



NHSS Repeatable Rooms: Post Occupancy Evaluation Research Report

**Case Study
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Document information

Description:	This case study examines user feedback for Repeatable Rooms (RR) in four NHSScotland (NHSS) Healthcare Facilities.
Purpose:	To inform the NHSS RR Strategy and future developments.
Target Audience:	NHSS staff involved in the RR Strategy including NHSS Scottish Property Advisory Group (SPAG), its Building Design and Construction (BDaC) sub-group, NHSS Boards, and the Project Managers of the healthcare facilities.
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Update level:	Practice – User feedback to inform future projects. Research – Further research is required into areas for improvement.

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Executive Summary

This case study research collates user feedback on Repeatable Rooms (RR) to inform NHSScotland (NHSS) RR Strategy and its future developments. The research collected feedback from four NHSS Healthcare Facilities and the room types, (1) Consultation/ Exam Room, (2) Adult Single Bedroom, and (3) Adult Single Bedroom En-Suite (WC/ Shower). The research utilised a post-occupancy evaluation survey completed by all users, including patients, visitors, staff, and volunteers. Feedback is presented as user satisfaction related to comfort, layout, ease of communication, environmental conditions, flexibility, safety, and privacy.

The study evidences the benefits of many standard RR features, including enhanced activity spaces, clear sight lines, room zoning, family space, concealment of services, accessibility and adaptability. User satisfaction ratings were high for all room types, these being 90% or over in:

- the Consultation/ Exam Room, with the furniture arrangements being comfortable, the interior being re-assuring, and the room enabling appropriate levels of privacy, dignity, communication and quiet
- the Adult Single Bedroom, with the room being easy to navigate, the interior being re-assuring, furniture arrangements being comfortable, and the room enabling appropriate levels of privacy and dignity, safety, adaptation, flexibility, communication and quiet
- the Adult Single Bedroom En-Suite (WC/ Shower), with the room enabling appropriate levels of communication and quiet.

Feedback on areas for improvement related primarily to project-specific variations, such as furniture and flooring specification, fitting and fixtures locations, and functional and user-friendliness of additional items. Areas for improvement that could be incorporated into standardised RR types are curtain and examination light specification and functionality, a dedicated area for the clinical bin, and enhanced levels of user control over environmental conditions such as dimmer switches and thermostats.

1. Background

This report provides multi-project user feedback on the design of three NHSScotland (NHSS) Repeatable Room (RR) types. These include the Consultation/ Exam Room, Adult Single Bedroom, and Adult Single Bedroom En-Suite (WC/ Shower). The aim of this is to identify design considerations for future room types and establish a standardised methodology for future feedback and research reports.

RRs are designed as evidence-based healthcare rooms with replicable standardised layouts and components. They were first developed within the ProCure21+/ 22 (P21+/ P22) framework in NHS England and have been adapted for use within NHSS (HFS, 2020). These were created by Health Facilities Scotland (HFS) in conjunction with representation from NHS Boards meeting as NHSS Scottish Property Advisory Group (SPAG) and its Building Design and Construction (BDaC) sub-group. The Matrix in Table 1.1 illustrates the current NHSS RRs and situations they can be applied, descriptions of these room types are in Appendix 1.

Table 1.1 Repeatable Rooms Matrix adapted from HFS (2020, p3)

ROOM TYPE	New Build	Refurbishment	Primary care	Community	Acute care	Private	Mental Health Adult Acute
Adult Single Bedroom nested, with outboard en-suite, for right hand unassisted en-suite WC transfer							
Adult Single Bedroom nested, with inboard en-suite, for right hand unassisted en-suite WC transfer.							
Adult Single Bedroom nested, with outboard en-suite, for left hand unassisted en-suite WC transfer.							
Adult Single Bedroom nested, with inboard en-suite, for left hand unassisted en-suite WC transfer							
Ensuite nested, for right-hand unassisted, and dual-sided staff assisted, en-suite WC transfer.							
Ensuite nested, for left-hand unassisted, and dual-sided staff assisted, en-suite WC transfer.							
Consultation / Examination Room three-sided couch access, with consultation space by the window.							

2. Methodology

The primary aim of this research is to contribute to the Repeatable Rooms (RRs) evidence base: including future iterations of the three most common RR types and identifying potential design considerations for developing future room types.

Therefore, this research aimed to collect multi-project user feedback from four recently completed healthcare projects across different NHSScotland (NHSS) boards. The report provides user feedback from four of these projects, details of which can be seen in Table 2.1 and additional details and floor plans in Appendix 2 and 3. These projects have been included in the report as follows:

- Healthcare Facility A
- Healthcare Facility B
- Healthcare Facility D
- Healthcare Facility D

The secondary aim of this research is to establish a standardised methodology for future feedback and research reports.

Table 2.1 Details of the healthcare facilities included in this report

Facility	Description
Healthcare Facility A:	Facility A was built 2020 with Consultation/ Exam Rooms in GP Practices and no Adult Single Bedroom.
Healthcare Facility B:	Facility A was built 2017 with Consultation/ Exam Rooms predominantly located in Outpatient Department and Adult Single Bedroom En-Suite in Acute Wards.
Healthcare Facility C:	Facility A was built 2019 with Consultation/ Exam Rooms only in Outpatients Department and Adult Single Bedroom En-Suite in Wards.
Healthcare Facility D:	Facility A was built 2022 with Consultation/ Exam Rooms in GP and Outpatient Department and Adult Single Bedroom En-Suite (two of these being Flexible Use Adult Single Bedroom En-Suite) in patient areas.

2.1. Post-Occupancy Evaluation

This case study research utilises a mixed methods post-occupancy evaluation (POE) survey to gather user feedback from service users/ patients, visitors, staff and volunteers. The research utilised a single-user feedback survey (Appendix 4). The survey was adapted from the POE templates available on the Procure22 Club (2020) website. However, instead of focusing on the entire facility, it relates explicitly to the Repeatable Rooms, (1) Consultation/ Exam, (2) Adult Single Bedroom, and (3) Adult Single Bedroom En-Suite. The survey asked respondents Likert scale questions about comfort, layout, ease of communication, environmental conditions, flexibility, safety, privacy, and dignity. There are nine questions as follows:

- “My first impression of the room and its interior are re-assuring”
- “The room and furniture arrangements are comfortable”
- “The design of the clinical space and equipment function well overall”
- “The room is easy to navigate around”
- “The room enables appropriate level of communication and/or quiet”
- “The room enables appropriate level of environmental conditions and control (e.g., temperature, lighting, exam light, ventilation)”
- “The room enables appropriate level of adaptation/ flexibility”
- “The room enables appropriate level of safety”
- “The room enables appropriate level of privacy and dignity”.

There were open-ended questions in the survey which provided qualitative data on individual perceptions of specific room features. These included:

- “What feature(s) in the room design works best?”
- “What feature(s) in the room design could be improved?”
- “Please expand on any of the above, or leave additional comments”¹.

In addition to the user survey, project background information was requested from Project Managers (Appendix 5). These questions asked for information on the description and number of RR rooms, any deviation from the NHSS RR specifications if a photographic construction monitoring service was used, 360-degree room photographs and floor plans.

¹ any responses to this question have been categorised into the “work best” or “could be improved”.

Procedures

A single-page paper-based PDF version and Microsoft forms survey version was created. In addition, a poster was developed to engage users in the process, ensure awareness, and provide contact information for any questions. The Project Managers (PMs) circulated these to the users of each participating Healthcare Facility; through scannable Quick Response (QR) codes/website links, emailing PDF copies, or printing physical copies. The completed surveys were posted or emailed by PMs or entered online by users. Once the survey closed, responses were downloaded to Excel and formatted.

A Microsoft forms survey link and background information questions were emailed directly to each PM. This information was edited, as appropriate, and recirculated to PMs for final approval before inclusion in this report.

Analysis

The raw quantitative survey data was stored in an Excel table and has been visualised into bar graphs for this report. The raw quantitative data was thematically analysed in the software package NVivo to determine the most frequently occurring themes.

2.2. How to Interpret the Findings

Section 3: Results provide user feedback obtained through the survey per room type. Each detail the satisfaction level overall and per user group and illustrates key themes within the “works best” and “could be improved” categories. Section 4: Discussions will explore findings and provide insight for current and future RR iterations, providing Implications for Practice with recommendations. This is concluded by Implications for Research, identifying gaps and limitations in the evidence.

Supplementary Data

Appendices have been used extensively in this report to maintain transparency and provide further details as required. The included project floor plans and description provided by PMs are included in Appendix 2. A list of documents provided by the PMs for this report are detailed in Appendix 3. All the user-specific graphs and

summaries of each statement per room type are provided in Appendix 6. Finally, the comments from the open-ended questions are provided in Appendix 7.

Graphs

Most graphs are displayed on bar charts with a sliding scale of “Strongly Disagree” to “Strongly Agree”. A neutral line is in the centre of graphs, with anything left of that line and pink identifying disagreement and anything right of the line and green identifying agreement. Reporting of satisfaction percentage was the combined responses of “Agree” and “Strongly Agree”.

The graphs using blue gradients are not on a scale but responses to each subject presented by count.

3. Results

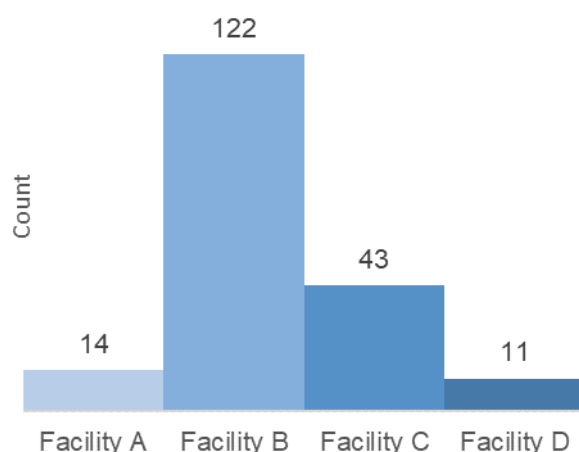
3.1. Overall Responses

User Demographics

There was a total number of 190² survey responses included in this report. 64% of responses were from Facility B, 23% from Facility C, 7% from Facility A, and 6% from Facility D, the number received by each is shown in Figure 3.1. Regarding departments, 71% related to an in-patient ward, 15% to a Hospital Outpatient Clinic, 10% to a GP/ Health Centre and 4% to Other, the number of responses shown in Figure 3.2. “Other” within this graph has been selected by staff, five of which related to the Consultation/ Exam Room with department function described as “ADRS”, “ANC”, “IMMS” and two “unknown”, three related to Single Adult Bedroom En-Suite with the department function of “Endoscopy”. The user groups comprised 52% Service user/ Patients and Visitors and 48% Staff/ Volunteers, with the number of responses per user group shown in Figure 3.3.

Note: Caution should be taken when interpreting overall results due to discrepancies in sample sizes between Facilities, as shown in Figure 3-1

Figure 3.1 Responses per facility, presented by count



² An additional Facility had only one response and therefore has been excluded from analysis

Figure 3.2 Responses per departments, presented by count

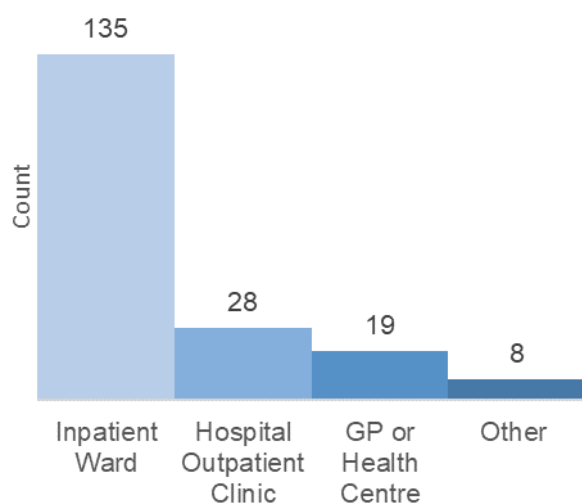
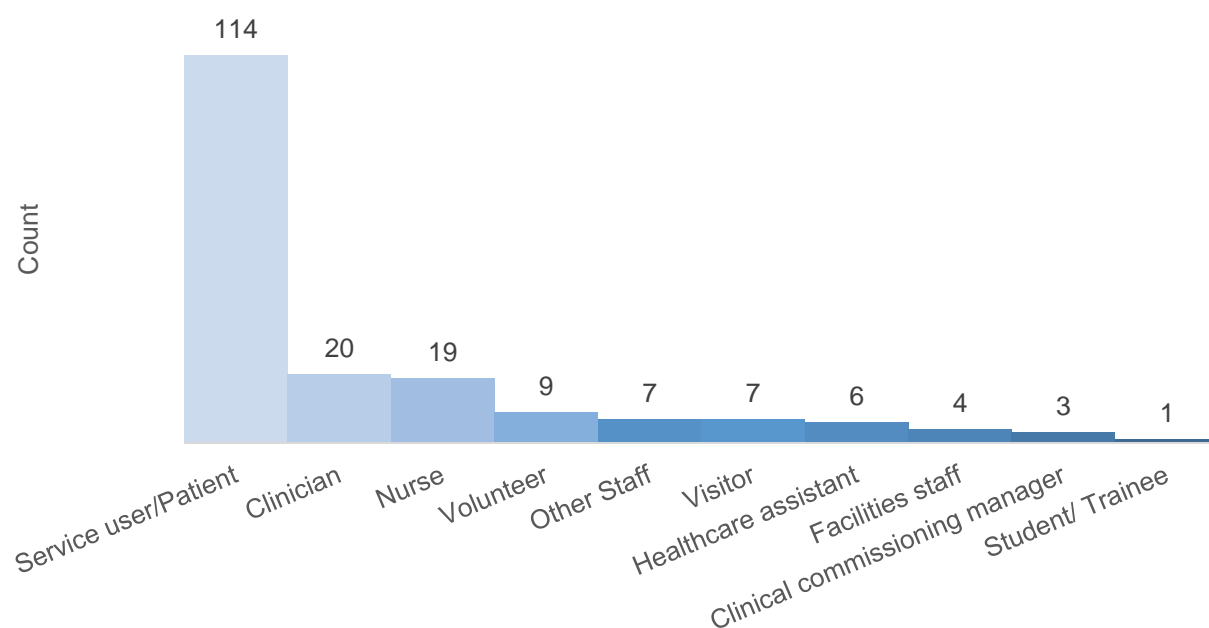


Figure 3.3 Response per user group, presented by count



Themes from Open-Ended Questions

Responses to open-ended survey questions found a total of 200 items classified as features that “works best” and 173 items as features that “could be improved”, representing 54% and 46% of all items, respectively. There were 20 themes of room features that “works best”, as seen in Figure 3.4, the most commonly occurring being “Fit for purpose” with 38 items (19%), “Space” with 30 items (15%), “Amenities” and “Layout” with 19 items (10%), “Privacy” with 16 items (8%) and “Natural light” with 14

items (7%). For the “could be improved” room feature, there were 17 themes, as seen in Figure 3.5, the most commonly occurring being “Furniture, fixture, and fittings” with 32 items (18%), “Environmental comfort” and “Layout” with 15 items each (9%), “Control” with 14 items (8%) and “Privacy” with 11 items (6%). It should be noted that the most common theme in this category was “Nothing”, with 38 items (22%). Many users felt no improvements were required. However, as this was a positive theme, it has been discounted from further analysis.

Figure 3.4 User feedback on room features that “works best”, presented by count

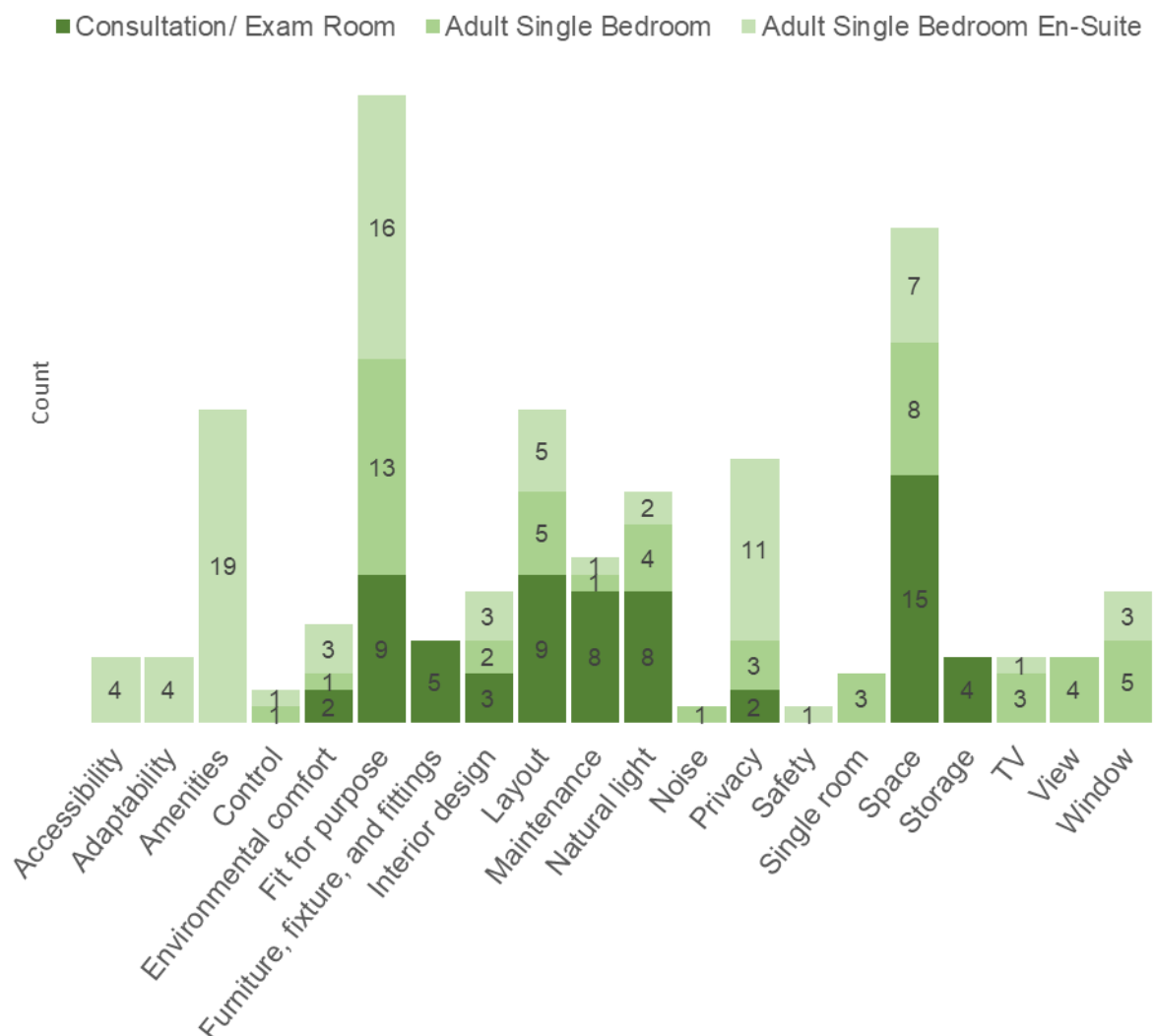
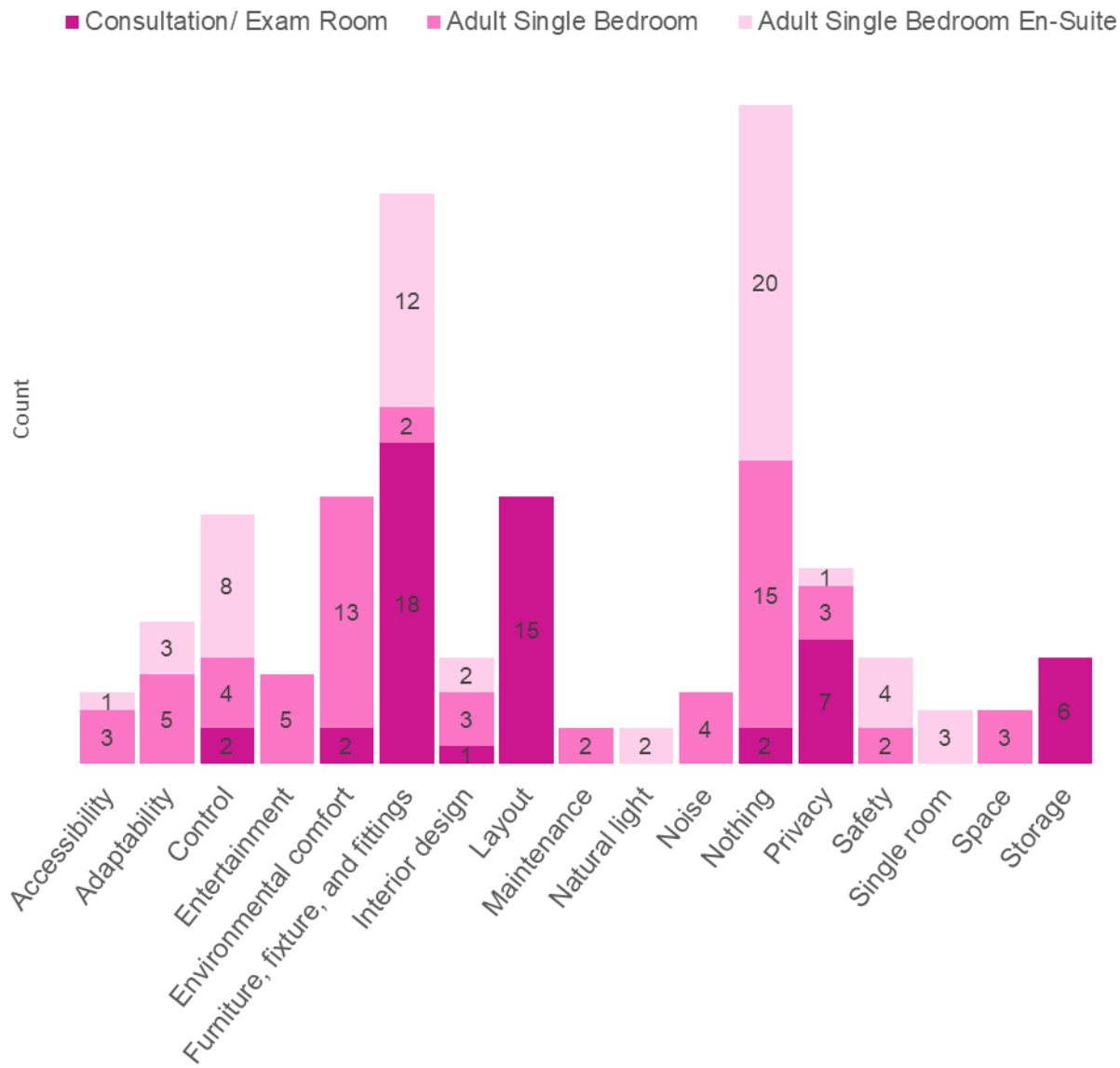


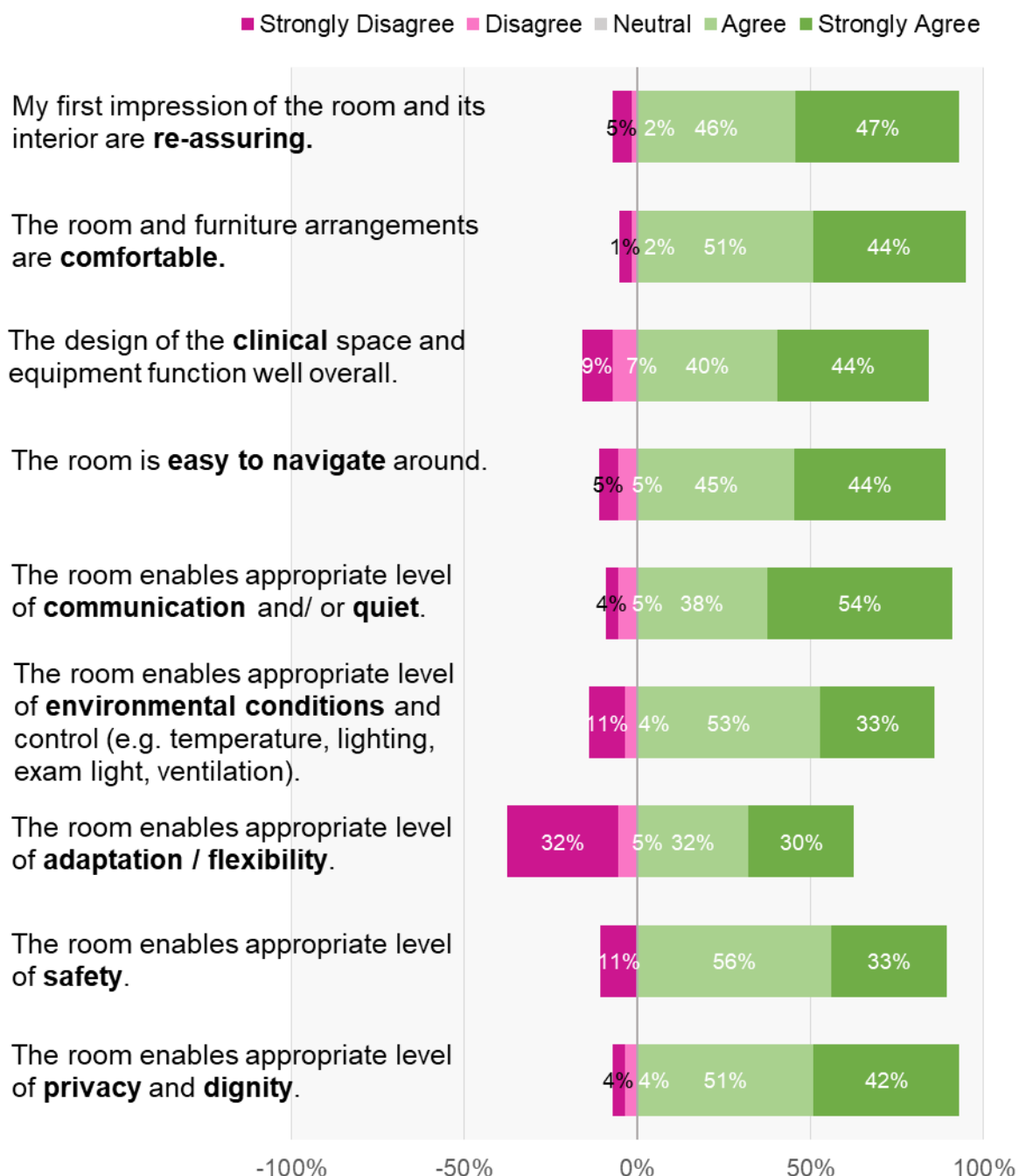
Figure 3.5 User feedback on room features that “could be improved”, presented by count



3.2. Consultation/ Exam Room

Note: Facility B pre-dates the NHSS RR guidance. Therefore although its Consultation/ Exam Room is a similarly 'dimensioned' space, their fixtures and furniture were not designed to RR standards. Please refer to Appendix 6 and 7 for responses to each question per Facility and comments. Facility B comments related to some aspects such as layout, furniture, flexibility & privacy etc, will require careful, or separate, interpretation.

Figure 3.6 Overall satisfaction with Consultation/ Exam Room



In general, there was a significantly positive response to the Consultation/ Exam Room, with an overall average user satisfaction rating of 87%. Figure 3.6 shows the overall satisfaction rating for each statement. Table 3.1 provides overall and user-specific levels of satisfaction with each room feature: five statements received over a 90% satisfaction rating, three received over 84%, and one received 63%.

Table 3.1 Level of user satisfaction with each aspect of the Consultation/ Exam Room

Room Aspect	Overall	Patient/ Visitor	Staff
re-assuring	93%	100%	92%
comfort	96%	100%	90%
clinical design	84%	88%	82%
easy to navigate	90%	87%	89%
communication and/or quiet	91%	94%	90%
environmental conditions and control	85%	82%	86%
adaptation/flexibility	63%	59%	63%
safety	89%	76%	95%
privacy and dignity	92%	94%	92%

Starting from highest level of satisfaction, overall ratings are:

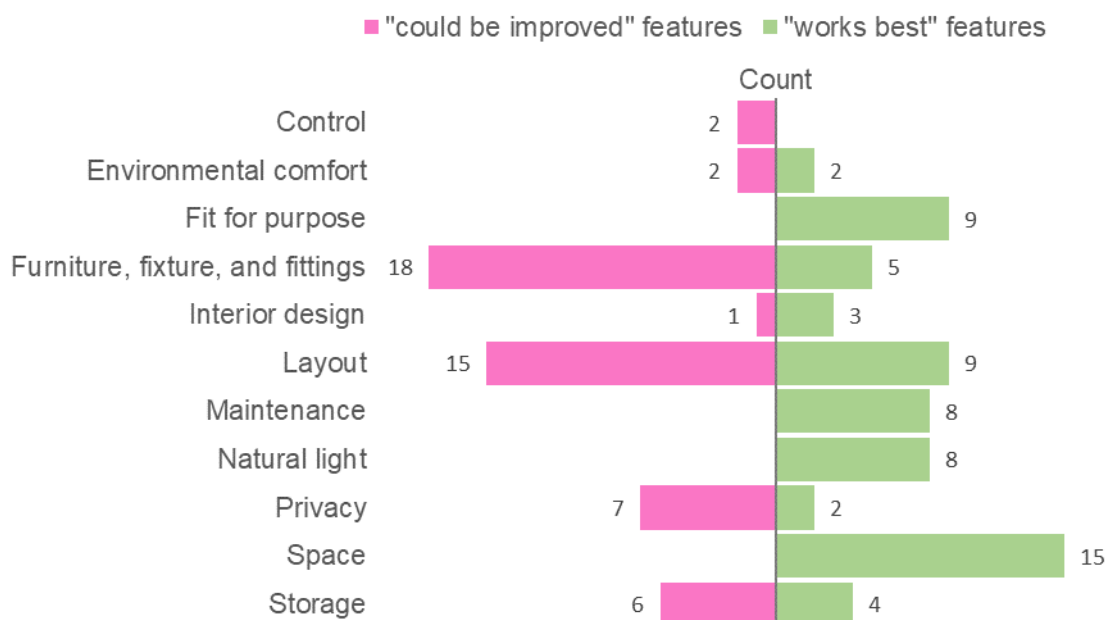
- 96% for “The room and furniture arrangements are comfortable.”
- 93% for “My first impression of the room and its interior are re-assuring.”
- 92% for “The room enables appropriate level of privacy and dignity.”
- 91% for “The room enables appropriate level of communication and/or quiet.”
- 90% for “The room is easy to navigate around.”
- 89% for “The room enables appropriate level of safety.”
- 85% for “The room enables appropriate level of environmental conditions and control (e.g., temperature, lighting, exam light, ventilation).”
- 84% for “The design of the clinical space and equipment function well overall.”
- 63% for “The room enables appropriate level of adaptation/flexibility.”

Themes from Open-Ended Questions

In addition to the ratings, as seen in Figure 3.7, user comments identified 65 items for room features that “works best” and 53 items that “could be improved”, 55% and 45% of the total items for the Consultation/ Exam room, respectively. The most common

themes are presented below, the amount they featured overall (% of 118 items), and the associated user comments (direct quotes).

Figure 3.7 User feedback on Consultation/ Exam Room features that “works best” and “could be improved”, presented by count



“Works best” Room Features

As per Figure 3.7, in order of most frequently mentioned were:

- “Space” (13%), with comments mentioning the amount of space provided in the rooms (such as “*Spacious*”), which in turn facilitated a good working environment (such as “*Room is large working space*”), and accessibility within the space (such as “*big enough for family to attend with patient even if in a wheelchair*”). Users felt the space was flexible to suit various uses (such as “*Having the space required for immunisations*”)
- “Layout” (8%), with comments mentioning the layout being used for various purposes (such as “*Consulting chairs adjoining - allows open consultation style*”)
- “Fit for Purpose” (8%), with comments suggesting users felt re-assured the room was fit for purpose (such as “*room performs its function well*”) and for staff, positives related to the repeated room design (such as “*Similarity [of rooms] enables speed*”)
- “Natural light” (7%), with comments mentioning brightness (such as “*Nice bright room*”)

- “Maintenance” (7%), with comments mentioning easy to maintain (such as *“easy to clean”*) and keep clear (such as *“uncluttered”*).

“Could Be Improved” Room Features

As per Figure 3.7, in order of most frequently mentioned were:

- “Furniture, fixture, and fittings” (15%), with comments mentioning issues with the exam light functionality and cable length. Hampered by inadequate lighting/too short a lead for exam light, lack of supplies (such as *“no sharps bin in sight”*) and position and functionality of the bed curtain (such as *“Curtains limited, could be better opening/pulling back both ends”*)
- “Layout” (13%), with comments mentioning the limited function of desk due to barriers (such as *“limited suitable places for drawers so often impedes ability to lower sit/stand desk”*), no dedicated or suitable places for certain items (such as *“Difficult to know where to place clinical waste bins”* and *“Examination - trolley position and why [are] coat hooks on the wall blocking it”*), location of services (such as *“Insufficient power sockets in/around desk workspace”*), and furniture arrangement (such as *“Examination coach not found ideal position that meets clinician + patient needs easily”*). In addition, external room factors such as overall building services could impede on the design of certain rooms (such as *“Not all rooms are standard some have corners lost to pillars or pipe boxes, some walls have boxing out due to structure or pipe work which causes difficulties when arranging furniture equipment”*)
- “Privacy” (6%), with comments mentioning the door having no lock and lack of visual privacy (such as *“Windows needed additional screening for privacy (opaque strips added later)”*) and specific locations such as the ground floor or near social areas being able to hear conversations outside or from adjoining rooms (such as *“Conversation team adjoining rooms offices is clear with windows open privacy issue”*)
- “Storage” (5%), with comments mentioned requiring more space for personal (such as *“Having somewhere on the wall to hang jackets”*) or clinical items (such as *“for some clinics extra storage would be useful”*).

3.3. Adult Single Bedroom

In general, there was a significantly positive response to the Adult Single Bedroom, with an overall average user satisfaction rating of 91%. Figure 3.8 shows the overall satisfaction rating for each statement. Table 3.2 provides overall and user-specific levels of satisfaction with each room feature: seven statements received over a 90% satisfaction rating, one received 89%, and one received 78%.

Figure 3.8 Overall satisfaction with Adult Single Bedroom

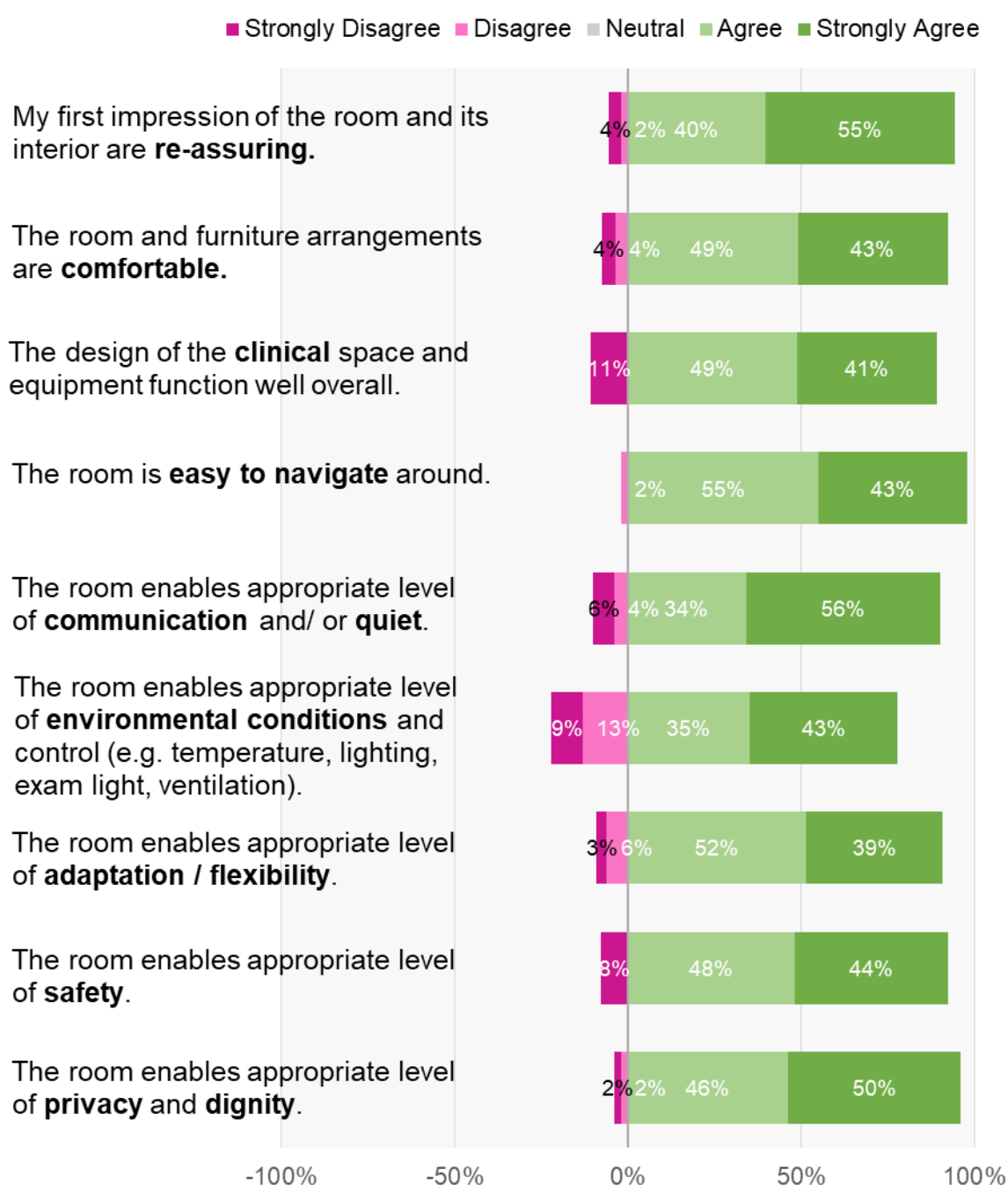


Table 3.2 Level of user satisfaction with each aspect of the Adult Single Bedroom

Room Aspect	Overall	Patient/ Visitor	Staff
re-assuring	94%	95%	91%
comfort	92%	90%	100%
clinical design	89%	88%	91%
easy to navigate	98%	97%	100%
communication and/or quiet	90%	92%	80%
environmental conditions and control	78%	74%	70%
adaptation/flexibility	91%	100%	70%
safety	92%	90%	100%
privacy and dignity	96%	96%	91%

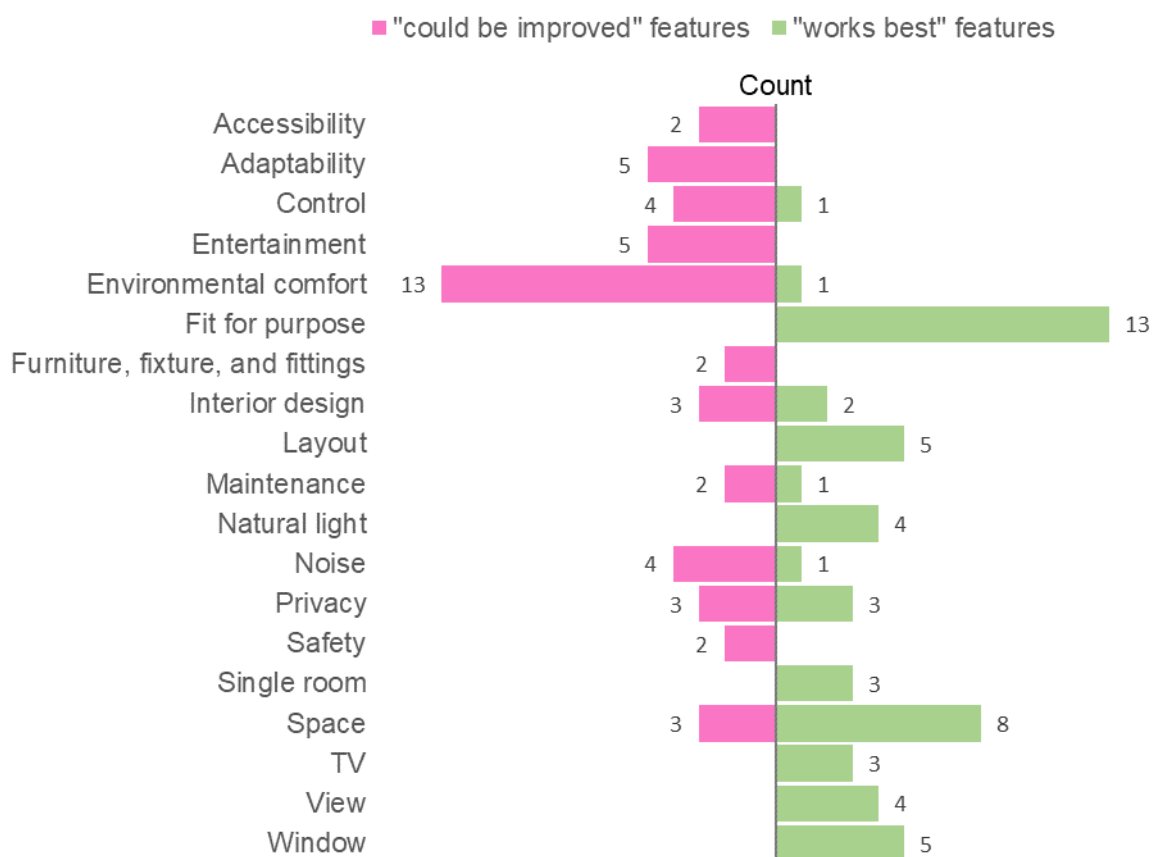
Starting from highest, overall ratings are:

- 98% for “The room is easy to navigate around.”
- 96% for “The room enables appropriate level of privacy and dignity.”
- 94% for “My first impression of the room and its interior are re-assuring.”
- 92% for “The room and furniture arrangements are comfortable.”
- 92% for “The room enables appropriate level of safety.”
- 91% for “The room enables appropriate level of adaptation/flexibility.”
- 90% for “The room enables appropriate level of communication and/or quiet.”
- 89% for “The design of the clinical space and equipment function well overall.”
- 78% for “The room enables appropriate level of environmental conditions and control (e.g. temperature, lighting, exam light, ventilation).”

Themes from Open-Ended Questions

In addition to the ratings, as seen in Figure 3.9, user comments identified 54 items for room features that “works best” and 64 items that “could be improved”, 46% and 54% of the total items for the Adult Single Bedroom, respectively. The most common themes are presented below, the amount they featured overall (% of 118 items), and the associated user comments (direct quotes).

Figure 3.9 User feedback on Adult Single Bedroom features that “works best” and “could be improved”, presented by count



“Works best” Room Features

As per Figure 3.9, in order of most frequently mentioned were:

- “Fit for purpose” (11%), with comments mentioning a general satisfaction with the space (e.g. *everything is good* and *Overall excellent accommodation*) and contentment with the space being adequate for needs (e.g. *Very happy with room*)
- “Space” (7%), with comments mentioning the size (such as *Good size*) and amount of clear space (such as *Spaciousness*)
- “Layout” (4%), with comments mentioning being easy to move around (such as *Ease of movement*), having adequate spaces for everything (such as *A place for everything*) and having a nice space to work (such as *Nice workspace*)
- “Window” (4%), with comments mentioning having access to a window (such as *Large window*). However, this is supported by connected themes of *Natural light* (3%) (such as *Feeling light*) and *View* (3%) (such as *Big low windows great for looking out.*).

“Could Be Improved” Room Features

As per Figure 3.9, in order of most frequently mentioned were:

- “Environmental comfort” (11%), with comments mentioning temperature variations (such as “*Warm but gets cold at night*”) and not suitable for individual preferences (such as “*Maybe a little warm*” and “*Find air dry not very comfortable*”). Related themes were “Control” (3%), with comments mentioning a requirement for more control over their environment (such as “*Thermostat to change temp*”) and “Noise” (3%), with comments mentioning poor soundproofing (such as “*Soundproofing not good*”), or in contrast lack of noise (such as “*Too quiet*”)
- “Entertainment” (4%), with comments mentioning a need for more entertainment (such as “*More to entertain patients in for a long time*” and “*Phone would be good*”) and elements to make entertainment easier to access (such as “*No remote control for tv*”)
- “Adaptability” (4%), with comments mentioning no accessibility features (such as “*Raising and lowering the bed*”), inflexibility of the space for other purposes (such as “*Bedrooms cannot be used for any other purpose*”), and certain aspects not being inclusive (such as “*With patients medical condition the chair in the room is not comfortable*”).

3.4. Adult Single Bedroom En-Suite (WC/ Shower)

In general, there was a significantly positive response to the Adult Single Bedroom En-Suite with an overall average user satisfaction rating of 83%. Figure 3.10 shows the overall satisfaction rating for each statement. Table 3.3 provides the overall and user-specific levels of satisfaction with each room feature: one statement received 90% satisfaction rating, five received over 83%, and three received over 71%.

Figure 3.10 Overall satisfaction with Adult Single Bedroom En-Suite (WC/ Shower)

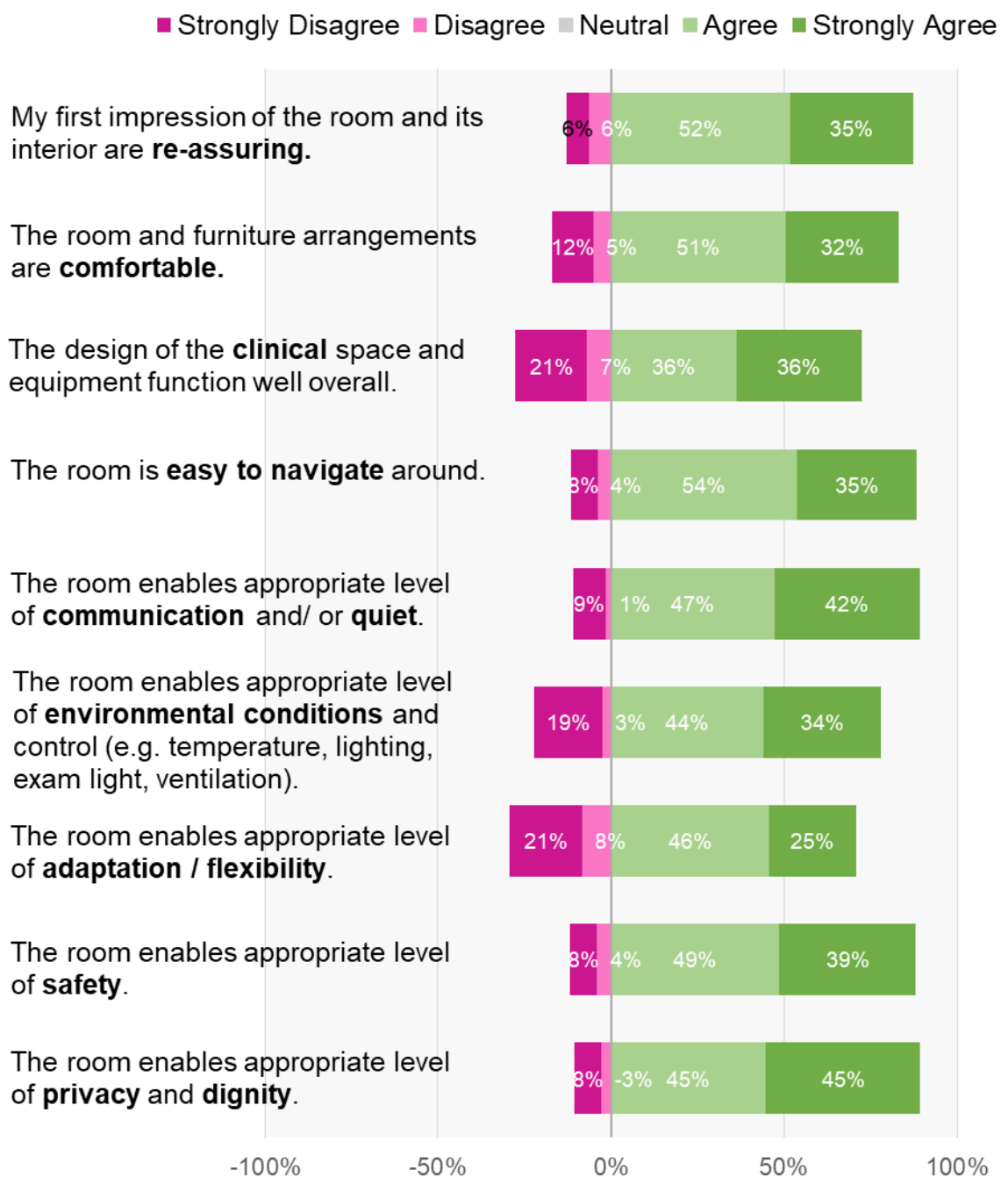


Table 3.3 Level of user satisfaction with each aspect of the Adult Single Bedroom En-Suite

Room Aspect	Overall	Patient/ Visitor	Staff
re-assuring	88%	85%	95%
comfort	83%	79%	94%
clinical design	72%	61%	95%
easy to navigate	88%	85%	100%
communication and/or quiet	90%	87%	94%
environmental conditions and control	78%	75%	89%
adaptation/flexibility	71%	68%	88%
safety	88%	86%	95%
privacy and dignity	89%	87%	100%

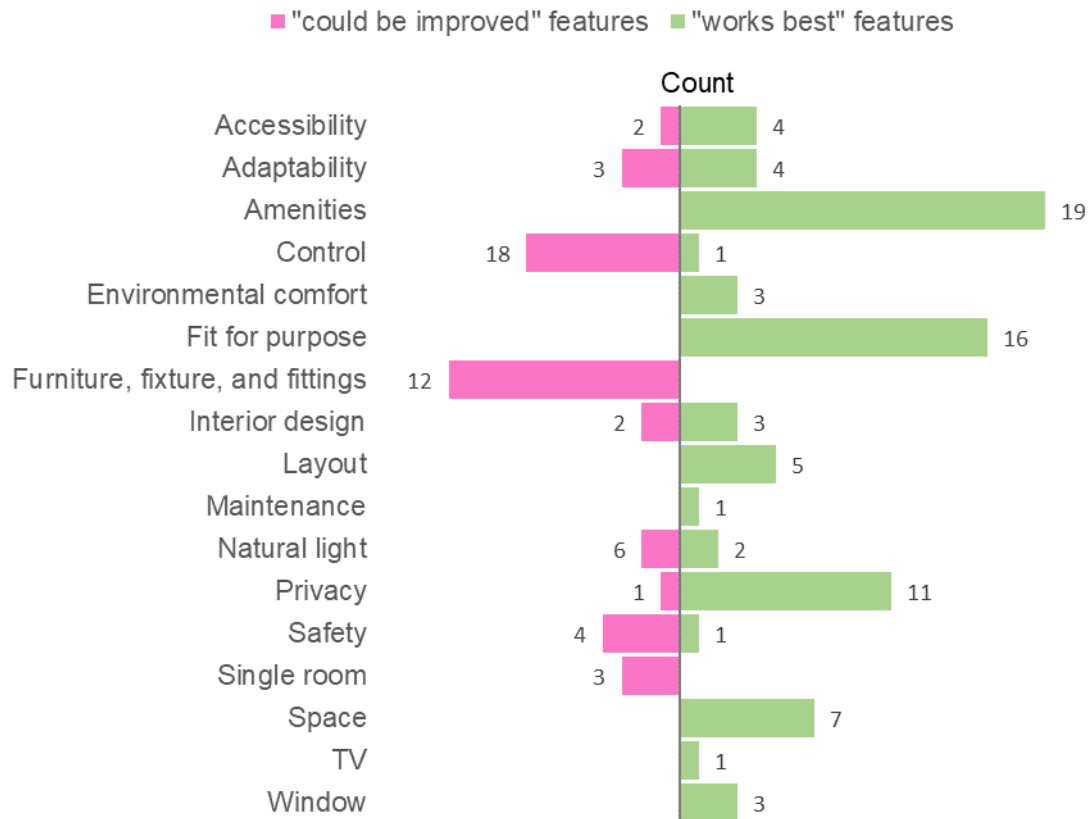
Starting from highest, overall ratings are:

- 90% for “The room enables appropriate level of communication and/or quiet.”
- 89% for “The room enables appropriate level of privacy and dignity.”
- 88% for “My first impression of the room and its interior are re-assuring.”
- 88% for “The room is easy to navigate around.”
- 88% for “The room enables appropriate level of safety.”
- 83% for “The room and furniture arrangements are comfortable.”
- 78% for “The room enables appropriate level of environmental conditions and control (e.g., temperature, lighting, exam light, ventilation).”
- 72% for “The design of the clinical space and equipment function well overall.”
- 71% for “The room enables appropriate level of adaptation/flexibility.”

Themes from Open-Ended Questions

In addition to the ratings, as seen in Figure 3.11, user comments identified 81 items for room features that “works best” and 56 items that “could be improved”, 59% and 41% of the total items for the Adult Single Bedroom En-Suite, respectively. The most common themes are presented below, the amount they featured overall (% of 137 items), and the associated user comments (direct quotes).

Figure 3.11 User feedback on Adult Single Bedroom En-Suite features that “works best” and “could be improved”, presented by count.



“Works best” Room Features

As per Figure 3.11, in order of most frequently mentioned were:

- “Amenities” (14%), with comments mentioning having access to a private bathroom (such as “*Own toilet, shower*”), which improves privacy and reduces risk of infection (such as “*Most are en-suite privacy + dignity for a patient. Good for reducing cross infection*”), in addition to being adequate for meeting needs (such as “*Well equipped en-suite*”)
- “Fit for purpose” (12%), with comments mentioning an overall satisfaction with the room (such as “*Everything*” and “*Good space*”) and sufficient space (such as “*great space for all*”)
- “Privacy” (8%), with comments mentioning the room supports privacy and dignity (such as “*Patient privacy and dignity*”), provides personal space (such as “*Single patient use*”) and is adaptable for different activities requiring more or less privacy (such as “*Likes blinds being shut when nurses in*”)

- “Space” (5%), with comments mentioning the large open space (such as “*Very little furniture, a lot of space*”).

“Could Be Improved” Room Features

As per Figure 3.11, in order of most frequently mentioned were:

- “Furniture, fixture, and fittings” (9%), with comments mentioning a need for more seating (such as “*More chairs*”), issues with functionality (such as “*Shower doesn’t work very well extraction fan not there*”) and certain features users felt were missing (such as “*There is no mirror for showing face*”)
- “Control” (6%), with comments mentioning no variation in lighting (such as “*Lights are very bright, many patients prefer lights to be off as too bright and uncomfortable*”), challenging to regulate temperature (such as “*Hard to control temperature*”) and poor functionality of equipment (such as “*low water pressure in shower*”)
- “Safety” (4%), with comments mentioning the en-suite flooring being a falls risk (such as “*Bathroom floor slippery when wet*”). A related theme was “Single room”. Users mentioned it would be beneficial to have shared rooms from a safety point of view (such as “*Would prefer shared room with 2 - 3 people for company and safety*”).

4. Discussion

This discussion section provides implications for practice and recommendations for future and current Repeatable Room (RR) types. It concludes by highlighting implications for research.

The mixed methods approach of this research aimed to provide evidence to better understand aspects of RRs that impact user satisfaction. Using qualitative data identifying themes clarified any conflicting evidence appearing in the quantitative data. Interestingly, two themes could appear in both the “works best” and “could be improved” categories, highlighting that many of the same room aspects can produce both satisfaction and dissatisfaction. However, it is important to note that although they have similar themes, they often relate to different nuances.

The room features receiving the highest, over 90%, user satisfaction ratings in the Consultation/ Exam Room and Adult Single Bedroom were comfortable furniture arrangements, re-assuring interior and the room enabling appropriate levels of privacy, dignity, communication and quiet. In addition, user feedback mentioned that rooms were spacious, easy to navigate, had good levels of natural light, and the layouts were accessible for physical impairments. In the Consultation/ Exam Room, these extended to the furniture arrangements being suitable for open consultation styles and the space feeling organised.

Consultation/ Exam Room general comments were made about having a good level of natural light. Further feedback on natural light for the Adult Single Bedroom focused on having access to a large window and, in some instances, a view. These features have a more significant influence on this room type, potentially due to the nature of in-patients spending more time in this room.

Privacy was frequently mentioned concerning positive room features, particularly in the Adult Single Bedroom with and without En-Suite with patients having personal space. However, feedback suggested improvements could be made concerning inadequate door locks and external influences such as windows facing ground floor pathways or overhearing noise from nearby shared spaces.

Although overall user satisfaction was 83% for Adult Single Bedroom En-Suite, it did not match the ratings of 91% for the Adult Single Bedroom: even though the only significant difference was the inclusion of an en-suite. Feedback related to en-suites’

benefits due to private access and the privacy and dignity it affords. However, the subgroup analysis found that patients and visitors had lower satisfaction ratings than staff and volunteers (who rated this higher than the Adult Single Bedroom). These differences can be illustrated in the feedback for en-suite aspects which disproportionately impact patients, such as wet floors as slip hazards, insufficient equipment, and the lack of adaptability or control of shower temperature and pressure. Although the general feedback highlights the invaluable addition of the en-suite, findings suggest improvements could be made to the functionality of the space and/ or patients being shown how to use controllable features.

The findings indicate that users felt environmental conditions and control could be improved in the Adult Single Bedroom with and without En-Suite, both room types receiving satisfaction ratings of 78% for this aspect. The feedback was that rooms could feel too hot or cold, with a lack of control over these conditions. Although individual preferences influence what would be considered the ideal temperature, providing personal control over these aspects could ensure more satisfaction and comfort.

Adaptability, although given a high rating of 91% in the Adult Single Bedroom, featured in feedback as being not adaptable for other uses and furniture unsuitable for all patient needs. This was similar within the Adult Single Bedroom En-Suite, with feedback suggesting poor room adaptability due to a lack of control over lighting brightness and shower features, which is more aligned with the user satisfaction ratings of 71% in this room type. User feedback on the Consultation/ Exam Room highlighted improvements required to exam lights, cable lengths, curtain functionality, furniture specification, and dedicated space for clinical bins. This is reflected in only receiving 63% satisfaction with the room enabling appropriate levels of adaptation and flexibility.

To conclude, the key RR features users were particularly satisfied with were the enhanced activity space, natural light and clear sight lines. In addition, users felt satisfied with the various seating arrangements and efficiency of the standardised layout of the Consultation/ Exam Room and the streamlined integrated plumbing system (IPS) wall with integrated services, visitor space, and levels of privacy and communication in the Adult Single Bedroom with and without En-Suite.

4.1. Implications for Practice

These recommendations are provided on a general basis and then room type specific. Recommendations are categorised per the HFS (2020) report, relating to standardised features or project-specific variations. Details of these in the current iterations of the Repeatable Rooms (RR) can be found in Appendix 1.

I. Repeatable Room Recommendations

A. Maintain enhanced activity space provision.

B. Maintain a good level of natural light.

(Standardised features)

C. Consider, as per RR report, additional privacy features for ground floor rooms or those near communal or office areas.

(Project-specific variations)

II. Consultation/ Exam Room Recommendations

D. Maintain window placement opposite entrance door.

E. Maintain distinct room zones.

F. Consider the adaptation and/ or specification of the examination light.

G. Consider curtain or blind being operable from both window corners.

H. Consider a dedicated clinical waste bin space, rather than a moveable item.

(Standardised features)

I. Ensure appropriate furniture specification/ selection, such as size and accessibility.

J. Consider location of plug sockets for flexibility.

K. Consider suitability and location of moveable items, so do not interfere with other furniture, equipment or accessibility.

(Project-specific variations)

III. Adult Single Bedroom Recommendations

- L. Maintain enhanced bed space provision.
- M. Maintain IPS wall.
- N. Maintain family space at bedside.
- O. Consider enhanced control over environmental conditions to suit individual needs and Equality duty, such as lighting controls, dimmer switch and thermostat.

(Standardised features)

- P. Consider more lighting options, to be adaptable for various requirements such as reading, examination, and socialising.
- Q. Consider patient preference to be in a shared room or be made aware of provisions for shared space throughout the facility.
- R. Ensure any entertainment system has adequate controls and patients/ visitors are made aware of these.
- S. Consider furniture that is inclusive of all needs or that have adaptations.
- T. Consider moveable shelving or storage, as per patient care requirements.

(Project-specific variations)

IV. Adult En-Suite (WC/ Shower) Recommendations

- U. Consider more adaptability for shower controls.

(Standardised features)

- V. Ensure patients are aware of shower controls and how to adjust.
- W. Consider flooring tiles that are more secure when wet.
- X. Consider reversible mirrors for En-Suites to suit patient preference (as itemised in the RR report).

(Project-specific variations)

4.2. Implications for Research

This research identified limitations and potential gaps in the evidence that required further research.

Firstly, in terms of the methodology, the single-page survey and the collection of project background information worked well to provide general feedback. The interpretation of quantitative data through Likert scales was sufficient for providing feedback. However, future consideration could be given to different ways to analyse and interpret this data, to provide more insight into how the findings correlate. Perhaps more use could be made of statistical software.

The thematic analysis of open-ended questions helped determine the reasonings for satisfaction with the various room elements. However, this could be expanded to look at interview style methods, with the ability to collect and clarify aspects of the feedback to gain deeper individualised experiences of the rooms.

Further consideration should be given to participant recruitment, as the delay in receiving responses was a barrier concerning timescale. One of the most successful methods of participant recruitment was printing paper copies and distributing them in the various departments, ensuring staff were aware of them.

Systematic literature reviews that provide an in-depth look at specific departments could be useful for designing future repeatable room types. However, user feedback is essential to relate existing evidence to the Scottish healthcare system and facility design requirements.

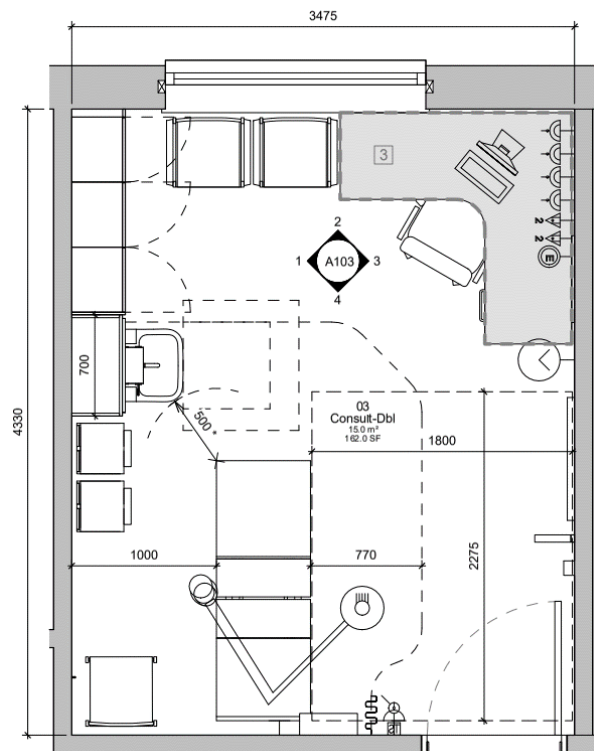
5. Bibliography

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Appendix 1: Repeatable Room Types

Consultation/ Exam Room

Figure A1.1 Consultation/ Exam Room
standard repeatable room template example
(HFS, 2020)



Standardised features:

- 15m² area
- 2275 x 1800mm Activity space, per range of BS8300-2: 2018 requirements (British Standards Institution, 2018)
- distinct zones for consultation and examination
- different clinical specialities can be accommodated within the space, as the layout can respond to the evolution of outpatient clinics in terms of patients' expectations of technology and practice
- a priority on sightlines upon entry to the room
- seating for 1No clinical staff member and 2No others (patient, carer etc.)
- the room is designed so that the couch does not dominate the room and has double-sided access with space for assistance
- an ability to share the screen at the corner workstation
- curved, extensive couch privacy curtain, with storage near doorway
- access to the clinical hand wash basin without having to leave the patient behind the curtain
- maximised daylight with the external window being located opposite the entrance door. Should privacy be a concern with this window (for example, ground floor consulting rooms), window manifestation or external planting and landscaping could facilitate additional privacy measures
- locating the consultation adjacent to the window to allow the opportunity to vary focal distancing, plus optimise access to views and daylight for majority of use.

Project-Specific Variations

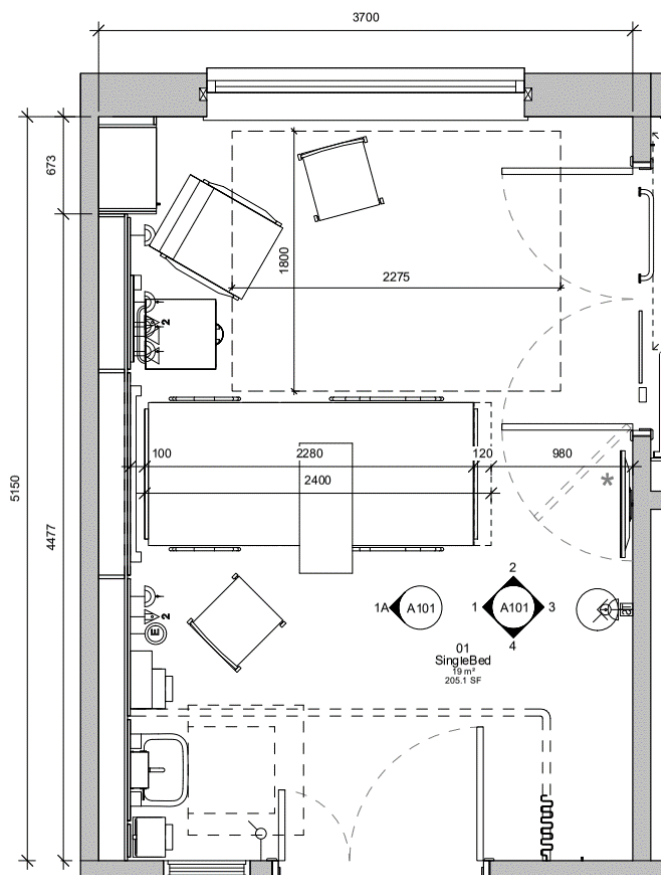
- extent and dimensions of the window zone, including methods for controlling

daylight and glare

- extent and dimensions of the room entrance door and vision panel, including the finish, ironmongery, and any interstitial blinds
- type of lock on the entrance door
- consideration of a mobile examination light, instead of the shown fixed, ceiling-mounted model
- consideration and option for the desk to be a rise-and-fall type, and / or circular
- loose Furniture options
- sourcing a model of bin that avoids opening lids damaging walls, wall protection is not currently proposed due to bins being moveable items
- materials and finishes of room, including window and door design.

Adult Single Bedroom

Figure A1.2 Adult Single Bedroom (outboard) standard repeatable room template example (HFS, 2020)



Standardised Features:

- 19m² area
- 2275 x 1800mm Activity space, per range of BS8300-2: 2018 mobility requirements (British Standards Institution, 2018)
- 3600mm x 3700mm bed space, this size being optimal in accommodating a full range of clinical activities and operating equipment at the bedside and in the bed space (NHS Estates, 2005; Health Facilities Scotland, 2010)
- full length IPS wall behind bed head for integration of supplies, services, lighting, and clinical wash hand basin. Allows for clear and uncluttered containment of services and allows them to be easily

swapped in and out

- clinical wash hand basin mounted on bedhead IPS wall, in a highly visible and convenient location, immediately accessible upon entry into the room and not requiring staff to turn their back on the patient when using

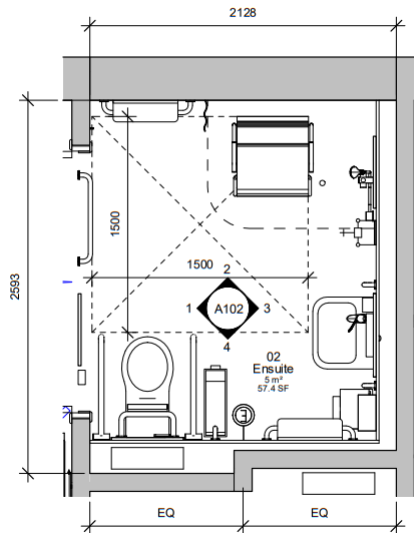
- good visibility is maintained from the bed with a degree of privacy from the corridor when viewing through the glazed screen/door vision panel
- clear access to the external wall allows for good daylight with sight lines to the outside environment from the bedhead. This creates a lighter and brighter therapeutic environment
- family space at the bedside.

Project-Specific Variations

- Wardrobe zone built into the bedhead IPS wall, including the size, type, and internal arrangement
- Ceiling-mounted overhead hoists
- Loose Furniture Options
- Patient Entertainment System
- Materials and finishes of room, including window and door design
- Additional local Fixture, Furniture or Equipping (FF&E) items

Adult Single Bedroom En-Suite (WC/ Shower)

Figure A1.3 En-suite standard
repeatable room template example
(HFS, 2020)



Standardised Features:

- 5.3m² area
- manoeuvring space of 1500 x 1500mm and 1900mm openable space facilitated by outward opening double doors further than 90°, providing both independent and dual staff assisted WC transfer
- sightline of WC available from the bedhead
- wet wall arrangement with level access
- concealed cistern behind the IPS panel
- mobile shower seat allows for both assisted and non-assisted showering
- various wall-mounted shelves allow for storage of both staff and patient consumables

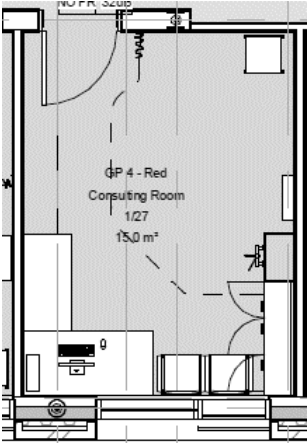
Project-Specific Variations

- portable shower screens in place of ceiling-mounted shower tracks and curtains
- variable height toilet seating or alternatively, the mobile shower seat could double as a commode, either free-standing with mounted disposable bedpans or positioned over the toilet
- ceiling-mounted overhead hoists from the adjacent Single Bedrooms
- loose Furniture options
- reversible mirror with graphic on the reverse

Appendix 2: Healthcare Facility Information

Healthcare Facility A

Figure A2.1 Facility A: GP Consultation/ Exam room



Photographic construction monitoring service:

Yes

Repeatable room(s):

Built 2020, Facility A has 6No GP Practices and 1No Community Bookable Suite

Number of room types:

0No Adult Single Bedroom & 32No Consultation/ Exam Room

Deviations from NHSS RR type designs and/or specification

NHSS Repeatable Room was primarily based on an NHS GG&C Consultation/ Exam room model. The only key change for Facility A is the apron dispenser position.

Healthcare Facility B

Note: Facility B pre-dates the NHSS RR guidance. Therefore although its Consultation/ Exam Room is a similarly 'dimensioned' space, their fixtures and furniture were not designed to RR standards. Please refer to Appendix 6 and 7 for responses to each question per Facility and comments. Facility B comments related to some aspects such as layout, furniture, flexibility & privacy etc, will require careful, or separate, interpretation.

Figure A2.2 Facility B: Consultation/ Exam Room

Figure A2.3 Facility B: Adult Single Bedroom

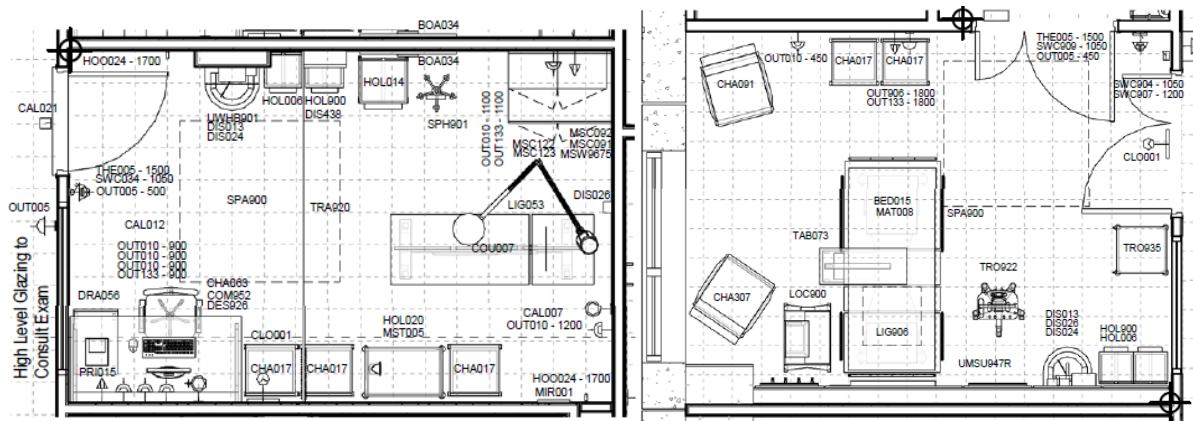
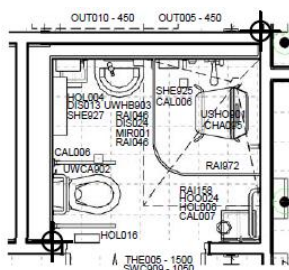


Figure A2.4 Facility B: En-Suite



Photographic construction monitoring service:

No

Repeatable Room(s):

Built 2017, Facility B Adult Single Bedroom En-Suite are common across all Acute Wards. Consultation/ Exam Rooms are predominantly located in Outpatient Department.

Number of room types:

240No Adult Single Bedroom En-Suite and 10No Standard Consultation/ Exam Room (with an additional number of slight variants)

Deviations from NHSS RR type designs and/or specification

NHSS RR used Facility B Adult Single Bedroom En-Suite as its development starting point. The door design, WC, basin and bed positions were all slightly amended following an independent accessibility review using BS 8300:2018. Although similar in area and specification, this Consultation/ Exam layout significantly differs from

NHSS RR. Facility B variations may occur due to on-site requirements and structural or space constraints.

Figure A2.5 Facility B: Consultation/ Exam Room Photo 1

Figure A2.6 Facility B: Consultation/ Exam Room Photo 2



Figure A2.7 Facility B: Bedroom Photo

Figure A2.8 Facility B: En-Suite Photo



Healthcare Facility C

Figure A2.9 Facility C: Consultation/ Exam Room

Figure A2.10 Facility C: Adult Single Bedroom RH, Treatment Floor

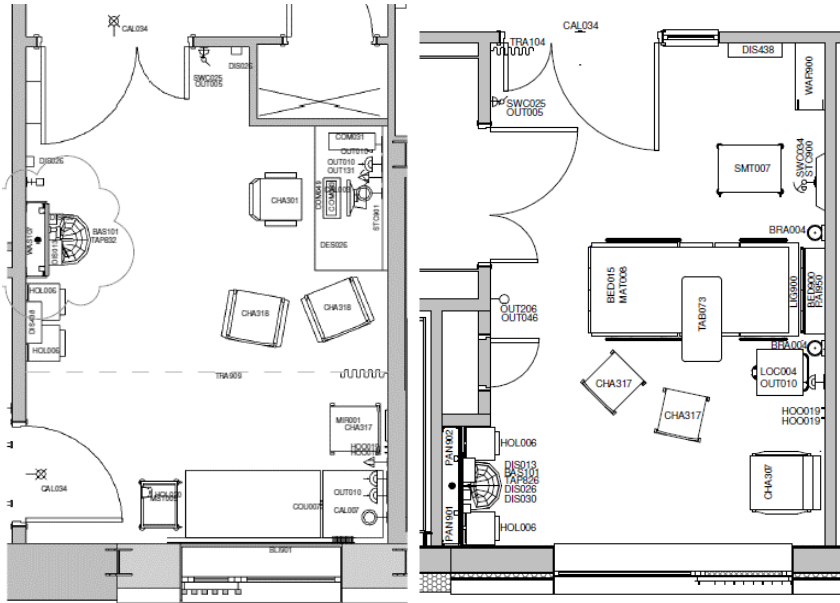
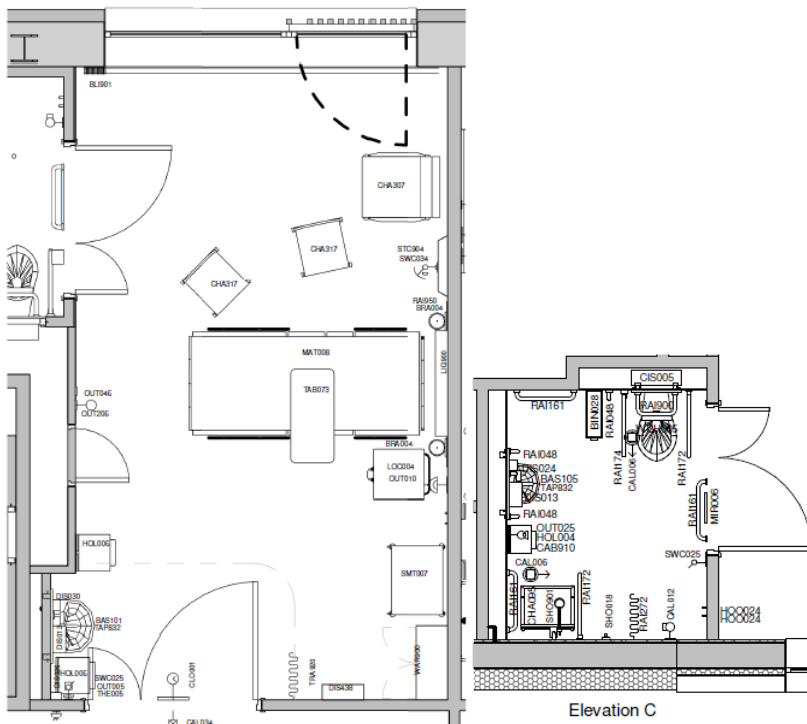


Figure A2.11 Facility C: Adult Single Bedroom LH

Figure A2.12 Facility C: Adult En-Suite



Photographic construction monitoring service:

No

Repeatable Room(s):

Built 2019, Facility C Adult Single Bedroom En-Suite occurs in all six wards.

Consultation/ Exam Rooms only occur within the Outpatients department.

Number of room types:

132No Adult Single Bedrooms and 32No Consultation/ Exam Rooms.

Deviations from NHSS RR type designs and/or specification

Facility C room types were developed during the NHSScotland RR process. Although similar in area and specification, their layout differs in key aspects from NHSS RR.

For example, all Facility C's Bedrooms clinical basins are recessed into En-suite wall; with 50% located by window, at the far side of bed from entry door. Door, WC, basin and bedhead design all differ from NHSS RR, as does Consultation / Exam Room layout with its couch dominating the window, initial views and daylight. Other Facility C variations occurred due to an on-site structural, services or space constraint.

Figure A2.13 Facility C: Consultation/ Exam Room Photo 1

Figure A2.14 Facility C: Consultation/ Exam Room Photo 2



Figure A2.15 Facility C: Adult Single Bedroom Photo



Healthcare Facility D

Figure A2.16 Facility D: Outpatient Consultation/ Exam Room

Figure A2.17 Facility D: GP Consultation/ Exam Room

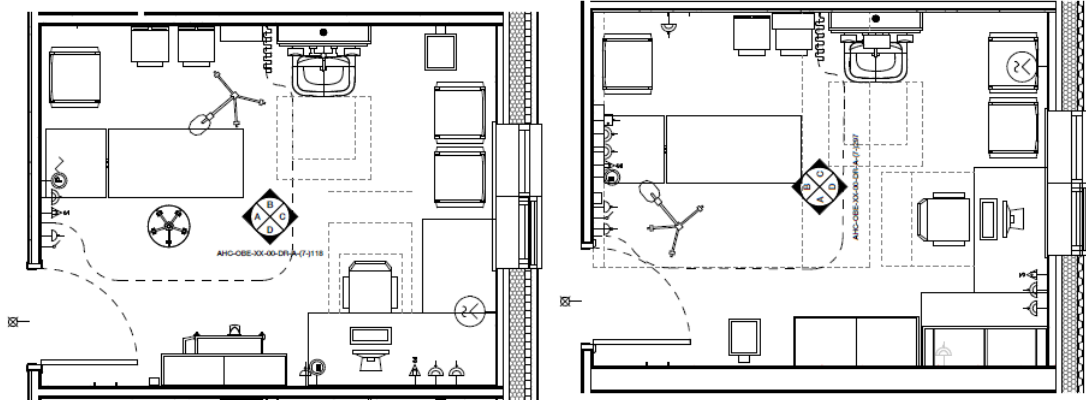
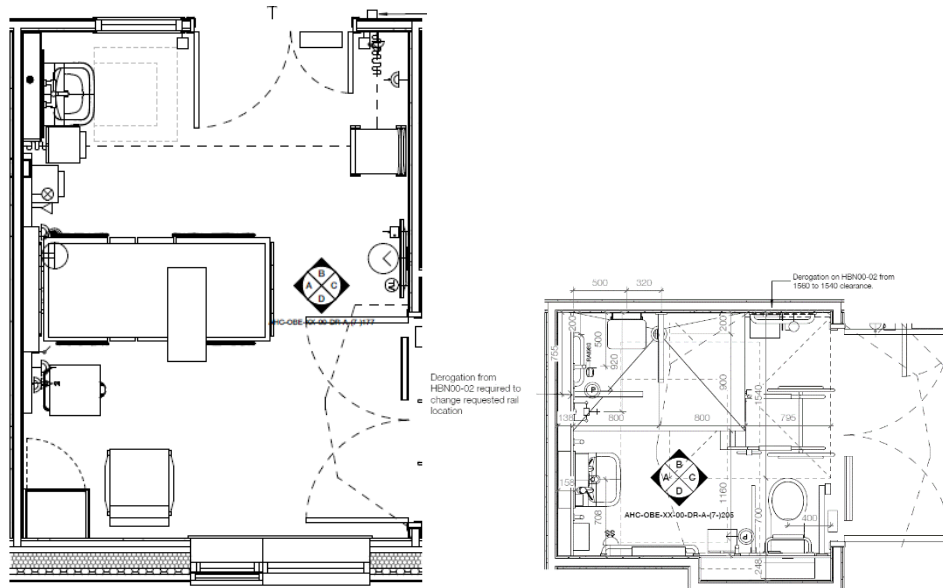


Figure A2.18 Facility D: Adult Single Bedroom

Figure A2.19 Facility D: En-suite



Photographic construction monitoring service:

No

Repeatable Room(s):

Built 2022, Facility D has 11No Consultation/ Exam Rooms in GP department; 3No in Outpatient department; 22No Adult Single Bedroom En-Suite, plus 2No Flexible Use Adult Single Bedroom En-Suite within In-patient area.

Number of room types:

As above, 24No Adult Single Bedroom En-Suite and 14No Consultation/ Exam Rooms.

Deviations from NHSS RR type designs and/or specification

Facility D room types were developed during and influenced by the NHSS RR process.

Facility D used the NHSS RR with the following amendments by users:

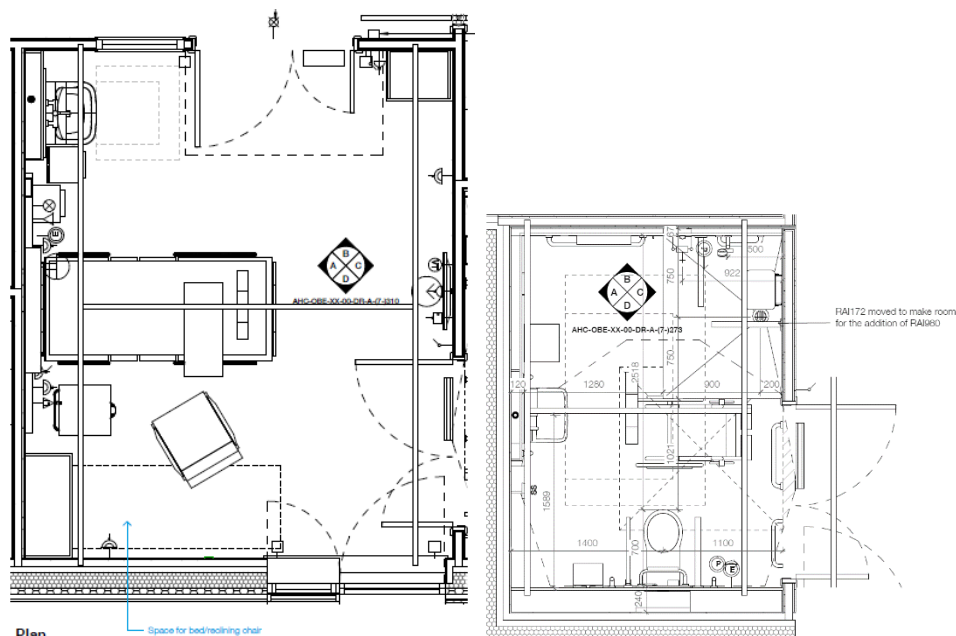
Change made to GP Consultation/ Exam Room to add more storage units, per GP request

Users opted for mobile examination lamps over ceiling-mounted lamps.

2no extra large Adult Single Bedroom En-Suite, including ceiling hoists, for extra-large scooters/ bariatric use.

Figure A2.20 Facility D: Adult Single Bedroom, Flexible use

Figure A2.21 Facility D: En-suite, Flexible use



Appendix 3: Associated Files

Project	File Name	File Type_Description
Facility A	RR_Facility A_Ground Floor	PDF_Entire Floor Plan
Facility A	RR_Facility A_First Floor	PDF_Entire Floor Plan
Facility A	RR_Facility A_Second Floor	PDF_Entire Floor Plan
Facility B	RR_Facility B_Consult Exam Room	PDF_Room Layout
Facility B	RR_Facility B_Respiratory Bedroom	PDF_Room Layout
Facility B	RR_Facility B_Bedroom En-Suite	PDF_Room Layout
Facility B	RR_Facility B_DGI-RYD-GW-01-DR-A-701-018_Iss1 (1)	DWG
Facility B	RR_Facility B_DGI-RYD-TB-00-DR-A-701-036_Iss1	DWG
Facility B	RR_Facility B_Photo Bedroom 1	PNG_Photo
Facility B	RR_Facility B_Photo Bedroom 2	PNG_Photo
Facility B	RR_Facility B_Photo Bedroom 3	PNG_Photo
Facility B	RR_Facility B_Photo En-Suite 1	PNG_Photo
Facility B	RR_Facility B_Photo En-Suite 2	PNG_Photo
Facility B	RR_Facility B_Photo OPD Cons Room 1	PNG_Photo
Facility B	RR_Facility B_Photo OPD Cons Room 2	PNG_Photo
Facility B	RR_Facility B_Photo OPD Cons Room 3	PNG_Photo
Facility B	RR_Facility B_Photo OPD Cons Room 4	PNG_Photo
Facility B	RR_Facility B_Photo OPD Cons Room 5	PNG_Photo
Facility B	RR_Facility B_Photo OPD Cons Room 6	PNG_Photo
Facility C	RR_Facility C_Ground Floor_IPCC and MH Wards ((preliminary)	PDF_preliminary dwgs
Facility C	RR_Facility C_Ground Floor Outpatients (preliminary)	PDF_preliminary dwgs
Facility C	RR_Facility C_Ground Floor	PDF_Entire Floor Plan
Facility C	RR_Facility C_Ground Floor.dwg	DWG_Entire Floor Plan
Facility C	RR_Facility C_Consult Exam Room	PDF_Room Layout
Facility C	RR_Facility C_Consult Exam Room.dwg	DWG_Entire Floor Plan
Facility C	RR_Facility C_Single Bedroom	PDF_Room Layout

Project	File Name	File Type_Description
Facility C	RR_Facility C_Single Bedroom	DWG_Entire Floor Plan
Facility C	RR_Facility C_Single Bedroom Treatment Floor	PDF_Room Layout
Facility C	RR_Facility C_En-Suite	PDF_Room Layout
Facility C	RR_Facility C_Photo Bedroom	JPG_Photo
Facility C	RR_Facility C_Photo Consult Exam Room 1	JPG_Photo
Facility C	RR_Facility C_Photo Consult Exam Room 2	JPG_Photo
Facility C	RR_Facility C_Photo Consult Exam Room 3	JPG_Photo
Facility D	RR_Facility D_Treatment Consultant Room Outpatients	PDF_Room Layout
Facility D	RR_Facility D_GP Consultant Treatment Room GP Practice	PDF_Room Layout
Facility D	RR_Facility D_GP Consultant Treatment Room GP Practice mirrored layout	PDF_Room Layout
Facility D	RR_Facility D_Bedroom Inpatients	PDF_Room Layout
Facility D	RR_Facility D_Bedroom In-patients mirrored layout	PDF_Room Layout
Facility D	RR_Facility D_Flexible Use Bedroom In- patients	PDF_Room Layout
Facility D	RR_Facility D_Flexible Use Bedroom In- patients mirrored layout	PDF_Room Layout
Facility D	RR_Facility D_En-Suite	PDF_Room Layout
Facility D	RR_Facility D_Flexible Use En-Suite	PDF_Room Layout
Facility D	RR_Facility D_En-Suite mirrored	PDF_Room Layout

Appendix 4: Survey Questions

NHS Scotland Assure
Quality in the healthcare environment

NAME OF FACILITY:



REPEATABLE ROOMS USER FEEDBACK

It would help us to hear **your views and experiences** of the room. There are no right or wrong answers, we would like to hear your views on what works well, what doesn't work and any ideas you may wish to share for improving the room environment, for the future. We will use this feedback to help measure the success of the room. If you have experience of both **Consulting Exam Room** and **Inpatient Room** (with or without ensuite), then please complete a separate form for each.

Description / Role (please highlight): Service user/Patient, Visitor, Clinician, Nurse, Healthcare assistant, Facilities staff, Paramedic, Student/ Trainee, or other (please state): _____

Room type / Room function (please highlight): (1) Consulting Exam Room, (2) Inpatient Bedroom, or (3) Inpatient with Ensuite WC/Sh. (NOTE: complete this form in relation to **ONE** chosen room type)

Department /Clinical function (please highlight): GP or Health Centre, Hospital Outpatient Clinic, Emergency or Urgent Care, Inpatient Ward, or other (please state): _____

On a scale of 1 to 5, please rate the following: (tick box)	1 Strongly disagree	2 Disagree	3 Neither agree nor disagree	4 Agree	5 Strongly Agree	N/A
My first impression of the room and its interior are re-assuring .						
The room and furniture arrangements are comfortable .						
The design of the clinical space and equipment function well overall.						
The room is easy to navigate around.						
The room enables appropriate level of communication and / or quiet .						
The room enables appropriate level of environmental conditions and control (e.g. temperature, lighting, exam light, ventilation).						
The room enables appropriate level of adaptation / flexibility .						
The room enables appropriate level of safety .						
The room enables appropriate level of privacy and dignity .						
What feature(s) in the room design:						
a. work best?						
b. could be improved?						
Please expand on any of the above, or leave additional comments						

POST OCCUPANCY EVALUATION

Thank you for your time, your views are appreciated

nss.hfsdesignassessment@nhs.scot

Appendix 5: Project Background Information Questions

Completed online

As built drawings/information

1. Please upload as-built BIM (Building Information Modelling) and CAD (Computer Aided Design) files associated with each Repeatable Room in the building.
2. Please upload floor plan PDF files associated with each Repeatable Room in the building.
3. Is a photographic construction monitoring service available such as Multivista (Yes/No/Don't Know).
4. If photographic construction monitoring service was available, then please upload.

Project specifics

5. Please provide a 360° photograph of each variation of Repeatable Room in the building

Subtitle: we suggest using a smart phone and app such as 'Google Street View', please see attached guide:

<https://support.google.com/maps/answer/7012050?hl=en-GB&co=GENIE.Platform%3DiOS&oco=0>).

User instructions: please ensure room is free of other people and any private or person-identifying documents. Please stand in the centre of the room with preferred starting point (place of your first picture) being the corridor door, closed and curtains open. In addition, there is an option in the 'Google Street View' app to blur portions of the photo. Please then save to your camera role and upload here.

Get in touch if you require further information or guidance.

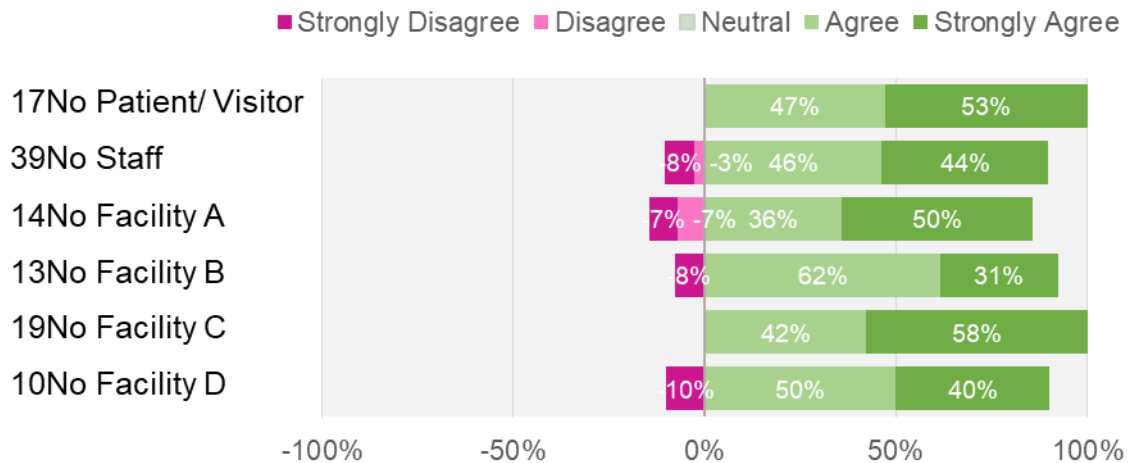
6. Please list the location of the Repeatable Room(s) in the building.
7. Please list the number of rooms used in each location.
8. Please provide details of any deviations that were made from the room designs and/or specification detailed in the NHSScotland: Repeatable Rooms Report (link below) and reasons why these deviations were made.

<https://www.NHSS.nhs.scot/media/1833/nhss-repeatable-rooms-report-vdraft-dec-2020.pdf>

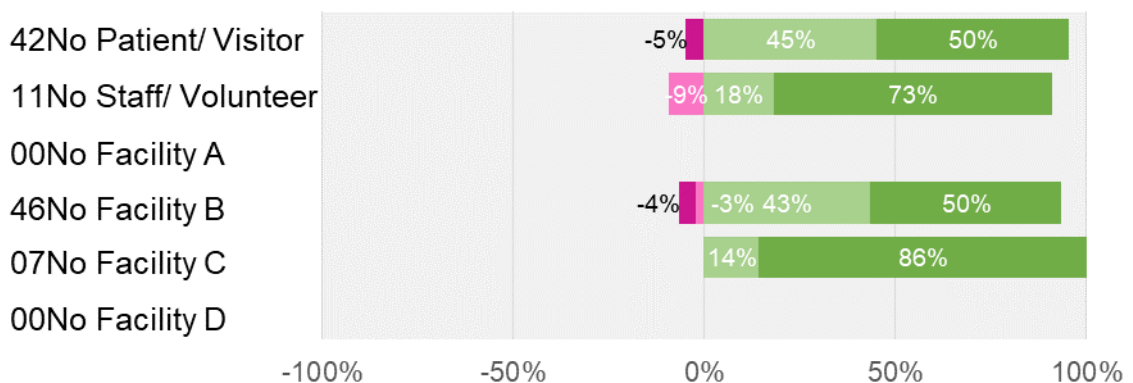
Appendix 6: Rating per Question & User group

Figure A6.1 Graph of user satisfaction with “My first impression of the room and its interior are re-assuring”

Consultation / Exam Room



Adult Single Bedroom



Adult Single Bedroom En-Suite

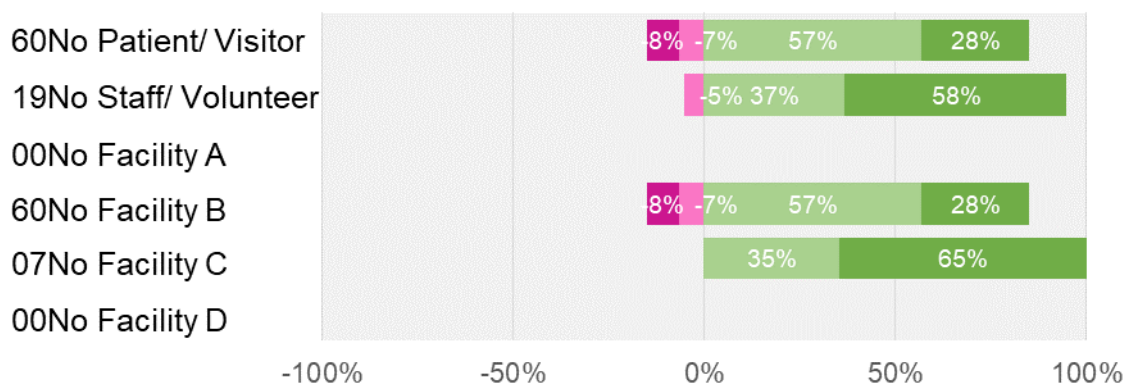
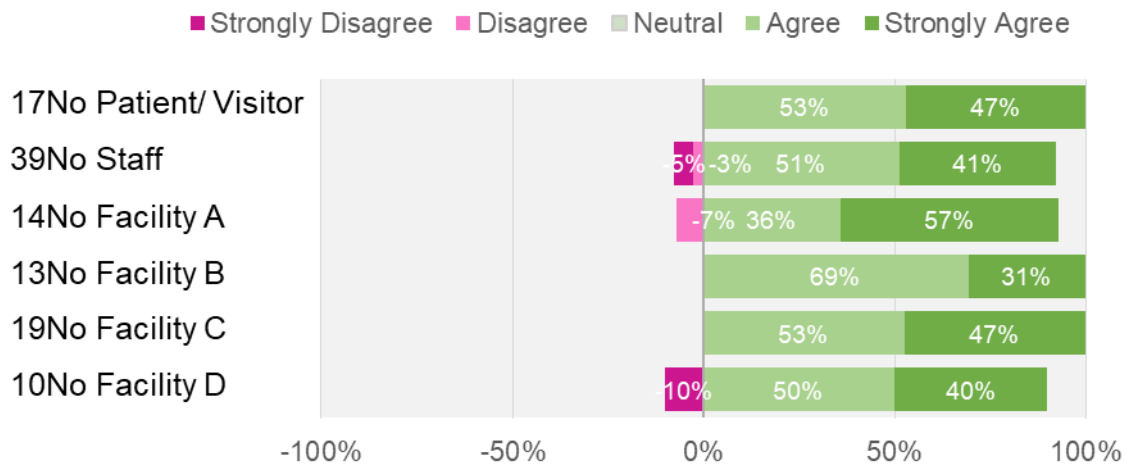
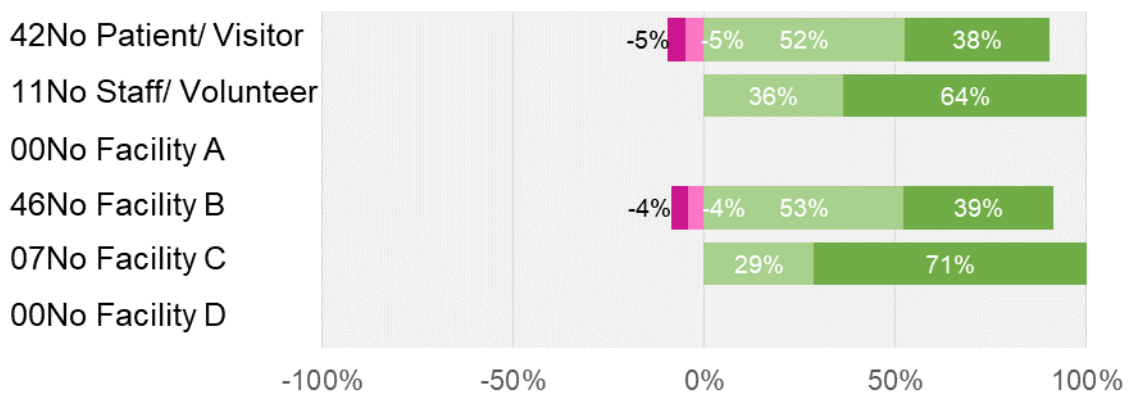


Figure A6.2 Graph of user satisfaction with “The room and furniture arrangements are comfortable”

Consultation / Exam Room



Adult Single Bedroom



Adult Single Bedroom En-Suite

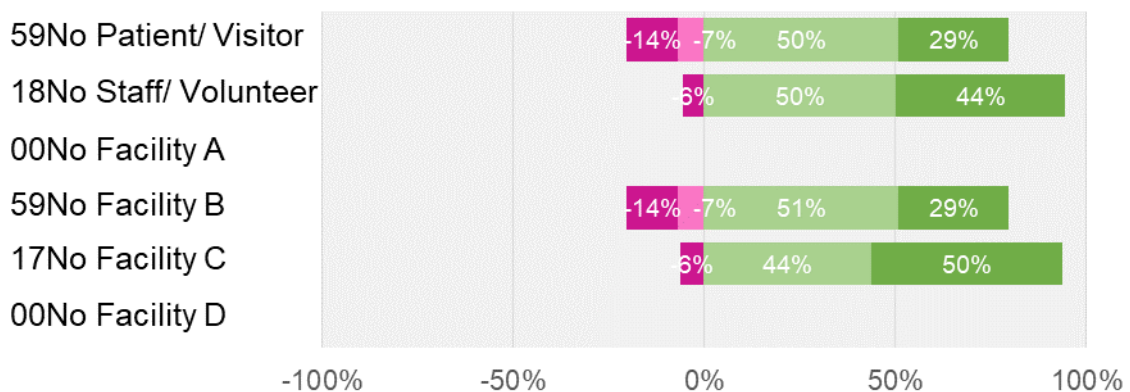
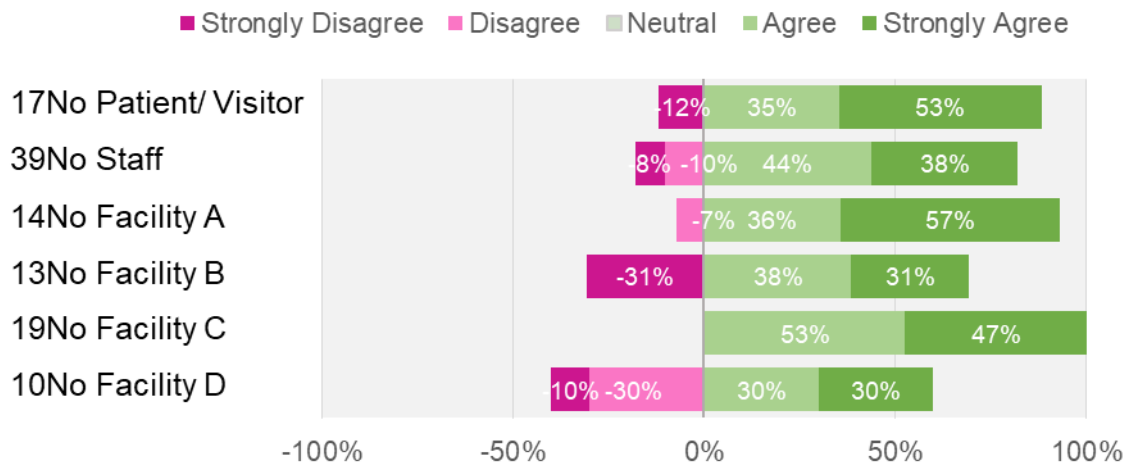
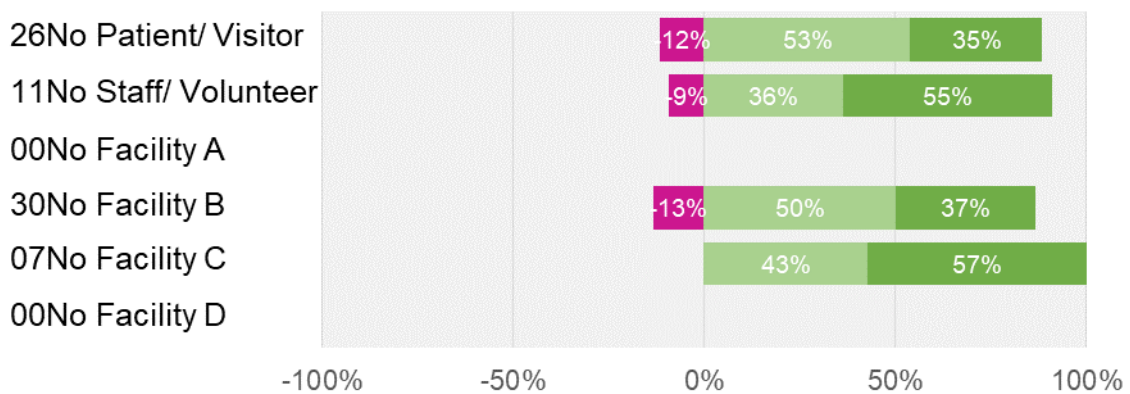


Figure A6.3 Graph of user satisfaction with “The design of the clinical space and equipment function well overall”

Consultation/ Exam Room



Adult Single Bedroom



Adult Single Bedroom En-Suite

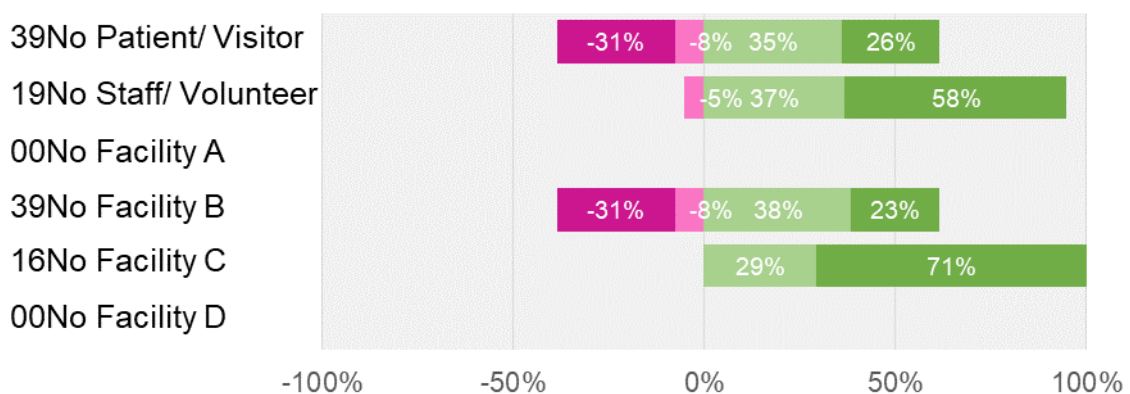


Figure A6.4 Graph of user satisfaction with “The room is easy to navigate around”

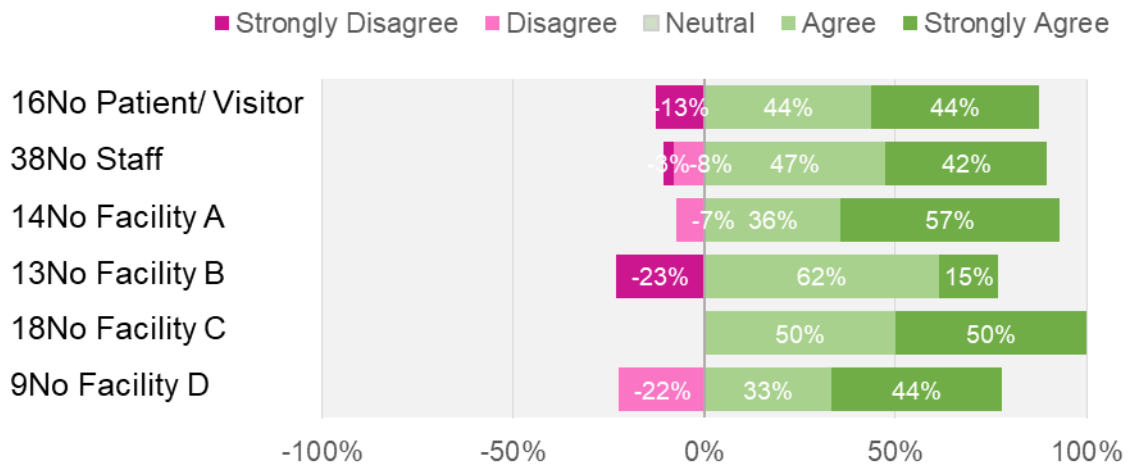
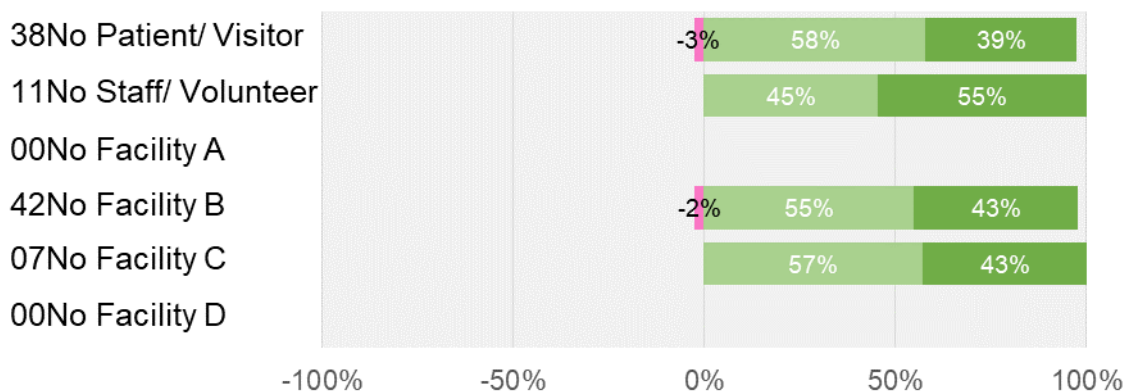
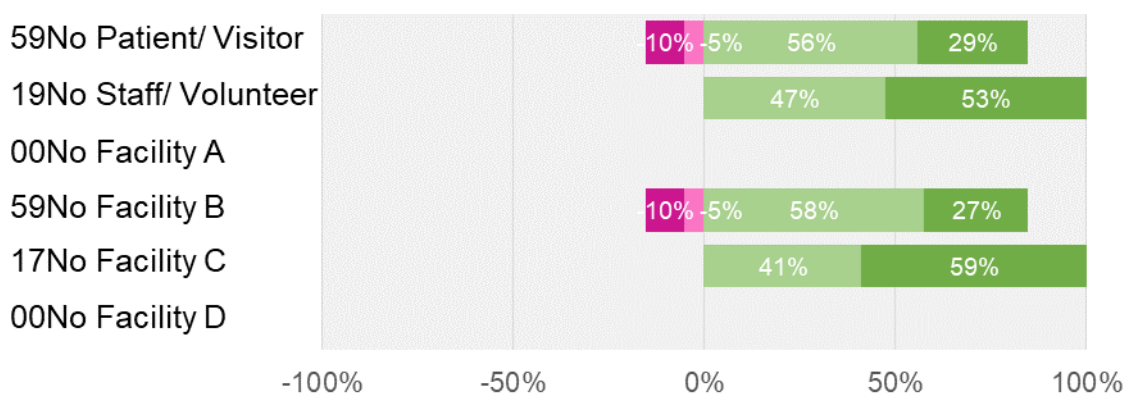
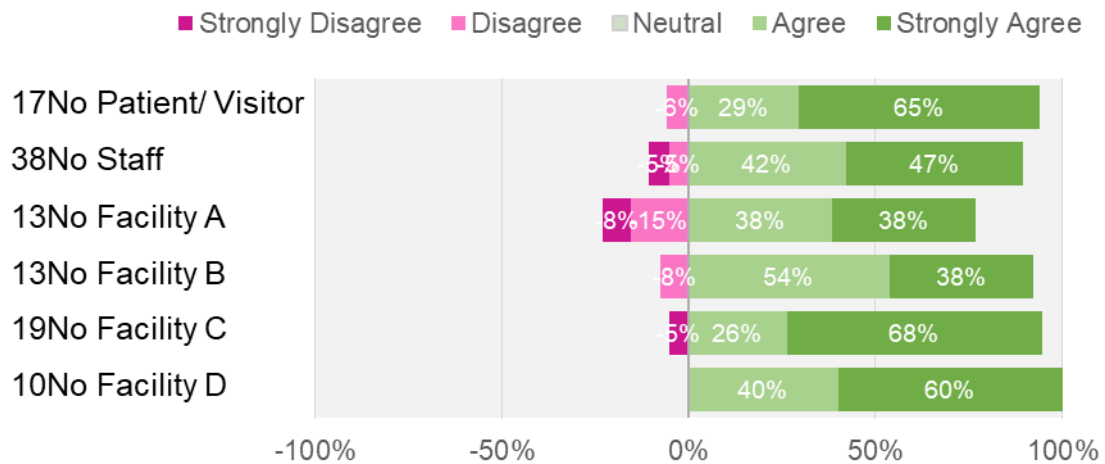
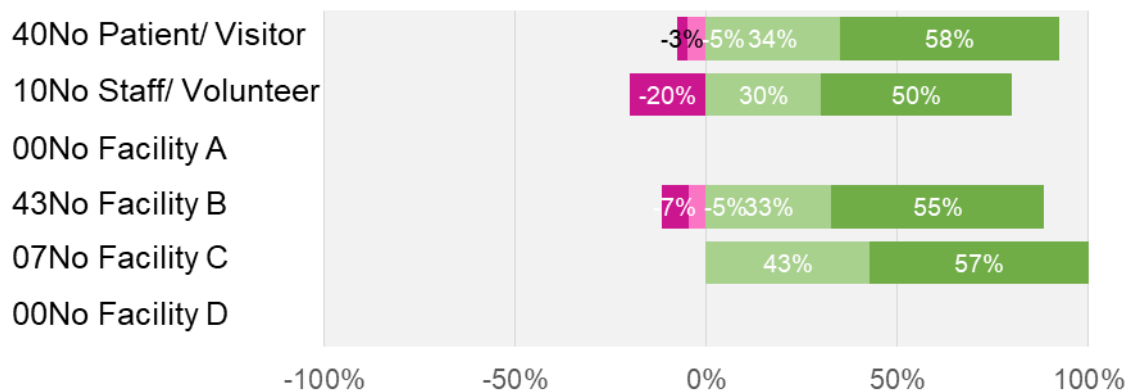
Consultation / Exam Room**Adult Single Bedroom****Adult Single Bedroom En-Suite**

Figure A6.5 Graph of user satisfaction with “The room enables appropriate level of communication and/or quiet”

Consultation/ Exam Room



Adult Single Bedroom



Adult Single Bedroom En-Suite

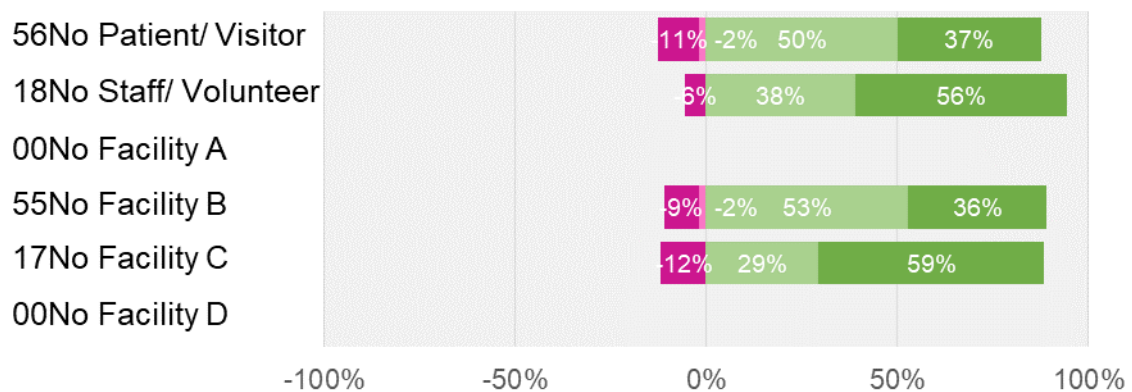
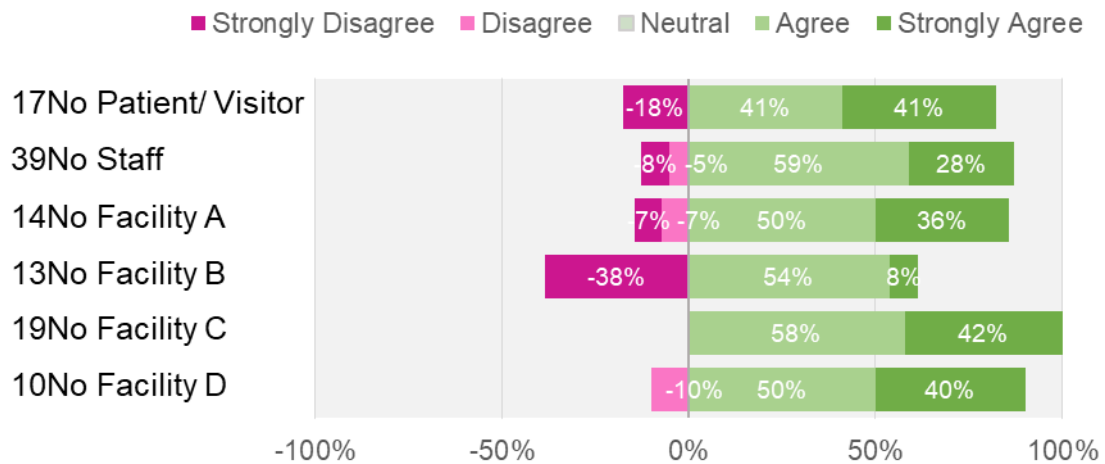
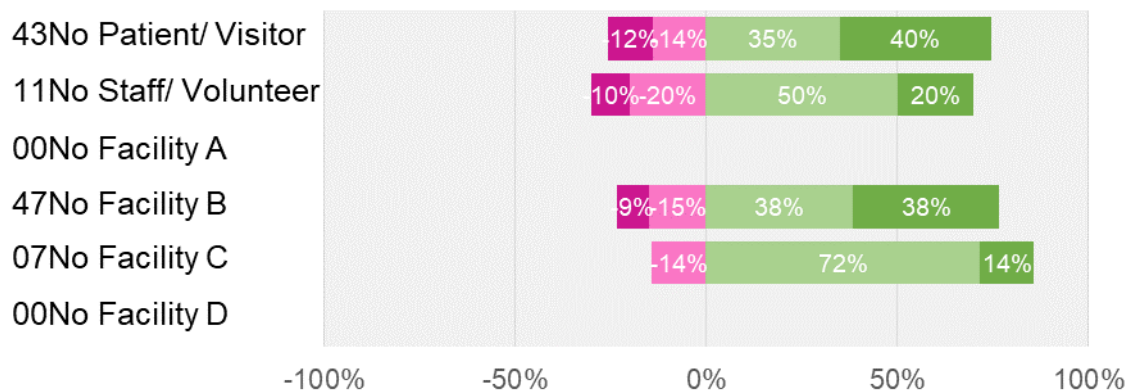


Figure A6.6 Graph of user satisfaction with “The room enables appropriate level of environmental conditions and control (e.g., temperature, lighting, exam light, ventilation)”

Consultation/ Exam Room



Adult Single Bedroom



Adult Single Bedroom En-Suite

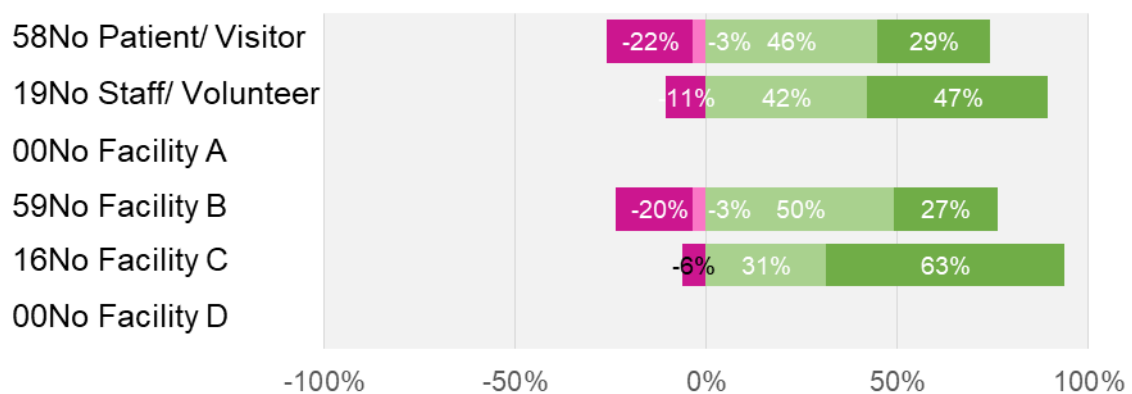
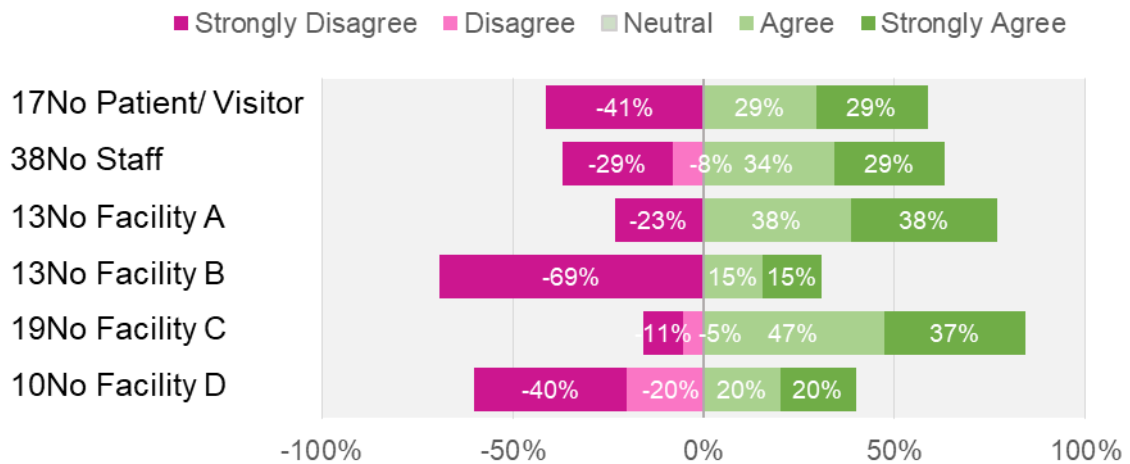
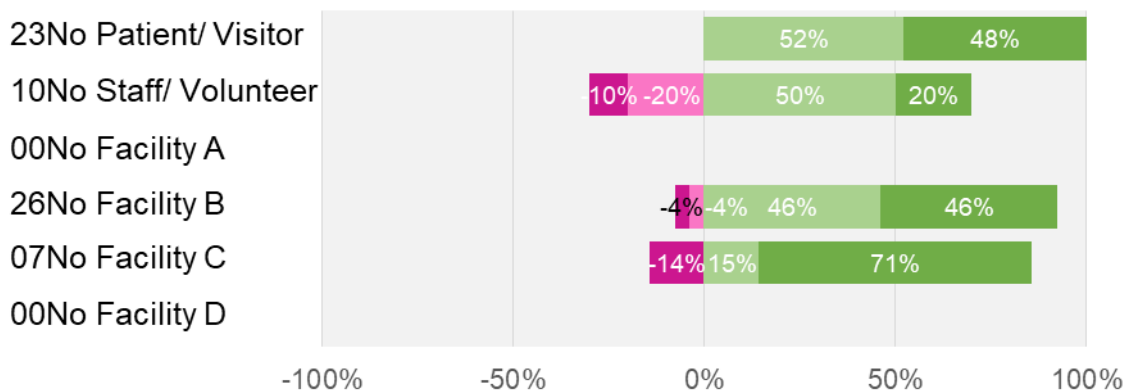


Figure A6.7 Graph of user satisfaction with “The room enables appropriate level of adaptation/ flexibility”

Consultation/ Exam Room



Adult Single Bedroom



Adult Single Bedroom En-Suite

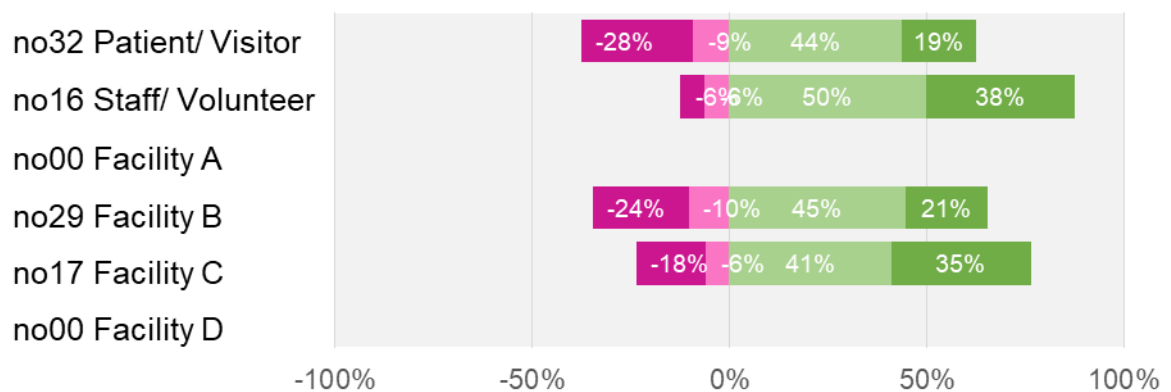


Figure A6.8 Graph of user satisfaction with “The room enables appropriate level of safety”

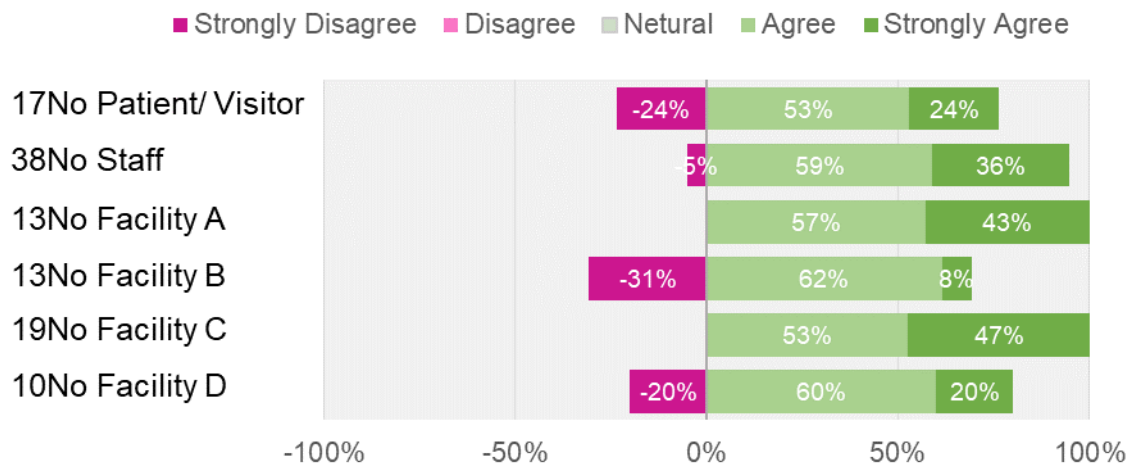
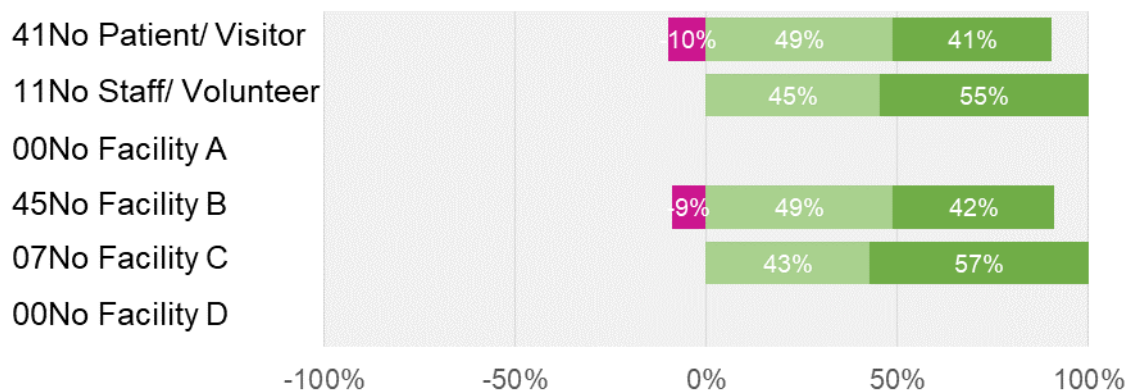
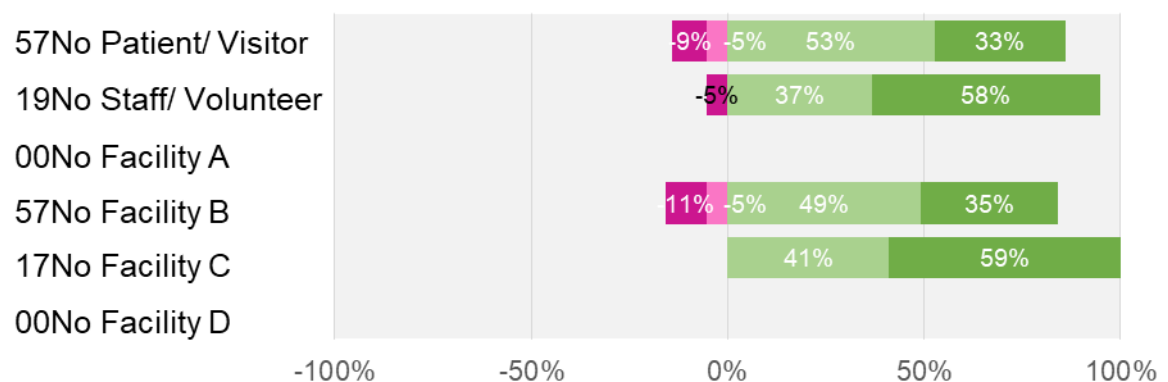
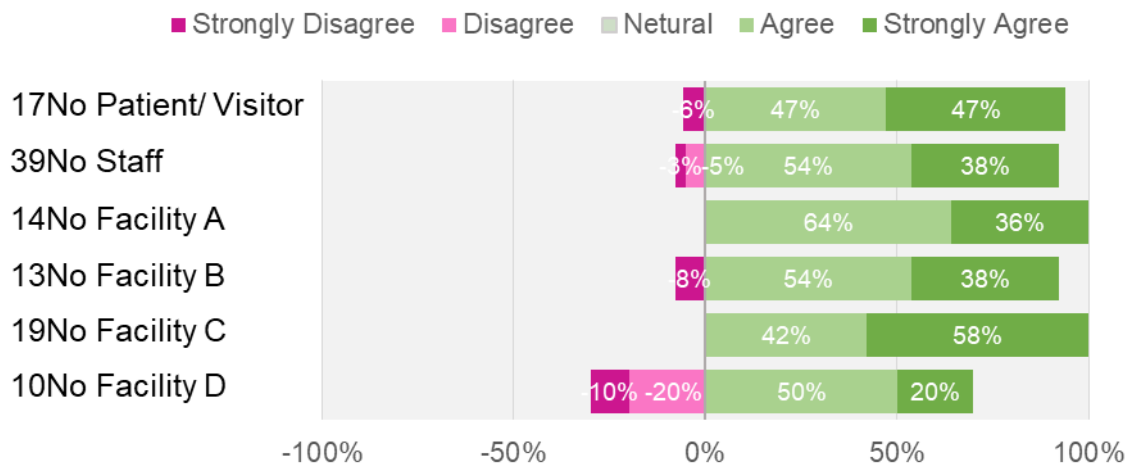
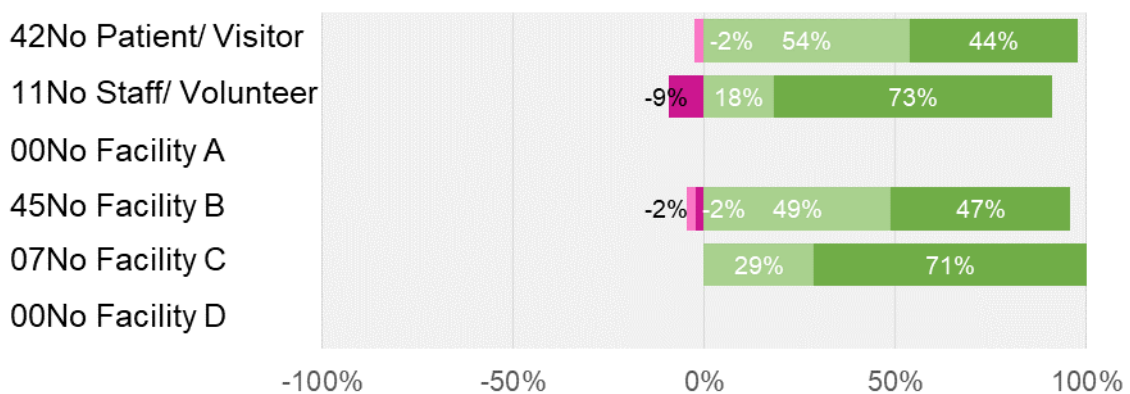
Consultation/ Exam Room**Adult Single Bedroom****Adult Single Bedroom En-Suite**

Figure A6.9 Graph of user satisfaction with “The room enables appropriate level of privacy and dignity”

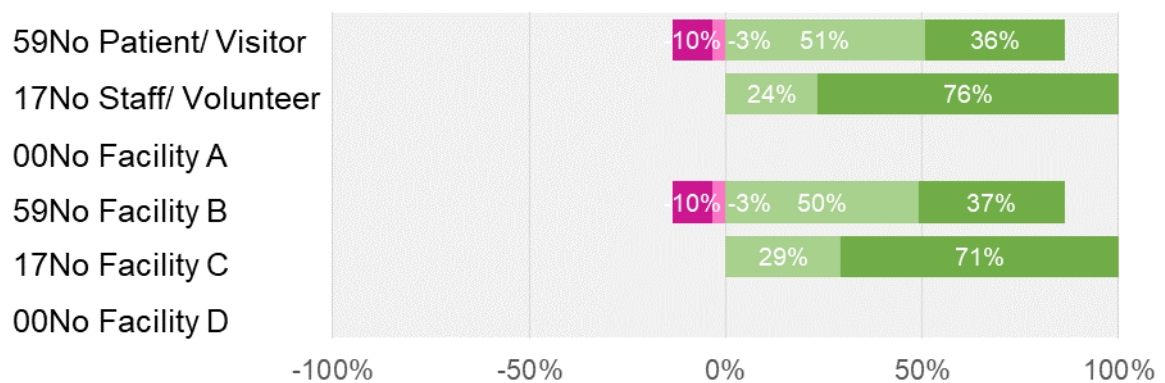
Consultation/ Exam Room



Adult Single Bedroom



Adult Single Bedroom En-Suite



Graph Summary

Satisfaction was deemed to be responses to both “Agree” and “Strongly Agree”.

My first impression of the room and its interior are re-assuring (refer to p49).

- The Consultation/ Exam Room received satisfaction ratings of 100% from Patient/ Visitor Users and Facility C, 92% from Facility B, 90% from Staff/Volunteer Users and Facility D and 86% from Facility A.
- The Adult Single Bedroom received satisfaction ratings of 100% from Facility C, 95% from Patient/ Visitor Users, 92% from Facility B and 91% from Staff/Volunteer Users.
- The Adult Single Bedroom En-Suite received satisfaction ratings of 100% from Facility C, 95% from Staff/Volunteer Users and 85% from Patient/ Visitor Users and Facility B.

The room and furniture arrangements are comfortable (refer to p50).

- The Consultation/ Exam Room received satisfaction ratings of 100% from Patient/ Visitor Users, Facility B and Facility C, 93% from Facility A, 92% from Staff/Volunteer Users, and 90% from Facility D.
- The Adult Single Bedroom received satisfaction ratings of 100% from Facility C and Staff/Volunteer Users, 92% from Facility B, and 90% from Patient/ Visitor Users.
- The Adult Single Bedroom En-Suite received satisfaction ratings of 94% from Staff/Volunteer Users and Facility C, 80% from Facility B, and 79% from Patient/ Visitor Users.

The design of the clinical space and equipment function well overall (refer to p51).

- The Consultation/ Exam Room received satisfaction ratings of 100% from Facility C, 93% from Facility A, 88% from Patient/ Visitor Users, 82% from Staff/Volunteer Users, 69% from Facility B, and 60% from Facility D.
- The Adult Single Bedroom received satisfaction ratings of 100% from Facility C, 91% from Staff/Volunteer Users, 88% from Patient/ Visitor Users, and 87% from Facility B.
- The Adult Single Bedroom En-Suite received satisfaction ratings of 100% from Facility C, 95% from Staff/Volunteer Users, 61% from Patient/ Visitor Users, and 61% from Facility B.

The room is easy to navigate around (refer to p52).

- The Consultation/ Exam Room received satisfaction ratings of 100% from Facility C, 92% from Facility A, 89% from Staff/Volunteer Users, 87% from Patient/ Visitor Users, 78% from Facility D, and 77% from Facility B.
- The Adult Single Bedroom received satisfaction ratings of 100% from Staff/Volunteer Users and Facility C, 98% from Facility B, and 97% from Patient/ Visitor Users.
- The Adult Single Bedroom En-Suite received satisfaction ratings of 100% from Staff/Volunteer Users and Facility C, and 85% from Patient/ Visitor Users and Facility B.

The room enables appropriate level of communication and/ or quiet (refer to p53).

- The Consultation/ Exam Room received satisfaction ratings of 100% from Facility D, 95% from Facility C, 94% from Patient/ Visitor Users, 92% from Facility B, 90% from Staff/Volunteer Users, and 77% from Facility A.
- The Adult Single Bedroom received satisfaction ratings of 100% from Facility C, 92% from Patient/ Visitor Users, 88% from Facility B, and 80% from Staff/Volunteer Users.
- The Adult Single Bedroom En-Suite received satisfaction ratings of 94% from Staff/Volunteer Users, 89% from Facility B, 88% from Facility C, and 87% from Patient/ Visitor Users.

The room enables appropriate level of environmental conditions and control (e.g., temperature, lighting, exam light, ventilation) (refer to p54).

- The Consultation/ Exam Room received satisfaction ratings of 100% from Facility C, 90% from Facility D, 87% from Staff/Volunteer Users, 86% from Facility A, 82% from Patient/ Visitor Users, and 62% from Facility B.
- The Adult Single Bedroom received satisfaction ratings of 86% from Facility C, 76% from Facility B, 74% from Patient/ Visitor Users, and 70% from Staff/Volunteer Users.
- The Adult Single Bedroom En-Suite received satisfaction ratings of 94% from Facility C, 89% from Staff/Volunteer Users, 77% from Facility B, and 75% from Patient/ Visitor Users.

The room enables appropriate level of adaptation/ flexibility (refer to p55).

- The Consultation/ Exam Room received satisfaction ratings of 84% from Facility C, 76% from Facility A, 63% from Staff/Volunteer Users, 59% from Patient/

Visitor Users, 40% from Facility D, and 31% from Facility B.

- The Adult Single Bedroom received satisfaction ratings of 100% from Patient/ Visitor Users, 92% from Facility B, 86% from Facility C, and 70% from Staff/Volunteer Users.
- The Adult Single Bedroom En-Suite received satisfaction ratings of 94% from Facility C, 89% from Staff/Volunteer Users, 77% from Facility B, and 75% from Patient/ Visitor Users.

The room enables appropriate level of safety (refer to p56).

- The Consultation/ Exam Room received satisfaction ratings of 100% from Facility and Facility C, 95% from Staff/Volunteer Users, 80% from Facility D, 76% from Patient/ Visitor Users, and 69% from Facility B.
- The Adult Single Bedroom received satisfaction ratings of 100% from Staff/Volunteer Users 100% from Facility C, 91% from Facility B, and 90% from Patient/ Visitor Users.
- The Adult Single Bedroom En-Suite received satisfaction ratings of 100% from Facility C, 95% from Staff/Volunteer Users, 86% from Patient/ Visitor Users, and 84% from Facility B.

The room enables appropriate level of privacy and dignity (refer to p57).

- The Consultation/ Exam Room received satisfaction ratings of 100% from Facility and from Facility C, 94% from Patient/ Visitor Users, 92% from Staff/Volunteer Users, 92% from Facility B, and 70% from Facility D.
- The Adult Single Bedroom received satisfaction ratings of 100% from Facility C, 98% from Patient/ Visitor Users, 96% from Facility B, and 91% from Staff/Volunteer Users.
- The Adult Single Bedroom En-Suite received satisfaction ratings of 100% from Staff/Volunteer Users and Facility C, and 87% from Patient/ Visitor Users and Facility B.

Appendix 7: All Comments per Room Type & User

Note: Several facility's designs pre-date, or were concurrent with, the NHSS RR guidance. Please refer to Appendix 1 and 2 for design and layout comparisons; plus Appendix 6 for responses to each question per Facility. For example, Facility B's Consultation/ Exam Room although a similarly 'dimensioned' space, its fixtures and furniture are not designed to RR standards. Therefore, Facility B comments related to some aspects such as layout, furniture, flexibility & privacy etc, will require careful, or separate, interpretation. The below tables allow accurate and transparent comparisons by providing all user comments, first by room type, then user type, and also state to which Facility, A-D, the comment refers.

Comments for Consultation/ Exam Room

User	Facility	What feature(s) in the room design works best?	What feature(s) in the room design could be improved?	Additional comments
Clinician, Consultant:	C	Size/amenities	[no comment provided]	[no comment provided]
Clinical commissioning manager:	C	[no comment provided]	[no comment provided]	Adaption of room depends on the type of acuity i.e., ventilation, size
Clinician:	A	Spacious. good natural light	Temperature and air conditioning control	[no comment provided]
	D	Plenty storage, bright, good decor	Windows needed additional screening for privacy (opaque strips added later). Sink too low in my opinion (6ft tall).	[no comment provided]

User	Facility	What feature(s) in the room design works best?	What feature(s) in the room design could be improved?	Additional comments
	D	Storage. Desk next to window. Consulting chairs adjoining - allows open consultation style	Curtains limited, could be better opening/pulling back both ends. Examination coach not found ideal position that meets clinician + patient needs easily. Hampered by inadequate lighting/too short a lead for exam light - but this being rectified	[no comment provided]
	D	Overall layout. Storage	No shelf above sink. Difficult to know where to place clinical waste bins	[no comment provided]
	D	The cupboards/desk combination	Examination - trolley position and why coat hooks on the wall blocking it. Exam lights/cable length curtain no door lock	Environmental conditions: mostly excellent, a couple of failures (e.g., exam light, exam coach positioning) Privacy and dignity: Good noise privacy. No door lock and the curtains are mounted in bed position. On balance: some great (e.g., soundproofing). Some really shouldn't have been made errors.

User	Facility	What feature(s) in the room design works best?	What feature(s) in the room design could be improved?	Additional comments
	D	Open space, easy to navigate with wheelchair	Safety: My concern is the alarm for assistance is near the door, so opposite side for desk. Personal safety would be better if alarm also on desk or next to desk	[no comment provided]
	D	Spacious, light, clean/easy to maintain, modern aesthetic	Insufficient power sockets in/around desk workspace, limited suitable places for drawers so often impedes ability to lower sit/stand desk, clear glass is inappropriate for consulting room, doors are so thick/soundproof it makes it very difficult to hear if a colleague is busy or not, control for blind should be opposite side of window to desk/workspace (rather than having to reach over desk to adjust blind)	[no comment provided]
	D	Open space, easy to navigate with wheelchair	Safety: My concern is the alarm for assistance is near the door, so opposite side for desk. Personal safety would be better if alarm also on desk or next to desk	[no comment provided]

User	Facility	What feature(s) in the room design works best?	What feature(s) in the room design could be improved?	Additional comments
	D	Cupboard space, bright rooms	No shelf above sink. Bins too big for room. Couch is a tight fit. Not enough room for equipment.	[no comment provided]
	A	Clean and uncluttered, good separate waiting area and reception	[no comment provided]	Observation and safety for patients who may become aggressive to monitor what them in room for protection
	D	Desk space. High table - can also double as a standing desk up to a point	Standing desk as main desk	[no comment provided]
	C	[no comment provided]	Overhead light gets in the way sometimes but I'm tall. Privacy curtains could be closer to bed. If pulled, it encloses chairs, including escorts	[no comment provided]
	C	Layout/ equipment	having sphygmomanometers in clinic rooms	[no comment provided]
	C	Similarity enables speed	[no comment provided]	[no comment provided]
	B	Generally, a good room	Storage units could be better for communications being used in certain clinics.	[no comment provided]
	B	Good size of room & nicely finished	Standard equipment such as exam light not always sufficient for clinic	[no comment provided]

User	Facility	What feature(s) in the room design works best?	What feature(s) in the room design could be improved?	Additional comments
			being run additional equipment required which takes up space	
Facilities staff:	C	Well laid out and easy to clean	[no comment provided]	All accessible for services
Healthcare assistant:	D	[no comment provided]	Plug points in the wrong place	Plug points in the middle of wall, could do with some lower and some nearer the door. Could do with unit a new sink
	A	Brightness	Move excess furniture	Feels like a store room (community room 5 ground floor) apart from that it is great!
Nurse:	A	All very good organised clinical room	[no comment provided]	[no comment provided]
	A	Space	Each room needs chair with armrests patients to get out of easily	As above easy to fix if room Chairs are changed
	A	Plenty of room to review [patients]	[Nil]	My only concern is having the window open when on ground floor people smoke outside window & concerned about privacy
	A	Having the space required for immunisations	Having somewhere on the wall to hang jackets	Community Room 1
	C	Layout of rooms	Door closures frustrating	[no comment provided]

User	Facility	What feature(s) in the room design works best?	What feature(s) in the room design could be improved?	Additional comments
	B	All aspects work fine	Not all rooms are standard some have corners lost to pillars or pipe boxes, some walls have boxing out due to structure or pipe work which causes difficulties when arranging furniture equipment.	[no comment provided]
	B	Good Size & still feels new	for some clinics extra storage would be useful	[no comment provided]
	C	Fit for purpose	Nil	[no comment provided]
	A	Position of desk, seating area	Trolleys not compatible no access to storage cupboards, no sharps bin in sight	Road noise evident with window open. Conversation team adjoining rooms offices is clear with windows open privacy issue
Other, Midwife:	B	All appropriate	[no comment provided]	[no comment provided]
	A	Spacious	[no comment provided]	[no comment provided]
Other, HCSW:	A	Layout space	Coat hanger	[no comment provided]
	A	Room is large working space	[no comment provided]	[no comment provided]
Service user/Patient:	C	All	[no comment provided]	[no comment provided]
	C	All	[no comment provided]	[no comment provided]

User	Facility	What feature(s) in the room design works best?	What feature(s) in the room design could be improved?	Additional comments
	C	Nice sized rooms	[no comment provided]	[no comment provided]
	C	Nice bright room	?	Pleasant experience
	B	Nice clean and bright, easy to get to.	[no comment provided]	[no comment provided]
	B	Seems to have everything required	[no comment provided]	[no comment provided]
	B	Easy to find waiting room then staff good escorting to room.	Protect patient parking for patients !	[no comment provided]
	B	Whole hospital environment feels good easy to find off main corridor.	[no comment provided]	[no comment provided]
	B	The room does what it needs to do well	Distance from car park	[no comment provided]
	B	Everything still fresh quite new	[no comment provided]	[no comment provided]
	B	Hospital has a nice feel to it room performs it's function well.	Distance from car park	[no comment provided]
Student/ Trainee:	D	Clean, organised, variable desk height is fab!	More ventilation	Environmental conditions: would be good if the window opened more.
Visitor:	C	Really nice	[no comment provided]	[no comment provided]
	C	Lighting	Seating	[no comment provided]
	C	Bright big room	Don't know	[no comment provided]

Comments for Adult Single Bedroom

User	Facility	What feature(s) in the room design works best?	What feature(s) in the room design could be improved?	Additional comments
Clinical commissioning manager	C	Contact around privacy for patient	[no comment provided]	Bedrooms cannot be used for any other purpose.
Facilities staff	C	Layout, size + easy to clean	0	Overall excellent accommodation
	C	Natural lighting	Nothing	[no comment provided]
Healthcare assistant	C	Bright big room	Don't think so	I would be proud for family to use this room
Nurse	C	Patient privacy and dignity	Window cleaning	Nice workspace
Admin	C	Feeling light & space	Wifi	[no comment provided]
Service user/Patient	B	Staff very good at answering call button. Warm but gets cold at night.	More drawer spaces. More to entertain patients in for a long time.	[no comment provided]
	B	Everything is good.	[no comment provided]	[no comment provided]
	B	Quiet usually at night	Can get cold at night	Q - The room enables appropriate level of environmental conditions? - Usually Ok
	B	Window	Nothing - ideal	Room could be warmer.
	B	Large window	Nothing Suite Happy	[no comment provided]

User	Facility	What feature(s) in the room design works best?	What feature(s) in the room design could be improved?	Additional comments
	B	Everything fine as it is.	Trays at mealtimes could be less cluttered.	Not warm enough.
	B	All Good	No Shortcomings	[no comment provided]
	B	View from room	Room fine as it is.	[no comment provided]
	B	Tv	Phone would be good	[no comment provided]
	B	The comfort everything is good	[no comment provided]	[no comment provided]
	B	TV	[no comment provided]	[no comment provided]
	B	Everything is fine	[no comment provided]	[no comment provided]
	B	All good	[no comment provided]	[no comment provided]
	B	All Ok	[no comment provided]	[no comment provided]
	B	All Ok	[no comment provided]	[no comment provided]
	B	[no comment provided]	Maybe a little warm	[no comment provided]

User	Facility	What feature(s) in the room design works best?	What feature(s) in the room design could be improved?	Additional comments
	B	Trees artwork on walls	[no comment provided]	Q7 - No Grab Rails
	B	[no comment provided]	Room is too big for one patient	[no comment provided]
	B	Room is ok	Room is ok	* Q- 2 - With patients medical condition the chair in the room is not comfortable.
	B	Big low windows great for looking out.	Nothing	[no comment provided]
	B	Having an en-suite	Everything is good	Q 4 - Rooms can sometimes be cold
	B	Well decorated	No	No lock or engaged sign on the toilet door.
	B	Windows	All fine	Safety? Fire - What would happen to me?
	B	[no comment provided]	Sheets/blankets too cold	0
	B	On the flat and it's a big room	[no comment provided]	[no comment provided]
	B	Spaciousness & the single room	It can get lonely no remote control for TV	A place for everything, noisy because next to nurses station & light comes through nurses like to keep blinds closed relatives could

User	Facility	What feature(s) in the room design works best?	What feature(s) in the room design could be improved?	Additional comments
				see the outline of me through blinds.
	B	[no comment provided]	[no comment provided]	Could be homelier, bit cold, not easy to navigate with zimmer.
	B	[no comment provided]	[no comment provided]	No remote control for tv room is noisy
	B	The windows - sunlight in room and view	0	[no comment provided]
	B	[no comment provided]	Q5 - Light can be variable Q1 - It can get a bit hot	Temperature can be variable and have to [w]riggle around to find a comfy spot to lie in
	B	The level of space	Shower not warm enough	
	B	Ease of movement	[no comment provided]	Very happy with all aspects of room and bathroom
	B	[no comment provided]	Find air dry not very comfortable	[no comment provided]
	B	Good size & Tv	Loop system for tv (for the deaf) whiteboard could have a let you know who your nurse is who charge nurse is and who doctor is.	Temperature control could be better floor slippy when wet.

User	Facility	What feature(s) in the room design works best?	What feature(s) in the room design could be improved?	Additional comments
	B	Very happy with room	Nothing really	[no comment provided]
	B	Like the space.	The temp got at night	[no comment provided]
	B	[no comment provided]	Decor is bland so could be improved such as stencils present decor not inspiring	Large room wasted space room is really cold in winter
	B	Large spacious room	[no comment provided]	[no comment provided]
Visitor	B	Big windows, good views	[no comment provided]	[no comment provided]
	C	Bed space	Seating for visitors	[no comment provided]
Volunteer	B	[no comment provided]	Raising and lowering the bed	Room is a bit too big (enough for 2 people) Too quiet
	B	[no comment provided]	Everything is perfect	Nothing
	B	[no comment provided]	Thermostat to change temp	Buzzer to call nurse is good. Blinds are good for privacy.
	B	Single room works	Blinds not easy to open up	Soundproofing not good window goes out onto seating area so no privacy.
	B	Easy access & getting about	No	[no comment provided]

Comments for Adult Single Bedroom En-Suite

User	Facility	What feature(s) in the room design works best?	What feature(s) in the room design could be improved?	Additional comments
Clinical commissioning manager	C	Most are en-suite privacy + dignity for a patient. Good for reducing cross infection.	[no comment provided]	[no comment provided]
Clinician	C	Excellent rooms - airy	[no comment provided]	[no comment provided]
Facilities staff	C	great space for all	[no comment provided]	[no comment provided]
	C	Privacy and easy to clean	Natural light	Hard to find fault
Healthcare assistant	D	Spacious. En-Suite is helpful	Wet floor shower Lighting	Whole floor gets wet when patient showering and the corner shower screen does not work very well. This makes it difficult for patient to remain in the bathroom after showering in order to get changed as dangerous for them to attempt to stand. Lights are very bright, many patients prefer lights to be off as too bright and uncomfortable.
	C	Light from windows	Nothing	Lovely area to work

User	Facility	What feature(s) in the room design works best?	What feature(s) in the room design could be improved?	Additional comments
	C	well laid out and spacious	N/a	N/a
Nurse	C	having the en-suite for Endoscopy patients	Could be made warmer (pictures, wall colour)	[no comment provided]
	C	Half in the toilet/shower room part of the room works well for patients having colonoscopy procedures.	[no comment provided]	[no comment provided]
	C	Privacy for patients.	Nil	[no comment provided]
	C	Patient privacy and dignity.	None	Size + space + windows exceptional
	C	Heating	Window blinds	[no comment provided]
	C	Fantastic layout of room for staff/ patient/ visitor.	En-Suite seemed a bit cluttered!	[no comment provided]
	C	The patients safety and privacy is very good	[no comment provided]	[no comment provided]
Service user/patient	B	Good support from staff when using en-suite	[no comment provided]	[no comment provided]
	B	The decoration is very peaceful not too bright.	A clip to attach the wire of push button bed and push button for nurse so doesn't fall.	[no comment provided]
	B	Everything, it's comfortable	Nothing, Phone?	[no comment provided]

User	Facility	What feature(s) in the room design works best?	What feature(s) in the room design could be improved?	Additional comments
	B	Own toilet, shower, tv	Hard to control temperature, everyone have tv remote	[no comment provided]
	B	Everything	No	[no comment provided]
	B	It's okay	Nothing	[no comment provided]
	B	Likes the chair and window plus being able to walk around.	[no comment provided]	[no comment provided]
	B	Wheelchair bound so gets a lot of help.	[no comment provided]	[no comment provided]
	B	Privacy, Decoration, Size	It's all spot on!	[no comment provided]
	B	Private Facilities	Nothing	[no comment provided]
	B	It is En-Suite	Nothing to improve	[no comment provided]
	B	No steps is within room space	No	[no comment provided]
	B	Easy to use	Nothing to improve	[no comment provided]
	B	Shower	Nothing	[no comment provided]

User	Facility	What feature(s) in the room design works best?	What feature(s) in the room design could be improved?	Additional comments
	B	Very little furniture, a lot of space.	More chairs	[no comment provided]
	B	Ok	[no comment provided]	[no comment provided]
	B	Bedridden not used	En-Suite Facilities	[no comment provided]
	B	[no comment provided]	Walking Aid (pulpit) unable to turn easily in en-suite	[no comment provided]
	C	En-Suite was appreciated	Bedding could have been better	Overall very good
	B	The Shower on 2 levels and seat	More shelf space	[no comment provided]
	B	0	Make the room smaller	[no comment provided]
	B	[no comment provided]	Good amount of space and light	Wash hand basin has no plug.
	B	Good Shower	Nothing	[no comment provided]
	B	Toilet is right at the door	Nothing	[no comment provided]
	B	It's all good apart from below.	No ways of showering room 15 engaged	[no comment provided]

User	Facility	What feature(s) in the room design works best?	What feature(s) in the room design could be improved?	Additional comments
	B	Toilets	[no comment provided]	[no comment provided]
	B	[no comment provided]	[no comment provided]	Recuperating because it's near at hand Easy to step into
	B	Like en-suite because of hygiene	[no comment provided]	No obstacles in bathroom, good wet room flooring and aids around toilet
	B	0	No	[no comment provided]
	B	[no comment provided]	[no comment provided]	Prefers social / lack of privacy using toilet
	B	Strong	Strong	Strong
	B	Strong	Strong	Strong
	B	[no comment provided]	[no comment provided]	Q 6 - Comfortable
	B	Good amount of space	[no comment provided]	[no comment provided]
	B	Independence created by room design	Lighting wear at night	Really useful that can wait in bedrooms rather than waiting rooms for X-rays etc

User	Facility	What feature(s) in the room design works best?	What feature(s) in the room design could be improved?	Additional comments
	B	Shower & bath very adaptable	Problem with toilet basin overflowing	[no comment provided]
	B	[no comment provided]	Adaptation of seat in the en-suite low water pressure in shower	Very happy with all aspects of the hospital.
	B	Nice windows likes private rooms - shared rooms likes that temperature can be changed	[no comment provided]	Likes blinds being shut when nurses in.
	B	Enjoys having en-suite for privacy	[no comment provided]	[no comment provided]
	B	Everything is ok to use	No	[no comment provided]
	B	[no comment provided]	Shower head does not adjust properly	[no comment provided]
	B	Shower good	Toilet could be better I not a lot of weight & could be bigger	Bathroom floor slippery when wet
	B	All good	[no comment provided]	[no comment provided]
	B	Really good compared to The Golden jubilee	[no comment provided]	[no comment provided]
	B	[no comment provided]	Fittings	Place for shower curtain to tie back when needed.

User	Facility	What feature(s) in the room design works best?	What feature(s) in the room design could be improved?	Additional comments
	B	Good space	No	Adequate Handrails In bathroom
	B	Good space	No	[no comment provided]
	B	Easy to access bathroom facilities	[no comment provided]	[no comment provided]
	B	Likes the blinds privacy	[no comment provided]	[no comment provided]
Visitor	C	[no comment provided]	Although I didn't witness personally, my friend said the bedroom became overly warm when it was sunny due to the size of the windows.	[no comment provided]
	C	Privacy and dignity	A window for natural light	Well equipped en-suite
	B	Quality of bed adjustable up down and angles	Thermostat is to adjust temp of room	Would prefer shared room with 2 - 3 people for company and safety. Pressing mute buzzer a lot of times have to wait long for mute. Other patients in room could help if another patient needs help.
	B	[no comment provided]	There is no mirror for showing face. Thermostat to change temp of water	[no comment provided]

User	Facility	What feature(s) in the room design works best?	What feature(s) in the room design could be improved?	Additional comments
	B	[no comment provided]	[no comment provided]	Buzzers to call nurse is good.
	B	Single patient use	Fan in bathroom	Shower doesn't work very well extraction fan not there.