

Milton Keynes Walk-in Centre

Not just one, but two Building Better Health Care Awards for Milton Keynes Walk-in Centre!



Successful innovations/ technology

The Centre was flood wired to a high specification to enable multi-user PCs to be installed throughout the building. It has PAD for Mobile Diagnostic Unit – for Primary Care Screening.

The building and site compound was subject to a rigorous security-by-design programme designed by Thames Valley Police and the Security Manager at the Trust. The WiC is open to anyone entitled to NHS treatment for long periods every day so a good security system to protect staff and patients was essential. This has been achieved by the reception desk design; layout of consulting rooms; 360° visual waiting area; electronic cordons; panic buttons; and CCTV.

The Centre has climate control throughout, with 'spot' air-conditioned areas. The heating/climate control is programmed to agreed temperatures so that at all times the environment is comfortable to work in.



Overview

The new £2.29 million Walk-in Centre (WiC) at Eaglestone opened in July 2006 to great applause and immediately provided a welcome addition to health care options for residents of Milton Keynes.

The award-winning multi-functional Primary Care WiC provides nurse-led advice and treatment to patients with minor ailments and injuries.

Initial feedback from patients was 'glowing' with people commenting on the convenient location, the quality of the building and facilities, and the professional and attentive approach of the staff.

The first few weeks saw over 80 patients a day using the centre. They were delighted with the short waiting time and being able to avoid the traditional wait in A&E.

Principles and objectives

As well as a suite of 10 consulting/treatment rooms, the two-storey centre has two surgeries for out-of-hours dental treatment for patients not registered with a dentist and a pharmacy.

The design brief for the WiC was to provide a facility that had the capability and capacity to deliver on current national strategic objectives and future NHS reforms.

Under the ProCure21 process, the Integrated Health Projects (IHP) collaborated closely with the Trust on the design taking the needs of patient and staff into account.

Some members of the Trust had initial reservations regarding the ProCure21 process. These were quickly dispelled, largely due to the PSCP project team using their skills, abilities and

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Major issues

The project grew since it was announced in 2004 because the services to be provided expanded. "We are planning for the future, and making it a bigger centre means it will be better able to look after the needs of our rapidly-growing population," said Graham Bell, Director of Finance for the Primary Care Trust.

professionalism to explain the process and ensure the implications of decisions made were fully understood.

The PSCP's design management protocols and corporate business structure, underpinned by the ProCure21 process, and was the cornerstone on which decisions were made. These were reinforced at the weekly programme meetings.

Using ProCure21 gave a sense of security for the Trust's first new build. The Guaranteed Maximum Price (GMP) and agreed completion date gave added security, and reassurance that costs wouldn't balloon or the project stall through lack of funding or unforeseen obstacles.

The open and transparent ProCure21 methods contributed to a non-confrontational and seamless approach, engendering trust and unity in working to common goals, deadlines and resolution of issues.

Goals and decision-making methodology were agreed at the outset, satisfying all stakeholder needs. Brainstorming sessions allowed improvements to the facility to be implemented, without adversely impacting on costs.

Achievements and benefits

The aim was to create a calm and tranquil environment, which was spacious and welcoming to staff and patients. Great attention was given to the waiting areas, so visitors would feel comfortable, reducing stress levels and incidents of aggression.

It has been universally recognised that such an environment helps to speed up the healing process and diminish stress in a healthcare setting. The public areas demonstrate this by the seating, colour scheme, spacing, light and climate control.

Artwork was specifically chosen to meet the demanding interior design criteria and enhance the ambience.

The Centre's design optimises the accommodation functionality, without diminishing flexibility and future plans for additional services.

The end result is an NHS facility that aesthetically enhances the local environment, meets the health care needs of the people of Milton Keynes, and has a future in meeting the ever-changing demands of the NHS.

From the outset, there was a cultural synergy between the Trust and their IHP, developing into a non-adversarial professional working relationship. This contributed to the Trust nominating the PSCP for the Building Better Health Care Awards 2006 Outstanding Contribution to the Healthcare Environment and Contractor of the Year 2006.

Trust Project Manager Marcella Shade-Brown stated, "If I were to be asked to identify the linchpin that, in my view, made this project so uniquely successful, it would have to be the professional rapport and committed working relationship between Ed Biddle, his Project Team and myself.

"In spite of my lack of knowledge of P21 and the changes in the construction industry since my last major project, I was never made to feel threatened, undervalued or excluded. Everyone, without exception, has taken time to explain and fill the 'gaps' in my knowledge, making me feel a welcome partner."

"We would like to nominate our PSCP and their Project Manager Ed Biddle. His commitment to the MK Walk-in Centre Project has been exemplary; going beyond the normal call of duty ensuring the Project's momentum was sustained to come in on time and on budget. The ability to listen and work with MKPCT is a testimony to his dedication to deliver a facility that was more than fit for purpose, of the highest quality and value for money."

"The benefits of using P21 meant we succeeded in delivering the design brief, we came in on time and budget, savings of around £60k have been achieved." Marcella Shade-Brown, Trust Project Manager.

