Engaging Waiting Spaces
The Zayed Centre for Research into Rare Disease in Children
Engaging Waiting Spaces

• The ZCR Project within the Context of GOSH
• Re-imagining ‘Waiting’
• Developing the Brief
• Design Development
• Approach to Co-Design
Great Ormond Street Hospital: a world class institution

- Top four paediatric research hospitals
- Rare and complex diseases
- International training centre for experts in child health
A ‘Research’ Hospital

World-leading researchers and clinicians

The researchers who will be based in the Centre for Research into Rare Diseases in Children are leading investigators in the clinical and laboratory setting.

Many are clinically based and will be based across the hospital campus, including the new children's hospital.

The Centre for Research into Rare Diseases in Children aims to provide a new research and clinical environment that will enable world-leading researchers to work together on rare diseases.

The Centre will be a unique research environment, offering a range of professionals and expertise.

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The Centre is funded by Zayed Centre for Research into Rare Diseases in Children.
ZAYED CENTRE FOR RESEARCH INTO RARE DISEASE IN CHILDREN
Cutting Edge Facilities for Research & Outpatients

• 500 researchers, clinicians and allied health professionals
• 150 laboratory bench positions
• 10 rooms and 86 incubators for growing cells in the lab
• 7 clean room facilities
• 21 outpatient consulting rooms
Arrival
Waiting: Definition

“The act of remaining inactive or stationary while expecting something”

(Oxford English Dictionary)
‘Waiting’ Rooms at GOSH Past
Waiting Rooms at GOSH Today
Site Visits: Analogue, Digital & Virtual Elements
Science Museum
Natural History Museum
Welcome Trust
Centre for the Cell
Looked at ‘Real’ Laboratories
Conclusions from Visits

• We needed help

• There was a lot we could do to make ZCR a very special place to visit (and wait)

• We had to continue to engage the scientists in the exploration of the strategy
Waiting ‘Usefully’
Client Brief: Key Objectives

Patient & Family Distraction

Inspire Curiosity in Research and Vision

Support the Work of Play Team

Reflective of Diversity of Audience

Practical to Maintain & Clean
// DESIGNMAP

- Multi-disciplinary interpretation consultancy
- Planning and content creation
- Creative development and technical delivery
- Working with large consultant teams
- Project management and cost control
- Multiple stakeholders and funders
- Major award winning projects since 2005
SPECIFIC RELEVANCE

The Genome Gateway

- Understanding the subject
- Sensitive material
- Inventive interaction
// CONSULTATION 1: Stakeholders
CONSULTATION 2: Are you a waiting room expert?
CONSULTATION SUMMARY

CORE PHILOSOPHY:
ASK A QUESTION - LEAVE YOUR MARK

CENTRAL THEME: DNA / CELLS / THE BODY

TOPIC A: THE LABS

TOPIC B: TREATMENT

LOOK, FEEL ATMOSPHERE
both busy and quiet spaces
a cool space, modern
immersive, be part of it
friendly
fun
familiar or abstract

EXPERIENCE, METHODOLOGY: A
emphasis on physical images not words adding to participatory experiment digital
characters not professionals (younger children)

EXPERIENCE, METHODOLOGY: B
professionals for adults and older children watching listening words
MATERIALS
1. VALCHROMAT GREY™
2. VALCHROMAT ORANGE™
3. CORIAN GLACIER WHITE
4. BIRCH PLY (A) GRADE™

* Hygienics x 3 coats
Through sequencing the genomes of humans, animals, and plants, scientists have shown that all life has the same origins from a common ancestor. We have inherited many of the same genes performing the same functions.
Help our scientist to carry out the gene editing process and learn more about gene therapy. Can you put the steps in the right order?
References for co-design

Co-Designing our Future
Andrea Cunningham
V&A Museum of Childhood
(2019)

Creative Spaces - Children as co-researchers in the design of museum and gallery learning
Renaissance North West and CapeUK
(2008)

Human-Centred Design Handbook
Derby Museums
(2014)
References for paediatric waiting spaces and science education

• Transformation of a Paediatric Primary Care Waiting Room: Creating a Bridge to Community Resources. *Matern Child Health J.* 2018 Jun;22(6):779-785. doi: 10.1007/s10995-018-2508-z. Henize AW¹, Beck AF²,³, Klein MD²,³, Morehous J², Kahn RS².

• www.patientpop.com/blog/running-a-practice/6-strategies-turn-waiting-room-asset/

• https://www.carecloud.com/continuum/5-methods-for-improving-patient-experience/


Together Festival
Thursday 19 – Saturday 21 September 2019

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