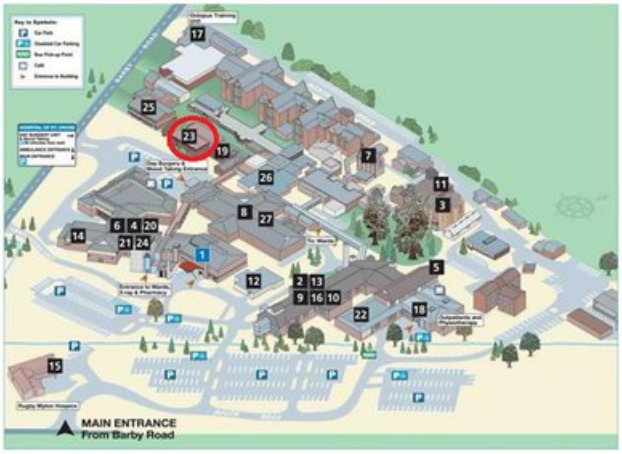
Rugby Children's Outpatient Department - Refurbishment

Kara Marshall – Group Manager, Women & Children's

Dr Karen Mclachlan – Clinical Lead Paediatrics



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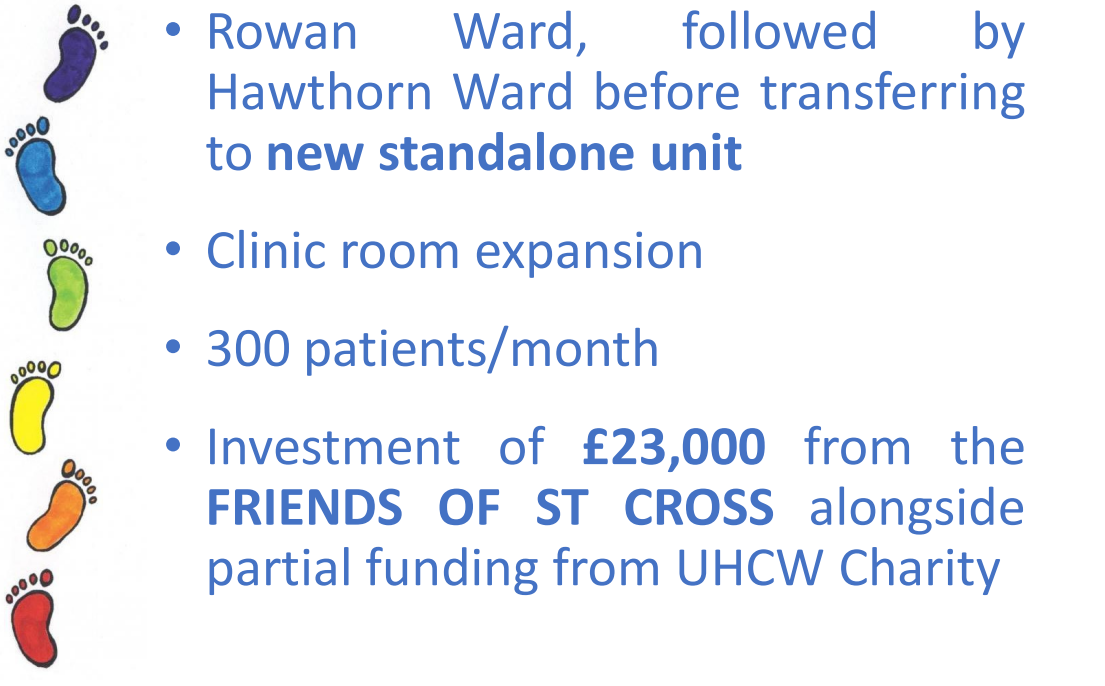
The Journey

- Rowan Ward, followed by Hawthorn Ward before transferring to **new standalone unit**
- Clinic room expansion
- 300 patients/month
- Investment of **£23,000** from the **FRIENDS OF ST CROSS** alongside partial funding from UHCW Charity



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Available Clinics

- Allergy
- Orthopaedics
- General Paediatrics
- Diabetes
- Dermatology
- Endocrine
- Dietetics

- Neonatal Follow Up
- Neuro-developmental - *New*
- Acute Review - *New*
- Neurology - *New*
- Epilepsy - *New*
- Respiratory - *New*

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Patient and Parent Feedback

"Luca started visiting Children's Outpatients three years ago after he was diagnosed with a peanut allergy.

The consultants and nurses at St Cross have always been really helpful, but now it's great that they've moved into their new facility, as it's much better for kids and families.

It's brilliant being able to have these local services for families, and now there's so much more space in the waiting area and the clinic rooms."

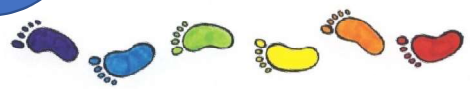
"Helpful staff. Easy to get to and parking."

"The signage to the children's outpatient department needs to be clearly displayed."

"Have more toys/ activities for older children."

"Seeing same staff at each visit made it easier for my son."

"Lovely waiting room, friendly staff, clean. Most of all we finally got answers, was listened to, supported and given further information."



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Planned Works

- ✓ Conversion of the pre-existing laboratory space into :
  1. Breastfeeding area
  2. Changing facility for children with complex needs

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Other Highlights Include…

✓ Redecoration of the unit to make it more attractive for young patients

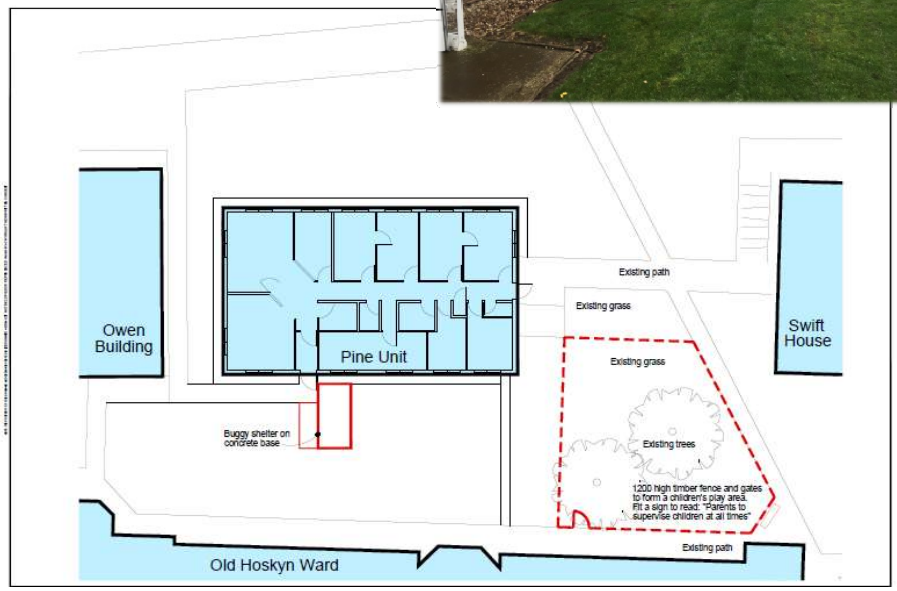
✓ Hoist and slings for transferring children

✓ Improved Signage

✓ Play area outside the unit

✓ New seating in the waiting area

✓ Buggy park to safely leave buggies whilst babies and toddlers are at their appointment and ease congestion on the waiting area



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What will this mean to the Children of Rugby?

The number of children who have been able to have their appointments closer to home in Rugby, rather than needing to travel to Coventry, has increased as a result of the developments into the Children's Outpatient Department made possible by the Friends of St Cross – Thank You

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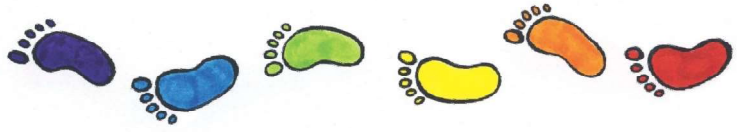
Next Steps…

- Completing all planned works – by Autumn 2017
- Re-naming the Unit
- Further expansion of one-stop services offered
- Official opening
- Involvement of Local Children for Artwork and design

The start of the outdoor area this week…



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Questions ?

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