

Transforming clinical spaces

Parity Medical mounting solutions at Chelsea & Westminster Hospital



In a major step towards modernising patient care, Chelsea & Westminster Hospital has completed a two-phase refurbishment programme aimed at enhancing its therapy and surgical departments. At the heart of this transformation is the strategic deployment of GCX mounting solutions supplied and professionally installed by Parity Medical. We spoke with Ben Mansfield, Senior Project Manager, to understand the scope and impact of the project.

A vision for efficiency and patient-centred design

Chelsea & Westminster Hospital, one of London's leading NHS trusts, launched its refurbishment initiative in 2023 with a clear goal: to **increase patient throughput, reduce waiting times, and create more ergonomic clinical environments**.

The first phase focused on the Therapies Outpatient Department, where space challenges tested staff work-flows. *"The clinical team wanted to look at screen arms to keep equipment off the floor and maximise their footprint in there because we were quite constrained with space"*, explained Mansfield.

Having previously collaborated with the trust on wall and anaesthesia machine mounting projects, Parity Medical was invited to provide a tailored solution.

The first phase of installation included:

- Four wall-mounted and four desk-mounted arms for hand therapy
- Two wall-mounted arms for physiotherapy

Each mount offered full height adjustment, lateral movement, and tilt, swivel, and rotation, allowing clinicians to position screens for comfort and usability during therapy, while maintaining a clean, uncluttered workspace.



Images of hand therapy installation

Transforming clinical spaces

Parity Medical mounting solutions at Chelsea & Westminster Hospital

Supporting surgical teams

Phase two extended into the hospital's theatres, recovery bays, and block anaesthesia room, spaces that play a critical role in delivering both routine and complex care. The theatres are primarily used for day surgery procedures but are also equipped as laminar flow theatres, enabling the hospital to carry out more complex operations alongside standard procedures.

In these newly refurbished surgical areas, Parity Medical installed:

- Four wall-mounted arms (two per theatre) to support surgical teams with real-time access to patient data and imaging
- Ten mounts in recovery bays for post-operative monitoring and documentation
- Three mounts in the block anaesthesia room



Images of theatres (top) and recovery (bottom) installation

Ben noted: *"The theatres had your flat to wall screens, and all 10 recovery spaces had your standard moveable arm, which can move in and out and up and down, which was a really useful solution".*

A consultative approach

From the outset, Parity Medical adopted a consultative, people-focused approach. Initial discussions were held remotely, followed by on-site visits where products were demonstrated in situ.

"For the treatment centre, Parity Medical brought in samples to show the clinical team which seemed to work very well. They could check the different lengths of the extension arms, which was good".

Once the solution was agreed, Parity Medical's Professional Services team took full responsibility for delivery and execution. Installation dates were carefully coordinated with the hospital's construction and handover schedule.



Parity Medical Professional Services installation

"Once we purchased the equipment, we had to install it on specific days between construction completion and go-live. It was all dealt with very professionally and efficiently", said Mansfield.

"It was very smooth for both phase one and two. Your team did a good job of keeping everything on track, even when things didn't quite go to plan".

He praised the team's attention to detail, especially in overcoming challenges. *"We had a couple of instances where power and data weren't in the best place for the screens,*

Transforming clinical spaces

Parity Medical mounting solutions at Chelsea & Westminster Hospital

but the team that attended site were very skilled in cable management, and making sure the cables were located in a way to minimise impact on clinical activity."

Measurable impact and future collaboration

Since completion, both phases have operated smoothly, with no reported issues. The refurbished areas have been well-received by staff and have delivered measurable improvements:



17% increase in activity



Increased patient throughput by 1,488 per annum

"We can now see more patients each day and the assistance received from Parity Medical in designing and installing this equipment played a big part in making this possible", Mansfield noted.

Reflecting on the project, Mansfield concluded:

"The experience has been really positive from start to finish, so we'll definitely be looking to work with Parity Medical again if any future projects require assistance".

This project exemplifies the trust and collaboration built over our 20+ year partnership with Chelsea and Westminster Hospital NHS Foundation Trust, showcasing what's possible when clinical insight meets tailored innovation.

James Warden, IT Director at Chelsea and Westminster Hospital NHS Foundation Trust commented on this long-term relationship:

"When we first began working with Parity, I was impressed by the positive attitude and responsiveness of the sales team and post-sales support. During the many years that we have been working with Parity, this has not diminished. Despite some difficult and time-pressured challenges we sometimes present, nothing appears to be too much trouble and all everything is dealt with promptly and in a professional manner."

Ready to transform your clinical spaces?

If you're planning a refurbishment or exploring mounting solutions for IT equipment and patient monitors, we're here to help. Our consultative approach and proven expertise ensure seamless integration and measurable impact.

Visit <https://www.paritymedical.com/medical-mounting-solutions> to check out our range of mounting solutions, or get in touch today via <https://www.paritymedical.com/contact-us> to discuss your project and discover how our mounting solutions can support your clinical teams whilst enhancing patient care.

Installation images commissioned by CW+ Charity, images by Damian Griffiths