

# Consultation Leaflet on Improving Older People's Services in North West Glasgow

This leaflet provides information about the consultation on the proposal to improve Older People's Services in North West Glasgow. This will involve transfer of rehabilitation beds, related outpatient services and continuing care beds to other locations in North West Glasgow. It also explains how you can feedback your comments on this proposal.

## The Proposal

The majority of older people live independently in the community, or with some support, and do not need to use hospital services at any time. However, a small proportion of older people will require use of specialist services such as Medicine for the Elderly. For North and West Glasgow, Medicine for Elderly currently provides comprehensive multi-professional assessment for older people from The Queen Elizabeth University Hospital and rehabilitation from Gartnavel General Hospital and Drumchapel Hospital.

Following the Clinical Services Review that took place 2012-2014, NHS Greater Glasgow and Clyde (NHSGGC) are developing new models of care. These models of care require hospital facilities to provide ready access to a broad range of clinicians and diagnostic services to support patients to return as quickly as possible to their home and community.

Delivery of this model of care will have an impact on some of the services on the Drumchapel Hospital site and will involve:

- Transferring two rehabilitation wards, day hospital and outpatient services to Gartnavel General Hospital from Drumchapel Hospital, and
- Reproviding NHS continuing care to other suitable locations across North and West Glasgow.

NHSGGC believe this will provide better care and more effective rehabilitation of elderly patients.

Under this proposal, patients admitted to The Queen Elizabeth University Hospital who require ongoing rehabilitation will transfer to Gartnavel General Hospital. We believe this arrangement will:

- Enhance the care patients receive by offering better access to the doctors and specialists with expertise in caring for older people;
- Bring the patients closer to investigations for example, x-rays and scans;
- Improve patient experience and enhance dignity and respect by reducing number of transfers across sites; and
- Improve patient stay in fully refurbished and modernised hospital facilities.

Gartnavel General Hospital was chosen because it would not be physically or financially possible to provide the 24/7 medical care, range of staff, services and equipment to deliver this model of care on the Drumchapel site. Gartnavel General Hospital already has these services in place and, with other wards transferred to The Queen Elizabeth University Hospital, space is now available. Patients who will access these services come from across the whole of the North West of Glasgow, including West and East Dunbartonshire. Gartnavel General is the hospital that serves this area.

Gartnavel General Hospital is already planned to undergo extensive refurbishment to both upgrade existing in and outpatient areas and a new build to provide accommodation for those outpatient, Minor Injury and GP Out of Hours services currently provided from the Western Infirmary.

All staff providing inpatient, outpatient and day hospital services will transfer to Gartnavel General Hospital. Staff using office accommodation on the Drumchapel site will have suitable alternative provision if required.

## **Rehabilitation Services**

Rehabilitation caters for the needs of older people who have suffered an injury or recovering from an illness. Typically older people are not admitted directly from home, but are transferred from other ward areas (e.g. general medicine, orthopaedics etc) when their medical care team believes that a period of rehabilitation is required.

The proposal is that all rehabilitation services will transfer from Drumchapel Hospital to Gartnavel General Hospital. This includes two rehabilitation wards that in 2014/15 had 646 inpatient admissions with patients staying an average of 30 days.

It also includes a care of the elderly day hospital that in 2014/15 received 400 new referrals and had 1,300 attendances and a care of the elderly outpatient department that had 827 outpatient appointments.

At least 120 patients per year are already transferred to Gartnavel General Hospital for other investigations. This move will bring all patients closer to and provide easier access to a wider range of staff, facilities and services to provide enhanced rehabilitation.

## **NHS Continuing Care**

NHS Continuing Care has been a term used for a package of long term care provided to people that is fully funded by the NHS. Due to the level of specialist treatment required, NHS Continuing Care has been provided in a hospital ward, hospice or a contracted inpatient bed which may be in a care home.

There is one ward with up to 28 continuing care beds available at Drumchapel. As of October 2015 there were 14 patients currently classed as NHS Continuing Care. The Scottish Government issued new guidance in May 2015 on how NHS Continuing Care should be provided. This new guidance will bring significant change to how care is provided in the future. It is recognised that it is better for patients to be cared for in a more homely setting.

Across Greater Glasgow and Clyde we have a range of care settings in which continuing care is provided and are reviewing these to ensure that patients are cared for in facilities that best suit their care needs. These changes will affect a small number of patients at Drumchapel Hospital and **we will work individually with each patient and their families** to assess their specific needs and agree a best way forward for them.

## **GP Out of Hours Service**

The GP Out of Hours service currently has a number of Primary Care Centres across Greater Glasgow & Clyde, one of which is located in Drumchapel Hospital. This service is being reviewed nationally and locally to ensure that there is appropriate cover for all people across the Board area and how best this can be provided. The people in North West Glasgow will continue to be covered by a GP Out of Hours service. Any changes to where and how services are provided will be engaged on separately as this work emerges.

## **Engagement with the Public**

We began the process of informing and engaging with patient and public groups affected by the proposal late August 2015. We formed a Stakeholder Reference Group to provide local knowledge and advise us on the creation and publicising of information about the proposal. We shared the information widely and invited feedback from members of the public, including holding an engagement event on 14 October 2015.

The event generated a great deal of comments covering a wide range of issues. We heard concerns about the proposals but the feedback was predominantly supportive of the changes.

During the process most of the feedback we have received has been about other health services and access and transport issues in the North West of Glasgow. There has also been feedback about community based health and social care services. Although this feedback is not directly about the proposal we acknowledge its importance and relationship to the models of care we are proposing and will consider it in our report to the NHSGGC Board.

More details of this process, background information and public feedback is available by calling us on 0141 201 5598 or online at

<http://www.nhsggc.org.uk/about-us/inform-engage-and-consult/>.

## Tell us what you think

We are now consulting with the public and interested parties on this proposal. Comments on all aspects of our proposal are welcome. If you wish to comment on our proposal then please do so by **Tuesday 8 December 2015**. You can do this in a number of ways as an individual, group or organisation by:

**Calling us:** 0141 201 5598

**Emailing us:** [PatientExperience@ggc.scot.nhs.uk](mailto:PatientExperience@ggc.scot.nhs.uk).

**Writing to us:** Patient Experience Public Involvement Team, 4th Floor, Outpatients Department, Victoria Infirmary, Glasgow, G42 9TY

**In Person:** We are holding a consultation event on Tuesday 17 November 2015 from 6pm to 8pm in Yoker Community Campus. If you would like to attend this event then please **get in touch with us** using the details above.

We are committed to ensuring that everyone who wishes to comment can do so. If you wish you can call and speak directly to John Barber, who is one of our Patient Experience and Public Involvement Managers, without giving your name. John will be happy to accurately record your feedback and present this to the NHSGGC Board on your behalf. If you have any questions or queries about the proposal or process you can contact John directly on 0141 201 5827.

There is more detailed information available by calling us on 0141 201 5598 or go online at <http://www.nhsggc.org.uk/about-us/inform-engage-and-consult/>

The outcome of the consultation will be reported to the NHSGGC Board. NHSGGC will assess the comments it receives during the consultation and these will influence the Board's decision on where these services should be located.

The outcome will then be communicated by mail and email to all people and organisations taking part in the consultation.

If you require this leaflet or the more detailed document in an accessible format, such as large print or Braille, or in a community language, please telephone 0141 201 5598.