



Drumchapel Hospital

We proposed to improve Older People's services in North West Glasgow

Summary

At the time, we delivered comprehensive multi-professional assessment for older people from the [Queen Elizabeth University Hospital](#) (QEUH). We also provided rehabilitation from [Gartnavel General Hospital](#) (Gartnavel) and Drumchapel Hospital (Drumchapel).

Our proposal and consultation focused on improving Older People's services involved relocating care throughout North West Glasgow.

We proposed to:

- Transfer 2 rehabilitation wards, outpatient services and a day hospital from Drumchapel to Gartnavel
- Provide NHS continuing care in other suitable locations across North and West Glasgow
- Transfer patients requiring ongoing rehabilitation from the QEUH to Gartnavel

Why we proposed this change

We chose to relocate services to Gartnavel for various reasons:

- We couldn't physically or financially deliver this model of care in Drumchapel
- Gartnavel already had these services in place
- Other wards had been transferred to the QEUH, freeing up space in Gartnavel
- Patients accessing these services would be from the North West of Glasgow, including West and East Dunbartonshire, which is where Gartnavel serves.

- There were pre-established plans to refurbish Gartnavel. This involved upgrading inpatient and outpatient areas, and building accommodation for services from the Western Infirmary.

What this means for patients

These changes would allow us to provide better care and more effective rehabilitation of elderly patients.

Transferring patients requiring ongoing rehabilitation to Gartnavel General Hospital would:

- Improve patients' access to doctors and specialists with expertise in caring for older people
- Bring patients closer to investigations (e.g. x-rays and scans)
- Enhance patient experience, dignity and respect by reducing transfers across sites
- Improve patient stay in refurbished and modernised hospital facilities.

Informing and Engagement Process

We informed and engaged with patients and the public from September to October 2015.

We formed a Stakeholder Reference Group to provide us with local knowledge. They advised on the creation and publication of information about the proposal.

This information was shared widely, to enable members of the public to share feedback.

Engagement Event

We held an engagement event workshop on 14th October 2015.

We provided attendees with information about the possible changes. We then offered an opportunity for discussion and clarification on issues, thoughts and concerns.

The event generated a number of comments covering a wide range of issues. There were some concerns about the proposal, but the majority of feedback was supportive of the changes.

Other Engagement Activities

- Presentation to North West Glasgow Public Partnership Forum
- Information and invites to over 400 contacts
- Drop-in sessions at Drumchapel to speak with patients, carers and relatives
- Open meeting organised by Drumchapel Community Council.

Consultation Process

We consulted with patients and the public until the 8th December 2015.

We invited those interested to share their thoughts and comments on all aspects of the proposal.

People could get in touch by calling, emailing or writing to us. They could also attend a consultation event on 17th November.

Update on 15th December 2015

The NHS Greater Glasgow and Clyde Board approves proposals for improving Older People's services in North West Glasgow.

They made the decision following the outcome of a full public consultation and engagement process in 2015.

NHSGGC could plan moving the Drumchapel Hospital rehabilitation service to the new facilities being developed at Gartnavel. It was anticipated this would be achieved by the late spring of 2016.

The NHSGGC Director of Planning and Policy welcomed the Board's decision. They said:

"We believe these plans will provide better care and more effective rehabilitation of elderly patients.

Patients will benefit from extensive input from specialists in rehabilitation across the full range of nursing and allied health professions, and better access to specialist facilities in or close to their wards.

We took the opportunity to consult widely and were pleased to be able to explain proposals to local people – particularly the shift towards community based care, avoiding admission and where admission is necessary improved access to a multi-disciplinary team and diagnostics tests on site.

During the consultation some respondents raised concerns about transport and access to the Gartnavel campus. A full public travel and accessibility assessment was undertaken comparing access to both the Drumchapel and Gartnavel sites and this found that Gartnavel was easier to get to by bus and train than Drumchapel Hospital."

Older people's mental health outpatients would continue to operate from the Drumchapel site. These services were unaffected by the changes.

The GP Out of Hours service was then subject to a separate review.

For more information, read our [Board Paper](#) about the announcement.

Relevant Resources

- [Consultation Document](#)
- [Consultation Leaflet](#)
- [Travel and Access Assessment](#)
- [Consultation Meeting Presentation – 17th November 2015](#)
- [Background Information Paper](#)
- [Board Paper - 18th August 2015](#)

- [Engagement Event Presentation](#)
- [Equality Impact Assessment](#)