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Primary Care Good Design Illustrated

2005 - 2020



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Overview

The Welsh Government's objective for Primary Care is to develop a more "social" model of health, which promotes physical, mental and social wellbeing and requires all relevant organisations, services and people to ensure the root causes of poor health are addressed.

Relevant organisations include the NHS, Local Authority social services, housing, education, transport, environment and leisure services, the voluntary sector – now commonly referred to as the third sector – independent sector, carers and people themselves. The Welsh Government want a health system designed around providing preventative and ongoing care to meet individuals' needs close to their homes.

There are five priority areas for action:

- Planning care locally.
- Improving access and quality.
- Equitable access.
- A skilled local workforce.
- Strong leadership.

Primary care is the first point of care for more than 90% of people's contact with the NHS in Wales. General practice lies at the core of primary care but it is not the only element. Primary care encompasses many more health services including pharmacy, dentistry and optometry. It is also importantly about coordinating access for people to the wide range of services in the local community to help meet their health and wellbeing needs.

These community services include a very wide range of staff, such as community and district nurses, midwives, health visitors, mental health teams, health promotion teams, physiotherapists, occupational therapists, podiatrists, phlebotomists, paramedics, social services, other local authority staff and all those people working and volunteering in the wealth of charities which support people in our communities.

The historic pattern of investment and delivery of healthcare services, however, has been focused on illness and hospitals and not on health, wellbeing and primary care.

The Welsh Government want to see a change in the way these services work together, with Health Boards moving their resources towards primary care, supported by hospitals and other services, where needed, rather than continuing the traditional model where hospital-based care has taken priority in the allocation of resources and focus.

The overall principles underpinning this objective are:

- Prevention, early intervention and improving health, not just treatment.
- Co-ordinated care where generalists work closely with specialists and wider support in the community to prevent ill-health, reduce dependency and effectively treat illness.
- Active involvement of the public, patients and their carers in decisions about their care and wellbeing.
- Planning services at a community level of 25,000-100,000 people.
- Prudent healthcare.
- Education and individual responsibility for health

Many things have changed since Wales' last major policy initiative on primary care, Setting the Direction – A Strategic Development Programme for Wales, which was published in 2010:

Despite a time of austerity in funding for public services across the UK. Wales' investment in primary care has increased steadily since 2003 but with increasingly constrained health budgets, the focus is now on prudent healthcare and ensuring this investment is used to maximum effect.

Acknowledgements

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1 Introduction

Chapter 1

Introduction

The Welsh Government's commitment to developing the primary care estate was prompted by an All-Wales survey of physical condition and functional suitability undertaken in 2003. This survey identified a primary care estate struggling to adapt to the challenges of modern healthcare with many facilities falling below of the expected standards for healthcare buildings. The survey identified an urgent requirement for investment to deliver significant refurbishment or replacement of much of the primary care estate. Strategic development plans were progressed, business cases approved and by 2005 the first of the new wave of primary care facilities became operational.

Over the next 15 years, 70 projects were successfully delivered (See [Appendix 1](#) for a full list of projects). A fantastic achievement by all those involved.

This document draws on the experience gained from the delivery of such a wide-reaching programme of activity and uses examples from these projects to illustrate good design in primary care.

- **Primary Care Design Principles**
- **Good Design Illustrated**

Chapter 2

Primary Care Design Principles

The Welsh Government (WG) is committed to the modernisation of the NHS Estate in Wales, and views it as a key enabler to deliver its strategy to improve the provision of primary care facilities for the people of Wales. The modernisation of the NHS Estate will require the procurement of high quality facilities, appropriate to the current and future needs of the service.

In order to re-enforce this commitment the WG has set the following evidence based design principles in the [NHS Wales Infrastructure Investment Guidance \(9.1\)](#), which have proved to have a positive effect on patient outcomes:

Principle Number 1 – Accessibility

Healthcare facilities should be located as close as possible to the population it is to serve. Entrances should be obvious for pedestrians, cyclists and vehicles. A single reception desk should be immediately obvious on entering the building. The building layout should be intuitive and easy to navigate without over reliance upon signage.

Principle Number 2 – Functionality

A clear brief and a good concept should inform a well-designed building. The building should be of optimum size and utilisation focused on the efficient use of space and service adjacencies.

Principle Number 3 – Visually well organised

Primary Care buildings should be well positioned on the site to enable visitors to immediately recognise the component parts such as Main Entrance, General Medical Practice and Pharmacy. This will help on arrival and navigation around the building. A well organised building on the outside will normally translate to a well organised building on the inside and aid wayfinding.

Principle Number 4 – Natural light

There is much evidence to demonstrate that access to natural light has a positive impact on patient and staff experience and the building should relate well to the external environment and site orientation.

Principle Number 5 – Natural ventilation

Natural ventilation is an important environmental component to ensure comfort for staff and patients. Staff should have control over natural ventilation to ensure maximum comfort is achieved.

Principle Number 6 – Access to external landscaped areas

Access to a pleasant external environment can be beneficial for the patient and staff experience.

Principle Number 7 – Environmental controls

Control of the internal environment should be simple and efficient for staff use and zoned where possible.

Principle Number 8 – Art as a distraction

The use of appropriate art incorporated into the building or the landscape needs careful consideration at an early stage and should not be an afterthought. Art should be part of the strategic concept of the design. The initial planning undertaken during the design development of the scheme can involve the local community and enhance the ownership of the scheme. Art occupies the senses and makes the patient experience more pleasant.

Chapter 3

Good Design Illustrated

Principle Number 9 – Interior design

Interior design is very important with colours having a major effect on patient experience. The building's interior must be logical so the entrance is obvious and wayfinding and navigation is intuitive.

Principle Number 10 – Sustainability

Sustainability is a priority for the Welsh Government therefore designs should consider the following from the outset:

- physical constraints and opportunities of the site, used to optimise passive solar design;
- response to landscape / townscape context;
- building orientation;
- landscape strategy;
- services strategy, including low and zero carbon technologies;
- options for natural ventilation, solar gain, with appropriate solar shading and protection from overheating;
- renewable energy generation on site;
- materials and component selection for low embedded energy and sustainable production;
- the use of local materials and local labour;
- durability, ease of maintenance, repair replacement;
- flexibility for future expansion or reduction of services;
- ease of future demolition, recycling/ reuse and disposal;
- maximise / optimise energy conservation.

Design excellence should be a central requirement of any design brief. It should focus on using resources responsibly and imaginatively to improve the service for everyone. Research and experience has demonstrated the benefits of a good environment to the healing process and the value to the community and specifically on staff morale. Design excellence should not be an afterthought but a central requirement of any design brief.





Good Design Illustrated

3.1 Entrances

Building entrances should be obvious from the point of arrival at the site entrance. Disabled car parking and Ambulance pick-up located as close to the entrance as possible.

Site Entrance is clearly defined and provides an obvious point of access for visitors.

Entrance has a clearly defined architectural form and is obvious to visitors. Disabled car parking spaces & ambulance pick-up adjacent to entrance.



The Beacon Centre for Health, Swansea



Blaenavon Primary Care Resource Centre



Cloughmore Medical Centre



Yr Hen Orsaf Medical Centre, Bethesda



Rumney Primary Care Centre



Rhymney Integrated Health and Social Care Centre

3.2 Atrium

An atrium can form an impressive element of a building, it should be included as part of the overall strategic design taking into consideration efficiency, running costs and sustainability.

A large open space above a deep plan waiting area can provide natural light and ventilation ensuring a more comfortable experience.

A multi storey atria can be very dramatic in appearance and provide natural light into a deep plan space.

An atrium can also be used as a wayfinding point of recognition.



Manchester Square Health Centre, Milford Haven

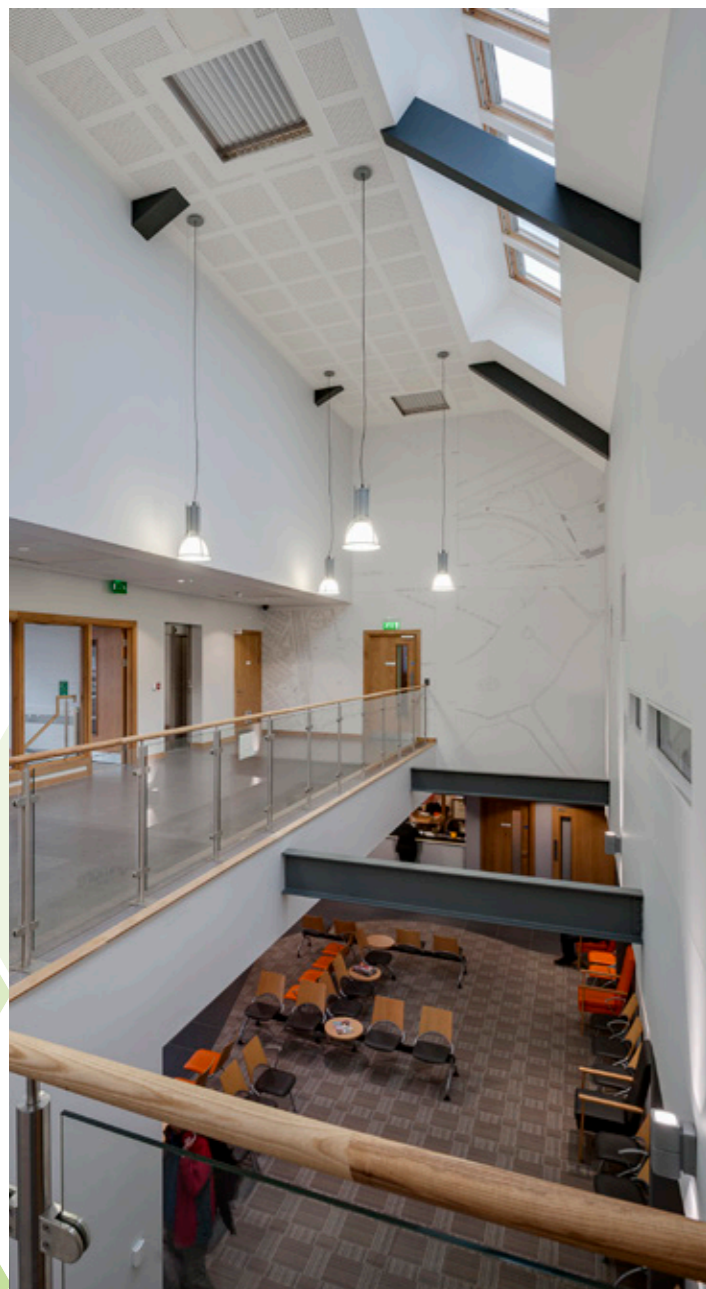


Porthcawl Medical Centre



Good Design Illustrated

Large vertical spaces not only lift the spirit, introduce natural light and ventilation but can also aid wayfinding.



Cloughmore Medical Centre



The Beacon Centre for Health, Swansea

Rhymney Integrated Health and Social Care Centre



A deep plan space can be made more pleasant by the introduction of natural light into the waiting / reception space.

Arduwy Health Centre, Harlech





Good Design Illustrated

3.3 Observation

Observation is vital in any Primary Care building. The reception point should be able to observe as much of the facility as possible especially the waiting area, toilets, stairs, lifts and corridors to consulting rooms.

The consulting rooms clearly visible from reception point allowing for improved observation and wayfinding.

First floor circulation space is visible from the lower waiting area and reception allowing good observation and also improves wayfinding.



Tŷ Calon Lân, Mountain Ash



Rhymney Integrated Health and Social Care Centre

Corridor opens onto courtyard allowing good observation from reception and allows for improved wayfinding.

Rumney Primary Care Centre



Reception has good observation of lower ground waiting area and first floor circulation space.

West Quay Medical Centre



3

Good Design Illustrated

3.4 Reception

The reception is the heart of the building and needs to be immediately obvious on entry. The reception should have good observation over entrance, waiting area, toilet facilities, stairs, lifts and corridor access to consulting rooms.

A well designed reception is extremely important within Primary Care buildings as it is the heart of the building.



Rumney Primary Care Centre



Ardudwy Health Centre, Harlech

A well designed reception ensures good observation of waiting area, toilet facilities, lifts, staircases and corridors to consulting rooms.

Manchester Square Health Centre, Milford Haven



Ideally, receptions are open and inviting with different counter heights for all abilities. However, to respond to the COVID 19 pandemic clear glazed screens are being utilised to protect staff and patients.



Mountain View Health Centre, Swansea

3

Good Design Illustrated

Reception and waiting area need access to natural light and external views. This ensures a pleasant environment is achieved.

Canolfan Iechyd Y Felinheli



A well designed reception provides patients and visitors with confidence.

Chirk Surgery, Castle Health Centre



A well designed reception, recognisable on entrance, with access to natural light and ventilation. It has a double height atrium area with good observation of waiting area, toilet facilities, stairs, lifts and first floor circulation areas.

The reception must be immediately recognisable on entry to the building and allow good observation of the waiting area.

Tŷ Calon Lân, Mountain Ash



West Quay Medical Centre



The private dental reception at the Beacon Centre Swansea presents a very professional appearance with simple use of colour and branding.



Eastside Dental Practice –
The Beacon Centre for Health,
Swansea

3.5 Waiting Areas

The waiting area needs to be obvious from the entrance and have a good view of the reception area, together with any electronic communication system visual or sound. The waiting area should also be located adjacent to toilet facilities. The design of the waiting area should be modern and pleasant with seating suitable for all patients and should be designed imaginatively.

Pleasant waiting space well decorated with different seating types for all.



Blaenavon Medical Practice

Modern designed waiting space with seating for all abilities with natural light provided from above.



Porthcawl Medical Centre

3

Good Design Illustrated

Modern designed waiting space with seating for all with natural light provided from above.



Porthcawl Medical Centre

Well designed waiting space with high ceiling height, rooflights providing Natural light and ventilation. Varied seating for all. Seating facing in the same direction and not facing each other.



Chirk Surgery, Castle Health Centre

Waiting area immediately visible from the entrance doors. Floor colours used as wayfinding prompts, natural light provided to the rear of the seating and art as a distraction on the walls. All immediately visible from the reception desk.



Canolfan Iechyd Y Felinheli

Waiting space with armchair seating for those that need support to stand and sit. High level atrium providing natural light and ventilation. Views to the outside to provide interest.

Cloughmore Medical Centre



Main waiting located close to reception with modern comfortable seating. Clear observation from reception to staircase.



Rumney Primary Care Centre



Good Design Illustrated

Well designed interior with fresh modern colours, soft comfortable seating all facing one direction to avoid face to face infection spread.

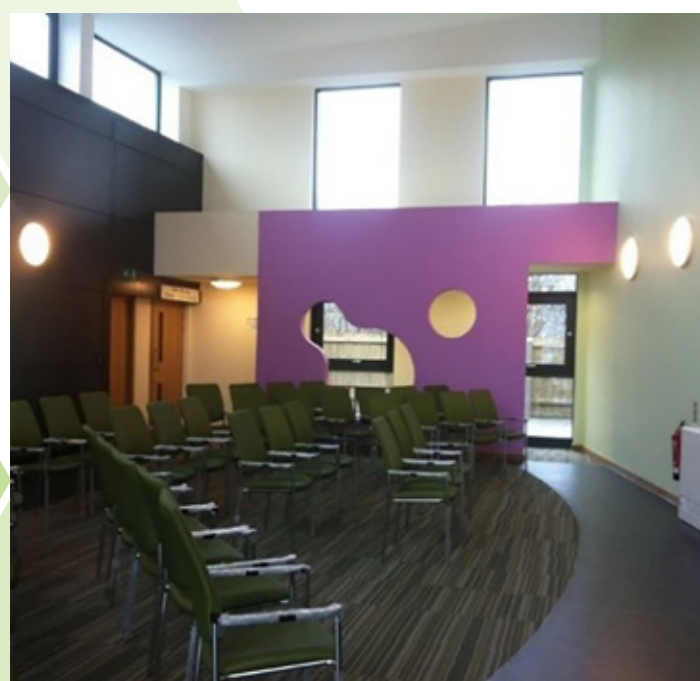
Rhymney Integrated Health and Social Care Centre



Well designed waiting area, double height atrium with high level windows for natural light and ventilation. Modern art stained glass windows to reflect colour throughout the space. Soft chairs for all abilities.



Modern waiting area with double height ceiling, high level windows providing natural light and ventilation. Modern, vibrant colour choice.



Nantgarw Road Medical Centre

Gwrych Medical Centre, Abergele

3

Good Design Illustrated

3.6 Wayfinding

Intuitive wayfinding is extremely important in any healthcare facility, the ability to navigate around the building with minimum reliance upon signage is extremely vital.

Modern signage with directions being bi-lingual in accordance with the Welsh Language Act and Braille in accordance with the Equality Act. The use of pictorial signs wherever possible.

The use of letters and numbers which project as flags is an innovative way to direct patients and visitors.



Chirk Surgery, Castle Health Centre

Modern numbering for rooms is an innovative way to navigate. The numbers can form part of the interior design strategy and meet objective or serve a purpose.



Canolfan Iechyd Y Felinheli



Blaenavon Primary Care Resource Centre

Innovative wayfinding can be part of the interior design strategy and turn itself into a piece of modern art if done successfully.



Porthcawl Medical Centre

Curved structures to more naturally direct around corners.



Manchester Square Health Centre, Milford Haven

Intuitive wayfinding through pictorials rather than word descriptions which can be misinterpreted.



Rhymney Integrated Health and Social Care Centre

3

Good Design Illustrated

Clear and obvious signage is essential and needs to conform to the Welsh Language Act.

Rhymney Integrated Health and Social Care Centre



This Private Dental Practice uses modern colours in an innovative way to direct patients and visitors, highlighting consulting rooms by a change of colour. This is a very simple way of directing around the building which is designed into the interior design strategy and becomes a piece of artwork in itself.

Eastside Dental Practice – The Beacon Centre for Health, Swansea

3.7 Courtyards

Courtyards provide an opportunity to introduce light into deeper plan buildings, introduce interest while waiting, an opportunity to navigate by reference and a canvas to introduce landscape/ sculpture and art.

Courtyards are an opportunity to bring natural light into buildings at strategic locations, together with bringing the landscape into the building and providing interest. Courtyards can also be used to navigate around the building being used as points of reference.

External areas around the building are also important and require careful design ensuring a balance of quality hard and soft landscaping which can be viewed from inside the building.



Ardudwy Health Centre, Harlech



Cloughmore Medical Centre.

3

Good Design Illustrated

A large courtyard with hard landscaping as a backdrop for an aesthetically pleasing piece of wooden sculpture.

The courtyard provides natural light and ventilation to the interior and provides a place of calm if needed.



Rumney Primary Care Centre

A second view from inside the building of the courtyard demonstrating the effectiveness of quality of light, access for escape and view of the modern sculpture.



Rumney Primary Care Centre

Courtyards can be totally enclosed or open. Both can be equally as effective. Providing natural light and ventilation, bringing the landscape into the building.



Rhymney Integrated Health and Social Care Centre

3.8 Art

Art is essential within any healthcare facility breaking up monotonous large areas of plain colour, the opportunity for three dimensional art within atria and stairwells.

Art can be used to enhance the patients experience, well-being and mental health. Art can break up large areas of bland coloured walls. It can be used to involve the community and provide a sense of ownership within the local community.



Canolfan Iechyd Y Felinheli

Art has many different forms and innovatively used as a wayfinding technique.



Porthcawl Medical Centre

3

Good Design Illustrated

Art can be used innovatively and simply by providing holes in walls where the artwork can be viewed from both sides of the wall.



Cloughmore Medical Centre

3.9 Interior Design

Interior design is as important as the Architecture of the building. Patients/visitors and staff spend a short period approaching a building appreciating its Architectural form but then spend much longer inside the building. Therefore the quality of the interior is very important and should be an integral part of the conceptual design.

A modern interior using innovative materials and a pleasant palette of colours together with natural light provided by a courtyard with views through to a modern piece of sculpture.



Rumney Primary Care Centre

Natural stone and timber used innovatively inside the building to provide a contrast between rough and smooth surfaces.





Good Design Illustrated

Art in the form of seating demonstrating that with care good interior design can be functional and effective.



Chirk Surgery, Castle Health Centre

3.10 Sustainability

The Welsh Government are committed to providing zero carbon buildings and require all proposals for new build projects to include a de-carbonisation proposal.

Sustainability comes in many forms this example is a Bio Mass boiler installation.

Ardudwy Health Centre, Harlech

Photovoltaic panel installation providing electricity.

Cloughmore Medical Centre



Photovoltaic panels installation providing electricity for water heating. Brei Soleil providing shading to prevent overheating, Roof Ventilation through rooflights allow excessive hot air to escape keeping the building cool.



Rhymney Integrated Health and Social Care Centre

Photovoltaic installation providing electricity.



West End Medical Centre

Chapter 4

Primary Care 2018 – 2021

The Welsh Government is committed to the continued improvement of Primary Care services within Wales and with this comes a commitment to improve the quality of Primary Care buildings. Therefore, to continue the success of the last 15 years Welsh Ministers announced a Capital Investment of £65.5 million in 2017 to be invested in a new generation of integrated health and care centres.

A pipeline of 19 projects was identified, and approval granted to proceed to scheme implementation and delivery. This is subject to provision of satisfactory business cases by the relevant NHS bodies with the intention that all schemes will be delivered by 2021.

This programme provides the biggest targeted investment in primary and community care infrastructure by Welsh Government. The pipeline of facilities is intended to improve access to a range of health and social care services closer to people's homes. Welsh Government policy has further reaffirmed this commitment and emphasised via Healthier Wales the need to build on local community hubs.

The pipeline looks to deliver a combination of refurbishment and redevelopment projects linked to existing NHS assets and new build integrated schemes. The pipeline of 19 projects identified to be delivered by 2021, 15 are capital projects and 4 revenue, being delivered via 3rd party developers.

The 19 projects are listed as follows:**Refurbishment and Redevelopment of existing NHS owned assets**

- Penclawdd Health Centre
- Murton Community Clinic
- Ruthin/Central Denbighshire Primary Care Centre
- Tonypandy Health Centre
- Dewi Sant Phase 2, Pontypridd
- Aberaeron Integrated Care Centre
- Fishguard Health Centre
- Machynlleth Primary and Community Care Hub

New Building Assets – Capital (to be owned by the NHS)

- Bridgend Town Centre Primary Care Centre (Sunnyside)
- Swansea Wellness Centre
- Tredegar Health and Wellbeing Centre
- Newport East Resource Centre
- Maelfa Health and Wellbeing Centre
- Penarth Health and Wellbeing Centre
- Cross Hands Integrated Care Centre

New Build Revenue Projects

- Waunfawr Primary Care Centre
- Mountain Ash Primary Care Centre
- Pentyrch Surgery Replacement
- Llanfair Caereinion

The success of the pipeline has led to wider integration opportunities than first envisaged but has also meant schemes are more complex. Therefore, the floor area of the new facilities have increased dramatically from that initially envisaged. This is to accommodate the New Model of Care introduced by the Welsh Government since the announcement of the original Capital Investment for the 19 projects.

All projects are in the process of being delivered with 6 already completed.

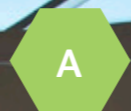
The Welsh Government are already starting to plan the next phase of investment to ensure that the momentum to deliver a modern Primary Care service is sustained.



Chapter 5

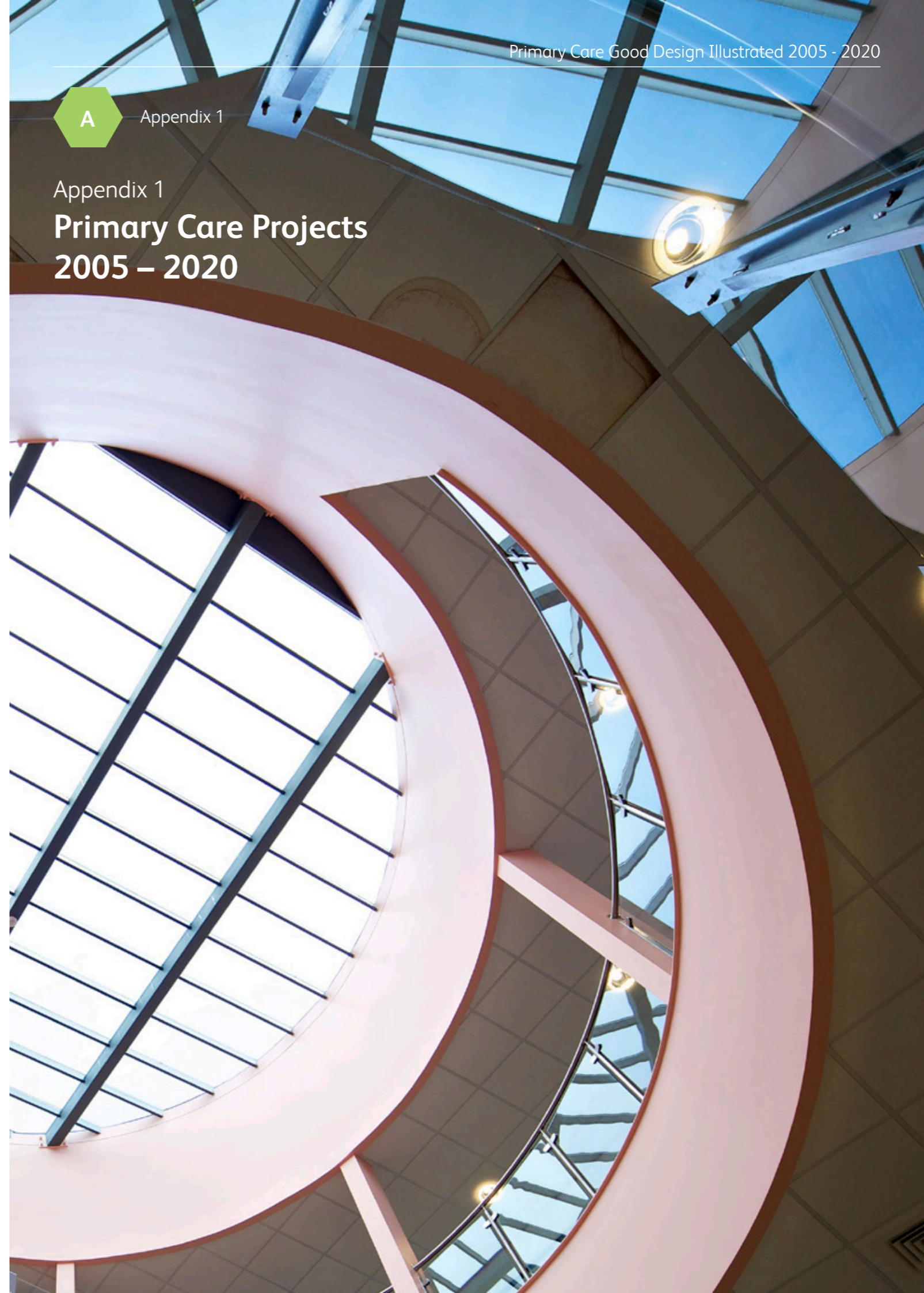
Conclusion

This publication is a celebration of the achievements of Primary Care developments within NHS Wales during the 15-year period between 2005 and 2020. The original Primary Care survey carried out by Welsh Health Estates in 2003 clearly identified the poor condition of the estate. The 70 projects delivered by NHS Wales in the 15-year period to 2020 clearly indicates the commitment of the Welsh Government to Primary Care services but also a commitment to good quality buildings and the importance of good design to the patient and staff experience.



Appendix 1

Primary Care Projects 2005 – 2020



A

Appendix 1





No	Project	Procurement	Photograph
01	Aberaeron Integrated Care Centre	Capital	
02	Abersychan Medical Centre	3PD	
03	Aberystwyth Primary Care Centre, Padarn	3PD	
04	Ardudwy Health Centre, Harlech	3PD	

No	Project	Procurement	Photograph
05	Argyle Medical Centre, Pembroke Dock	3PD	
06	Benllech Primary Care Centre	3PD	
07	Betws y Coed Primary Care Centre	3PD	
08	Birchgrove Surgery, Cardiff	3PD	

A





Appendix 1

No	Project	Procurement	Photograph
09	Blaenavon Primary Care Resource Centre	3PD	
10	Briton Ferry Health Centre	3PD	
11	Bro Preseli Resource Centre, Crymch	3PD	
12	Brynhyfryd Primary Care Centre	3PD	

No	Project	Procurement	Photograph
13	Brynmawr Wellbeing Centre	3PD	
14	Buckley Medical Centre	3PD	
15	Butetown Heath Centre, Cardiff	Capital	
16	Caia Park Health Centre, Wrexham	3PD	

A


Appendix 1

No	Project	Procurement	Photograph
17	Canolfan Crwst, Llanrwst	3PD	
18	Canolfan Goffa Ffestiniog	Capital	
19	Canolfan Iechyd Amlwch	3PD	
20	Canolfan Iechyd Y Felinheli	3PD	

No	Project	Procurement	Photograph
21	Cardigan Integrated Care Centre	Capital	
22	Castle Health Centre, Chirk	3PD	
23	Cloughmore Medical Centre, Cardiff	3PD	
24	Clydach Primary Care Centre	3PD	

A

Appendix 1

No	Project	Procurement	Photograph
25	Cowbridge Health Centre	3PD	
26	Craig y Don, Medical Practice, Llandudno	3PD	
27	Cwm Gwrydd Medical Centre, Gilfach Goch	3PD	
28	Dinas Powys Medical Centre	3PD	

No	Project	Procurement	Photograph
29	Dulais Valley Primary Care Centre, Seven Sisters	3PD	
30	Forest View Medical Centre, Treorchy	3PD	
31	Gelligaer Medical Centre	3PD	
32	Glan Irfon Health & Care Centre, Builth Wells	Capital	

A

Appendix 1




No	Project	Procurement	Photograph
33	Glanrafon Medical Centre, Mold	3PD	
34	Grange Medical Practice, Cardiff	3PD	
35	Gwrych Medical Centre, Abergele	3PD	
36	Hafan Iechyd Caernarfon	3PD	

No	Project	Procurement	Photograph
37	Hirwaun Medical Centre	3PD	
38	Holywell Community Hospital	Capital	
39	Hope Primary Care Resource Centre	3PD	
40	Keir Hardie University Health Park, Merthyr Tydfil	Capital	

A

Appendix 1





No	Project	Procurement	Photograph
41	Llanbradach Centre for Health	3PD	
42	Llangollen Health Centre	Capital	
43	Manchester Square Health Centre, Milford Haven	3PD	
44	Mountain View Health Centre, Mayhill, Swansea	3PD	

No	Project	Procurement	Photograph
45	Nantgarw Road Medical Centre, Caerphilly	3PD	
46	North Cardiff Medical Centre, Thornhill	GP	
47	Pont Newydd Medical Centre, Porth	3PD	
48	Porthcawl Medical Centre	3PD	

A

Appendix 1


No	Project	Procurement	Photograph
49	Port Talbot Resource Centre	3PD	
50	Primary Care Centre, Pencoed	Capital	
51	Rhymney Integrated Health and Social Care Centre	3PD	
52	Ruabon Medical Centre	3PD	

No	Project	Procurement	Photograph
53	Rumney Primary Care Centre	3PD	
54	Strawberry Place Surgery, Morriston	3PD	
55	Tenby Hospital	Capital	
56	The Beacon Centre for Health, Swansea	3PD	

A

Appendix 1

No	Project	Procurement	Photograph
57	The Quay Health Centre, Connah's Quay	3PD	
58	Treharris Primary Care Centre	3PD	
59	Trellech Medical Centre	3PD	
60	Ty Calon Lan, Mountain Ash	3PD	

No	Project	Procurement	Photograph
61	Ty Doctor, Nefyn	3PD	
62	Ty Garngoch, Gorseinon	Capital	
63	Tywyn Health Centre	Capital	
64	University Health Centre, Swansea	3PD	

A

Appendix 1

No	Project	Procurement	Photograph
65	Vale of Neath Primary Care Centre, Glynneath	3PD	
66	West End Medical Centre, Colwyn Bay	3PD	
67	West Quay Medical Centre, Barry	3PD	
68	West Rhyl Primary Care Centre	3PD	

No	Project	Procurement	Photograph
69	Ynyshir Medical Centre	3PD	
70	Yr Hen Orsaf Medical Centre, Bethesda.	3PD	



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