

## A welcome addition to Lauriston Building: The impact of the Coffee Bothy


### Background to the kiosk

NHS Lothian Charity supported the much-needed reopening of catering facilities at Lauriston Building. A total of £4,357.40 from Specific Funds contributed to the initial refurbishment costs, bringing the existing catering space up to current environmental health and food hygiene standards. The works included joinery, electrical upgrades, plumbing, and the installation of new vinyl-covered countertops. The kiosk, named the 'Coffee Bothy' – inspired by the traditional Scottish bothy, a simple shelter offering rest to weary travellers – opened on 24 November 2026. It now provides patients, staff and visitors with the opportunity to purchase hot and cold drinks, breakfast rolls, pastries, and light lunch options.

While set up costs were funded by NHS Lothian Charity, the kiosk and its ongoing operations are managed by [Space @ The Broomhouse Hub](#), an Edinburgh-based social enterprise with over 30 years' experience supporting communities in Edinburgh. In its role as an Anchor Institution, NHS Lothian has partnered with social enterprises in other catering outlets across NHS Lothian sites, including the Royal Hospital for Children and Young People, Comely Bank Centre and the Princess Alexandra Eye Pavilion. NHS Lothian Charity has supported with the set up costs of two of these.



The Coffee Bothy at Lauriston Building

 The kiosk creates jobs, training placements, and volunteering opportunities that boost our employability pathway, while at the same time generating income where every penny of profit can be ploughed back into the support projects we deliver across Edinburgh."

Daryn, Head of Service for Enterprise and Learning at Space

### How the project supports NHS Lothian' role as an Anchor Institution

Kerry Murray, Assistant Programme Manager – Anchor Institution Programme explains the project: "By partnering with a local social enterprise, this provides an employability programme for local people to support skills development in catering (Four staff are currently employed at the kiosk). It provides a pipeline for people to enter the NHS Lothian catering workforce and demonstrates NHS Lothian's commitment to being an Anchor Institution through the development of the local supply chain."

Anchor Institutions are large-scale organisations, usually public sector and usually large employers that are unlikely to relocate and have a significant stake and strong local community presence in their geographical area. The size, scale and reach of the NHS means it influences the health and wellbeing of communities simply by being there. It can use its size to positively impact the local population health and wellbeing and tackling poverty and inequalities, above and beyond providing healthcare.



64% of kiosk users agreed they were more likely to purchase from the kiosk as they were able to "give something back".

# 91

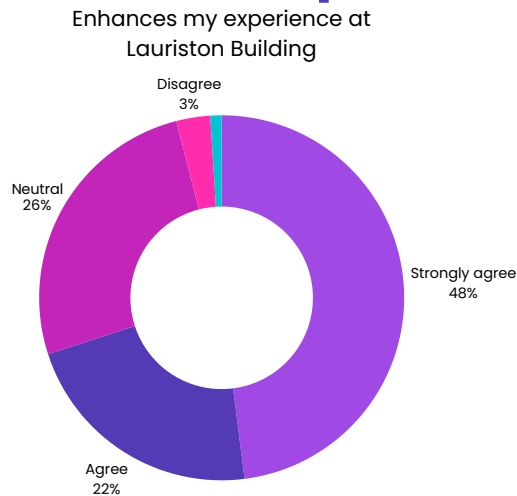
transactions were made per day in the first month of opening (on average).


## Enhancing patient, family and visitor experience at the Lauriston Building

### Why it's important patients, families and visitors have access to on-site catering at Lauriston Building

Lauriston Building functions as a central hub for specialist outpatient clinics in Edinburgh, where approx. 500 patients from all over the Lothians attend appointments, diagnostics, and follow-up care on a daily basis. Care at some of the departments on the site can involve long, lengthy appointments or multiple clinic visits. Having access to food and drinks helps patients stay comfortable, hydrated, and less stressed during their visit, particularly those who may be unwell, anxious, or in pain.

The kiosk, which is situated at the entry point to the building, makes the space feel more welcoming and less clinical with many commenting on the "coffee smell" on entry. The staff working in the kiosk contribute to the positive experience, as a patient shared: "The staff are excellent, friendly and helpful." The kiosk reduces the need to leave the building, which can be difficult for people with mobility issues, fatigue, or complex health needs.



 "I can't get around too easily so it's good to be able to get a coffee when I get dropped off for my appointment."

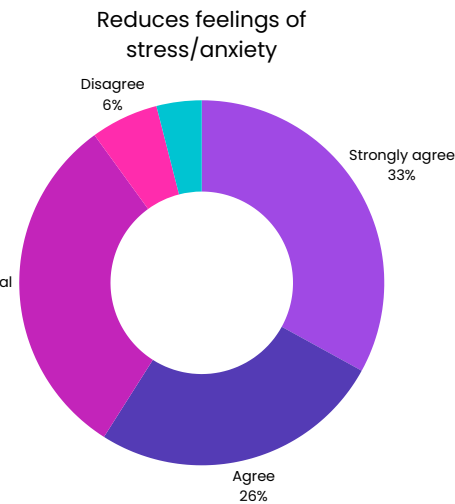
Patient


 "I've been in the department for ages and I looked forward to getting coffee and lunch quickly after."

Patient


 "Was pleased the kiosk was opened. Sign to say coffee to go, so we know we can take our drinks to the waiting room."

Patient




 "Been here for a couple of hours. Good to get a hot drink, helps reduce the stress of waiting."

Patient


 "It was good to be able to get a hot drink after my relative got bad news. It was a difficult time."

Family member


 "For anxious patients it is a nicer area to sit in and get a drink if they arrive early for an appointment."

Lauriston Building staff member

Staff expressed how the kiosk has supported the care they provide to patients.

 "When the clinics are running late patients are now happier knowing they can go down for a hot drink or snack."

Lauriston Building staff member

 "It is amazing for our patients as we have a lot of elderly patients who might be in the building for a few hours."

Lauriston Building staff member



The Coffee Bothy at Lauriston Building

## Supporting staff breaks and wellbeing

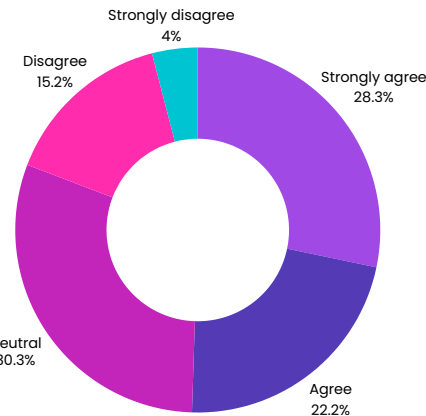
### Why it's important staff have access to on-site catering at Lauriston Building

The several hundred staff working at the Lauriston Building can benefit from a staff discount at the kiosk. Analysis of its use shows that around 53% of transactions apply this discount, demonstrating that the kiosk is well used by NHS Lothian staff.

Access to on-site catering is important for staff wellbeing, providing convenient access to food and rest during busy clinical days. It helps staff make better use of limited break times (most only have 30 mins), supports a more positive working environment and enables effective service delivery in a high-volume outpatient setting.


In addition, there are currently no dedicated staff rest spaces within the building. As a result, the seating around the kiosk and the outdoor courtyard (supported by NHS Lothian Charity's Green Health Programme) provides important informal spaces for staff to take breaks, recharge, and connect with colleagues.

I have more efficient use of break times




 Break times are used for a proper break now."

Lauriston Building staff member

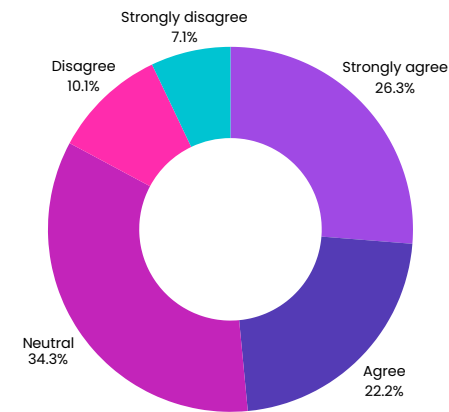
 It's good to know you don't need to leave the building for a hot drink especially on a wet cold day. Enhances my break time."


Lauriston Building staff member

 The coffee is good and it's very quick service which helps to manage my breaks. I can be down and up in 5 minutes."


Lauriston Building staff member

I feel more valued now the kiosk has been reinstated




 So glad we have something back after many years of nothing and no's."

Lauriston Building staff member


 Huge difference - it makes staff (and patients) feel more valued."

Lauriston Building staff member


Staff expressed how the convenience of the kiosk has reduced worry/anxiety.

 I don't need to worry about eating poor quality food if I don't have time to organise bringing lunch from home."

Lauriston Building staff member

 Normally bring my own lunch, but it is one less worry to know it was here."

Lauriston Building staff member

 It's good if you are running late and don't have time to get lunch if you have forgotten it."

Lauriston Building staff member

### Additional staff feedback

A number of staff commented that kiosk prices were higher than those of nearby outlets and that the range of products available was limited. This feedback has been shared with SPACE and the Lauriston Management Team for consideration. Thanks to the Impact Support Volunteers who supported this evaluation.

Report compiled by Rebecca Caulfield, Evaluation Manager NHS Lothian Charity