

I hope that you are keeping safe and well during these uncertain times. Despite the challenges that the pandemic creates, within the GPW programme we remain committed to our key aim of co-production and involving our patients and the public in our work. Thank you for your contribution to our second online consultation, a busy day where we focused on the future estates plans.

As you will be aware, moving our partners to a more suitable, fit-for-purpose building is a key foundation to delivering our aims for genomics and improving patient care. As key stakeholders, your input into some of the important aspects of this move is invaluable in ensuring that we develop plans that are best for our patients and the general public in Wales.

This newsletter summarises the discussions and input that you provided; we will work with the GPW teams to provide the detail where needed as part of the design and implementation processes.

Based on your comments about the summer consultation, we adapted the timings of the sessions. And we will continue to make changes in how we prepare, plan and conduct these consultations so that we all get the best from them. Your feedback is key – please let us know if you have any further suggestions for improvement.

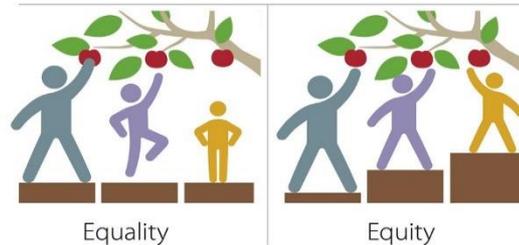
I would like to thank you sincerely for your continued commitment to GPW and providing us with that all-important patient voice.

Michaela John

Programme Manager
Genomics Partnership Wales



Consultation 1: Equality & Health Impact Assessments (EHIA) for re-location of GPW partners to a new site



We discussed the project to move three key GPW partners to a single site in Coryton (North Cardiff) - All Wales Medical Genomics Service, Pathogen Genomics Unit and Wales Gene Park. We began with a session in the morning to understand more about what impact this service change may have on those who access the services. We considered a range of protected characteristics to identify groups to whom this service change may have an impact, and discussed ways in which our planning can minimise negative impacts and enhance positive aspects. >>Read more on page 2.

We shared our proposed plan for managing external communications about the move to Coryton, followed by a short lunch break and a brief networking session.

Consultation 2: Patient & Public Areas



The second consultation of the day was around the requirements for what is important for the patient and public areas at the Coryton site.

Discussions enabled you to share your thoughts, and built on input provided in a previous consultation last summer, about existing waiting rooms and clinic space.

>>Read more on page 3

We ended the day with sharing longer term plans for the site

Consultation 1: Equality & Health Impact Assessments

What negative / positive impact could this service change have on those who access the services?

- **Accessibility**– It was felt that the site would be more difficult to access than the University Hospital of Wales site for those without access to their own transport. There will need to be enhanced public transport provision to the site, and suggestions included a shuttle between UHW and Coryton. In terms of physical and economic accessibility you strongly felt that core investment is needed in the wider infrastructure to alleviate current access problems to the site. Linking in with wider Cardiff City Region deal plans for better transport links including a metro was seen as important for the wider aspirations of this site
- **Income & Employment**– Following on from your transport and logistics concerns many of you felt that due to the location of Coryton those without access to their own modes of transport, as well as those with decreased mobility, would require further support to access the site.
- **Environment**– You all felt that the site was a pleasant environment, and were excited to learn more about the wider plans in relation to the Cardiff Edge Life Sciences Park. You felt that any designs should be light and open, creating spaces which demonstrate inclusion. Additionally, owing to the high level of on site security, having a dedicated individual to ‘meet and greet’ patients when they arrive on site would help create a welcoming environment.
- **Partnerships**– You felt we should explore opportunities to capitalise on the close proximity to the Velindre Cancer Centre, and Maggie’s Centre, to ensure good patient access to the right support as appropriate. Additionally you felt best practice could be learnt from these organisations whilst developing plans for the site.

How can we inform the planning process of our service change to reduce negative impact?

- **Physical accessibility**– you expressed the need to involve stakeholders, such as wheelchair users and disability advocacy groups, to ensure that they are not disadvantaged by proposed service changes. You also felt that embracing virtual consultations and reducing face to face consultations was one way of alleviating pressure on site, and would be reaching out to groups whose ability to access to the site may prove insurmountable. However you also felt that continuing to provide some face to face consultations to those where technology could prove to be a barrier, in addition to those who may receive difficult results, would ensure equity of access to all patients.
- **Economic accessibility**– accessing services at the new site should not disadvantage those from lower-income backgrounds who may not have equal access to transport (public or private)
- **Intellectual accessibility**– information about services should be clear and understandable with use of pictorial representations and easy read formats for those with intellectual disabilities. Information should also aim to be produced in the patient’s own language (e.g. Welsh). You felt that this area was currently limited. Having toys/distractions on site for children and/or vulnerable adults was also suggested
- **Cultural accessibility**– we should aim to be culturally responsive and sensitive, liaising with relevant faith groups and community leaders. You felt that the BAME community needed more representation in the processes where possible.

Consultation 2: Patient and Public Areas

We began with an overview of the previous consultation in summer 2019 on patient areas in existing facilities, highlighting the work that has been done to date to improve the existing waiting area and taking you on a 'virtual tour' of the updated facilities. The team then outlined the floor plans of the developing Coryton site, and in preparation for this consultation we had shared some video footage of the new site. It was noted that this session will focus on potential furnishing and design of the new area. You made the following observations:

Reception area

- Potential separation of patient and staff entrances to be considered; will want to ensure the waiting area does not become a busy thoroughfare for staff accessing the offices/labs beyond – provide screens to compartmentalise area away from main thoroughfares.
- Configuration of reception area to reduce background activity that might be difficult for the waiting patient when speaking to reception staff.

Waiting area

- Compartmentalising the waiting areas to provide separate adult and children 'zones'.
- Access to disabled toilet to be improved; provide access to toilets straight from the reception area
- Provide the facility to have a hot drink whilst waiting; create a welcoming and relaxed environment.
- Provision of free Wi-Fi seen as essential.
- Provide relevant health information on television screens, inventive wall and ceiling art, some greenery, try to avoid making the space feel 'too clinical'.

Treatment rooms

- Treatment rooms 1 and 2 are comparable to existing rooms and treatment room 3 is much bigger
- Treatment rooms should incorporate comfortable furnishings.
- Ideally it would be good to have phlebotomy conducted in a different room to the consultation, or at least screened off/separated

Seminar rooms

- Seminar Rooms would require soundproofing, in addition to meet and greet guides to bring external guests from reception through the offices.
- Concern raised over data security where patient notes on staff desks might be visible to members of the public going to an event as they pass. Use of screens was proposed, and you also suggested switching around the staff rest area/kitchen and the seminar rooms to allow for more direct access to the seminar room for public event.

General comments

- Provide practical information ahead of time – e.g. how to access the site, where to park, how to get to the centre from the car park, what to expect from your appointment, etc. this would be aided by appropriate signage onsite

Sounding Board Feedback & Impact

Your Feedback

Thank you to everyone who responded with feedback, on the whole you felt the day was well organized and that the topics were pertinent. Some did express that the day was a little bit on the long side and more comfort breaks should be built in. Additionally some of you felt that a more detailed agenda and comprehensive pre-reading would have helped to focus discussions more. There were still some technical glitches, but you felt that these were to be expected given the format of the day.

Your impact

Your feedback is always important to us, we have already made some changes to the format of the day as a result of prior feedback:

- We reduced the length of the day following feedback in July; we take on board latest feedback that, as a result of this, it was very intense and that we need to schedule in more regular 'comfort' breaks throughout the day
- We made time for networking sessions to enable you all to get to know each other some more, to try and replicate some of the natural conversations that would occur over lunch. You felt that these were useful and worthwhile sessions, so we propose continuing with these for future 'virtual' conversations

We will endeavor to enact the following for future consultations:

- Provide more comprehensive pre-reading and a more detailed agenda, including details as to what our ask of you is, to help you better prepare for the sessions in order to maximize benefit of our time together

