

Your NHS Greater Glasgow and Clyde News Update

HealthNews

**STUNNING NEW
HOSPITALS
SET TO OPEN**

ESSENTIAL GUIDE
USING YOUR NEW HOSPITALS

**Blueprint for the
future unveiled**

The New South Glasgow Hospitals

The same expert NHS care in fabulous new facilities

THE stunning world-class South Glasgow University Hospital and the Royal Hospital for Sick Children are ready to serve the people of Glasgow and beyond.

Located on the former Southern General Hospital campus in Govan, they will deliver local, regional and national services in some of the most modern and best designed healthcare facilities in the world.

Crucially these two brand new hospitals are located next to a first class and fully modernised maternity unit and so deliver the gold standard model of maternity, paediatric and adult acute hospital care on a single campus.

The adult hospital features 1,109 patient rooms. Rooms within our general wards have an external window view. Each room is equipped to the highest of standards with private shower and toilet facilities, free television, radio and Wi-Fi.

There is an optional outpatient self check-in system to speed up patient flow. On the first floor there is a 500 seat hot food restaurant and a separate cafe. The bright and airy atrium features shops and banking machines and a high-tech lift system that will automatically guide you to the lift that will take you to your destination most quickly.

The children's hospital features 244 paediatric beds with a further 12 neonatal beds in the maternity unit next door. The vast majority of the paediatric beds are in single rooms with space for overnight accommodation for parents. The new children's hospital also features a cinema, Science Centre interactive activity walls funded by the Yorkhill Children's Charity, indoor and outdoor play areas and a roof garden.

With the opening of these world-class hospitals we are closing the Western

Infirmiry, Victoria Infirmiry including the Mansionhouse Unit, Southern General and Royal Hospital for Sick Children at Yorkhill.

The vast majority of services from these hospitals will transfer to the new south Glasgow hospitals with the remainder moving to Glasgow Royal Infirmiry and some services into Gartnavel General Hospital.

Once these moves are complete the new hospitals will enhance the existing NHS Greater Glasgow and Clyde acute hospitals – Glasgow Royal Infirmiry, Inverclyde Royal Hospital, Royal Alexandra Hospital, Vale of Leven Hospital, Gartnavel General Hospital, New Victoria Hospital and New Stobhill Hospital – to create a comprehensive network of hospitals delivering the very best patient care for Greater Glasgow and Clyde's population.



From the moment you step inside the new hospital, you'll be struck by the bright and airy surroundings of this most stunning atrium.

Take a look inside your fabulous new hospital

South Glasgow University Hospital

Despite its size, this huge hospital has been designed to make it very easy for you to get to your destination.

From the hi-tech touch screen information points and the barcode self check-in to the friendly faces of our guiding volunteers and landmark artworks at key points throughout the hospital ...everything is geared towards making it simple to get around.



Outpatient check-in

If you are attending as an outpatient you can check in using the letter we sent you when you arrive – just like at the airport. Scan in your hospital letter at one of the scanning check-in points, confirm your details and you'll be shown where to go next. It's a really easy system to use but if you prefer one of our friendly volunteers will be happy to help. When you arrive at your outpatient waiting room, keep an eye on the screen – it will call you to your clinic room.



Room with a view

The hospital has 1,109 beds – all with their own toilet and shower facilities. Every room in our general wards has a panoramic external view and comes with free TV and radio. There's even free patient Wi-Fi access throughout the hospital. Every room is designed to the highest specification to reduce the risk of the spread of infection and provide safe and comfortable surroundings, including an electric bed as standard.



Art

The colour scheme of the hospital has been deliberately designed to help you find your way around. Each floor has a clearly identifiable colour and many works of distinctive art are displayed to give useful landmarks which can act as signposts. The use of therapeutic colour schemes throughout the hospital has been carefully selected by interior design specialists to soothe, reduce stress and enhance well being.



Food and drink

Next to the restaurant on the first floor of the Atrium is the Aroma Coffee shop. This is opened Monday through to Friday from 9.00am until 6.30pm serving high quality beverages, sandwiches, snacks, fruit and cakes.

Both the restaurant and the coffee shop are run by NHS staff and all profits go back into the NHS.



Retail

As you would expect, in an ultra-modern hospital of this size there are a number of commercial retail outlets for patients, visitors and staff alike. The retail outlets are all located on the ground floor in the atrium and include: Marks & Spencer; W H Smith; Camden Food co; and, Souped Up & Juiced. There are also bank cash machines located in the hospital.



Lift system

There are four wards on each level: A, B, C and D.

Wards A and B are accessed by the lifts sign posted as Arran on the ground floor; and wards C and D are accessed by the lifts sign posted as Bute.

These lifts use smart technology to get you to the ward you want as quickly as possible.

You press the button panel outside the lift and it will direct you to the best lift for you. All you need to do next is to get inside the lift and it will take you to the correct floor. There are no buttons inside the lift.



Vital role for volunteers in new South Glasgow University Hospital

ON the back of the legacy of the "Clydesiders" from last year's Commonwealth Games, NHSGGC is hoping to sign up 200 volunteers to help patients and visitors find their way around the new hospitals.

The volunteers are being asked to register for duties including welcoming and guiding and providing guidance on the use of self-service check-in kiosks.

They will also signpost patients to waiting areas and to "calling screens" that will be located in the entrance and café areas. The screens are used to call patients to their appointments.

Andrew Robertson, Chairman, said: "Our volunteers are not substitutes for

our professional, paid colleagues and we are very proud of the role they play. By giving freely of their time they are complimenting the care patients receive.

"With the opening of the new hospitals, the volunteers we are recruiting may provide support such as helping the patients find their way around the new hospitals.

"This will extend the excellent support they already provide in many of our inpatient wards."

If you'd like to become a volunteer send in an email telling us a bit about yourself and why you'd make a great volunteer to:

Louise.Colquhoun@ggc.scot.nhs.uk



Same wonderful care in bright new hi-tech surroundings



When the new Royal Hospital for Sick Children opens its doors on 10th June, you can be assured that your child will get the same wonderful care that they have always had at Yorkhill. The staff from the world renowned hospital will be the same but the key difference will be the fabulous new facilities that they and your child will experience.

The hospital was designed around the needs of children ...and who better to give us that insight than existing patients.

Working together with architects, nurses, doctors and other clinical staff, our young patients have helped create a hospital that is truly outstanding.

Here we spotlight just a few of the striking features of this new jewel in the crown of paediatric hospitals.

Age appropriate care

Until now, children from the age of 13 were typically cared for in our adult hospitals. The new hospital is designed to treat all patients until they turn 16, providing a much more appropriate setting for these young people. There's also a base for adolescents to play games consoles, make a snack or chill with friends or visitors.



Play

Play is an important element of a child's time in hospital. An outdoor play area at the entrance to the hospital has disabled accessible installations. Play specialists are based in the indoor play zone area to work with children ahead of treatment. There's also a part-covered roof garden where young patients can enjoy a range of activities in the fresh air and for children to be brought out to the roof garden in their beds.



Modern rooms for modern children

The vast majority of the 244 paediatric beds are in single rooms with their own toilet and shower facilities and entertainment console system, including TV and Wi-Fi. The rooms are spacious and designed to enable a parent or guardian to stay overnight with their child. There are a small number of four bedded wards for those patients who would benefit from social interaction with other children...these were created in response to feedback from children, parents and experienced paediatric healthcare staff.

Science Centre

To entertain children whilst they wait for their outpatient appointment, the hospital has been fitted out with an array of interactive activities provided by the Glasgow Science Centre and funded by Yorkhill Children's Charity. These innovative "distraction therapy" installations provide a range of hi and low tech approaches that will delight young patients or their siblings during any visit to the hospital.



Attention to detail

Every little thing has been given big attention, down to the creation of specially designed doors with viewing windows at different eye levels that will ensure that even the tiniest tot has the same opportunity to see in and out of the room. The artwork has even been installed into ceilings to let young patients on trolleys to see something bright and cheerful when they're being moved around. The bright reception desk is decorated by a bank of lights that constantly change colour.



Cinema

A 48 seater cinema has been specially created in the new hospital to provide first class entertainment to our young patients during their stay with us.



Know where to go

FROM Saturday May 30 residents in Greater Glasgow will be served by two major adult A&Es – the new South Glasgow University Hospital and Glasgow Royal Infirmary.

If you live in Clyde you will continue to be served by the A&Es at the Royal Alexandra Hospital in Paisley and Inverclyde Royal Hospital in Greenock. There are no changes to these services.

It is important that you only use an A&E dept for serious injuries and major emergencies. For everything else there are local hospital based Minor Injury Units, GP services (including out of hours via NHS24) and your local pharmacy.

If you think it is an emergency phone 999.

For Minor Injuries such as cuts (including ones that need stitches), broken bones, sprains and minor burns go to one of our locally based Minor Injury Units.

If it is a minor illness such as stomach upsets, coughs, running a high temperature then self-care, pharmacy or your GP is the answer.

And don't forget that if you become unwell and can't wait until your GP or other local NHS service reopens, call NHS24 on 111 – they'll advise you on what's best to do. NHS24 can also refer you to the GP out-of-hours service if you need to see a doctor before your surgery re-opens.

The maps below show which A&E and Minor Injury Department you would visit if you are 16 or above.

If your child needs emergency care, know where to go

The A&E Department of the new Royal Hospital for Sick Children (RHSC) will open at 8am on Wednesday 10th June 2015 and will see children up to their 16th birthday.

Major emergency

If your child is seriously injured or becomes so unwell that you think it is an emergency you should dial 999. The Scottish Ambulance Service will take your child to the new RHSC unless they deem it more appropriate to go to a closer A&E department.

Minor injury

If your child has a minor injury such as a cut (including one that may require stitches) a minor burn or a broken bone there are a range of options for speedy treatment depending on his or her age.

If you live in Greater Glasgow

Under 1-year-olds:

Go to the new Royal Hospital for Sick Children A&E in Govan.

1 to 5-year-olds:

Go to either the new Royal Hospital for Sick Children A&E in Govan or Glasgow Royal Infirmary A&E.

5 to 15-year-olds:

Go to the nearest Minor Injury Unit. These are located at New Stobhill Hospital, New Victoria Hospital and West Glasgow MIU located at the Western Infirmary. You can also attend either the new Royal Hospital for Sick Children A&E in Govan or Glasgow Royal Infirmary A&E (both also have a dedicated area to treat minor injuries).

If you live in the Clyde Area

Under 1-year-olds:

Go to the Royal Alexandra Hospital in Paisley

1 to 5-year-olds:

Go to either the Royal Alexandra Hospital in Paisley, Inverclyde Royal Hospital in Greenock or the Vale of Leven Minor Injury Unit.

5 to 15-year-olds:

Go to the nearest Minor Injury Unit. These are located at the Royal Alexandra Hospital in Paisley, Inverclyde Royal Hospital in Greenock or the Vale of Leven Minor Injury Unit (both A&Es have a dedicated area to treat minor injuries).

Minor illness

0-15 Years:

If it is a minor illness such as stomach upsets, coughs, running a high temperature then self-care, pharmacy or your GP is the answer.

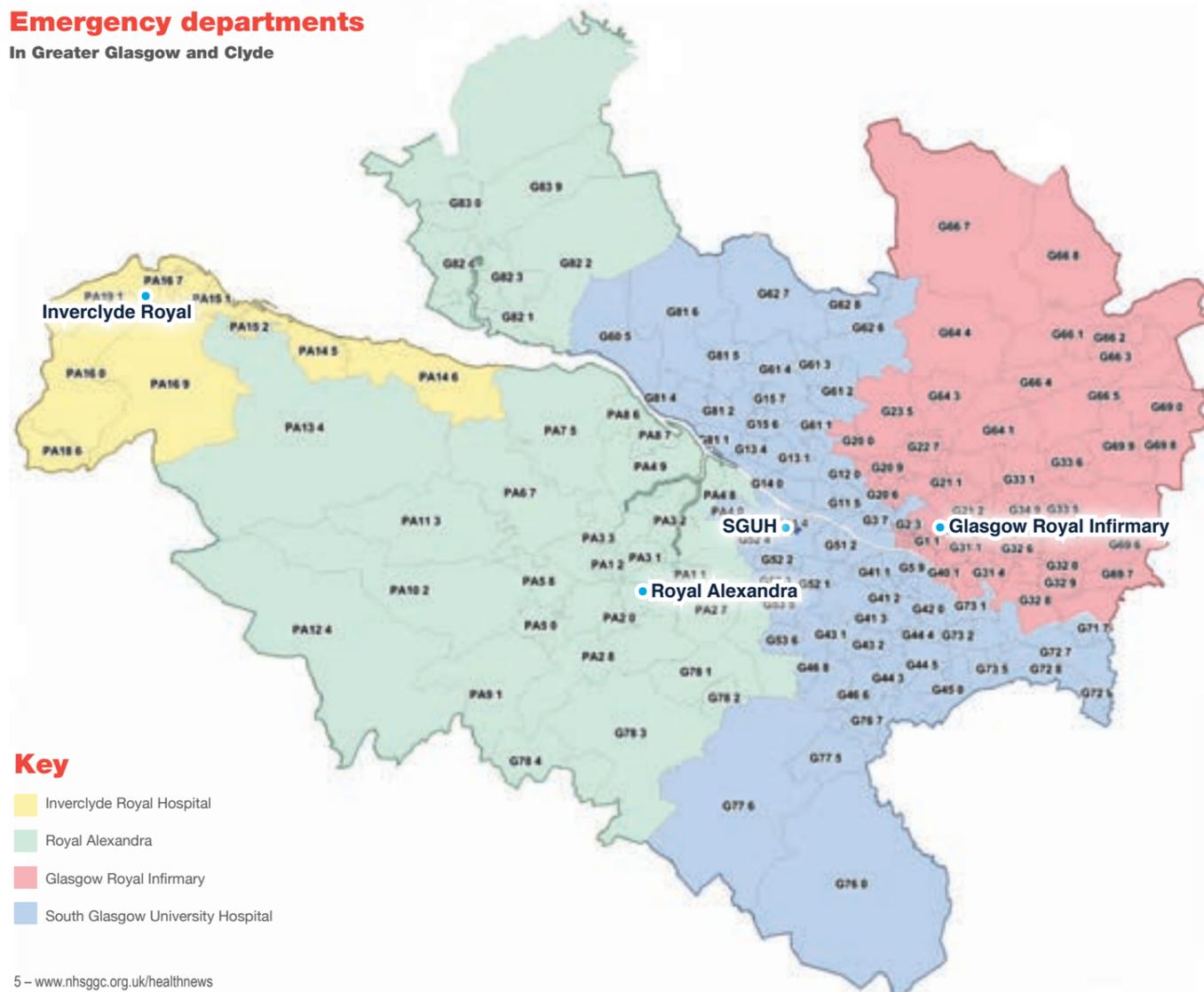
And don't forget that if you become unwell and can't wait until your GP or other local NHS service reopens, call NHS24 on 111 – they'll advise you on what's best to do. NHS24 can also refer you to the GP out-of-hours service if you need to see a doctor before your surgery re-opens.

K.L. (20/03/2015) Information Services – NHS Greater Glasgow & Clyde
Digital Boundaries: Crown Copyright. All rights reserved. Licence No: 100049670. 2015

These maps show which A&E and Minor Injury Department you would visit if you are 16 or above

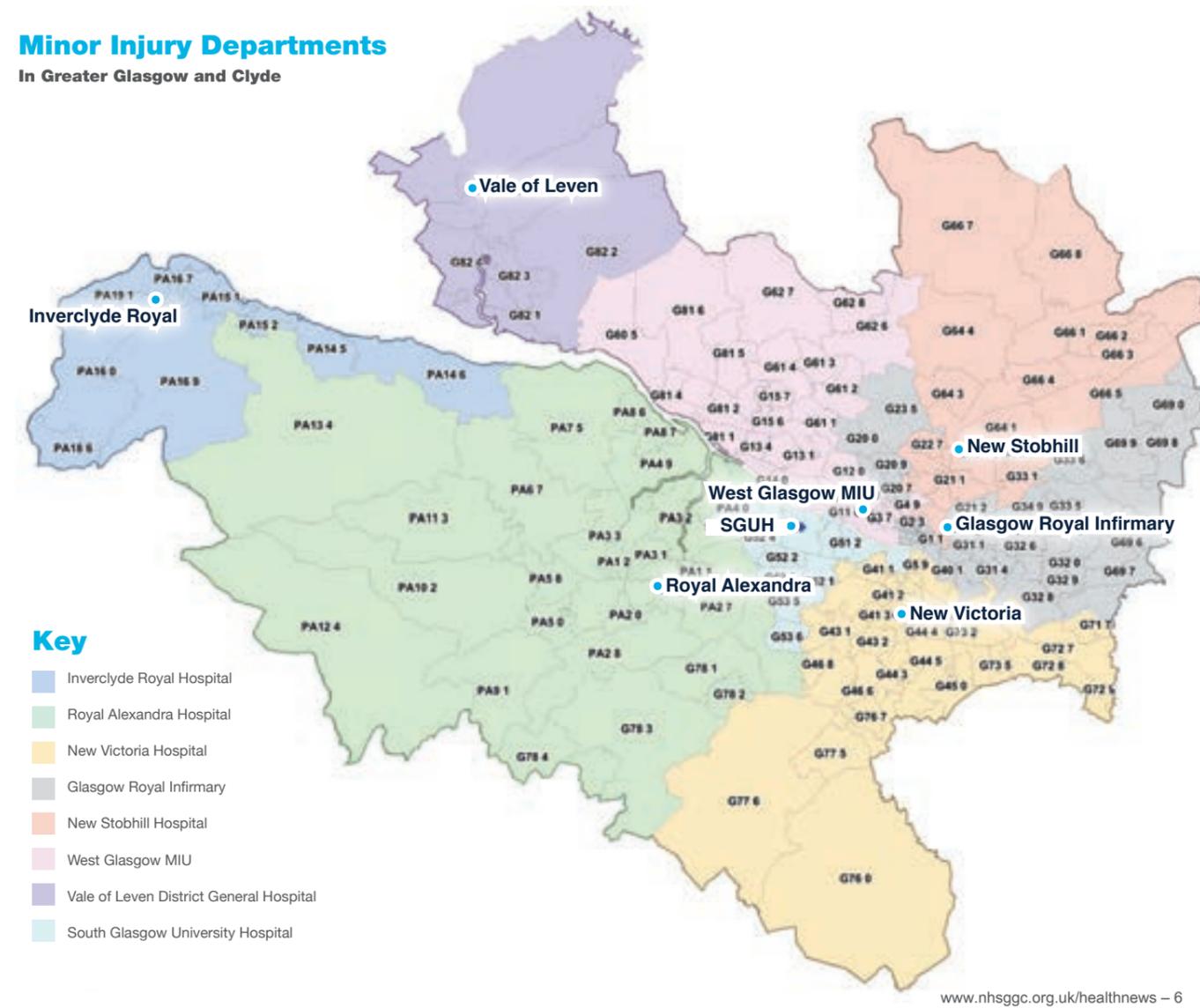
Emergency departments

In Greater Glasgow and Clyde



Minor Injury Departments

In Greater Glasgow and Clyde





A fond farewell to five great city institutions

OVER the years dating as far back as 1874 Glaswegians have been well served by the renowned Western Infirmary, Victoria Infirmary, Southern General, Mansionhouse Unit, and the Royal Hospital for Sick Children at Yorkhill.

These buildings – and the staff who worked in them – have been at the centre of a rich social history reflecting the growth and development of this great city and its people.

The staff in these hospitals were in the vanguard

of pioneering medicine and this proud legacy to Glasgow has now been captured in a series of four commemorative brochures.

There is a limited print run of these wonderfully collectable coffee table brochures but if you're not lucky enough to get one of the printed copies, then you can still access them online and enjoy a look back in time to bygone eras.

Here on these pages is a glimpse into the history of the five hospitals.



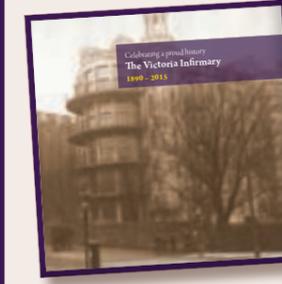
The Western Infirmary

- The original Western Infirmary was a beautiful building designed by architects, John Burnet, Son and Campbell, the foundation stone for which was laid, with full Masonic honours, in August 1871.
- The hospital opened three years later.
- The Western was built as a university teaching hospital and also served the needs of the general public.
- This was a revolutionary era in surgery...by 1890, sometimes in the presence of hundreds of Glasgow university students in the operating theatres, surgeons at the Western conducted 877 operations.
- Matron Miss Clyde held office for 22 years from the time of the opening of the hospital and was responsible for nurse training.
- One of her protégé pupils eventually was to succeed her...Miss Helen Gregory became matron in 1906.
- Sir William Macewen was one of a proud generation of medics who have earned a place in medical history. His reputation was known worldwide as a pioneering surgeon and he was first to complete the successful surgical removal of the lung.



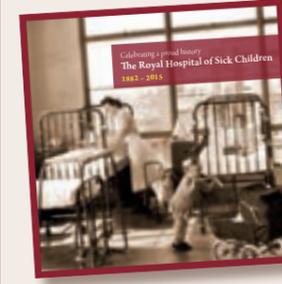
The Southern General

- Before being named the Southern General, this institution was known as the Merryflats.
- It was a poorhouse and an asylum.
- Residents who were too sick to work lay in bed while 'inmates' had to work as volunteer nurses.
- Merryflats evolved from its role as a poorhouse to care for a large number of long term chronically ill patients including children with severe learning difficulties and adults with tuberculosis.
- In 1922 Merryflats' name was changed to the Southern General Hospital in a move intended to signal a drive to upgrade and improve the facilities.
- Amongst the distinguished people joining the staff of the SGH, was William Arthur Mackey, who went on to become professor of Surgery at Glasgow University.
- By 1943, the Southern's maternity unit was amongst the busiest in the country delivering 1623 babies in a year...12 per cent of all maternity unit births in Glasgow although the unit had only seven per cent of the beds.



The Victoria Infirmary and Mansionhouse Unit

- The Victoria Infirmary was built to respond to the needs of a rapidly growing population during the industrial revolution of the late 18th and early 19th centuries.
- The health of the population was awful with child death rates high and adult lifespan short.
- President of Glasgow Southern Medical Society, Dr Ebenezer Duncan, was the driver behind the plans to give Glasgow a much needed new hospital.
- Fund raising to build the hospital was a real challenge until 1887 when Queen Victoria gave the hospital her backing on learning that it would be named in her honour...with that Royal approval the fund raising became distinctly easier.
- Life on the wards was regimented with strict rules for patients...if you broke them you were ejected.
- OH Mavor, a consultant at the Victoria, was better known as dramatist James Bridie (founder of the Citizens' theatre).
- On 5 July 1948 the Victoria became part of the NHS and earned its place in the hearts of the local population as 'The Vicky'.
- In 1971, the Victoria Infirmary opened the ground-breaking Victoria Geriatric Unit which was later renamed the Mansionhouse Unit and was known locally as the "Langside Hilton"!



The Royal Hospital for Sick Children

- By the mid 19th century many European cities had recognised the need for separate children's hospitals. In 1861 Glasgow was one of the few without and yet nowhere was the need greater.
- Half of all those who died in Glasgow at this time were children under the age of five.
- The city's first children's hospital opened in 1882 on the north slope of Garnethill at the corner of Scott Street and Buccleugh Street.
- The first Lady Superintendent (in effect Matron) was Mrs Louisa Harbin who had worked previously at Great Ormond Street, London.
- Educating mothers became a priority in 1910 when physician Barclay Ness noted "that by far the most common cause of illness is the ignorance of the mother".
- By the early 20th century the hospital had outgrown the Garnethill building. Seventy cots could no longer cope with the needs of a population of two million. In 1907 there were between 100 and 200 patients on the two month waiting list.
- The Royal Hospital for Sick Children on the Yorkhill site opened in July 1914...10,000 people came to see the official opening of the new hospital.

MODERNISING HEALTH CARE

Integrating hospital, community health care and social care more closely will help us deliver safe and sustainable services



Medical Director Dr Jennifer Armstrong

Back in 2012 NHSGGC began a Clinical Service Review. We identified a real need to re-examine the way we do things to ensure our services were fit to meet the rapidly changing needs of our population.

We published a special edition of our public facing Health News newspaper entitled "It's Our Future" and invited our staff, patient groups, the public, third sector organisations and other key stakeholders to get involved.

Led by our Medical Director Dr Jennifer



How we publicly launched the strategy process in 2012.



Armstrong this has been an innovative and engaging process producing many new ideas and partnership approaches. It aimed to deliver a direction of travel for the successful development of services to drive up quality and effectiveness and better meet patient needs and expectations beyond 2020.

It is a blueprint for the future and one that will evolve and develop alongside technology and population changes.

The Clinical Strategy sets out high quality models of care from better prevention and self management right through to highly specialised hospital care and is evidence based with learning on what works across the UK and beyond.

Our key aims:

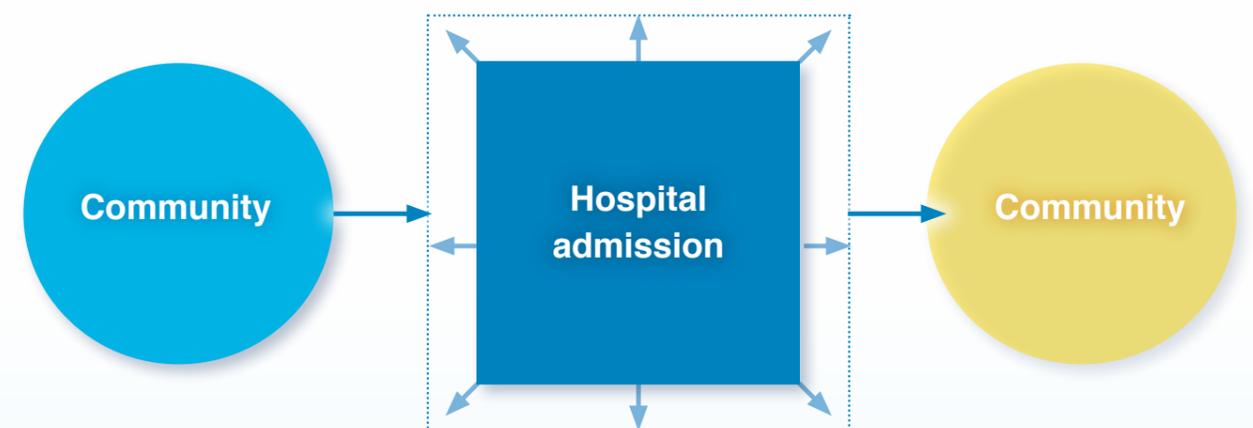
- care is patient focused with clinical expertise focused on providing care in the most effective way at the earliest opportunity within the care pathway
- services and facilities have the capacity and capability to deliver modern healthcare with the flexibility to adapt to future requirements
- sustainable and affordable clinical services can be delivered across NHSGGC
- pressures on hospital, primary care and community services are addressed

We set out to achieve:

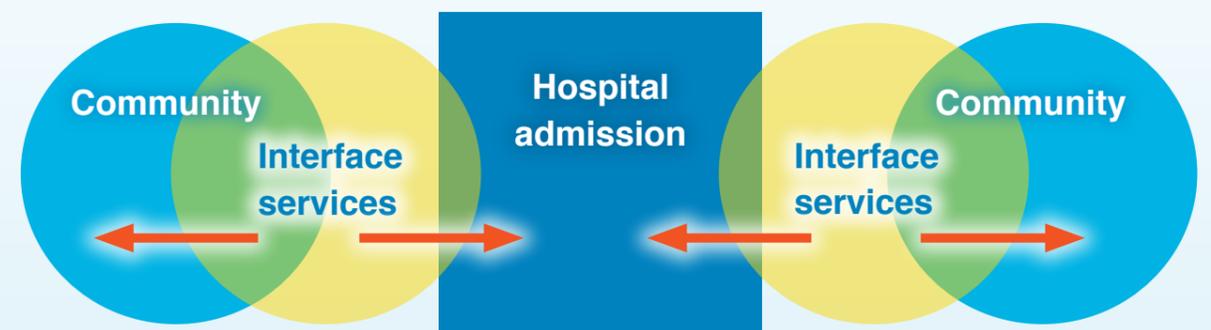
To achieve a balanced system of care where people get care in the right place. This means:

- thinking beyond artificial boundaries of "hospital" and "community"
- focusing on patient pathway and needs at each stage
- changes to delivery of acute care: assess and direct to appropriate place of care
- changes to provision and accessibility of community services
- different ways of working at the interface

Moving from this



To this



Clinical Strategy in action:

THE RENFREWSHIRE DEVELOPMENT PROGRAMME

A unique project is underway in Renfrewshire as part of NHS Greater Glasgow and Clyde's Clinical Services Review which sees NHS and social care teams working as one to test better ways of delivering patient care.

The 'Renfrewshire Development Programme' (RDP) is working out the best ways to join up the services provided by hospitals, GPs and community services to ensure that:

- people are seen by specialists sooner and important decisions about their care taken earlier
- the right services are in place so people aren't admitted to hospital if they're okay to go home
- people only attend Accident and Emergency if they really need to
- we reduce the time people actually have to spend in hospital
- and where we can, stop a person's health from deteriorating at an early stage to prevent complications.

NHSGGC Medical Director, Dr Jennifer Armstrong, said: "The programme is a template which will influence how people are cared for in future, not just in Renfrewshire but across the whole of NHS Greater Glasgow and Clyde.

"It is being delivered in partnership between patients and their carers, clinicians at the Royal Alexandra Hospital, GP practices, Community Health Services, Renfrewshire Council Social Work Services and the third sector.

"In addition to the services already in place in Renfrewshire four key developments have been put in place at the same time as part of the programme to test their collective impact."

Here we take a look at these four new developments...

A new In-Reach team at the Royal Alexandra Hospital

Sometimes older people and people with disabilities get admitted to hospital after they've been treated at A&E. Often there isn't any medical reason for them to stay in hospital but they get admitted because their injuries mean they could have problems coping on their own at home.

The new Community In-Reach Team at the RAH is quickly arranging the help and support patients need such as transport, the provision of meals or the installation of equipment so it's safe for them to go home and they don't have to stay in hospital unnecessarily.



In just two months the team were able to prevent 89 unnecessary admissions by putting in place the necessary support required for patients to remain either at home or in a homely setting in the community.

A new Older Adults Assessment Unit at the Royal Alexandra Hospital

Hospitals can be a difficult environment for people who are older and more frail. We've set up a new unit to make the experience easier, by making sure that when older people come to A&E they get the right care, at the right place, at the right time, from the right people.

A full assessment of the older person is carried out by a Geriatrician when they come into A&E which ultimately helps cut the length of time people have to stay in hospital, prevents future admissions to hospital and can stop existing medical conditions from getting worse.

Since its opening this unit has received very positive feedback from patients,

their carers and hospital clinicians alike.



A new Chest Pain Assessment Unit at the Royal Alexandra Hospital

We are also trying out a new service for patients who come to A&E suffering from chest pains. At the moment the RAH sees more than 3000 patients every year who attend as an emergency with chest pain.

It can take up to 12 hours to carry out a full assessment on someone with chest pains. The assessment can also involve an overnight stay in hospital. Yet many of these patients don't actually have heart problems.

Our new Chest Pain Assessment Unit is staffed by heart specialists who can provide a quick, clear diagnosis allowing patients to go home sooner, often without having to stay in hospital overnight.

An early audit looking at the impact of the new unit has shown that from the sample of patients looked at some 87 per cent were able to be discharged home from the unit without onward admission into a hospital bed with their average time in the unit being just four hours.



'Anticipating' the care someone in the community may need in future

If you have complex health needs, after you and your family, it's your GP who knows most about the care you need. But what happens if there's an emergency when the doctor's surgery is shut?

A&E or NHS 24 might not know all the medication you're taking, the full range of conditions that affect you or any relevant information about your social circumstances. This is where having an anticipatory care plan prepared in advance comes in.

This plan is designed to support you and is drawn up with you, your family and your GP. It sets out what should happen if you have a health crisis out-of-hours. This way, what you want and what's best for your health is all down

in black and white.

This also means you won't get rushed to hospital if all you need is some help at home or a change in your medication for example. Central to this plan is the aspiration for the patient to be supported at home or community and not admitted to hospital inappropriately.

All 13 GP practices in Paisley are working with their patients who have complex needs to put anticipatory care plans in place for them as part of the RDP and more than 168 of these important plans had been developed within just two months of this work getting underway.



Find out more about the RDP

Effective two-way communication with our patients and partners is central to the success of the RDP and as such there are a number of ways you can find our more information and get involved in the programme. You can visit a dedicated website www.nhsggc.org.uk/rdp where you can also watch a short film about the programme and download a special information brochure.

You can also contact Sylvia Morrison on 0141 618 7640 if you would like the brochure or a DVD posted out to you.



Renfrewshire Development Programme

Getting there

The new South Glasgow hospitals are easy to get to. They are located just a few minutes from the M8, within a few hundred yards of the Clyde Tunnel and served by a very frequent and fast bus link network.

There are on site multi-storey car parks and ground level spaces for patients and visitors. Car parking is free but there is a four-hour maximum stay between Monday to Friday 7.30am till 4pm. Disabled parking spaces are available on the ground floor of the multi-storey car parks.

The new Fastlink bus route provides speedy links from Glasgow City Centre via the Arc Bridge (known sometimes as the Squinty Bridge).

At peak times there will be a bus every minute arriving at or inside the hospitals campus.

You can reach the direct bus link network via the city's excellent rail and subway transport systems.



Find out about the best routes for your journey call traveline on:

0871 200 22 33

Or visit:
www.travelinescotland.com

A new dedicated section of the traveline website has been created giving you information on ticket options with links to major bus operators and SPT as well as a link to a hospital journey planner. Simply click on the button "New South Glasgow Hospitals" on the homepage for all you need to know about getting to the hospital by public transport.



Route of the new fastlink opening this summer

