



National Health Service in Scotland
Management Executive

St. Andrew's House
Edinburgh EH1 3DG

Dear Colleague

ENVIRONMENTS FOR QUALITY CARE

Summary

1. This letter draws the attention of NHS Trusts and Directly Managed Units to the enclosed report, "Environments for Quality Care".
2. The report provides general guidance on how to go about improving the environment of departments throughout the hospital for the benefit of patients and staff. As stated in the report, the physical environment has a valuable part to play in the delivery of quality health care and therefore in fulfilling Patients' Charter objectives.
3. Featured in the report are case studies of good work already carried out within the NHS. These demonstrate what can be achieved within the normal constraints by imagination and creativity coupled with a dedication to quality.

Action

4. Chief Executives and others with a responsibility for the hospital environment are invited to adopt the report as a useful contribution to their efforts to ensure a quality health care environment, and encourage the use of the Checklist associated with it.

Background

5. The report has been compiled by NHS Estates and the Advisory Group on Estate Management of which I am a member.
6. The report is being issued as part of the Estatecode series of guidance. Further copies are available through HMSO (ISBN No. 0-11-321414-6).

Related Information

7. Reference should also be made to the Design Guide: The Design of Hospital Main Entrances, issued under MEL(1993)76 dated 15 June 1993.

15 June 1993

Addressees

For action:

Chief Executives,
NHS Trusts

Unit General Managers,
Health Boards

General Manager, State
Hospital

General Manager,
Common Services Agency

For Information:
(without enclosure)
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Other Matters

8. May I use this opportunity to remind you that Estatecode is the suite of documents providing estates management policy and best practical guidance to the NHS. It is produced by NHS Estates and is currently in the process of being revised with the intention of publishing four new sections consolidating and updating previous editions in the light of changes in the NHS and in particular the establishment of NHS Trusts.

9. It is anticipated that the amended Estatecode will be issued for appropriate use by the NHS in Scotland. As in the past, however, certain sections will not be issued here when national estates management policy in Scotland requires a distinctive approach, eg on property transactions where our NHS Property Transactions Handbook was recently issued under MEL(1993)73 dated 24 May 1993.

Richard McCallum.

H R McCALLUM
Director of Estates