



# Welcome

## **Aberdeen Community Health and Care Village**

*Information for patients, carers,  
visitors and members of the public*

**Aberdeen Community Health and Care Village – supporting people to remain healthy, independent and in their own community.**

**This information booklet is for patients, carers, visitors and members of the public. It provides information about services in the Aberdeen Community Health and Care Village and how to get to the building.**



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## Introduction

The NHS Grampian 2020 Vision describes a health service that seeks to support people to remain healthy and in their own communities for as long as possible. Redesign of services will help to deliver this by creating opportunities to support wellbeing and self care and provide support, investigation and treatment in community settings.

The Aberdeen Community Health and Care Village (Health Village) is a key part of delivering the 2020 Vision in the city of Aberdeen. The Health Village is an urban community hospital (without inpatient beds) delivering diagnostic and treatment services for the people of Aberdeen and Grampian.

The Health Village will support self care with the wider community care team, by helping people to remain well, independent and in their own communities where appropriate.

Located on Frederick Street, in the city centre, the Health Village occupies three levels. It provides a wide range of services, including cardiac rehabilitation, dental, dietetics, minor procedures, out-patients, physiotherapy, podiatry, radiology, sexual health services and speech and language therapy.

Additionally, there will be a healthpoint/ carerspoint information service and access to learning space for patients, carers and staff. A small number of services will be delivered from the Health Village in partnership with Aberdeen City Council and Police Scotland.



## Where is the Aberdeen Community Health and Care Village?

The Health Village is on **Frederick Street**, which runs parallel to East North Street in the city centre. The main entrance is on Frederick Street, with a second entrance accessible from East North Street.

## How to get to the Health Village

### Public Transport

Stagecoach and First Aberdeen both run frequent services to the city centre covering stops on King Street, East North Street, West North Street and the Beach Boulevard.

For more information about these services, you can contact:

### *Traveline Scotland*

[www.travelinescotland.com](http://www.travelinescotland.com)

0871 200 2233

(available 24 hours, 7 days a week)

### *First Aberdeen*

[www.firstgroup.com/aberdeen](http://www.firstgroup.com/aberdeen)

01224 650065

### *Stagecoach Bluebird*

[www.stagecoachbus.com](http://www.stagecoachbus.com)

01224 597590

### Walking

Walking brings many health benefits. NHS Grampian would encourage people to walk to appointments where possible. For more information about walking routes in the city, please see [www.walkit.com](http://www.walkit.com).



## Cycling

Cycle storage for patients and visitors is available next to the Health Village entrances. Please see the map on page 4 for entrances and cycle storage.

For more information about cycling in the city please see [www.aberdeencity.gov.uk/planning\\_environment/planning/transport/pla\\_aberdeencycling.asp](http://www.aberdeencity.gov.uk/planning_environment/planning/transport/pla_aberdeencycling.asp).

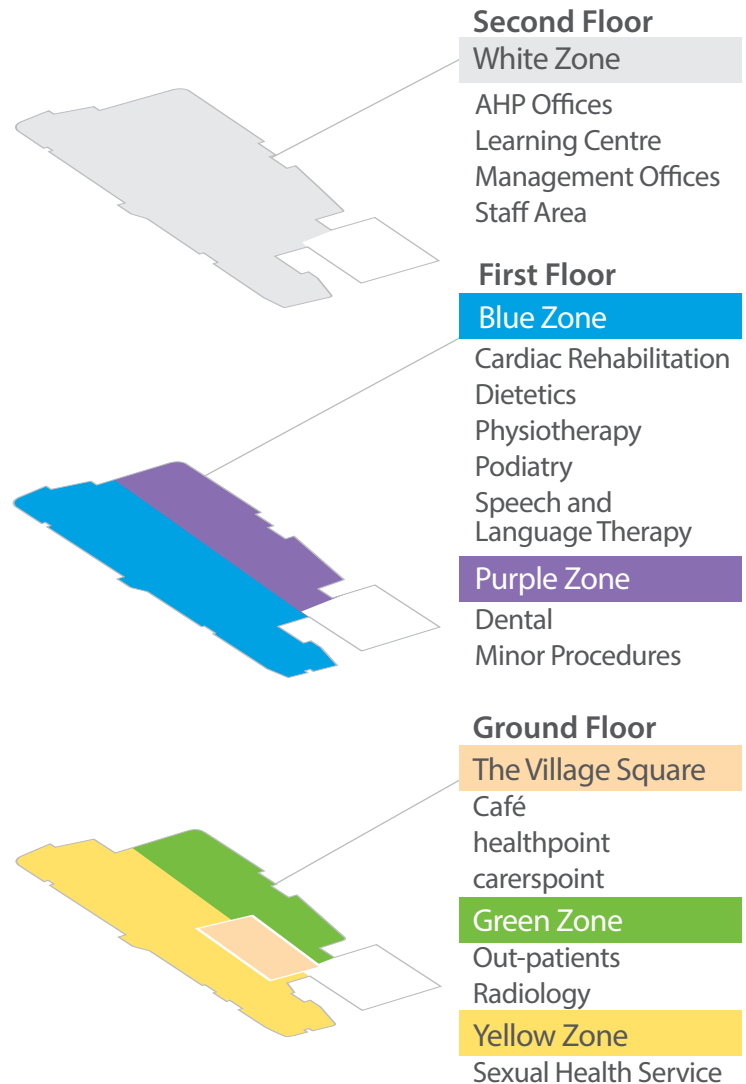
## Shuttle Bus

A free shuttle bus service operates around the Foresterhill Health Campus and between the Foresterhill site, Summerfield House, Woodend Hospital, Royal Cornhill Hospital and the Health Village. This service is available for staff, patients and visitors, and operates Monday to Friday. Routes and timetables can be found at the shuttle bus stops and on the NHS Grampian website [www.nhsgrampian.org](http://www.nhsgrampian.org) in the Hospitals section.

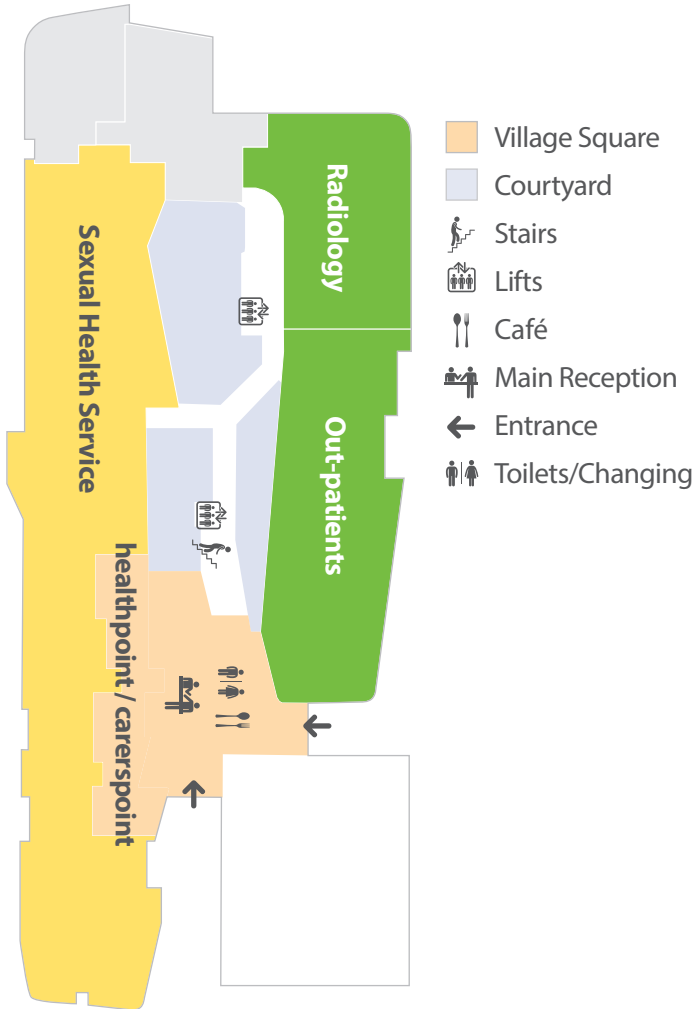
## Parking

The Health Village is in a busy city centre location and has no dedicated parking for patients. Patients and visitors can park in the 189 space, multi-storey car park across from the Health Village entrance on Frederick Street. This car park is owned and operated by Aberdeen City Council. Parking charges apply. For more information, please see [www.aberdeencity.gov.uk/transport\\_streets/parking](http://www.aberdeencity.gov.uk/transport_streets/parking).

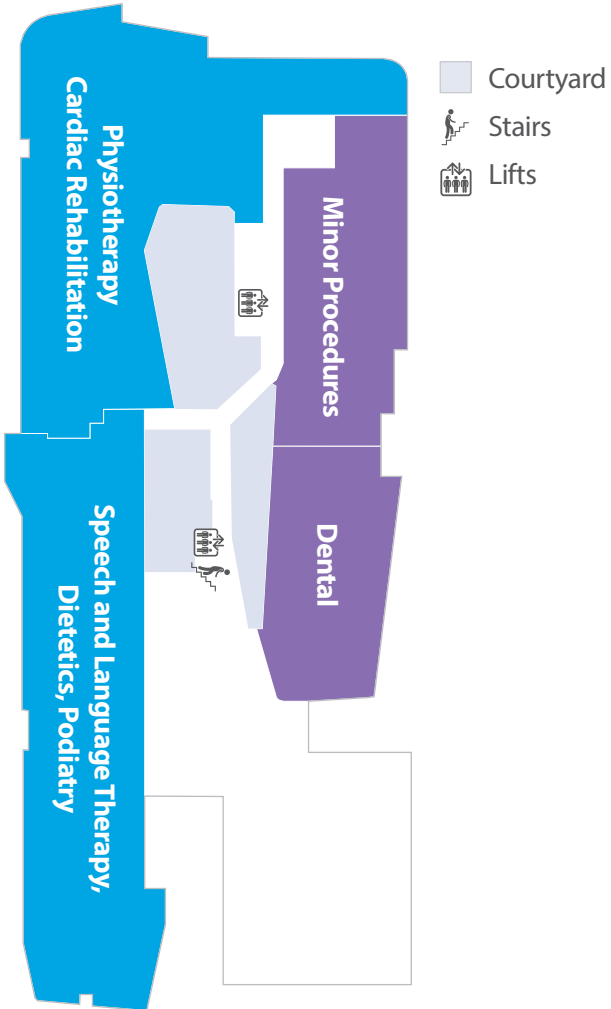
## Services in the Health Village



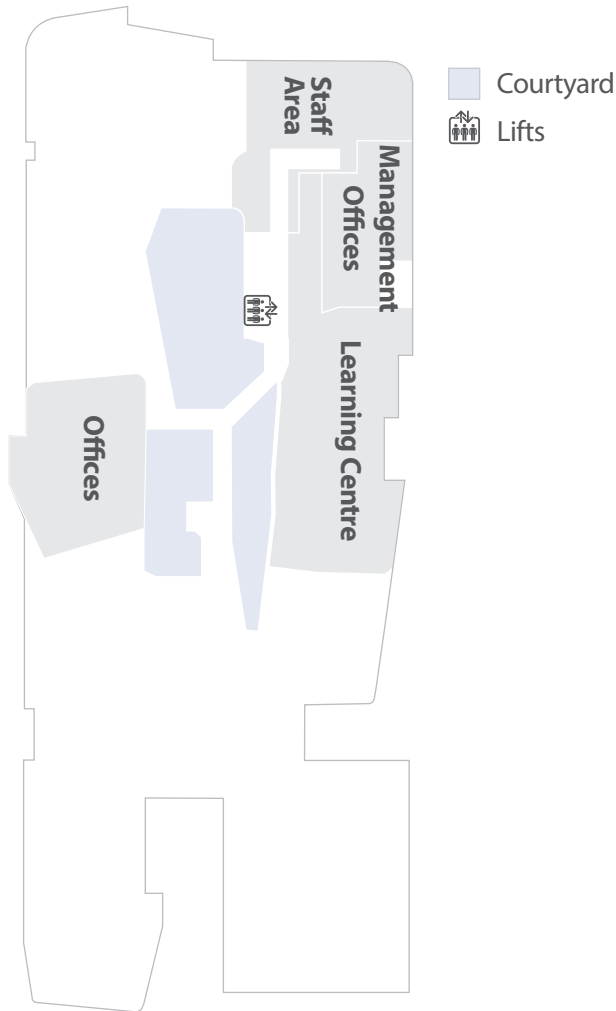
# Ground Floor Map



# First Floor Map



## Second Floor Map



## Services in the Health Village

The Health Village is a friendly and welcoming facility. It has been designed to be accessible and easy to use by patients, carers and visitors. Everyone is encouraged to visit the Aroma Café and the nearby healthpoint/carerspoint to obtain information and advice.

The services in the Health Village have been brought together under one roof from a number of locations across the city, including Woolmanhill Hospital, Denburn Health Centre, the Foresterhill site and Woodend Hospital, to provide a range of diagnostic and treatment services for the people of Aberdeen and Grampian in a central site in the city.

## NHS Grampian Feedback Service

You can contact us to praise staff, comment on our standards of care or let us know your views on any other aspects of NHS services in Grampian by:

Post: NHS Grampian Feedback Service  
Summerfield House  
2 Eday Road  
Aberdeen AB15 6RE

Tel: 0845 337 6338

Email: [nhsgrampian.feedback@nhs.net](mailto:nhsgrampian.feedback@nhs.net)

## How to access services in the Health Village

### How do I get an appointment?

Most patients attending for tests, treatment and/or care will be referred to the Health Village by their General Practitioner (GP), a health or social care professional, or a partner organisation. Some people will refer themselves to the services that are based in the Health Village.

For specific services, such as physiotherapy, podiatry, minor surgery and speech and language therapy, the Health Village will act as a hub for city-wide services. This means that appointments may be at the Health Village, or at another primary care facility. When you get information about your appointment you will be advised where it will take place.

If you are registered with the Frederick Street Dental Practice, you can make an appointment by contacting the practice directly. You do not need to be referred by your GP. If you are not registered with a dentist, please contact the Dental Information and Advice Line (DIAL) on 0845 4565990.

### Can I book an appointment with the health professionals at the Health Village without visiting my GP?

Some services are developing, or already offer, drop-in or self referral clinics. For example, in the [sexual health service](#), people from anywhere in Grampian can self refer or attend drop-in clinics where no booked appointment is necessary. Contact the sexual health service on 0845 3379900 to book an appointment, or for details of drop-in clinic times.

The [physiotherapy, podiatry and speech and language therapy services](#) also offer self referral. If you or someone you know could benefit from self referral, forms can be collected from the Health Village reception.





## Opening Hours

The main entrance on Frederick Street and the entrance on East North Street will be open from 7am to 8:30pm, Monday to Friday.

Physiotherapy and sexual health run clinics in the early morning and evening on specific days. To find out more contact:

Sexual Health on 0845 3379900  
Physiotherapy on (01224) 645588

## Stairs and Lifts



There is a main staircase in the Village Square that allows patients, visitors and staff access to the departments on the first floor.



There are three lifts in the building. Lift 1 is next to the main staircase and travels between the ground and first floor.

Lifts 2 and 3 are towards the centre of the building. These lifts travel to the second floor.



## Toilets and Changing Facilities

Toilets, changing places and baby changing and feeding facilities are located next to the café in the Village Square. The Health Village is a family friendly space, so if you require to breast feed while visiting the Health Village, please feel free to do this in any of the public areas.



The Aroma Café, is in the Village Square on the ground floor and is open from 8am to 4pm, Monday to Friday. It offers a range of refreshments and light snacks and is open to patients, visitors, staff and members of the general public, who are welcome to visit the café and to obtain advice from the nearby healthpoint/carerspoint.



## Learning Centre

There is a number of meeting and teaching rooms available on the second floor in the Stuart Watson Learning Centre.

The Stuart Watson Learning Centre offers bookable teaching and learning space specifically for healthcare services and partner organisations. Bookings will be reviewed against set criteria that support the teaching and learning of self care and self management. For more information, please email [nhsg.hv.learningcentre@nhs.net](mailto:nhsg.hv.learningcentre@nhs.net).



## Language Line

Language Line/portable kits for non-English speaking patients are in reception areas at the Health Village.

## Induction Loop

Induction Loops help hearing aid users and are located in departmental reception areas. Portable induction loops will also be available for use within all areas of the building.

## British Sign Language Interpreters

British Sign Language Interpreters are available on request through the service you are visiting. Interpreters need to be requested a minimum of two weeks before the appointment.

## Smoking

In line with all other NHS Grampian buildings, smoking is not permitted in the Health Village.

For help and advice to stop smoking, call the NHS Grampian Smoking Advice Service on freephone 0500 600 332, or contact your Community Pharmacist.

**Smoke-free**2015



## Looking for help with your health?

Do you want to enjoy better health, or would you like information about a health condition? NHS Grampian healthpoints provide free, confidential, walk in advice and information on:

- Improving your health
- Health concerns
- Accessing NHS services
- Local and national support groups and organisations

We will tailor information and advice for your needs and in a suitable format, such as in large print or a different language.

If you want to improve your health, we can offer you a range of help, from simple advice to a personalised 'self care' folder. This folder has clear information and advice on making simple, practical changes to your lifestyle and about local support networks.

If you have been diagnosed with a condition, or want to find out about a health condition, we can offer information on the condition, sources of further information and details on local and national support networks.

Visit us at the healthpoint in the Village Square or call our free healthline 0500 20 20 30.



## Do you look after a family member or friend?

The carerspoint is a joint venture between Aberdeen City Council, NHS Grampian and local voluntary organisations. Our aim is to provide information, advice and support to those who provide unpaid help and support to family members or friends in need of help because they are ill, frail, have a disability, mental illness or have a substance misuse problem.

Each week, the carerspoint will host different local organisations and groups with a remit specifically for carers. They will provide information, support and advice on:

- Mental Wellbeing
- Physical Wellbeing
- Financial Support
- Training for Carers
- Support/Social Groups

Visit us at the carerspoint in the Village Square, or call the free healthline 0500 20 20 30 to find out more.

## Telephone Numbers

If you have any general queries about the Health Village please contact the main reception on 01224 655555.

Contact numbers for the main departments are listed below:

Service	Number
Cardiac Rehabilitation	(01224) 553946
carerspoint	0500 202030
Dental	(01224) 655699
Dietetics	(01224) 655577
healthpoint	0500 202030
Minor Procedures	(01224) 655663
Out-patients	(01224) 655598
Physiotherapy	(01224) 655577
Podiatry	(01224) 655577
Radiology	
Ultrasound Examination	0845 456 6677
X-ray Examination	(01224) 556325
Sexual Health Service	08453379900
Speech and Language Therapy	(01224) 655577

## Benefits for Patients

### The Health Village:

- Creates an environment that encourages and supports self care that is appropriate for each individual patient and their carer(s).
- Is a friendly and welcoming place which encourages patients, potential patients and carers to make use of its services.
- Provides a wide range of diagnostic and treatment services for the people of Aberdeen and Grampian, improving access to services.
- Is centrally located with nearby parking and reasonably accessible by bus for people from throughout the city.
- Encourages multi-professional working, to improve care for patients and their families.
- Aims to reduce anxiety and ensure, as far as possible, a smooth, timely, productive and pleasant experience for patients.
- Provides patient groups and voluntary groups access to the learning facilities for the benefit of individuals health and care.

## Frequently Asked Questions

### Where can I park?

The Health Village is in a busy city centre location and has no dedicated parking for patients. Patients and visitors can park in the multi-storey car park, across from the Health Village entrance on Frederick Street. This car park is owned and operated by Aberdeen City Council. Parking charges apply.

### Is there a café in the Health Village?

Yes, the Aroma Café is in the Village Square on the ground floor and is open 8am to 4pm, Monday to Friday. It offers a range of refreshments and light snacks and is open to patients, visitors, staff and members of the general public.

### Will there be someone on reception to help if I need it?

The main reception is in the Village Square and is likely to be manned while the building is open.

### What support/services does the Health Village offer to carers?

There is a carerspoint in the Health Village. Working in partnership with Aberdeen City Council, carerspoint will offer a bookable space specifically for services and organisations that provide support and information to carers.

There will be an open plan area for displays and public work, plus a separate office for private consultations.

The carerspoint is in the Village Square and is open Monday to Friday, 9am to 12.30pm and 1pm to 4.30pm.

### Are there job opportunities and how do I apply?

All NHS Grampian job opportunities can be found at [www.nhsgrampianjobs.org](http://www.nhsgrampianjobs.org).

### Is there a GP practice in the Health Village?

No, the Health Village offers a range of diagnostic and treatment services to support General Practice across the city.

### What age range does the Health Village cover?

The Health Village provides services for patients of all ages, but will focus mainly on the care of adults. A number of services, such as Speech and Language Therapy, will provide services for children.

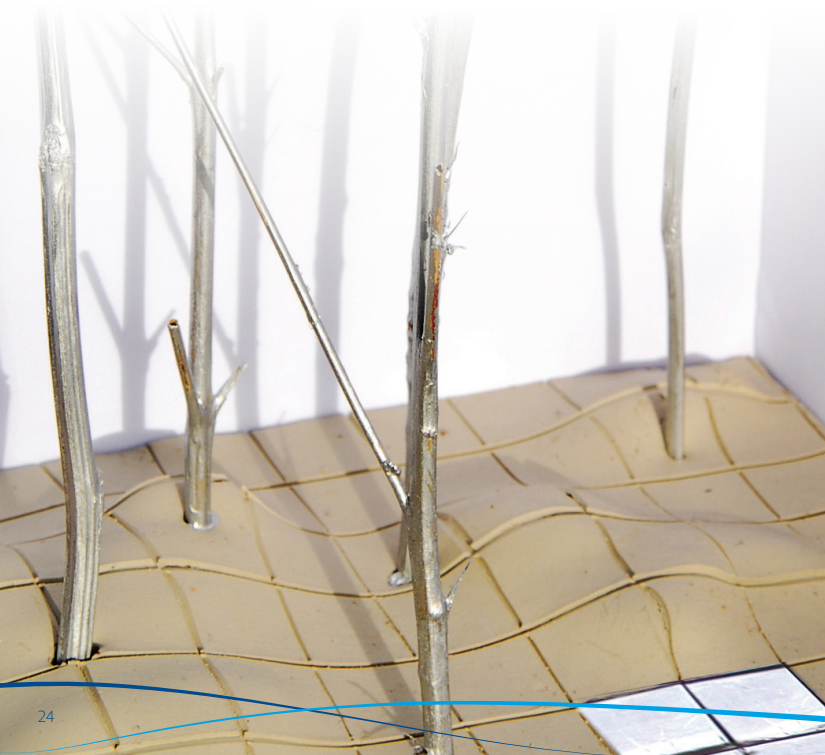
### If a patient becomes unwell, during a visit to the Health Village, what happens?

If a patient or visitor becomes unwell the clinical team will assist. If the person needs to go to hospital, an ambulance will be called and the person will be taken to Aberdeen Royal Infirmary or the Royal Aberdeen Children's Hospital for assessment.

## Art in the Health Village

The Health Village has the potential to be used by every Aberdeen resident, and also by people living outside the city. It aims to create a new relationship between the NHS and the public and herald a partnership in wellbeing, with ease of access to diagnostic and treatment services in the heart of the city.

The location of the Health Village, next to a busy roundabout, made it essential to turn the building inside out, having the landscaping on the inside, with a courtyard approach.



It is important to create a stimulating environment - research shows that this brings significant therapeutic benefits to users of the building.

An Arts Strategy has been developed involving members of the public, staff who work in the building, the architects and two celebrated, internationally renowned Scottish artists, Donald Urquhart and Will Levi Marshall. The theme is the natural beauty of the environment we are privileged to experience living and working in the North East of Scotland.

The art consists of a range of media including sculpture, drawing, photography, painting and poetry, all aiming to bring nature inside the building through art.

The Arts Strategy will be implemented in two phases. The first phase is the creation of granite courtyard structures – a grove of stunning silver metallic trees set on a white granite representing the topography of the Cairngorm Mountains. Phase two includes a wide range of projects including 99 Harebells, Sea Bearings, Sky and Poetry artwork.

More information about the Arts Project and how you can donate, can be found at:

[www.nhsgrampian.org/healthvillage](http://www.nhsgrampian.org/healthvillage)

[www.ghat-art.org.uk](http://www.ghat-art.org.uk)

Aberdeen Community Health and Care Village  
50 Frederick Street  
Aberdeen AB24 5HY

For more information please see  
[www.nhsgrampian.org/healthvillage](http://www.nhsgrampian.org/healthvillage)

Or pop in, visit the Aroma Café, healthpoint/  
carerspoint and see the Aberdeen Community  
Health and Care Village for yourself.

This leaflet is also available in large print, other  
formats and other languages, on request.

Please contact NHS Grampian's Corporate  
Communications Department  
on 01224 551116 for a copy CGD 130415.

