

# nWCH Project User Groups

## Frequently Asked Questions

Updated September 2020

The Women's and Children's Health Network is committed to ensuring our clinicians and staff have a role in shaping our new hospital.

The Project User Groups (PUGs) have now been established to develop and contribute to the detail for the current and future Service Delivery Models, and Functional Design Briefs for our new hospital.

This document has been developed to address some of the common questions raised to date and provide further information about the Project User Groups.

### What is a Project User Group (PUG)?

PUGs are small, work-based groups who will be responsible for developing and contributing the detail for the Service Delivery Models, Strategic Design Brief, Simulation Analytic Modelling and Functional Design Briefs for our new hospital.

The majority of PUGs will have a departmental or divisional focus, however some of the groups may change through different phases of the project.

### What is the role of the PUGs?

The PUGs will play a key role in consulting with their work groups and colleagues to:

- Ensure that the principles of Person and Family Centred Care approach underpin all aspects of service delivery and are at the forefront in the development of service delivery models.
- Confirm that current service delivery models, resources, services and relationships/dependencies with other departments are documented accurately for their group.
- Discuss and develop ideas for future Service Delivery Models, which will impact on the Functional Design Briefs (the facilities to support the services) for health planning units and schematic design (the detailed design of the actual building).
- Provide feedback on health service delivery matters and non-clinical factors as they impact the design and operational implementation.
- To engage in open and transparent discussion that supports exploration of ideas that support innovation for the nWCH
- Refer or discuss matters with one or more of the Advisory Groups as appropriate. Matters can be referred to an Advisory where the PUG requires an opinion or view from a broader group.
- The PUGs will be supported by a facilitator from the nWCH Project Team.



### For more information

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### **How many Service Delivery Model PUGs have been established?**

There are 94 Service Delivery Model PUGs established during the planning and design phases.

### **How were members selected for Service Delivery Model PUGs?**

Service Delivery Model PUG members were selected via an Expression of Interest process.

The majority of PUGs will have 6-8 members, with a departmental or divisional focus. However membership may change depending on the phase of the project.

Members will be representative of the broader workforce and will consult, discuss and raise matters from and on behalf of individuals and the team.

### **How were members selected for the other PUGs?**

As outlined in the Engagement in the new Women's and Children's Hospital Planning document, membership for other PUGs were via nomination rather than an EOI process.

Membership includes staff and consumers that have knowledge and expertise in the area under consideration.

### **Who is facilitating the PUGs?**

The PUGs will be supported by a facilitator from the nWCH Project team.

### **What is the governance and reporting mechanism for PUGs?**

Reports on the progress and issues raised by PUGs will be tabled for discussion at the Major Capital Works Committee (MCWC).

MCWC reports through to the nWCH Senior Executive Leadership Team (nWCH SELT). In some instances, MCWC may refer some issues raised by the PUGs for advice at other WCHN committees including the nWCH Advisory Groups.

This information will be fed back to the PUGs by the Project Managers.

### **Will the PUG have the necessary information to inform the future state discussions?**

The Strategic Project User Groups will be meeting in August 2020. These groups will be advising on what clinical services will be provided at the nWCH and the facility wide approach to support delivery of these services. These will guide the future state discussions undertaken by the PUG.

If the PUG has any significant changes to the future state that are not in keeping with the direction provided from the Strategic Project User Groups, this will be considered through nWCH project governance.



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### **Did all staff who nominated to be on a PUG have the opportunity to participate on one or more PUG's?**

All staff who are interested in being on a PUG have been given the opportunity to participate.

### **When are PUG workshops held?**

PUG workshops for the most part will be scheduled between the hours of 8.00am and 5.00pm Monday–Friday.

A request from clinicians to hold meetings outside of these hours will be considered by the relevant PUG Project Manager, in consultation with the relevant Head of Unit/delegate, taking into consideration service delivery needs and all PUG members' availability.

### **If a PUG workshop is scheduled outside of my rostered hours of duty, what options are available to me?**

As the workshops are being scheduled via MS Teams you may access the recording of the workshop as well as all documentation at any time.

PUG members may negotiate with their Manager, the option of changing their roster in order to attend a PUG during working hours.

### **What is the process if I am unable to attend a PUG due to leave?**

If you are unable to attend a scheduled PUG, please advise the PUG Project Manager via email. You can also send through comments in advance of the meeting or ask another participant to table your comments.

All documents will be available via MS Teams and meetings recorded, enabling you to access and make comments and updates to the information shared at any time.

### **How much time will I be allocated to be able to feedback information to my relevant workgroup?**

This will depend on the individual Department and Unit. Management are committed to allowing staff the appropriate time necessary to be able to update staff on matters discussed at the PUG. For example, this could be done via established team meetings, handover periods, non-clinical time or extra-ordinary scheduled meetings.

### **Where will the PUG Workshops be held?**

The PUG Project Lead will advise you of the PUG schedule: detailing date(s) and time(s). Whilst MS Teams is being utilised for meetings, if requested, meeting rooms will be made available for staff to meet face-to-face.

### **Can PUG meetings be rescheduled?**

Yes, meetings can be rescheduled. Project Managers have established the use of a "doodle poll" to assist in coordinating and scheduling meetings.

As a result, Project Managers have rescheduled a number of PUGs in order to accommodate staff attendance.



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### **What is the process for endorsing the output of a PUG?**

The Service Delivery Model template has a section in which the nominated PUG lead will endorse the information contained within the document for each stage of development of the Service Delivery Model.

In most instances the PUG lead will be the Head of Department or Head of Unit or Nurse Unit Manager.

Comments can be attached to the document to show the discussions had between the group and where there may be opposing views on issues.

### **How many rounds of engagement will there be for the Service Delivery Models?**

The first round of engagement commenced on 10 August and will be held over a three-week period. The second round will begin on 7 September and will run until 25 September.

Round three of the Service Delivery Models (future state update) is scheduled from the 23 November 2020 until 4 December 2020.

The Functional Design Brief development will take place from the end of September through to mid-December; and Concept Design Development will take place from October through to March 2021.

### **Where can I go to get more information?**

The respective nWCH Project Managers are available to respond to queries and provide support to staff from their PUG group.

Updates about the nWCH Project will continue to be provided via Communiques and uploaded onto the dedicated page on [the WCHN intranet](#).

Regular Medical Staff Forums and All Staff Forums are held to provide updates and respond to questions raised.

