

ESSENTIAL GUIDE TO THE NEW VICTORIA

NHS
Greater Glasgow
and Clyde



INTRODUCING YOUR NEW HOSPITAL

The New Victoria Hospital opens its doors to patients for the first time on 8 June. The £100 million hospital will be one of the most modern and well equipped in Scotland.

It will provide an attractive and welcoming environment for patients and visitors with light, airy public spaces, comfortable waiting areas and modern consulting rooms.

Patients will not only benefit from modern new facilities. The way care is provided from the hospital is also changing for the better. Services have been redesigned around the needs of the

patient to enhance the quality of care and speed up diagnosis and treatment.

To help you get to know your hospital, we have prepared this free essential guide.

The guide, which is being delivered to every house in south-east Glasgow, Rutherglen and Cambuslang, is packed full of important information on the range of services provided, opening times, telephone numbers, floor plans etc.

It also explains how new services, such as the minor injuries unit, will work and highlights the services that are available locally for the first time.

Please take the time to read the

**YOUR FREE
AT-A-GLANCE
GUIDE TO
SERVICES AND
FACILITIES**

guide and find out how the New Victoria Hospital and its staff will serve you.

For more information on your new hospital, you can log on to www.nhsggc.org.uk

YOUR HOSPITAL

What's on which level

Level -1

- Underground car park

Level 0

- Café
- Cash office
- Clinics A, B, C, D, E, F
- Day hospital
- Dental suite
- Endoscopy
- Imaging (X-ray, CT, MRI, nuclear medicine, ultrasound)
- Main entrance
- Minor injuries unit
- GP out-of-hours emergency service
- The Sanctuary
- Therapies (occupational therapy, physiotherapy, speech and language therapy, podiatry, dietetics)
- Welcome area and main waiting area

Level 1

- Clinics G, H, I, J, K
- Day surgery
- Ward 1
- Ward 2
- Ward 3

Level 2

- Cardiac rehabilitation
- Clinics L, M, N, O, P
- Pharmacy
- Renal dialysis



About 400,000 patients will attend the New Victoria Hospital every year.

In addition to outpatient clinics, day surgery and diagnostic services, the hospital will provide a number of specialist services such as cardiology and gynaecology.

There will also be hospital beds available to medics to extend the range of short stay surgical procedures within the new hospital.

The beds, known as “23-hour” beds, are for patients who need a short spell of recovery time following day treatment such as day surgery.

And for the first time, patients from south-east Glasgow, Rutherglen and Cambuslang requiring an MRI scan, renal dialysis or chemotherapy will be able to get this locally at the New Victoria Hospital.

So, what are its opening hours, what services are provided and, crucially, how do you get to it? These questions, and more, are answered here in our quick guide to the hospital.

Basics first then: where is the hospital and how do I get there? The hospital is on Grange Road, across from the existing Victoria Infirmary.

BY CAR

Clarkston and Cathcart – use Clarkston Road (B676). Continue along Holmlea Road, turn left on to Battlefield Road, continue straight through the traffic lights on to Grange Road. The hospital is on the right. **Rutherglen** – use King’s

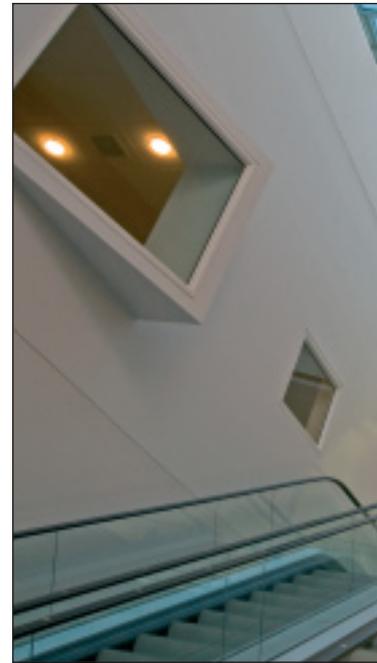
Park Avenue (B762). Continue on to King’s Park Road, go straight through the traffic lights and turn left on to Battlefield Road, then continue as above.

East Kilbride and Castlemilk – use Carmunnock Bypass (B766). Continue along Carmunnock Road and then turn left for King’s Park Road. Go straight through the traffic lights and turn left on to Battlefield Road, then continue as above.

Newton Mearns and Giffnock – use Fenwick Road and Kilmarnock Road (A77), then at Shawlands Cross follow diversion signs into Minard Road. Then head straight over for Langside Avenue, continue on to Battlefield Road and turn left on to Grange Road. The hospital is on the right.

Pollok area – use Mossspark Boulevard turning right into Dumbreck Road. Continue straight over Titwood Road, turn right for Minard Road, head straight over for Langside Avenue then continue as above.

Govan – use Broomloan



Road, Dumbreck Road and follow the directions as above. From the south, exit M77 at Junction 1. Turn right for Dumbreck Road and follow route as above.

BY BUS

At the time of printing, several bus services stop at Grange Road, including First 66, 44 and 5. Check with Travel Line:

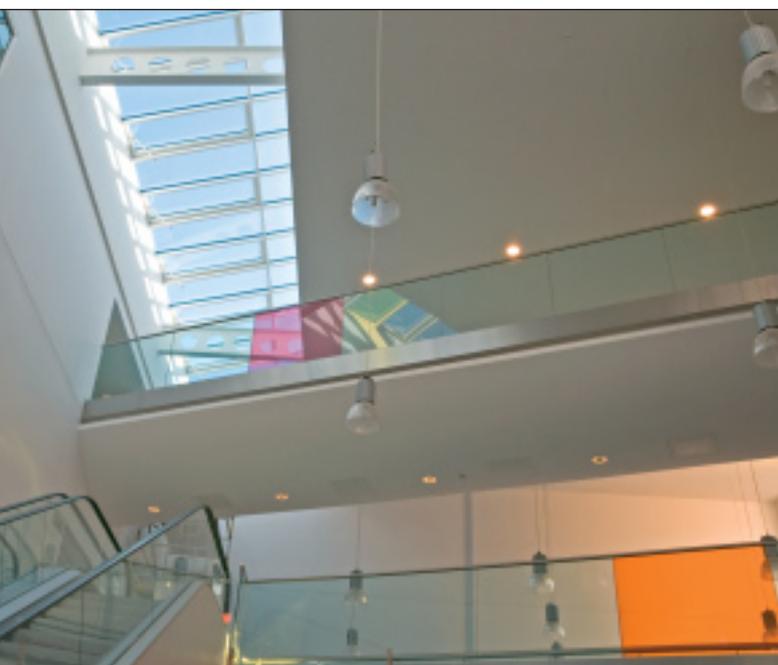
Moving in dates

Transferring services into a hospital the size of the New Victoria cannot be completed in a single day.

The logistics of moving hundreds of staff and items of clinical equipment and emptying 3500 packing crates into 1300 rooms takes time. Services will therefore be moving into the hospital on a phased basis as detailed.



L AT A GLANCE



0870 608 2608 or visit www.traveline.org.uk for up-to-date information on the services that pass the hospital.

BY TRAIN

Mount Florida train station is only about 400 meters from the hospital and has frequent services to/from Glasgow Central Station on the Cathcart Circle and Neilston/Newton routes.

What are the car parking arrangements?

The majority of car parking will be provided in an underground car park, with ease of access to lifts servicing all floors. Parking is also available at ground level. Disabled car parking spaces are allocated close to all entrances, as well as in the underground car park close to the lifts.

What are the hospital's opening hours?

The core hospital opening hours are from 8am till 9pm. The minor injuries unit will operate seven days a week from 9am until 9pm.

The Glasgow Emergency Medical Service (GEMS), which provides an out-of-hours GP service, will have a primary care emergency centre at the hospital. This will operate between 6pm and 8am Monday to Friday, and 24 hours a day Saturday and Sunday.

Are there canteen/ café facilities?

On the ground floor of the hospital there is an easily accessible café which will open Monday to Friday between the hours of 7.30am and 5pm. The Aroma café will provide a range of hot and cold snacks and beverages. All profits made by the café – wholly owned by the NHS – will be reinvested in the NHS and the café will be staffed by NHS employees.

Is there a chapel or multi-faith room?

The hospital has a multi-faith area, called the Sanctuary, which anyone can use for prayer or contemplation.

The Sanctuary is situated on the ground floor near the main

entrance and will be open to all staff, patients and visitors.

Will I be able to find my way easily around the hospital?

Our aim is to keep all signage as simple as possible. We have therefore chosen to only sign in English; however, wherever possible, the use of a single letter will be used to orientate people to a particular clinic.

Regardless of language or literacy, the simple matching of the shape "A" with a large "A" over a particular clinic reception should allow a very easy way of finding your way around.

Is there anywhere in the building where visitors can get travel information or health promotion information?

At the main entrance of the building there is a staffed help desk where people will be guided to where to get the information that they are looking for. Patient information points will also be located in the main entrance, giving travel information, health promotion and other advice.

Patients will be given travel information in their outpatient appointment pack.

THE DATES FROM WHICH KEY SERVICES WILL BE AVAILABLE IN THE NEW HOSPITAL ARE AS FOLLOWS:

Monday 8 June

- Audiology
- Café
- Dermatology
- General outpatients
- Gynaecology
- Imaging services (CT, X-ray, ultrasound, nuclear medicine)
- Laboratories
- Medical records

- Orthotics

- Pharmacy

Tuesday 9 June

- Cardiac rehabilitation
- Cardiology
- Dental services
- Diabetes
- Orthopaedics
- Pain service
- Respiratory
- Medical day

Monday 15 June

- Antenatal care
- Gynaecology

Tuesday 16 June

- Day hospital
- Dietetics
- Imaging services (MRI)
- Occupational therapy
- Ophthalmology
- Physiotherapy
- Podiatry
- Speech and language therapy
- Urology

Wednesday 17 June

- GP out-of-hours emergency service

Monday 22 June

- Chemotherapy
- Endoscopy
- Rehabilitation wards
- Renal dialysis

Tuesday 23 June

- Day surgery
- 23-hour beds
- Minor injuries unit

MODERN CARE MODERN SETTLEMENTS

YOUR new hospital is not just a new building. It has been specifically designed to help us deliver improved models of care to make sure your condition can be diagnosed and treated as quickly as possible.

You'll find a lot has changed as you begin to use the New Victoria, from a range of services that were not previously available locally to one-stop care where you will have a number of appointments scheduled

all on the same day. The unit is located close to the main entrance. The next three pages provide examples of care that will make



Rapid access to specialist care for minor injuries

THE minor injuries unit in your new hospital has its own dedicated entrance for rapid access to a highly skilled clinical team.

This unit will be open seven days a week from 9am till 9pm.

Inside the unit, the teams will be led by specialist emergency nurse practitioners, who have been trained to see and treat patients with minor or

less serious injuries.

The minor injuries unit (MIU) at the New Victoria is one of a network of similar MIUs across the city. It will be closely linked to the local A&E department and have support from medical staff trained in emergency medicine.

About half of patients who currently attend A&E departments can be more appropriately seen at a minor injuries unit – and so by

creating separate MIUs, the more seriously injured patients can be seen more quickly at full-blown A&Es and the NHS can utilise resources and staff skills far more effectively to the benefits of patients and staff.

WHO CAN BE TREATED AT THE MIU?

The minor injuries unit will treat adults and children aged five

years old and over for a range of minor injuries.

An injury is damage caused to the body by something physical (for example, following a fall).

THE MINOR INJURIES UNIT WILL:

- arrange X-rays for suspected broken bones. For example, shoulder, upper arm, elbow, forearm, wrist, hand (including fingers), knee, lower leg, ankle, foot and toes
- treat and apply plaster to broken bones
- treat back, shoulder and rib injuries
- treat minor head and neck injuries
- treat cuts/grazes, as well as close (stitch) and dress wounds
- treat sprains of ankles, knees, wrists and elbows
- treat infected wounds
- treat eye and ear injuries
- treat minor burns and scalds
- assess a minor injury and refer to a specialist if required.

WHO SHOULD NOT ATTEND THE MIU?

Patients with serious injuries will be taken to the local A&E department. Minor injuries units will also not deal with illnesses. An illness can be described as when you feel unwell or in poor health. For example, if you have a high

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the day in departments to one another. Over the pages, we spotlight just three of our new ways of working to give your experience better.



temperature (see opposite about what to do in the event of illness).

THE MINOR INJURIES UNIT WILL NOT TREAT:

- illnesses – when you feel unwell or in poor health (e.g. stomach pains, abscesses, rashes, tonsillitis)
- gynaecological problems
- pregnancy problems
- alcohol or drug-related problems
- mental health problems
- drug overdose
- severe allergic reactions
- breathing problems
- chest pain
- collapsed or unconscious patients.

For some types of these conditions, you can contact NHS 24 for advice on 08454 242424 or get in touch with your GP. If you are uncertain about what to do, you should contact NHS 24 or if the situation is an emergency, you should phone 999, or go to your local A&E department.

You should also attend A&E with a minor injury between the hours of 9pm and 9am when the MIU is closed.

WHAT IF MY CHILD IS UNDER FIVE?

If your child is less than one year old, you should attend the A&E department at Yorkhill (Royal Hospital for Sick Children). If your child is between one and five years old, you should attend the A&E department at Yorkhill or the nearest adult A&E department.

Remember, the MIU is only intended for people with less serious injuries who are aged five years and older. If your child has an illness, they should not be taken to a minor injuries unit. For advice on this, you can contact NHS 24 on 08454 242424 or get in touch with your GP.

If you are uncertain about what to do, you should contact NHS 24 or if you think it is an emergency, you should go to the Royal Hospital for Sick Children at Yorkhill or phone 999.



In day surgery, X-rays and other images will be viewed on an in-built computer system

Filing cabinets no more! Coming soon!

AS you would expect from a newly built hospital, the New Victoria is positively bristling with the latest technologies.

There will be state-of-the-art equipment from the latest MRI scanners to operating theatre technologies delivering clean-air filtration systems and wall screens showing X-ray images.

But less visible will be the phased introduction of “paperlite” systems that will see very large reductions in mountains of paper patient record and appointments files.

The electronic record system will allow staff to quickly and securely access patient information following hospital consultations or diagnostic tests.

Apart from improved efficiencies and environmental benefits from using less paper, the new system, when fully implemented removes storage needs and delivers faster and more up to date clinical information for health professionals.

The speed and accuracy of patient information transfer from one hospital to another or to a GP will be enhanced significantly.

Appointment cards will still be issued as hard copies to patients, but on arrival and after an appointment at the new hospital, details of medication, conditions or treatments, along with scans and other picture images, will be progressively core parts of the electronic patient record of each individual.

ALL IN A DAY'S WORK

DAY surgery involves patients coming into hospital, having their procedure and going home on the same day.

Day surgery is not new – it is an established service that has been performed in Glasgow for nearly a century and is routine practice throughout the world.

What *is* new is that Glasgow's New Stobhill and Victoria Hospitals are purpose-built to specialise in day surgery.

Day surgery is a safe and reliable method of providing care for patients undergoing a wide variety of procedures.

The number and type of procedures has increased over the years as advances and developments in surgery, anaesthetics, drugs and technology have been made.

There are currently more than 150 procedures from a variety of specialties routinely performed as day surgery.

Some of these procedures are called "minimally invasive" or "keyhole" surgery. This means that small incisions are made in the skin and very slim instruments are used to perform the examination and procedure. The benefits of this type of surgery are small scars, less pain, less blood loss and a shorter time in hospital while achieving the same results as open or more invasive surgery.

As anaesthetic and surgical techniques continue to advance, it is likely that even more procedures will be carried out in day surgery.

Day surgery procedures can involve a local anaesthetic,



a regional anaesthetic, sedation, a general anaesthetic, or a combination of these techniques.

If you require a general anaesthetic, you will be given a health check beforehand to ensure that day surgery is the best and safest option for you.

A specially trained nurse carries out the health check before the date of surgery. The assessment involves a series of questions about your general health and any medication you take. Samples may be taken for tests e.g. blood and urine samples.

If it is not appropriate for you to have day surgery, you will be booked for inpatient care. The anaesthetist will

also review your health on the day of the procedure prior to your anaesthetic.

Certain procedures are known to need a longer recovery, usually because the surgery is more involved, and this may mean a planned overnight stay. The New Victoria Hospital has a number of 23-hour beds to allow patients to be admitted overnight and return home within 24 hours.

A team of nurses will staff the 12-bedded unit, providing overnight observation until patients are discharged the following day. Medical advice,

if required, will be obtained from the on-call team at the Victoria Infirmary.

The 23-hour beds will enable clinicians to extend the range of surgical procedures to be offered. They will also allow patients who do not have a carer or access to a phone to stay in hospital overnight to complete their post-surgery recovery.

The beds, however, will not be used for surgical complications. In the unlikely event that a patient develops a complication during day surgery, patients will be stabilised and transferred to one of the city's inpatient hospitals – where they will have access to full 24-hour back up and support.

THE NEW VICTORIA HOSPITAL IS PURPOSE-BUILT TO SPECIALISE IN DAY SURGERY

For more information on day surgery at the New Victoria Hospital, go to www.nhsggc.org.uk



The Southern General, inset, and existing Victoria, below, will treat patients who can't be seen on a day basis at the New Victoria, main picture

THE RIGHT CARE AT THE RIGHT TIME IN THE RIGHT PLACE

THE New Victoria is part of a network of hospitals across Glasgow that offers a full range of specialist services to our patients.

Some 85 per cent of patients who currently attend the Victoria Infirmary receive their care on a day basis and will continue to access this locally at the New Victoria Hospital.

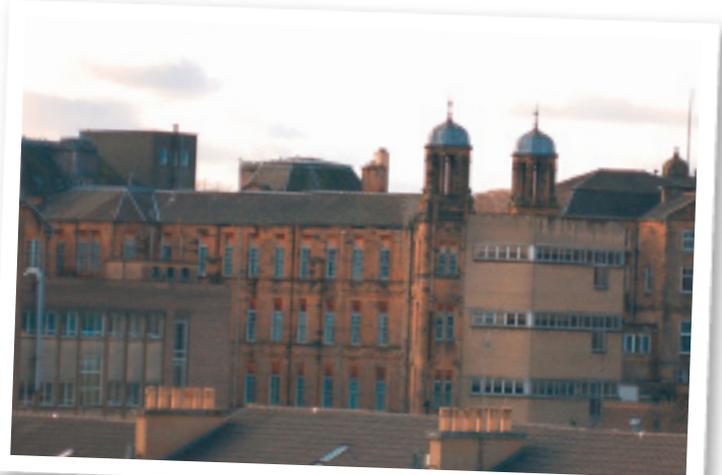
For the small minority who require admission for a problem that can't be treated on a day basis, arrangements will be made to admit you to one of our other hospitals, such as the existing Victoria Infirmary or the Southern General.

Senior medical staff will work between New Victoria Hospital and the inpatient hospitals, primarily the Victoria Infirmary, so that the

consultant that diagnoses your condition will, in most cases, be the one who looks after you as an inpatient too.

Critical clinical information held electronically at Glasgow Hospitals will be available to the Hospital team caring for you wherever they are located.

And, as part of our planning, we continue to work closely with the Scottish Ambulance Service to ensure that the right support is there at all times.



CRITICAL CLINICAL INFORMATION HELD ELECTRONICALLY AT GLASGOW HOSPITALS WILL BE AVAILABLE TO THE HOSPITAL TEAM CARING FOR YOU WHEREVER THEY ARE LOCATED

IF YOU NEED TO CONTACT US

To cancel or change your appointment, please telephone the number on your appointment letter. This may allow us to give your appointment time to another patient. We need your help to run an efficient service.

If an ambulance is booked for you but you no longer require it, please call 0800 389 1333 as soon as possible and tell them your name, address, phone number and date of appointment.

Here are some other useful numbers which you should keep handy

● General switchboard	0141 201 6000	● Ward 1 staff base	0141 347 8446	● Clinic G reception	0141 347 8260
● Minor injuries reception	0141 347 8475	● Ward 2 staff base	0141 347 8450	● Clinic H reception	0141 347 8555
● Day surgery reception	0141 347 8215	● Ward 3 staff base	0141 347 8453	● Clinic I reception	0141 347 8569
● Day hospital reception	0141 347 8150			● Clinic J reception	0141 347 8585
● Renal dialysis reception	0141 347 8690	● Clinic A reception	0141 347 8615	● Clinic K reception	0141 347 8600
● Therapies reception	0141 347 8685	● Clinic B reception	0141 347 8500	● Clinic L reception	0141 347 8300
● Dental clinic reception	0141 347 8250	● Clinic C reception	0141 347 8505	● Clinic M reception	0141 347 8520
● Endoscopy	0141 347 8305	● Clinic D reception	0141 347 8125	● Clinic N reception	0141 347 8540
● Cardiac rehab reception	0141 347 8110	● Clinic E reception	0141 347 8730	● Clinic O reception	0141 347 8090
● Health records	0141 347 8355	● Clinic F reception	0141 347 8741	● Clinic P reception	0141 347 8155

TO CONTACT NHS 24 AT ANY TIME, CALL 08454 24 24 24.

If you would like this document in Braille or audio-tape format, please contact:

If you would like this document in another language, please contact:

Ma tha sibh ag iarraidh an fhiosrachaidh seo ann an cànan eile, cuiribh fios gu:

如果您需要该信息的其它语言版本，请联系：

اگر این اطلاعات را به زبانی دیگر میخواهید لطفاً با این ادرس تماس بگیرید:

إذا رغبت في الحصول على هذه المعلومات بلغة أخرى، الرجاء الاتصال بـ:

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸੰਪਰਕ ਕਰੋ:

اگر آپ یہ معلومات کسی اور زبان میں حاصل کرنا چاہتے ہیں تو براہ مہربانی رابطہ کریں:

Eğer bu bilgiyi bir başka dilde istiyorsanız lütfen bağlantı kurunuz:

Jeśli chcesz uzyskać te informacje w innym języku skontaktuj się z:

0141 201 4915