

## Gateshead Emergency Care Centre



### Contacts

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#### Gateshead Health NHS Foundation Trust

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### Project Benefits

- Exemplar ED design, case study in HBN 15-01
- Improved clinical efficiencies, patient pathways and operational savings
- 5% shorter lengths of stay
- 50% reduction in violent incidents
- 50% improvements in patient safety indicators





## Project Overview

The Emergency Care Centre (ECC), was completed at the Queen Elizabeth Hospital Gateshead in 2015. Through a single front door, emergency patients are streamed into the appropriate category and treated. The design, a UK first, provides 56 identical treatment and assessment rooms, designed as eight room pods, providing a flexible space which can adapt to changing clinical demand. A 36-bed assessment unit immediately adjacent to the ED supports an integrated emergency care model.

## The Challenge – Prior to Investment

Prior to completion of the scheme, emergency care patients would enter the hospital through multiple entry points, which led to inefficient working and a poor patient experience. Long travel times between ED and medical/surgical assessment units compromised patient safety and increased assessment/treatment times which led to significant breaches in the four hour target. The inefficient emergency care pathway, put extreme pressure on the Trusts bed base, occupancy rates were often over 95% leading to cancellations in elective procedures.

## Facts and figures

- £23m construction cost
- 10,200m<sup>2</sup> scheme
- Dedicated paediatric zone
- Integrated IT solution including, Star Trek style staff communication system



## The Solution – Improvements in Care

Before any design work was undertaken, the Trust project team analysed the current emergency care issues and reviewed international best practice to understand how their problems could be solved. They set-up Rapid Process Improvement Workshops with clinicians to explore all aspects of their current pathways, before applying lean technics to develop the new.

Post occupancy studies have identified the following benefits, improved patient experience, calm environment to work, efficient working practices leading to more hands-on care.

**Finalist in Excellence in Accident and Emergency (A&E) Award 2016.**



“Before we built the unit, it was a 10-minute walk from the ED to the assessment unit, now it’s the length of a corridor.”