



"Improving Public Health by Greening the NHS"

## Communications Corner

No visitor or staff entering our Hospitals can miss the "**Communications Corner**" located in the atria of Queen's and King George Hospitals (in and around the main Information Desks). Its layout and the level of information it provides with excellent service from enthusiastic and passionate receptionists and volunteers has been praised by many external stakeholders (including the public and local bodies). These stakeholders said its an exemplar to encourage other similar groups. In this edition we would like to raise awareness about our "communications corner", which is the first step and face of our Hospitals for our patients and visitors experience.

## Communications Corner display

Queen's Hospital – Information Desk



King George Hospital – Information Desk



### Did you know?

In 2012/13 Trust handled just **over 660,000 outpatients, nearly 220,00 A & E attendances, 8,507 babies were born and nearly 141,600 inpatient admissions**. This gives indication of population entering through our Hospital doors and how our staff productively dealing with them.

## Information and Service available

Visitors can avail the below:

- Information on Bus routes and timings
- Live Bus arrival information (upon request a plan is in place to display on screen)
- Cycling route maps/guides
- Hospital site maps, with Public Transport options
- Hospital way finding maps
- Hospital information (PALS, NHS Constitution, etc)
- Range of health advice literature all of which is free and very well used
- Advice and support for private transportation (e.g. car, community bus etc)
- Facilities and arrangement for external traders/public bodies/community groups/charities for raising awareness

## Listen to our Front of House Officer

**Peter Smith**, Front of House Officer, Public Transport Lead and a Green Champion says: The receptionists and volunteers make up the front of house team at Queen's and KGH are the first point of contact with the Trust for our patients and visitors (we see around 13,000 outpatients alone each week!) and help to create that all important first impression. They all take great PRIDE in the high standard of service they provide and help to maintain the information displays.



**The Power of Smile:**  
NHS Change Day 2013

## Listen to our volunteers



**Joan & June at KGH:** NHS Change Day 2014

### Front of House volunteers:

*There are about 43 volunteers (plus receptionists) at Queen's and 11 and rising at King George Hospital.*

## Sustainability at Front

**David Hurdle**, Travel Plan Consultant for BHRUT in 2013 says:

Making information easily available is vital to encouraging more people to use public transport. But this fairly straightforward task seems to defeat so many organisations. However, the Trust has more than risen to the challenge and provides extensive and eye-catching displays at both Queen's and King George. It's all there. And you can't miss it. As well as stocking Transport for London's timetables, and Cycling Guides, the Trust has gone further and produced its own bespoke material, e.g. getting to Queen's from Romford station by bus or on foot. ***I can honestly say that from 16 years of doing Travel Plans, including for many hospitals, the Trust's displays are superb and by far the best I have seen.***

**Lianna Etkind** from Transport for All (an advocacy group) said:

Our public transport display is the best she has ever seen

**To know more, visit the Sustainability stand:**

It's on Monday, 03.03.2014 the NHS Change Day

## Sustainability Team's message

- **Please share** this message with your colleagues and help raise awareness.
- **Tell us if there is a problem!** – If you have an issue relating to **heating, cooling, lighting, water, or waste** please tell us about it. We may be able to sort it out for you. Email us: [sustainability.BHRUT@bhrhospitals.nhs.uk](mailto:sustainability.BHRUT@bhrhospitals.nhs.uk)
- **All ideas are welcome** - if you know a green tip, green image, heard/experienced a green story which could be published, please let us know by emailing: [sustainability.BHRUT@bhrhospitals.nhs.uk](mailto:sustainability.BHRUT@bhrhospitals.nhs.uk)
- **Why not become a Green Champion?** - It is an opportunity to learn about the sustainability and help the Trust and your colleagues become more sustainable. For more information contact: [sustainability.BHRUT@bhrhospitals.nhs.uk](mailto:sustainability.BHRUT@bhrhospitals.nhs.uk) Tel. Ext. (79) 6213