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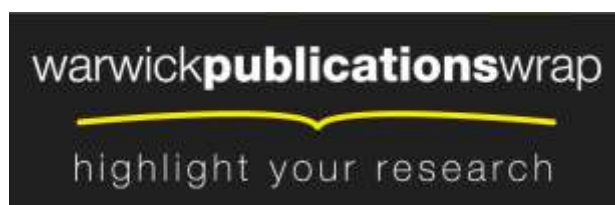
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# Perspectives for designing a new healthcare environment; what person-environment factors do future users think are important?

## Wellbeing Centre = A centre for wider life-style related issues

- This new centre intends to:
- offer psychological support
  - support behaviour change
  - provide basic health checks
  - signpost to other services
  - provide individual consultations
  - offer computer self assessments



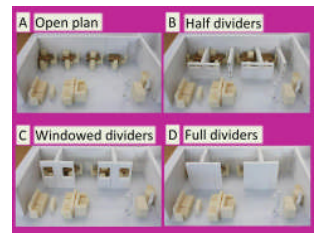
## Research Questions

- 1) What environmental features do end users consider important for a positive experience of a healthcare environment *before* it is built?
- 2) How comparable is this to existing experimental research?

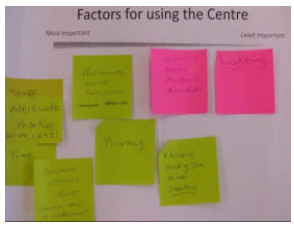
## Method

53 Royal Free Trust members

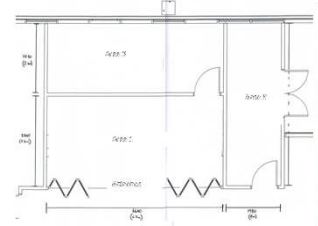
3 focus groups, 3 tasks:



1) Multiple choice questions



2) Defining important design features and attributes



3) Designing the layout in 2 dimensional (left) and 3 dimensional moveable models (right)



## Results

Six themes emerged from triangulated data (blue boxes). Mixed evidence of identified environmental features as important in people's experiences of healthcare (green boxes). End users considered service more important.

### Atmosphere

- + Homely/Modern atmosphere
- + Informal and comfortable
- + Natural elements present
- + Maximise natural lighting

### Homely Modern

= Mixed for relaxing or stressful experience  
- Unclear purpose

### Nature

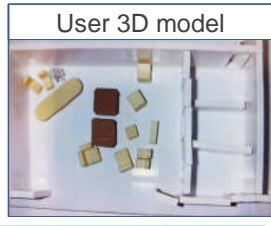
- + More relaxed, less stressed
- + Calm and content
- + Shorter hospital stay
- + Less pain killers

### Natural Light

- + Less stressed
- + Perceived less draining
- + Less pain medications
- + Shorter stays

### Initial points of contact

- + Visible reception, close to entrance
- + Visible, clear queuing system
- + Easy access for all
- Avoid "intimidating" desks



### Reception

- + Immediately recognisable
- + Clear view of entrance
- + Waiting times communicated perhaps electronically

### Access

- + Wide doors and pathways
- + Open long desk with lowered sections

### Waiting experience

- + Comfortable and relaxing
- + Provide choice (furniture, waiting areas)
- + Display waiting times
- + Display appropriate health information in uncluttered way
- Avoid unrelated distractions



### Attractive

= mixed for anxiety & stress reduction  
+ increased attention

### Choice

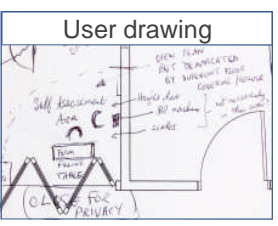
- + reduce stress
- + sense of control
- + no frustration & dissatisfaction

### Informative

- + perceived to help self-management
- + TV has negative impact on waiting experience

### Health assessment areas

- + Provide places with varied privacy levels
- + Consider auditory and visual privacy e.g. position of computers, sound proofing
- + Use self-assessment areas to "help get people in", as long as privacy still offered
- + Non confrontational seating



### Privacy

- + auditory and visual privacy breeches depend on floor plan
- + granular privacy

**Spatial layout, size, structure** + Depends on clear service process Allow flexibility as service develops over time

**Service** + More important than environment Determine, to large extent, before engaging users in environment design process