



Hospital redevelopment update

New Outpatient Clinic at Arndale House, The Mall, Luton

In May 2018 the L&D Hospital opened a new outpatient clinic facility at Arndale House in the centre of Luton. The new clinic offers modern and spacious facilities for our patients. Sexual Health services, Dermatology services and GP Phlebotomy and follow up Anticoagulation Phlebotomy services have all moved from the main hospital site to this new facility.* Around 80 hospital staff have moved to the new clinic, including consultants, nurses, health support workers, admin and clerical teams and other support staff.

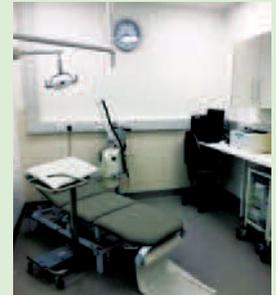


Phlebotomy patients can now book appointments in advance and choose to have their blood taken during one hour time-slots of their choosing, or walk in and wait if they prefer. To book an appointment, patients are encouraged to call the clinic on 01582 718968 between 10:00 and 12:00 and 13:00 to 16:00 Monday to Friday to reserve a time.

Only the adult GP phlebotomy service has moved, and the hospital will continue to provide the phlebotomy service on site for **inpatients and outpatients, staff members, transport patients, people with disabilities or low mobility and children under 13 years of age.**

Both patient and staff feedback has been excellent, with immediate improvements in patient access, reduced waiting times to secure a clinic appointment and reduced waiting times when attending clinic. Patients and staff have appreciated the new facilities, easier car parking and public transport routes that Arndale House provides. Patient feedback will continue to be monitored to ensure all three services remain responsive and progressive to the needs of patients.

The movement of clinics from the hospital site has had the added benefit of relieving some congestion in and around the hospital site and is allowing the expansion of respiratory, gastroenterology and rheumatology clinics, and the separation of obstetric and



gynaecology clinics. This in turn will support improved access and patient experience.

The new clinics at Arndale House can be found on the first floor which can be accessed from the shopping Mall. The entrance to Arndale House can be found off of Central Square in front of the Customer information desk and adjacent to The Fragrance Shop and Chopstix Café. Once in the lobby of Arndale House, access to the first floor is via lift and on arrival at the first floor you will be directed to the relevant reception desk to check in.

The full address of the community hub is: 1st Floor, Arndale House, The Mall, Luton, LU1 2LJ

*Please note that there are some exceptions and some phlebotomy patients will continue to be seen on the main hospital site including outpatients (patients who have a Blood Test Request Form given to them by a hospital doctor or nurse), children under 13, and patients requiring transport or with limited mobility. For further information please visit to the L&D website at www.ldh.nhs.uk



New paediatric oncology bedrooms

Following a successful appeal run over the last year, the Trust has received generous funding from donors to the Hospital Charity and have fundraised to enable the refurbishment of two paediatric oncology bedrooms. Work is currently underway and these rooms will be opened in September. Children using the service have fed into the design and the pictures show the interior design for the bedrooms.



New Pre-Assessment Department to provide pre-operative care to patients

Construction work to develop a new pre-assessment clinic on the ground floor of the hospital is underway and will be open to patients in September.

New decontamination unit being built at the hospital

A new decontamination unit is currently being built on the hospital site. This facility will provide an efficient and flexible service of medical device decontamination and sterilisation to support clinical service provision.

If you would like to feedback about any of these developments please contact the redevelopment team at redemption@ldh.nhs.uk