

## MAIN ENTRANCE

### Output Specification

Draft No. 2  
Date: 11.1.04  
Lead Responsibility:  
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#### **The Service**

#### **Scope of Service**

The main entrance will provide the main focal point and public face of the integrated care centre. Inpatients, outpatients, staff and visitors will use the main entrance. The following functions will take place in this location:

- Receiving and greeting patients and visitors
- Provision of information
- Wayfinding
- Orientation
- Waiting
- Meeting place
- Social space
- Retail functions
- Café / refectory for patients, visitors and staff
- Chaplaincy facilities
- General office with cash office – ? have you thought about this function and reimbursement etc
- Patient advisory liaison service (PALS)
- Patient information centre
- Pharmacy dispensary

#### **Activity Indicators**

It is estimated that in the region of XX persons will pass through this space each day. This is made up of

Inpatients	XX
Outpatients	XX
Staff	XX
Visitors	XX

This is based on the main entrance providing the entrance for Trust staff.

#### **Work Patterns**

#### **Operating Hours**

The main entrance will be open between the hours of 0700 hrs. and 2200 hrs. Out of these hours the main entrance will be secured and access through the main entrance will only be by intercom controlled from the security office or the Reception Desk.

## **People**

Up to two persons will be based at the reception desk

The general office will require 2 workstations and must provide facilities for handling cash and the safekeeping of valuables.

It is anticipated that up to 10 persons, including children, will be occupying the main wait and circulation space at any one time. This is in addition to those patients waiting ambulance transport, who may number up to 4.

Up to 2 pharmacy technicians will be based in the pharmacy dispensary

## **Key Operational Processes**

### **Operational Processes**

#### **Main entrance**

- Patients and visitors will be received at the reception desk and directed to their destination.
- Waiting and circulating space will be provided and facilities for children will be required. Toilets facilities including disabled access toilets will be required in this area along with nappy changing and breast feeding facilities.
- Access to a secure wheelchair park is required for those patients and relatives requiring assistance with transportation.
- Patients and relatives waiting in this area require access to health information including interactive touch screen and internet access.
- The wayfinding strategy must not be based on signposting and clear and unambiguous routes with easily identified destinations must be provided. The main entrance must provide a key role in the strategy adopted.

#### **General office**

- Patient service and general office functions may be located in the main entrance and these include services to bereaved relatives and paying travel expenses to outpatients.
- Income for pharmacy prescriptions and invoices will be received here.
- Patient's services will also be responsible for the safe storage and issue of patient's property and valuables. Relatives of the deceased will be received at the General Office and asked to wait in a small sub-wait prior to being interviewed in the relatives Rooms. Relatives will be handed property and personal valuables and death certificates.
- Direct access from the General Office to the Relatives Rooms is highly desirable.
- Death certificates and coroners forms are issued from the General Office.

#### **PALS area**

The PALS team will be based in this area responding to patient requests from inpatients, outpatients and patients relatives. Access to an interview room is required. On occasions drinks will be offered to their customers, therefore access to light refreshments is required.

- The PALS office is required to allow people to work at computer terminals, make telephone calls, receive & distribute paper, produce paper documents and undertake confidential meetings/telephone calls.

### **Pharmacy Dispensary**

- Staff will receive patients here from outpatient departments and the intermediate care inpatient area collecting their prescriptions prior to leaving the centre.
- A private area is required to allow the pharmacist to explain and discuss issues relating to the prescription with the patient or relative.
- Other services that the dispensary will offer are the sale of over the counter medicines

### **Waiting area**

- Patients waiting for ambulances may wait in the main entrance
- Facilities for patient supervision and discrete storage of 4 wheelchairs will be required.
- Adequate parking for 2 outpatient ambulances will be required. The design must harmonise the aesthetic requirements of the main entrance to the hospital with the requirements for ambulance parking.

### **Retail functions and catering outlets**

- Retail including catering outlets should be located in the main entrance.
- The catering area will also be used by inpatients of the intermediate care area, therefore the location of this unit may be more appropriate closer to this facility.

### **Café / refectory**

- Patients, staff and visitors will use the café / refectory area
- It is envisaged where possible patients will receive refreshments at lunch and evening meal times to encourage rehabilitation.
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- Patients who are unable to attend the café will require refreshments in the ward area

### **Chaplaincy**

- The prayer area should cater for all religious groups and therefore the accommodation provided should reflect this.
- This area will be open 24 hours and will not be managed by the Chaplaincy service from the acute hospital
- A range of seating is required, along with space for patients in wheelchairs.

- Small groups or individuals will take prayer in this area. It is not envisaged that full services will be undertaken here.

### **Key Functional Relationships**

<b>Function</b>	<b>Reason</b>	<b>Category *</b>
Adjacent to the main communication routes	Wayfinding	Essential
OPD	Facilitate patient access and collection of prescriptions	Essential
Car parks, drop off and bus stops	Easy access to the centre	Essential
Site managers	Staff access	Desirable

### **Facility Requirements**

The following facilities required:

#### **General requirements**

- Draught Lobby
- Entrance / concourse
- Wheelchair / trolley parking for 4 wheelchairs
- Vending Machines
- Café / refectory for xx
- Reception / Enquiries Desk to accommodate 2 persons
- Main Waiting for 10 people
- Assisted WC's x 2
- Visitor's WCs x 2
- Baby Feeding Room x 1
- Cleaners Room
- Interview / Counselling Room x 1
- Information centre with IT access for up to 4 persons
- Prayer room to accommodate xx people
- Office to accommodate 2 person (PALS) x 1
- Office for 2 persons, cash safe, storage for bereaved personal belongings ( general office ) x 1
- Cleaner cupboard x 1

#### **Pharmacy Dispensary**

- Dispensary / shop x 1
- Privacy bay x 1
- Manufacturing / preparation room x 1
- Store – 12 sq. metres x 1

### **Environmental and Service Requirements**

The main entrance must reflect a major public building. It should be welcoming, spacious, and attractive space which projects a positive image of the hospital and the Greater Peterborough health Investment plan. The entrance should project a caring image and provide an environment that engenders pride in the centre

Discrete security arrangements are required which may include CCTV monitoring.

***Other Relevant Specifications***