Appendix 5: Vale of Leven Vision
Summary of Drop-In Sessions
December 2008 – January 2009

1.1 The NHSGGC Community Engagement Team, in partnership with West Dunbartonshire Community Health Partnership, undertook a number of drop-in sessions as part of the Vision for the Vale of Leven consultation process. The drop-in sessions conducted throughout December 2008 and January 2009 provided information on the Vision proposal to the local communities served by the Vale of Leven.

The sessions were undertaken in Dumbarton, Helensburgh, Alexandria and Renton. Each session was scheduled in venues that commonly have high footfall such as Health Centres, Community Centres and the Vale of Leven Hospital. All the sessions were advertised in the local press in both December and January providing details of dates, time and venue.

The function of the sessions was two-fold. First, to explain the proposals and respond to any questions, issues or requests for further information and second, to provide assistance to those wishing to contribute to the consultation process by providing response forms, collecting responses, completing forms and helping those with difficulty reading or understanding any particular part of the documentation.

Table 1 shows the drop-in session dates, times and venues and also the numbers engaged at each session.

Table 1

Venue	Date	Purpose	Numbers
Dumbarton Health Centre	Tuesday 9th December 2008	Drop-In Session	31
Vale of Leven Hospital	Wednesday 10th December 2008	Drop-In Session	24
Alexandria Medical Centre	Thursday 11th December 2008	Drop-In Session	23
Alexandria Community Centre	Friday 12th December 2008	Drop-In Session	36
Christie Ward, Vale of Leven Hospital	Tuesday 13th January 2009	Facilitated Discussion Group	4
Helensburgh Library	Tuesday 20th January 2009	Drop-In Session	29
Alexandria Medical Centre	Thursday 22nd January 2009	Drop-In Session	25
Vale of Leven Hospital	Thursday 22nd January 2009	Drop-In Session	26
Carman Centre, Renton	Friday 23rd January 2009	Drop-In Session	16
Goldenhill Resource Centre, Clydebank	Monday 26th January 2009	Drop-In Session	6
Fruin Ward, Vale of Leven Hospital	Tuesday 27th January 2009	Facilitated Discussion Group	1
TOTAL			**221**

1.2 These sessions were organised in response to feedback from members of the public during the pre-engagement phase where people expressed an interest in discussing the proposal in an 'informal' setting. During pre-engagement we also asked which geographic communities and specific groups should be targeted. The information received during pre-consultation guided the planning for each session. In addition to the drop-in sessions, two facilitated discussions for service users were held in the Christie and Fruin Wards at the Vale of Leven Hospital.

1.3 Another feature of the drop-in sessions was that they provided people with the opportunity to discuss the proposal in detail and in a one-to-one setting. The usefulness of this approach was reflected in the fact that several people attended a drop-in session, having already attended a public meeting. They also allowed those that could not attend the public meetings the chance to discuss the Vision.

1.4 The majority of the people with whom we engaged in December did so "in passing". Only a small minority intentionally came along to the venue to discuss the Vision document. The majority of people that we spoke to stated that they want 'the hospital saved' however they expressed positive comments when it was explained that the proposal focused on future provision at the Vale of Leven.

1.5 The sessions delivered in January were different from those in December in that a larger proportion of those engaging attended to ask more detailed questions on the proposal. This was due to a number of factors including: people having more time to digest the material; some people wishing to follow up on a point raised at a public meeting; or people who wished to raise a point but who had been unable to attend a public meeting. All those that entered into discussion were given the offer of submitting comments at the time, either verbally or written, or were given prepaid envelopes and response forms if they expressed a desire to do this at a later date. Approximately 20 people took up the offer of taking away the pre-paid envelope and response form to submit.

1.6 A summary of the main points is listed below. The main point raised throughout the sessions related to aspects of transport and travel from the Vale of Leven catchment to Paisley. The key points are listed below;

- Accessing the Royal Alexandra Hospital by public transport from the Vale of Leven catchment.
- Re-assurance over patient safety with the additional time in taking acutely unwell patients by Ambulance to the Royal Alexandra Hospital.
- Questions over the contingency plans that are in place to overcome any bottleneck that arises on the A82 near Milton.

Of the other comments received, many focused on the positive aspects of the additional services and the development of the GP model. The key comments noted are listed below:

- More dialysis machines are welcomed.
- Bringing back services is great for the Vale of Leven Hospital.
- The GP model is a good idea to keep cover at the Vale of Leven (Unscheduled Care).
- Pleased to hear that the Vale of Leven Hospital has a future.

In relation to Mental Health services the general feedback received was that keeping the Christie Ward open would make it easier for relatives and friends to visit which was seen as a positive factor for those within the ward.