

Feedback comments

(Evaluation Survey Aug/Sept 2014, 28 respondents)

"Great venue, welcoming staff and car parking on Ninewells site, what's not to love!" Head of Clinical Governance and Risk management, NHS Tayside

"I had several queries all of which were dealt with in a professional and positive manner by the staff" Nicki Smith, Team Secretary, NHS Tayside

"The Improvement Academy is a fantastic facility which I will continue to use and would recommend to all" Graham Mason, Support Services Supervisor

"It was a great venue, very spacious, and all the equipment was provided which was brilliant. Staff were very helpful, will definitely book again" Kerry Queen, Practice Development Nurse

"We liked that the A/V equip was there and ready to use, the coffee available was a big hit and the reception staff were very helpful and friendly" Caragh Campbell, Team Secretary, NHS Tayside

"It made our job very easy as everything was organised, all IT equipment was available and working. We just had to turn up!"

Sandra Scott, MCN Administrator

"Reception team could not be more helpful and were prepared to go 'the extra' to

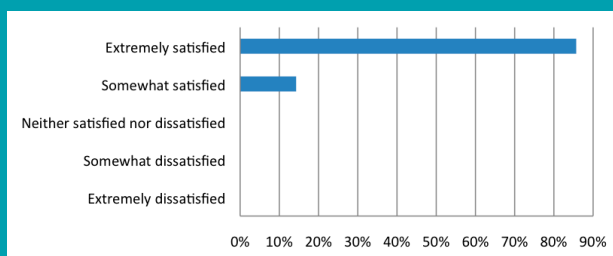
help make the event a success" Colin Haggart, Business Support to Bill Nicoll, Director for Communities, NHS Tayside

"Once again the Reception Team have gone the extra mile to make all problems disappear" Irene Thompson Learning Co-ordinator NHS Tayside

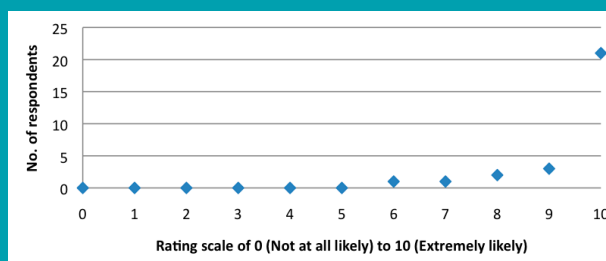
Feedback comments

(Evaluation Survey Aug/Sept 2014, 28 respondents)

Overall How satisfied are you with the Service provided by the Improvement Academy Reception Team?



How likely is it that you would recommend the Improvement Academy to a Colleague?



Improvement Academy

Levels 5 & 6, Ninewells Hospital, Dundee, DD1 9SY

Email: improvementacademy.tayside@nhs.net

Tel: 01382 740449

Opening Hours, Monday—Friday,
8:30am—5pm



- The Improvement Academy provides an outstanding learning environment and the quality service required to host successful development sessions, courses, conferences and events.
- A flexible learning venue for every occasion accommodating 2 - 120 people, with state of the art audio-visual equipment and video conferencing as standard.
- Provides a learning and well-being hub for NHS Tayside staff.
- The dedicated onsite team provides a quality reception service, technical support and catering, while also offering advice and support with planning and co-ordinating events.
- Comfortable surroundings for private study and learning away from the workplace.

Facility Information

If you would like a tour of the facility, assistance with event planning or making a booking please call 01382 740449 and the Academy Team will be happy to support you.

Booking Request

All rooms are booked through the hospital room booking system [Unifi](#).

Unifi can be found on Staffnet by going to "Our Websites" and scrolling the alphabetical list to find "Unifi". The system can be accessed by Dundee University and NHS Tayside staff. Those who are new to Unifi can request access via unifi-account-requests@dundee.ac.uk or by clicking the link in the Unifi login screen. Staff should be instructed to make their own room booking requests.

Refreshments

Tea and coffee are available in the Academy Resource room. Coffee and tea can be provided free at the point of use where course / event organisers have pre-booked this and invoicing details have been provided. Tea and coffee are charged at £1.10 per cup . (Tokens are issued to the Event Lead on the day.)

Alternatively coffee and tea can be purchased at the point of use by inserting £1.10

All seminar rooms in the Academy are equipped with the following as standard:

- Projection screens
- Room PCs (NHS login required)
- Laptop input points (VGA and HDMI)
- Clickers for remote control of MS Power point presentations
- Mobile Taynet for access to the internet (NHS Tayside staff only)
- Hearing aid loops
- Facilitators support pack, including flip chart stand and paper, pad, pens, pencils, post its, sticky tack etc

Improvement Academy	Theatre Style (max)	Classroom Style (max)	Boardroom Style (max)	Cabaret Style (using square tables, max)	Floor Area m2	Natural Daylight Y/N
Seminar room A	40	20	24	30	58	Y
Seminar room B	40	20	22	24	58	Y
Seminar room C	40	20	24	30	58	Y
Seminar room D	14	-	-	-	30	Y
Seminar rooms B & C (partitions between rooms can be opened to create a larger space)	80	40	48	60	116	Y
Seminar rooms A, B & C (partitions between rooms can be opened to create a larger space)	120	60	-	90	174	Y
Breakout room 1	8	(chairs only, no tables)			12	Y
Break out room 2	8	Laptop input points (VGA and HDMI) enabled use of wall mounted flat screens			12	N
Collaborative Workspace	4	This intimate space is on the upper level of the Academy has been provided specially for small group work such as coaching, mentoring, teleconferencing, facilitating or engaging in webinars and video-conferences.				Y