

NHS Nightingale Hospitals

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PROJECT TYPE

Wayfinding Strategies
External Signage
Internal Signage

LOCATIONS

ExCel Centre, London
UWE Frenchay Campus, Bristol
Millbrook Playing Fields, Jersey

NHS NIGHTINGALE HOSPITAL LONDON

On March 24th Health Secretary Matt Hancock announced plans to create NHS Nightingale Hospital London within the ExCel Centre. Developed to support the NHS during the Covid crisis, the temporary hospital had an initial capacity for 500 patients, with the potential for 4000.



NHS Nightingale Hospital London, entrance signage



Layout for car park zones and car park signage

The first of a number of NHS Nightingale Hospitals throughout the UK, NHS Nightingale Hospital London was officially opened on 3rd April, only 10 days after its announcement.

This rapid timescale was made possible through a collaboration of military planners, NHS England, Architects BDP, logistics coordinator Wilson James, plus importantly, a host of commercial companies, like Best Wayfinding, providing core design, supply and implementation services.

NHS Nightingale Hospitals (London)

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ESTABLISHING CONTACT

At the beginning of the Covid crisis, with the economy stalling, many companies within the signage and wayfinding sector furloughed their workforce and shut-up shop. However, Best Wayfinding was determined to remain fully operational.

When the NHS Nightingale Hospital London was announced, the Best Wayfinding team knew the facility would need an effective wayfinding strategy and very rapid implementation of that strategy. Through their links within the sector, and a persistent, proactive approach, the Best Wayfinding team was able to establish contact with Wilson James, the project's logistics coordinators. Continuing with this proactive approach, Best Wayfinding created a comprehensive wayfinding strategy proposal and hand-delivered the document on Thursday 26th March.

With the strategy document agreed, Best Wayfinding undertook a first site visit on Monday 30th March. By the end of Thursday 2nd April Best Wayfinding had manufactured, delivered and installed all site signage, in time for the facility's official opening on Friday 3rd April .

MAIN OBJECTIVES

The NHS Nightingale wayfinding strategy had two main objectives:

- Get all users on-site and to their end-point quickly and safely
- Get all users off-site safely, whilst minimising the risk of cross contamination

As wayfinding experts, Best Wayfinding know that an effective wayfinding strategy leads site users to an end point one step at a time.

KEY DELIVERABLES

To meet the objectives of the wayfinding strategy, Best Wayfinding delivered:

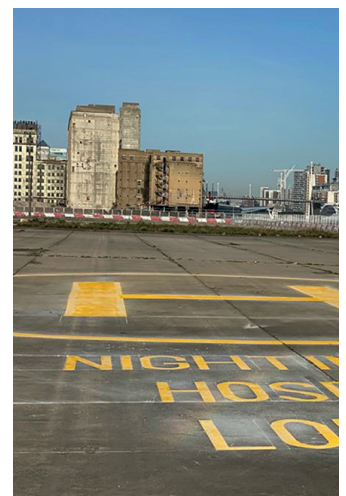
- Signage to direct all users to the car park
- Layout for car park zones
- Line marking for parking spaces and walkways
- Signage to direct users from the car park to the facility
- External site/building signage, directing users into and around the facility



Directional and instructional signage across the site



Line marking for car parks, vehicle bays and heliport



NHS Nightingale Hospitals (London)

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SOLUTIONS TO SOME KEY ISSUES - LONDON

1

An effective medical wayfinding system was required for a site not normally used for emergency healthcare.

Best Wayfinding had to develop a strategy that allowed Blue light traffic on and off the site without conflicting with other road users.



2

Initial plan for the car park zones was did not fully optimise the space.

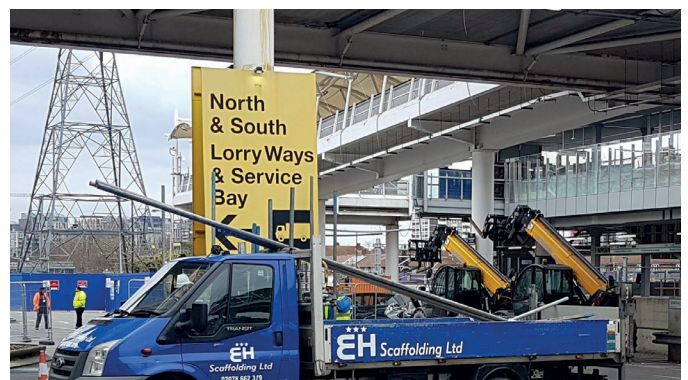
Best Wayfinding worked with the logistics team to design a more effective layout, switching orientation and maximising the space to accommodate more vehicles.



3

ExCel site already had a significant amount of existing signage.

Best Wayfinding had to develop signage solutions that could be applied over or around existing signage. Also, these needed to be incorporated in such a way that it could be removed without extensive and expensive damage.



NHS Nightingale Hospitals (Bristol)

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NHS NIGHTINGALE HOSPITAL BRISTOL

NHS Nightingale Hospital Bristol was announced on 3rd April and officially opened on 27th April. With the capacity for 60 patients (and the potential for 300), Bristol was a far smaller site than the ExCel facility. However, with similar logistic requirements, the reduced space on-site created some of its own issues.



NHS Nightingale Hospital Bristol, internal signage



NHS Nightingale Hospital Bristol, entrance signage



Ward signage and bed labelling

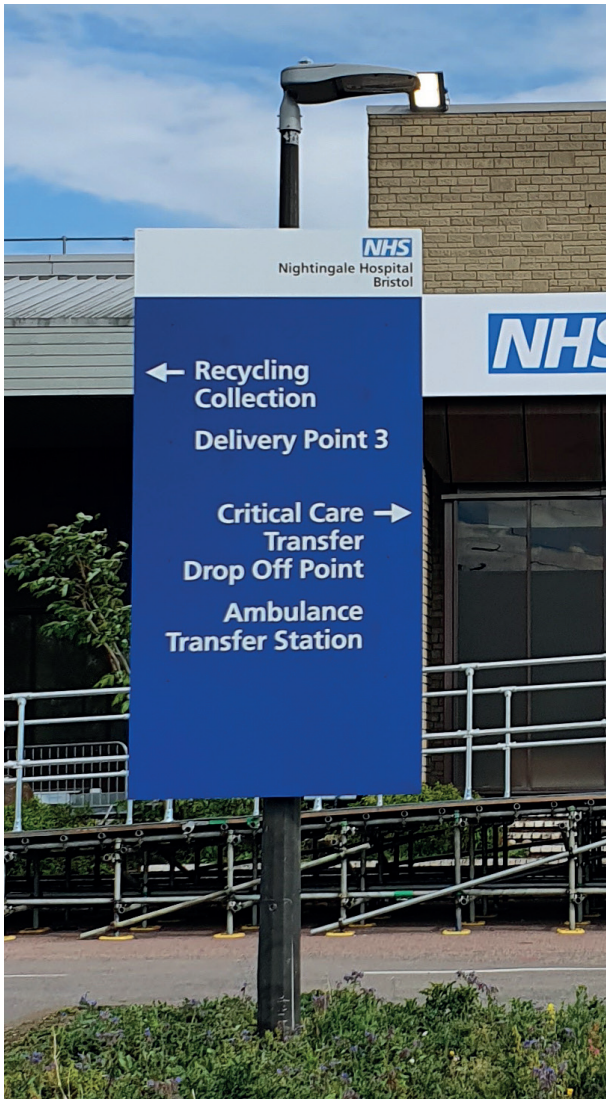
NHS Nightingale Hospitals (Bristol)

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ESTABLISHING CONTACT

Having already delivered a successful wayfinding strategy for the ExCel facility, Best Wayfinding was extremely well placed to present its proposal to the main contractor Kier Construction.

In addition to the main wayfinding strategy and external signage, Best Wayfinding was also responsible for delivering the internal signage, bed and ward labelling for the Bristol facility.



Directional and instructional signage across the site

MAIN OBJECTIVES

Unlike London, much of the ancillary space at Bristol was created with marquees outside the main building, and this external accommodation (mainly used as a staff welfare village) presented its own challenges.

The main objective of the Bristol wayfinding strategy was to orchestrate the movement of traffic (people and vehicles) to avoid cross-contamination. All areas of movement around the site, from medical vehicles to supply deliveries, had to be managed to ensure that contaminated traffic would be kept away from non-contaminated vehicles and personnel.

KEY DELIVERABLES

To meet the objectives of the wayfinding strategy, Best Wayfinding delivered:

- Signage to direct all users to the car park
- Signage to direct users from the car park to facility
- External signage, directing users around the external accommodation
- External signage, directing users into the facility
- Internal signage, directing users around the facility
- Ward signage and bed labelling



Signage to orchestrate the movement of traffic to avoid cross-contamina-



NHS Nightingale Hospitals (Bristol)

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SOLUTIONS TO SOME KEY ISSUES - BRISTOL

1

Significant number of last minute change requests.

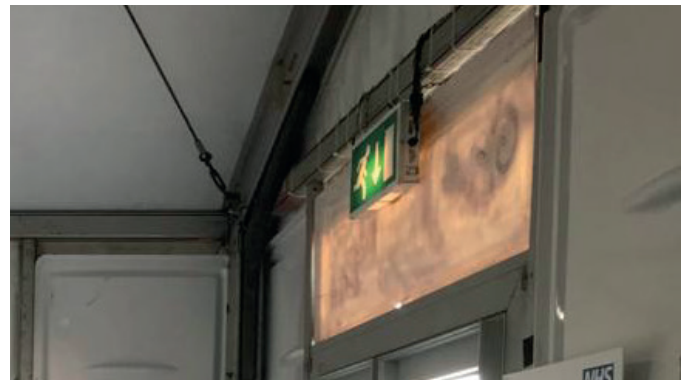
Best Wayfinding had the flexibility to respond to the various change requests, often amending signage artwork overnight and delivering the next-day.



2

Last minute request for statutory Fire Exit signage.

Again, Best Wayfinding had the resources and flexibility to deliver Fire Exit signage, as part of a last minute request, outside of the original brief.



3

UWE Conference site already had a significant amount of existing signage.

Best Wayfinding developed an effective solution, using a system that placed the new signage over the existing wherever possible. This made it quicker and easier to apply (and simpler to remove in the future).



NHS Nightingale Hospitals (Jersey)

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NHS NIGHTINGALE HOSPITAL JERSEY

NHS Nightingale Hospital Jersey was a 180-bed facility, built on Millbrook playing fields. In addition to the challenge of a short build timescale, lockdown meant that the project's construction was also limited to using services already on the island.

Having already developed wayfinding strategies for London and Bristol, Best Wayfinding was a logical choice to work with the Jersey team.

KEY DELIVERABLES

- 🕒 Worked remotely with the Jersey team to understand site requirements
- 🕒 Developed and presented the wayfinding strategy
- 🕒 Created all signage artwork
- 🕒 Liaised with the Island's signage team to remotely implement the strategy



Image source: Architects' Journal



Image source: Freedom Media



Image source: Freedom Media