



Key Facts

The building achieved a BREEAM 'very good' certificate and features 250 PV panels on the roof of the IUCC and the Wilson Hare Building providing an annual saving of £5,000.

Post-occupancy evaluation and positive impact:

- Upon the opening of unit and relieving pressure on the A&E unit, the Trust achieved the 95% A&E national performance target – achieving 95.44%.
- Patient Satisfaction Average 91%.
- Keogh ready future proofed design with flexible treatment rooms.



Project Description

In January 2014, East Lancashire Hospital NHS Trust opened the doors of its new Integrated Urgent Care Unit at Burnley General Hospital (BGH). One of the first new units that encompassed the Department of Health's drive to relieve pressure on accident and emergency departments through the creation of facilities to provide a seamless treatment pathway for minor injuries and out of hours GP care.

The key element of the design process was to ensure that the patient experience was safe, efficient, providing a high levels of privacy and dignity whilst maintaining excellent standards of observation.

The Rainbow Centre for Children was relocated to the first floor of the IUCC, an outpatient service. It now benefits from being an integral part of the main hospital site providing access to the additional services available, such as physiotherapy and paediatric clinical staff.

This environment is huge benefit to the children's wellbeing and treatment with staff reporting that the enjoyment of the outside space is noticeable in their responses with their on-going treatment. Its design allows it to be easily converted to provide alternative medical services in the future.

This model was successfully repeated at the recently completed ProCure21+ Emergency Centre for The Rotherham General Hospital.

The commissioners and local governors visited site on a quarterly basis to ensure the new facility met with their clinical needs and stakeholder expectations. The IUCC was designed with patient safety at the forefront. The flow of the building was created to ensure that patients were seen to as quickly as possible and did not spend an excessive amount of time in the waiting area.

The overriding objective was to improve patient privacy and dignity whilst ensuring patient safety, through single cabins rather than the traditional curtain fronted cubicles. It now provides a secure environment giving excellent levels of privacy and dignity and significantly enhancing the quality of consultation between patient and clinician.

The new facility has relieved significant pressure from the main Emergency Department at Blackburn, offering a right time, right place service locally.

Facts and figures

- **Project name**
Burnley General Hospital – Integrated Urgent Care Centre
- **Location**
Burnley General Hospital
- **NHS Client**
East Lancashire Hospital NHS Trust
- **Principal Supply Chain Partner**
Kier Health
- **Contract value**
£9.5 million
- **Building size**
2,772 m² New Build – Live Hospital Environment
- **Start on site**
October 2012
- **Completion**
January 2014

“There's not enough superlatives to cover the quality of the new Urgent Care Centre and the design, thought and planning are wonderful, I just kept saying wow I really believe that the people of Burnley will appreciate the facilities available and the children's unit is just out of this world, everything has been thought about and it will be a much less scary place for a child to visit.”

Christina Yates,
Public Governor