

5th Floor News

The 5th Floor is changing...

Edition 2 • March 2017



theAlfred

Dear staff, patients, families and carers

Your feedback

In February we asked you to tell us what was important to you about The Alfred's respiratory service. As a result we received more than 170 individual pieces of feedback in the past month. Thank you.

Your feedback (which is summarised on page 2) is now informing the planning phase for the 5th floor relocation project.

There were clear and consistent themes as well as many practical suggestions. At the same time our staff have continued to provide feedback on clinical and functional requirements.

There was one prevailing message: maintain the quality of care that is currently provided by professional and skilled staff.

Your involvement

We also heard that you wanted more involvement in the project over the coming months. This has always been our plan.

We are establishing a **patient reference group** of 8-10 patients from all parts of our respiratory service. Participants will be asked to use their own experiences to provide detailed feedback on the draft designs of the new clinical areas when they become available.

We will also run an **online roadshow** so all interested patients can understand the draft designs and provide their thoughts and opinions.

Of course, we will continue to keep you informed and involved throughout the relocation program providing updates through this newsletter, our website alfredhealth.org.au/consult5floor and most importantly, our clinicians.

Understanding your concerns

We appreciate there is much uncertainty during the early stages of this project. Many answers are still unknown. Be assured that our goal is to maintain the quality of our clinical functions and where possible, enhance or expand the service.

Thank you for your support.

Prof Trevor Williams
Director General Respiratory
& Lung Transplant

Prof Robyn O'Hehir
Director Allergy, Immunology
& Cystic Fibrosis

"There was one prevailing message: maintain the quality of care that is currently provided by professional and skilled staff."

Estimated project milestones 2017



January - February

1. Planning

Identifying needs and requirements



March - April

2. Designing

Developing design options and determining suitable relocation areas



April - September

3. Construction

Developing relocation areas



August - September

4. Relocation

Moving to redeveloped areas

What you told us

We received more than 170 postcard surveys, including 30 emails, in response to the questions - 'what matters most to you about your care' and 'where can we improve'. Here is the summary of what patients, families and carers said.

Question 1

What matters most to you about your care at The Alfred?	
Quality of care: <ul style="list-style-type: none"> maintain high standard of care continuity of care 	102
Attitude of staff: <ul style="list-style-type: none"> professionalism and skills of respected and trusted staff 	34
Ease of access: <ul style="list-style-type: none"> services in close proximity to one another close to specialist staff 	32
Timeliness of care: <ul style="list-style-type: none"> flow of appointments access to specialist staff 	19
Communication, collaborative and coordinated care	15
Infection prevention: <ul style="list-style-type: none"> provide safe care larger waiting areas, to reduce risk of cross infection 	10
Team environment: <ul style="list-style-type: none"> team approach professional staff 	7
Waiting areas: <ul style="list-style-type: none"> big, zoned, visible 	6
Consistency of doctor/staff	6

Question 2

What are the areas where you think we can improve?	
Waiting areas: <ul style="list-style-type: none"> larger, zoned, more visible access to oxygen 	59
Improved timeliness of care: <ul style="list-style-type: none"> reduced patient waits better coordination of appointments review demand for clinics consider more clinics and after hours 	44
Better facilities: <ul style="list-style-type: none"> access to water, tea and coffee improved seating, natural light, décor access to free Wi-Fi 	39
Infection prevention: <ul style="list-style-type: none"> improved isolation spaces improved cleanliness 	34
Proximity: <ul style="list-style-type: none"> close to other services easy access to car parking 	28
Improved communication: <ul style="list-style-type: none"> better coordination of appointments 	16
More staff: <ul style="list-style-type: none"> more access a range of clinical staff 	13
More access to inpatient beds: <ul style="list-style-type: none"> single rooms specialist beds 	10

Note: Patient feedback was themed by the project facilitator and a respiratory clinician. It includes themes where we received more than five similar responses.

Tell us if there is anything that we missed?

Email us: patientfeedback5floor@alfred.org.au

For more: alfredhealth.org.au/consult5floor

Your involvement

5th Floor Respiratory Patient Reference Group

We are establishing a **Patient Reference Group** of 8-10 current patients from across the respiratory service, to provide detailed feedback on the draft design of the new clinical areas.

This process asks patients to draw on their own lived experiences and will help us refine the design of the areas that will relocate from the 5th floor later this year.

The Patient Reference Group will include 8-10 current patients:

- with experiences that reflect the range of respiratory services (eg general respiratory, cystic fibrosis, lung transplantation and sleep)
- who are actively using our services
- who are available to participate in several meetings from late March to April
- who are comfortable in sharing and articulating their own experiences

Are you interested?

In the recent feedback process, several patients indicated their interest in being more involved on a reference group. Thank you; we will be in touch.

If you are interested in joining the Patient Reference Group please complete an expression of interest by 3pm on Friday 17 March.

For more information:

- email patientfeedback5floor@alfred.org.au;
- download the form, from our website alfredhealth.org.au/consult5floor
- call Suzanne Corcoran, Manager Patient Experience on 9076 2409

"We are hoping to bring together a representative sample of patients from our respiratory service to participate in the group," says Trevor Williams, Director General Respiratory & Lung Transplant.

"This means some people who can bring their experiences of cystic fibrosis or lung transplantation, and others who know our sleep clinic as well as our general respiratory service.

"We want to ensure a broad range of experiences on the group so we can achieve the best design outcome."

More information:

Check out our website (alfredhealth.org.au/consult5floor) for the latest news on the relocation project.

Answering some questions

As the relocation program is in its early stages, there are many questions to which the answers are unknown – questions such as final service locations and area designs. **However, there are some things that we do know and can answer.**

Q. Why are we relocating services from 5West?

There is increasing community demand for quality inpatient care at The Alfred, which is challenging due to limited capacity of beds. The only remaining ward capacity that can help us meet this demand is on the 5th floor in the Main Ward Block. This area was previously a ward and still has the necessary fixtures, such as gases, in place. As a result the respiratory services from this area will be relocated later this year.

Q. Will there still be access to a gym for respiratory patients?

Yes, a gym will continue to be located on the 5th floor for respiratory patients. This is an essential part of the care plan for many patients.

Q. Will you continue to involve consumers in your planning and design?

Yes. We are setting up a patient reference group for the design phase. Also we will be holding an online roadshow for our patient community so you can see how the design is proceeding and provide your comments.

Q. Will the new ward be for respiratory patients?

The new ward will provide 36-40 new general beds for patients across the health service, so we can meet the community's need for more inpatient care.

Q. Will there be improvements made to 5East? Will there be more single rooms?

There will be no changes to 5East as it is outside of scope for this relocation project.

Q. If services have to be separated will this compromise the level of care I receive?

Throughout the planning of this relocation project, the overriding goal is to maintain and where possible enhance and expand The Alfred's respiratory service so the high quality of care can continue.

Q. Will I still be able to access all the specialist services from the respiratory teams to prevent me from coming into hospital?

While the location of the services may change, our dedicated and skilled respiratory team and the unique services they provide will remain unchanged.

Staff user groups

Many thanks to our staff for taking time from their busy schedules to contribute to the several staff user groups established as part of the planning process.

This has provided detailed information so the architect can better understand the clinical requirements for the service.

The better our planning, the better our design, construction and relocation will be.

“At this stage, no decisions have been made about where the services will be relocated.

“We are in the early stages of the relocation program, assessing service needs from clinical and patient perspectives.

“We realise this causes uncertainty for the patients your organisations represent, as it does for our staff.”

Prof Andrew Way, Chief Executive, to the Chairs of HLTT, Lunigture and CF Victoria, February 2017

What next?

We will continue to involve our patient community throughout the 5th floor relocation program.

Please email us any questions you may want answered in our third edition, which will update you on the project milestones. Email your feedback to: patientfeedback5floor@alfred.org.au

For more: alfredhealth.org.au/consult5floor