants in several sectors, including: aviation; education; and sports stadia. We can provide rapid assessments on an existing design, and also ongoing support on projects from concept to detail design and post-occupancy evaluation.