

February 2014

We are delighted to bring you the latest updates on the Nelson development. We want to keep you up-to-date on the building works that are taking place and how they may impact you and your community.

What will the Nelson offer?



2014 will be a crucial year in the construction of the Nelson, which is due to open by Spring 2015. Every day there is visible progress on site. Once complete, the new healthcare centre will be a spacious and modern environment allowing more people to be seen, diagnosed and treated as quickly as possible.

The local healthcare will provide two local GP practices, outpatient appointments, minor surgery and procedures, x-ray, ultrasound and blood tests, physiotherapy, pharmacy services, a variety of community services and support services for people living with long-term conditions.

Our vision for the Nelson is to improve the range and quality of health and social care services available locally. In particular, we want to bring services closer to the local community and reduce trips to hospital. We want services in Merton to be accessible and convenient for our patients.

Considerate constructors

Construction firm, Rydon, is building the Nelson. They work closely with local communities to create services that improve quality of life. Their developments have a track record of outstanding performance in the Considerate Constructors scheme, a national initiative set up to minimise any negative impact building works may have on neighbourhoods. Companies are scored against criteria such as their engagement with local communities and protection of the environment. At a recent inspection of the Nelson site, independent assessors rated Rydon's efforts as 'exceptional'.

Milestones

- Structural steel will be erected to form the pitched roof of the existing pavilions on site.
- Erection of internal walls and partitions will be completed – electrical and mechanical installation will follow.

Don't forget, if you have any queries or concerns relating to the building work please contact Rydon's Resident Liaison Team Free on 0800 292 2312. If your call can't be answered immediately then please leave a message with your name, address and contact telephone number and a member of the team will call you back as soon as possible.

If you need this newsletter in another language, large print, audio format or an electronic version, please call us.

Each month we will be bringing you more on the people who are working hard to make the vision of the Nelson a reality.

Profile: Sue Howson, Project Director



With an NHS career spanning 25 years, Sue is passionate about high quality health services. She qualified as a nurse in 1982, and has worked as a hospital manager and as a

Director of Commissioning, planning and buying healthcare across the New Forest. As a result of her varied experience, her in-depth knowledge of creating innovative health services is crucial to making the Nelson project a success for the people of Merton.

What aspects of your job are you most passionate about?

As a nurse by background, I am passionate about real issues facing patients and staff. As my career progressed, so did my understanding of the systems behind the care experience. Now in every project I am involved in I put the voice of patients and staff at the heart of improving services.

Therefore, it's the development of the clinical services the Nelson will offer that excites me most. We want to deliver something really special that will be valued by the local community for years to come.

What is the most exciting project you have worked on?

To date, the creation of two new community hospitals; West Berkshire Community Hospital and Lymington New Forest Hospital. They are both now fully operational and I worked on everything from the original business plan to the ins and outs of how each service would run. No day was the same and it was so rewarding to see the hospitals become a central part of the community.