



States Greffe

Deputy Kristina Moore, Chief Minister and head of the New Healthcare Facilities Ministerial Group

BY EMAIL

3rd January 2024

Dear Deputy Moore,

Enid Quenault Health and Wellbeing Centre

On 14th November 2023 the Panel was provided with a tour of the new facilities at the Enid Quenault Health and Wellbeing Centre accompanied by members of the New Healthcare Facilities Programme Team.

During the visit the Panel made a number of observations regarding the provision in the former Les Quennevais School building.

Please could you provide information on the following areas.

Access, parking and external signage

1. Confirm whether conversations are ongoing with Liberty Bus to increase the frequency of services and/or provide a dedicated service.
2. Confirm whether consideration has or is being given to a dedicated shuttle service between the hospital sites and which service would provide this.
3. Confirm whether external signage in the area is under review to ensure that both vehicle and pedestrian access is guided from both Route Orange and from the Communicare area (where patients may be walking from the bus stop).
4. Outline any review which is being undertaken of the parking provision and whether it is adequate for the facilities at the centre and the impact on the flexibility to move busier services to the site.
5. Confirm that a review of the ability of the Patient Transport Service to serve the site effectively and deliver patients in time for their scheduled appointments is being conducted.

Internal signage

1. Confirm whether the Government's Diversity and Inclusion team were directly involved in the development of the internal signage at the Centre to ensure that it met best practice.
2. Provide an assurance that the Government's Diversity and Inclusion team will be directly involved in the development of future internal and external signage for healthcare facilities.

Design and fittings

1. Confirm that suitable facilities have now been provided in the baby feeding room and what changes have been made since the Panel's visit. At the time of the visit the room lacked appropriate fittings and furniture.
2. Confirm that an appropriate changing table has now been provided in the baby changing area.
3. Outline any feedback provided by staff on whether storage is appropriate and sufficient for their needs. The Panel noted an apparent lack of storage in the Child Development Centre gym and in staff offices in the main centre where moving boxes were still in place at the time of the visit.
4. What work will be done to improve staff and patient access to rooms which are partially blocked by the need for the fire doors in the building to be locked on hold open catches.
5. Whether an improved and enclosed outside area is due to be provided for visitors to Child Development Centre.

Service location

1. What consideration is being given to the relocation of any services now provided at the centre to a town (central) location following feedback from staff and/or patients?

The Panel would be grateful for your response within five working days of receipt of this letter.

Yours sincerely



Deputy Sam Mézec
Chair
Future Hospital Review Panel