

Better Hospitals Design Principles: hospital visits

The Trust's vision is to achieve 'better health, for life'. We can't do that without better hospitals, so we are planning to rebuild and improve all our ageing facilities.

To guide our hospital refurbishment and design work from now on, we asked patients, staff and local communities to co-create a series of Better Hospitals Design Principles. These principles will make sure that people's priorities are listened to and acted on during the design process, so there is shared ownership and pride in the new facilities.

This first set of principles focuses on hospital visits - what matters most in hospital design to help people get to and receive (or give) the care needed.

More principles will follow, to guide specific areas of design work – from public spaces, specific patient pathways and conditions, digital innovation and workspaces to food and accessibility.

Our eight design principles for hospital visits are:

Our hospitals will:

Promote safe and dignified care in secure surroundings



Patients will be confident they will receive high quality, safe care and will be treated with dignity. Clinical areas will strike a balance between privacy for patients and visibility for staff.

Be inclusive and accessible for everyone

Our hospitals will be ruthlessly inclusive. Designed to be used by as many people as possible, regardless of age, gender, disability, race, language, digital exclusion and other protected characteristics.



Be easy to get into and get around

Our hospitals will have clear entrances and exits, clear and simple signage and a logical layout to ensure they are easy to get into and get around.

Be welcoming, calming and comfortable



Our hospitals will support comfort, rest, and a good night's sleep. Patients will feel welcome and have control over their own environment.

Support a positive waiting experience



We will design spacious and comfortable waiting areas and use innovative technology to support the needs of people waiting for care.

Have protected, comfortable areas for staff

Our hospitals will have areas for staff to work, study and take breaks, away from clinical or public spaces.



Reflect our history and support local communities

We will retain some of our buildings' character while delivering healthcare innovation. We will open up to local communities and provide a modern care experience for now and the future.



Be environmentally friendly

We will maximise our use of renewable energy sources, environmentally responsible materials, and sustainable construction to ensure our hospitals are Net Zero buildings.