



## OPHTHALMOLOGY

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**CLIENT:**

Royal Surrey County Hospital  
NHS Trust

**VALUE:**

£1.5m

**ROLE:**

Project Management

K2 were appointed as Client Project Managers on this project with overall responsibility for design management, procurement and delivery of the refurbishment of the existing Ophthalmology department. Works commenced in early July 2014 and were completed in December 2014.

This complex project involved two stages of construction; the first stage involved the demolition and the redevelopment of an outdoor courtyard to create a new reception and waiting area for 100 persons. The second stage involved the total refurbishment of 13 consulting rooms, two minor operation rooms (including a clean and dirty utility room), five vision lanes, staff room and new patient and accessible WC's.

The new waiting area and refurbished clinical rooms will significantly improve the patient experience for the Ophthalmology department, whilst also expanding the operational capacity of the department.

Due to the complex nature of the refurbishment (site constraints, surrounding departments, deadlines) K2 managed the multiple stakeholder groups to provide a programme of decanting and re-occupying clinical areas to allow all departments to remain operational during the construction programme. This was achieved through early and proactive engagement with all stakeholders and keeping them updated throughout the project. Due to external inspections the project had to be completed within a strict timeframe. K2 engaged and managed both the contractor and users groups to ensure that the phased areas of the project could be delivered to the contractor on time without impacting on the department's operational activity. The Royal Surrey County Hospital Trusts senior management and user groups were very satisfied with the way the project was managed and delivered. The users groups particularly were pleased with their new department and had reported that morale within the team and the patient experience was significantly improved. The new department was delivered a week ahead of schedule and within the clients budget.