High quality healthcare is one of the most important needs in our lives, and its setting makes a big difference to its quality.

For over 30 years our award winning designs have been providing safe, clinically efficient, durable and uplifting medical environments, with the experience of patients, visitors and staff at the heart of our work. This design approach produces distinguished health buildings notable for the quality of their spaces; welcoming, bright, easy to navigate, but also highly functional and adaptable.

We have a particular reputation for engagement with stakeholders. In all of our projects, across all levels of care, we work closely with clinicians, patients and managers to provide health environments to suit their particular requirements.

Working with Health Trusts and commissioners we have pioneered designs to enable new models of care and have directly influenced NHS guidance through our exemplar projects, such as the Heart of Hounslow and Moorfields.

One reason for Penoyre & Prasad’s recognition nationally and internationally as leaders in healthcare architecture is cross fertilisation with our work in other sectors. It helps make our health buildings look and feel different. For example we have built on commercial workplace design to improve the efficiency and effectiveness of space use in healthcare environments.

Sustainable design is at the core of our approach. We design low carbon, energy efficient buildings with built-in adaptability for real long-term sustainability, essential for achieving a future-proofed healthcare estate.

We apply our approach equally to refurbishment and retro-fit projects, from estate wide strategies and masterplans to transformations of key buildings. For the iconic but crumbling Guy’s Hospital Tower, we designed a new exterior in folded metal cladding with huge improvements in durability, appearance and energy performance of the world’s tallest hospital.

Healthcare has a great contribution to make to the urban public realm. Building on our experience of designing major health centres in London and Belfast we are helping to create healthcare facilities as part of mixed-use developments. These combine complementary wellbeing and social services together with commercial and residential uses to improve neighbourhoods. Examples include ‘The Bloom’ in White City and the Sir Ludwig Guttmann Health & Wellbeing Centre at the Olympic Park in Stratford.

We work at all stages of development, from strategic thinking and Business Cases advice through to Post Occupancy Evaluations. We also work in all forms of procurement in the healthcare sector, consistently championing high standards and pushing the boundaries of design for health and wellbeing.
Human experience is at the heart of our designs

Understanding the patient experience is the key to our design approach for health and care facilities. For many people visiting medical buildings, the experience is daunting and stressful. Our aim is to create environments that are calm, relaxing, legible and reassuring for patients and staff alike.

Acute care settings are amongst the most complex to design. At the same time, the trend towards ‘one-stop-shops’ for a range of services, provided in integrated centres located closer to home is making primary and intermediate care design more and more complex. The diversity of patient ‘pathways’ means that people may make short, single visits, say for a blood test, or longer, multi-service appointments in the same building for a range of consultations, treatment, tests, procedures or stays.

In response to this range of experiences, we pay particular attention to building layout for the ease of movement between departments, to interior design and to simple, intuitive way-finding. Often the layout will be arranged around a central ‘heart’ space, either as an atrium as at the Sir Ludwig Guttmann Health & Wellbeing Centre (left) and Heart of Hounslow or as a landscaped courtyard at the New QEII Hospital (right).

These features allow waiting spaces to be dispersed but visibly connected, filled with light, colour, artworks and views to external landscape.

All of these are recognised as key elements where design positively influences health and wellbeing.

The Architects’ Journal

Speed of delivery, response to context & design quality make the East Village Health Centre an instructive object lesson in civic architecture.’

All public and clinical spaces at the Carlisle Health & Wellbeing Centre in Belfast (left & above) are located either at ground or first floor for easy access, arranged around an internal street, providing pleasant views out to a stepped, landscaped courtyard garden to the south. The children’s play area and the café area spill into the garden when weather allows.

Sir Ludwig Guttmann Health & Wellbeing Centre

New QEII Hospital
Designs to facilitate new models of care and organisational change

Assisting organisational change through the design process is a key aspect of our healthcare work.

This may involve development of new clinical service models; or changes to working practices and methodologies; or the logistics of bringing together a diverse workforce, mixing administrative and domiciliary staff with practitioners within a single building.

Design assisted organisational change can directly result in a world class facility that improves user satisfaction, aids staff retention, attracts new staff, research and funding while enhancing the reputation of the client Trust.

We worked closely with the Belfast Health & Social Care Trust to support their programme of modernising the NHS to deliver higher quality health and social care at lower cost to its client population of over 250,000 people. Seventy separate buildings were replaced with six innovative, award winning, Wellbeing & Treatment Centres. Each offers a one-stop approach to service delivery, providing a focal point for people’s health and social care, treatment and information needs close to home.

In London our LIFT Projects achieved similar ends, with the addition of building in future adaptability to secure residual value for the buildings at the end of the term.

The working conditions of staff significantly affect morale, so crucial to delivering high quality care.

The Belfast Trust used the new building programme as a catalyst for reorganising staff into integrated care teams consisting of medical practitioners and care providers focussed around individual patients’ needs.

We designed shared working environments to support these teams, consisting of open plan offices, flexible team spaces with a range of meeting rooms, social areas and small quiet workrooms.

These replaced individual cellular offices designated according to seniority of staff rather than functional need or efficient use of space.

Staff rest and social education areas were placed on the top floor looking out over the city.
Health buildings that break the mould

The health buildings we have designed are nationally and internationally recognised as being in the forefront of creating a bright, new architecture for hospitals and medical facilities: a distinctive presence in the neighbourhood, helping to create a sense of place.

The unique façade of The Children’s Eye Centre at Moorfields Hospital (top right), the golden bronze glazed tile cladding at the New QEII Hospital (bottom right), the uplifting, light-filled atria at the Heart of Hounslow (opposite) and the Sir Ludwig Guttmann Health & Wellbeing Centre (below) though built to restricted budgets, express confidence and pride in the health services.

‘I’ve seen a lot of LIFT projects, but this is a different quality altogether – this is as good as it gets.’

Andy Burnham
Minister for State for Delivery & Reform at the Department for Health

The Heart of Hounslow (right) is one of the largest health centres in the UK and set a new standard in the restructuring of primary care.

The accommodation is arranged around a central atrium and circulation space, which includes reception desks, waiting areas, a café and a health information centre. The glazed end walls to the atrium and the clerestory windows are inset with brilliantly coloured glass to fill the central space with an ever-changing pattern of light and colour.

The design of the New QEII Hospital (above) responds to the Garden City context of Welwyn through its integration of gardens and building, its use of materials − timber, render, glass and hung tiles − and its pitched roof line. The external landscaping flows under the generous colonnaded entrance, through the foyer and into the large courtyard garden, creating a sense of openness upon arrival.

The Sir Ludwig Guttmann Health & Wellbeing Centre (left), initially the Medical Centre for the London 2012 Olympics, makes a landmark in East Village through a strong sculptural form and simple material qualities. Within, a dramatic four-storey atrium, one side glazed and the other clad in wood, creates a unifying heart for the range of activities and services on each floor.
"...it was a fantastic morning. The children loved being together, Jude actually enjoyed the adventure of visiting a hospital..."

from a New QEII patient’s blog
Flexible, adaptable, sustainable buildings to meet future needs

We design buildings that are flexible and easily adaptable for future changes in uses with minimal expenditure on resources or energy. They are long lasting and sustainable in the true sense.

Creating effective health environments for today, these buildings also cater for the constantly changing technical and organisational requirements of our health service. They are socially sustainable too, providing better working conditions and enabling better communication amongst staff.

Heart of Hounslow in West London, a successful integrated health centre, is designed to maximise generic clinical rooms and workspace for future adaptability. This is being proved in practice as the building has already accommodated several internal reorganisations without any major impact on its operation.

In all sectors of our work we are recognised for being in the forefront of energy efficient, low-carbon design and have been named the BD Sustainable Practice of the Year.

We know how to overcome the particular challenges posed by healthcare buildings to produce BREEAM Excellent designs such as our New QEII Hospital (right & below), which is also a pioneer in climate adaptation.
Retrofit and re-ordering

75% of the health estate we will be using in 2050 is already built and much of it will require upgrading, retrofitting or re-ordering to keep pace with the demands of a continually changing health service. A key aspect of our work is to assist trusts and health providers to unlock the potential of this vast asset.

We design for more effective and efficient building performance and explore construction options to minimise disruption to the delivery of care. In today’s challenging economic conditions ingenuity and innovation are essential to the renewal of existing buildings.

As part of the ‘Shaping a Healthier Future’ (SaHF) programme – an over arching review of health services provision in North West London - Penoyre & Prasad provided the architectural and estates masterplanning advice on the Business Cases for four separate projects.

Our study for the reconfiguration of Chelsea & Westminster Hospital started with an in-depth analysis of the current departmental arrangements and facilities leading to proposals for the new provisions arising out of SaHF, including decanting and phasing of the various departmental relocations.

Our work on the reconfiguration of Central Middlesex Hospital included a series of studies for the reconfiguration and retrofit of the existing buildings for a number of services including a new Orthopaedic Elective Centre, a 6-bed ward and the CNWL Acute Mental Health facility.

Our work for The Guy’s and St Thomas’ NHS Foundation Trust exemplifies the range of skills we bring to the improvements of the healthcare estate and includes, the re-cladding and external envelope improvements of Guy’s Hospital Tower (opposite), a review of the reconfiguration of the A&E Department at St Thomas’ Hospital, several studies for the reconfiguration and expansion of the Paediatric Cardiovascular suite at Evelina Children’s Hospital and competition proposals for the retrofitting of the East Wing at St Thomas’ Hospital (right and below).

After more than three decades of intensive service, the 34-storey Guy’s Hospital Tower was suffering from crumbling concrete facades, rusting windows and poor thermal performance. Working with a multi-disciplinary design team, we devised a way of over-cladding the Tower with a new thermally efficient facade, while allowing it to remain fully operational. The transformed envelope will reduce energy use by 15-20%.
Maximising your estate - strategies to unlock value in land, space and built assets

We bring experience and commitment to integrating diverse social, environmental, historical, financial, planning and architectural demands into innovative and realistic estate wide proposals. We are experienced in negotiations involving multi-agency clients, developers and authorities to achieve a high quality outcome.

All health estates require judicious periodic capital investment to improve organisational and energy efficiency and get the best value out of assets. Ours is an inclusive approach: we think and design strategically, creating sustainable masterplans that work across all time-scales and deliver real opportunities for change.

Working with both NHS Hertfordshire and East & North Herts NHS Trust, we were commissioned to design the New QEII Hospital in Welwyn Garden City and in parallel to prepare a re-development masterplan for the whole QEII Hospital site. The main drivers for the masterplan were the phasing steps that firstly delivered the new hospital whilst the existing remained in use and then yielded up sites for residential development. The overall masterplan concept was of a health campus: community uses and residential clusters with interconnecting landscaped spaces. Successful planning applications for the new hospital and the residential development were submitted simultaneously, both backed-up by the site masterplan which included design guidance for scale and form, landscape, sustainability and bio-diversity.

The team analysed and explored alternative ways to re-use and retain the existing Grade II Listed buildings and flint walls, with interconnecting external spaces and routes creating the setting for a new health campus and future development zones. The developed masterplan provides a future regeneration strategy to match the aspirations and vision of all stakeholders.
Recognised expertise as advisors and design leadership

Assured, high-level strategic thinking and advice based on a deep and wide understanding of healthcare architecture

Feasibility Study (OBC) for the expansion of Evelina Children’s Hospital and increased capacity at St Thomas’ Hospital, London.

Charing Cross Hospital: OBC proposals for a new type of Local Hospital to replace the existing District General Hospitals. Part of a staged masterplan of the estate to construct new facilities and re-purpose old buildings with minimal disruption to existing services.

Speculative study for the street facade of Great Ormond Street Children’s Hospital, London 2016, based on offsite fabricated hexagonal panels each of which can create up to six different window/wall arrangements.

While focused on patient, carer and staff needs our designs are architecturally ambitious.

Penoyre & Prasad are recognised nationally and internationally as leaders in healthcare architecture and regularly contribute to ‘upstream’ aspects of healthcare projects, from helping to shape policy and guidance, strategic planning and business case evolution.

Our record of award-winning projects (see back cover) shows that we can transform new ideas and innovative thinking into real, high quality medical facilities.

Our ever developing architectural ideals inform and are informed by high level engagement with some of the most significant health and hospital projects in the UK and abroad. We have regularly participated in design reviews and given strategic advice to NHS Trusts.

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Selected Healthcare Awards

2017
Civic Trust Award: Commendation, New QEII Hospital

2016
RIBA National Award: New QEII Hospital
RIBA Sustainability Award: New QEII Hospital
WAF Award, ‘Health – completed buildings’: Finalist, New QEII Hospital
European Healthcare Design Award, Healthcare Design (under 25,000m²), New QEII Hospital

European Healthcare Design Award, Interior Design & Arts (with Art in Site), New QEII Hospital

2015
New London Award, Health & Care: The Bloom Mixed Use Development
Civic Trust Award: Sir Ludwig Guttmann Health & Wellbeing Centre

2014
Building Better Healthcare Award, Primary Care Development, New Build: Sir Ludwig Guttmann Health & Wellbeing Centre
International Academy Award for Design & Health, International Health Project (under 40,000m²): Sir Ludwig Guttmann Health & Wellbeing Centre
New London Award, Health & Care: Sir Ludwig Gutmann Health & Wellbeing Centre
RIBA London Regional Award: Sir Ludwig Gutmann Health & Wellbeing Centre

2013
AJ100 ‘Building of the Year’ Award: Shortlist, Sir Ludwig Gutmann Health & Wellbeing Centre

2011
Building Better Healthcare Award, ‘Best Community Care Design Award’: Highly Commended, Beech Hall Wellbeing & Treatment Centre

2010
Ealing Civic Society Award: Jubilee Gardens Health Centre and Library

2009
RIBA Award: The Knockbreda Centre
International Academy Award for Design & Health, Best International Health Project (under 40,000m²): The Knockbreda Centre
WAN Award, Healthcare Building of the Year: Richard Desmond Children’s Eye Centre

2008
Civic Trust Award: Richard Desmond Children’s Eye Centre
Civic Trust Award: Commendation, The Arches Centre
WAF: Highly Commended, Richard Desmond Children’s Eye Centre
Lighting Design Award, ‘Best Exterior Lighting’: Richard Desmond Children’s Eye Centre
Hounslow Rewarding Design Award: Heart of Hounslow

2007
BD Architect of the Year Award: Health Building Architect of the Year

Also available:

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Penoyre & Prasad is a multi-sectoral architectural practice
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