

# HEALTH NEWS

DELIVERING BETTER HEALTH

FEBRUARY/MARCH 2008

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# DELIVERING FOR YOU

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- In the Spring of 2003, the headline in Health News spelled out our intentions.
- We aimed to deliver better services and healthier communities.
- Today, NHS Greater Glasgow and Clyde is proud to present this edition of Health News, packed

# Delivering faster and better treatment

- IT'S always been the case that emergency patients are treated immediately - and that for the vast majority of other patients, treatment follows swiftly after diagnosis.
- But new targets were set right across NHS Greater Glasgow and Clyde to deliver guarantees to all patients in areas such as A & E and cancer treatments.
- Tough targets were set for all inpatient and



with details of what we have achieved in the last four years.

In short...

## YOUR NHS IS **DELIVERING** FOR YOU

Inside you can read how we have taken major strides in improving waiting times and health centre facilities, built major new hospitals and developed a host of healthy initiatives.



outpatient appointments.

And ambitious plans made to re-design services and invest in scanning equipment to speed up access for patients and so enable earlier diagnosis.

Clinical teams working closely with NHS managers have worked tirelessly on this vast task in recent months and now thousands of patients are benefitting.

Improved services have been achieved through

targeted investment, new ways of collaborative working between health professionals and the on-going re-design of how the NHS delivers services to patients in hospitals, clinics and in community settings.

And as we progress further and deliver the next phases of a totally modernised NHS system you will see even more improvements in screening, scanning and treatment for planned outpatients and inpatient cases.

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### Driving down waiting times for all patients

HEALTH Boards across Scotland aimed to drive down the longest acceptable wait for inpatient and day-case patients on the "true waiting lists" from 26 weeks to just 18 weeks by December 2007.

In NHS Greater Glasgow and Clyde that target was delivered a full year early in December 2006. And throughout 2007 the maximum wait of 18 weeks was maintained while a further pledge to remove patients from the Availability Status Code (ASC) lists was taken forward.

Now as we progress through 2008 the Availability Status Code (whereby patients in particular circumstances did not qualify for a time guarantee for treatment) have been eradicated and replaced with a fairer and more demanding New Ways protocol.

The scale of maintaining the new shorter maximum waits for thousands of patients while at the same time treating the 12,237 patients who were on the ASC code lists as of April 2006 was an immense challenge – one that our staff rose to and delivered upon.

### Sights set to maintain eye surgery target

WE set our sights to achieve best ever levels for fast treatment to all cataract patients.

Our promise was to see that patients would wait no longer than 10 weeks for an initial outpatient appointment and then no more than 8 weeks from then to their surgical treatment.

This was another challenge our NHS staff delivered on.



### A&E moves into new era of service delivery

ONLY two years ago there were times when patients regrettably waited in A & E Departments for many hours at peak activity times. Within the NHS we thought that wasn't good enough and pledged to do something about it.

We set out to dramatically improve the speed that patients attending our Accident and Emergency Units were seen ... and we delivered. Throughout Greater Glasgow and Clyde we have delivered on the target that 98% of patients are seen, treated and discharged home/or admitted to a hospital or to a care home within a maximum of four hours of arrival.

NHSGGC represents a quarter of all of Scotland's NHS activity and to achieve this target has impacted positively on hundreds of thousands of patients.

Today we are proud of the efforts of our staff who have achieved this challenging target through innovative new ways of working. At the core of Greater Glasgow and Clyde's success has been a team of doctors, nurses and managers working to improve admission procedures, the use of beds and arrangements for the appropriate discharge of patients back to their homes.

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### Scanning capacity boosted

IN September last year we announced the latest £4m investment to boost our diagnostic services. Today, any patient waiting for an MRI or CT scan, non-obstetric ultrasound or barium enema will be seen within a maximum of nine weeks.

The same maximum nine week waiting time also applies to endoscopies, colonoscopies and cystoscopies.

As we progress through 2008 toward further improvements we are better equipped than ever before to respond to the challenge of 24-hours a day and seven-days a week care.

We've redesigned our diagnostic services with newly created specialist nursing posts to carry out a whole range of internal examinations such as endoscopies. We now have more doctors than ever with specialist skills working in the field of diagnostic testing.

And your hospitals are kitted out with more cutting edge diagnostic and imaging machines such as MRI and CT



scanners. In the Beatson alone patients are seeing the benefits of more accurate diagnosis and treatment from 11 brand new state-of-the-art radiotherapy machines.

Dr Paul Duffy, clinical director of diagnostics, described this latest investment as "fantastic news". Dr Duffy added: "We will deliver more rapid access to diagnostics and a higher standard of clinical care to patients."

### Hip break surgery within 24 hours – that's our aim

HIP fractures are increasingly common with an ageing population and in Greater Glasgow and Clyde during just one month of last year 127 patients were admitted for surgery after a break.

Given the scale of hip fracture activity in our hospitals the importance of delivering very fast guarantees on treatment has a huge beneficial impact for so many people.

We set out to ensure that almost all patients (there are always going to be special circumstances where, for some patients, it is not appropriate to



receive immediate surgery) would have their operations performed within 24 hours. We are now achieving this very high standard of service delivery to more than 97 percent of patients – something our hip fracture clinic staff should be very proud of.

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### Outpatient targets

WE promised that by December 2007 no patient would wait more than 18 weeks from GP referral to an outpatient appointment. The previous time guarantee was 26 weeks. In April 2006, NHSGGC had 3292 patients waiting for more than 18 weeks - and a further 7467 outpatients with an ASC code - so the task facing our clinical teams to deliver the target was enormous. Through smarter ways of working and investment to create extra clinics across many specialties the Health Board achieved its goal. During 2008 the new standards set by the end of last year will be maintained ... and in many cases patients will be seen far earlier than the 18 week guarantee.



### Reducing delays on discharge

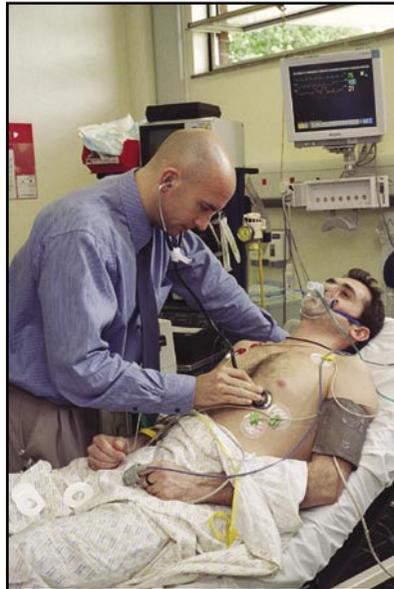
FOR many years the effectiveness of our hospitals was badly hit by what the NHS refer to as "bed blockers". The term refers to patients who come into hospital for treatment but once they no longer require acute treatment are unable to leave the ward due to a lack of appropriate care support or a place to go. This, in turn, has a serious knock-on effect on the ability of the hospital to admit new patients who require acute hospital care and so patients suffer delays and the hospital suffers unnecessary pressures.

The Health Board has a set target to ensure that by April 2008 no patient who is clinically ready for discharge should be delayed by more than six weeks.

Another target is that no patient who occupies a bed in a short-stay specialty should be delayed for more than three days. We are steadily working toward achieving this.

### Heartening success on cardiac target delivery

IN the West of Scotland heart disease is all too prevalent. That's why heart health and cardiac surgery are among our highest priorities. We promised back in 2006 that by the end of 2007 the maximum wait from GP referral through rapid access chest pain clinic or equivalent, to cardiac intervention will be 16 weeks. Heart treatment will be provided within 16 weeks of the outpatient appointment with a heart specialist and where that specialist has



recommended treatment. And your NHS Board has delivered. Our clinical teams set-up rapid access chest pain clinics and NHS Scotland created opportunities for additional capacity at the Golden Jubilee National Hospital in Clydebank during October, November and December. Now NHSGGC will maintain the new wait time guarantee ensuring cardiac surgery is delivered within the 16 week end to end target throughout 2008 and beyond.

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PROMISES **DELIVERED**

# Providing smarter hospital services

SIX years ago, we set out a blueprint to revolutionise hospital services for the people of Greater Glasgow. Our vision was to build three brand new hospitals on the Victoria, Southern and Stobhill sites and re-develop Glasgow Royal Infirmary and Gartnavel General Hospital.

The new 'state-of-the-art' hospitals at Victoria and Stobhill would be designed to meet the challenges of 21<sup>st</sup> century healthcare where more and more investigations and treatments can be carried out on the same day without the need to be admitted to a hospital bed.

And they would ensure that the vast majority of care would continue to be delivered in the heart of the communities that have, for generations, been well served by the Victoria and Stobhill.

The promises sounded good, but for many, they were merely rhetoric. Six years on, however, these promises are not simply being fulfilled – they are being surpassed.

When they open in 2009, the two hospitals will be amongst the largest in Scotland, treating around 400,000 patients a year. They will be equipped with the latest equipment and advanced day surgery theatres. Modern consulting rooms and waiting areas will also create an attractive and welcoming environment, totally changing the patient experience for the better.

The hospitals are being built around the needs of patients. With the new hospitals, patients will no longer have to trek around hospital corridors



going from one department to another in the course of a visit. Instead, all the departments that need to work together will be located together.

And in a further bid to design the hospitals around the needs of patients, many services will operate extended opening hours. These will include early morning and late evening clinics, weekend clinics and Day Surgery and Minor Injuries Services running until 9pm.

But possibly the most exciting aspects of the hospitals relate to the proposed IT enhancements. In the largest single IT project ever undertaken in NHS Greater Glasgow and Clyde, the latest technologies are being applied to significantly improve patient services.

There'll be seamless access to the many different databases and applications which will store relevant patient clinical information – significantly reducing reliance on a paper record. This

technology will ensure the right information will be delivered to the right person at the right time, without the need for repeat visits.

All data will be stored in a secure environment and will be updated automatically bringing all the relevant specialist expertise directly into the Consulting Room.

From the time a patient is referred to hospital for tests until he is finally discharged the relevant details of the treatment will be available to both the GP and Consultant. By the time the patient leaves the hospital his GP should have a full record of his treatment, ready to continue with any necessary ongoing care without waiting for any further communication.

To view progress with the construction of the new hospitals, and for a first glimpse inside the hospitals, go to our website:

[www.nhsggc.org.uk](http://www.nhsggc.org.uk)

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### New Victoria Hospital

**Aim** – to create a brand new modern hospital providing local services for the people of south-east Glasgow and beyond

Investment - £100m

**Area served** – Mainly south-east Glasgow but for some services, such as day surgery, the whole of south Glasgow

**Opening** - Summer 2009

**Key features** – Modern hospital accommodation over three floors; well equipped treatment rooms; light and airy waiting rooms; secure underground parking; MRI scanning, renal dialysis and day chemotherapy services available for the first time in the south east of Glasgow.



AN artist's impression and aerial view of the work progressing at the new Victoria Hospital.



### New Stobhill Hospital

**Aim** – to create a brand new modern hospital providing 21<sup>st</sup> century care

Investment - £100m

**Area served** – Mainly north Glasgow but for some services, such as day surgery, east

Glasgow is also covered

**Opening** - Summer 2009

**Key features** – Advanced clinical services over four floors; modern staff amenities; state-of-the-art theatres; improved transport links.



AN artist's impression of the finished Stobhill building.

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PROMISES  
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Local  
health  
services

THE vast majority of NHS services are delivered in the community which is why improving local health services is one of our key priorities. Here we highlight four new developments that will really make a difference to the local communities they serve.



DELIVERY 2008



Pollok Civic Realm project

**Aim** – to create an innovative new ‘community hub’ which brings a wide range of health, education and leisure facilities together under the one roof

**Delivery date** – Spring 2008

**Key services** – community nursing services; GP services; sexual health services; specialist children’s health services and social work services for children; Pollok Library and Learning Centre; Greater Pollok Citizens

Advice Bureau; Greater Pollok Community Museum; The South West Stress Centre; Pollok Leisure Pool and Glasgow South West Regeneration Agency with Childcare facilities

**Key features** – project will contribute to the wider regeneration of Pollok town centre; expand and upgrade the existing health centre and increase the range of services available in the local area.

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**DELIVERY 2009**



### New Kirkintilloch Health and Social Care Centre

**Aim** – to bring key health and social work services together in a larger, more accessible building which meets the needs of local people and staff

**Delivery date** – Summer 2009

**Key services** – the centre will provide a wide range of services including district nursing; physiotherapy; occupational therapy; social

work services for older people and adult mental health services; foot care services (including laser treatment); parenting classes and health education

**Key features** – the building has been designed to meet the needs of people with physical disabilities and will have a sensory garden.

### New Renfrew Health and Social Work Centre

**Aim** – to create a larger, purpose-built centre where local people can access a wider range of local health and social work services

**Delivery Date** – late 2009

**Key services** – GP

**DELIVERY 2009**

services; minor surgery; physiotherapy; foot care services; health visitor and district nursing services; social work and home care

services and additional nurse-led clinics

**Key features** – the new centre will also provide accommodation for a number of patient and carer support groups, community groups and voluntary organisations.

**DELIVERY 2010**



### New Barrhead Health and Social Care Centre

**Aim** – to provide a modern, attractive new centre which will provide a one-stop shop for many key local health and social care services

**Delivery date** – 2010

**Key services** – will include district nursing; physiotherapy; dental services and social work services. The centre will also provide accommodation for three GP practices; day-care and support services for older people and community mental health services

**Key features** – natural light and space will be used to make the new centre as bright and attractive as possible.

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PROMISES DELIVERED

Govan hosts a vision of the future

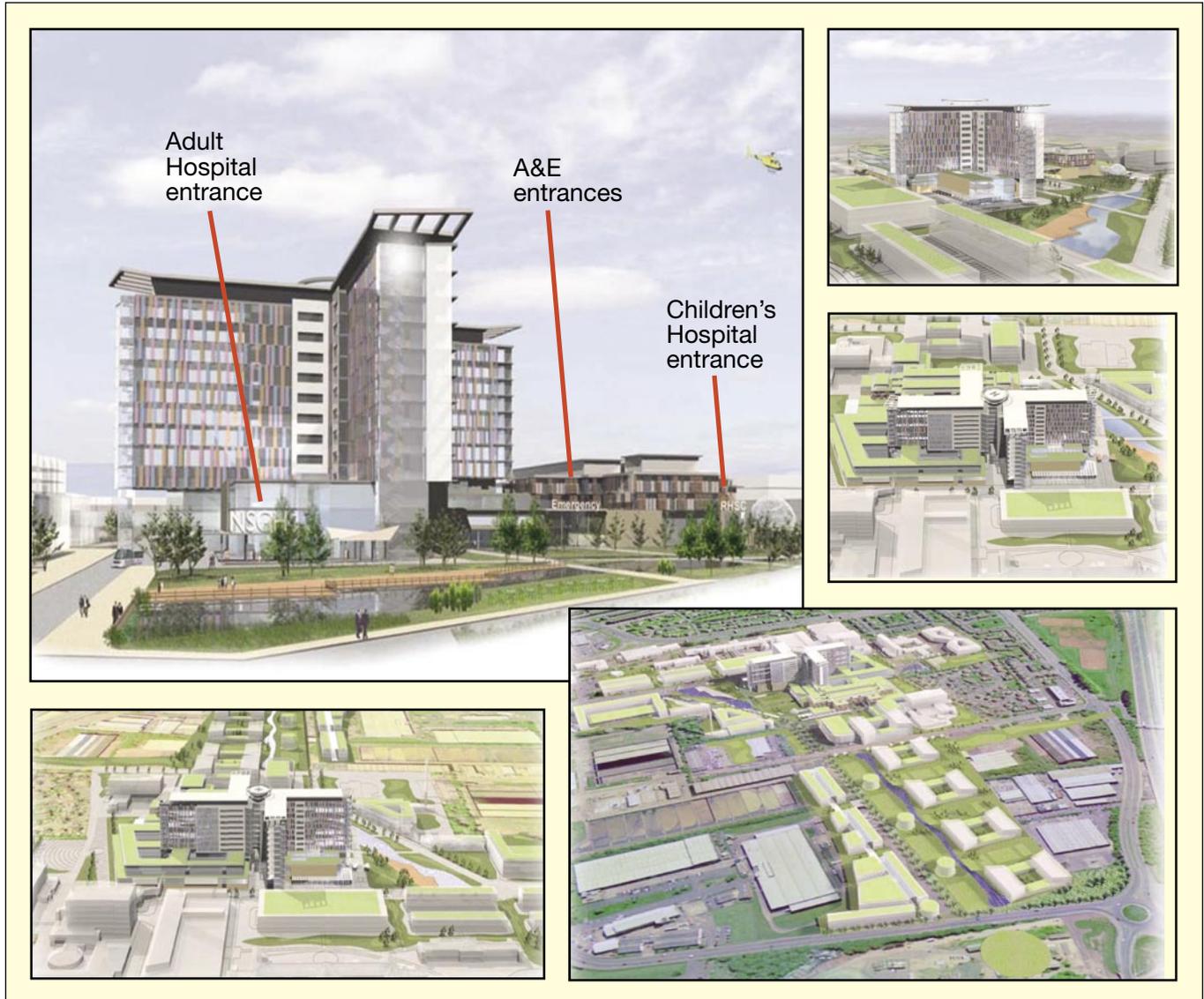
GLASGOW can now share in the vision of the largest single NHS development in Scottish history... the delivery of truly 'gold standard' hospitals on the site of the current Southern General Hospital in Govan.

A jewel in the crown of NHS Scotland, the new hospital complex will deliver maternity, children's and adult acute services together on the one site. This will ensure immediate access to specialist services of all kinds and therefore the highest quality and safety standards for adults, children and babies alike.

Each part of the complex will have its own distinct identity and dedicated specialist staff but each aspect is completely integrated with linkages for patient transfer, diagnostic services, emergency care and even rapid direct lift access from the emergency helicopter pad on the roof of the adult hospital.

We plan a new 14-storey adult hospital with more than 1,100 beds. It is our vision that each patient will be accommodated in a

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• Vision of  
• the future

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• single room with its own washing and  
• toilet facilities.

• The very latest research into  
• enhancing patient recovery puts  
• great value on the surroundings  
• of the patient... so our designers  
• have created concepts offering  
• the prospect of every adult patient  
• having a “room with a view” - some  
• looking out to panoramic views of  
• the Campsie Hills and others with an  
• outlook to the Clyde or onto Paisley.

• Also being explored is the option  
• to create sky gardens by installing  
• ‘sedum’ grass roofs on the children’s  
• hospital and other new buildings.

• Accessed by a separate main  
• entrance will be the new children’s  
• hospital. The 240-bedded hospital  
• will cover five storeys and replace  
• the current Royal Hospital for Sick  
• Children at Yorkhill. The hospital is  
• likely to include a mix of four-bedded  
• and single-bedded accommodation  
• as it’s been shown that children’s  
• health benefits from being around  
• other children.



The new Children’s Hospital will not only retain links with maternity – the hospital is being designed with the input of clinicians to deliver unrivalled linkages such as integrated medical and surgical neonatal beds.

The entire campus will have excellent transport links. Plans under discussion include a Fastlink public transport system from the city to Braehead – which will take staff and visitors to and from all the main entrances within the hospital complex – and a new road within the grounds. New car parks will create more spaces bringing the total number of spaces from the

current 1400 to around 3500.

Some of the existing buildings will remain, bringing the total bed numbers on the site up to around 1950. The renowned Neurosciences unit stays on site providing specialist head and brain injury care to patients from all over the west of Scotland. The modern Langlands Building, which provides care for older patients, will also remain.

And also staying is the famous Clock Tower building and two listed buildings that will be used for office space.

A subterranean link will connect the adult and children’s hospitals to a brand new laboratory testing centre ensuring round the clock support. A shared power plant will also be housed in this subterranean world to ensure the hospitals run as efficiently as possible.

Outline planning permission for the new Southern Campus has now been granted and work is underway to complete a Business Case to the Scottish Government which sets out funding options for this significant project.

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# Hospital is catalyst to better health

THE scale of the hospital site development will deliver significant benefits to Govan and the surrounding area in terms of wealth creation, business opportunities, environmental improvements, a catalyst for new housing, transport and local job opportunities.

Govan is certainly on the brink of a massive turnaround in fortunes – already the location of the BBC and Scottish Television in the prestige Media Park has delivered new opportunities.

The Clyde Arc (Squinty Bridge) has created new transport links and the prospect of a huge redevelopment of Ibrox with hotel, catering, shopping and housing developments delivers even more optimism.

But without doubt the biggest single factor in the regeneration of the area will be the construction of the new hospital campus and associated developments such as a proposed medi-park featuring pharmaceutical industry activity and possible university research and development centres.

External economic impact assessors have valued that the NHS campus development will bring between 3000 and 4000 workers to Govan. During the construction period up to delivery of the hospital in 2014 thousands of trades jobs will be created which will



bring opportunities for local firms to secure sub-contract work and jobs for the local population.

The economic evaluators estimate the development activity in and around the Southern General site will result in between £30 and £40m in the local area of south west Glasgow; between £110m and £140m to the city's economy and between £240 and £290m to the Greater Glasgow economy by 2014.

NHSGGC Director of Public Health Linda de Caestecker and Glasgow's Centre for Population Health place great significance on the impact of confident communities where housing and employment prospects are good on overall health and well being.

In some ways this huge investment in hospital services to treat the sick is only one side of the coin ... the New South Glasgow hospital campus will also deliver a catalyst for health improvement to the general population.

## DELIVERY 2014

### New Adult's Hospital

**Aim** – to create a first class adult hospital co-located with children's and maternity services creating a gold standard service for adults, children and babies alike

**No of beds** – 1109

**Area served** – West and South Glasgow, for some services the West of Scotland and, in the case of National Spinal Injuries Unit, the whole of Scotland.

**Delivery** – 2014

**Key features** – 14 floors of advanced clinical accommodation; single overnight rooms throughout; all rooms with en-suite facilities and a view; rapid access from helipad to adult resuscitation area; ample car parking; good transport links.

## DELIVERY 2012

### New Children's Hospital

**Aim** – to create a first class children's hospital

**No of beds** – 240 beds

**Area served** – West of Scotland, and for some services, the whole of Scotland

**Delivery** – 2012

**Key features** – Five floors of advanced clinical accommodation; overnight accommodation for a parent/guardian at every bedside; separate A&E entrance but close links with adult A&E department; rapid access from helipad to children's resuscitation area; ample car parking; enhanced links with neonatal services.

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# Improving maternity services

MATERNITY services across the city are changing as part of an ambitious plan to develop and improve services for mothers and babies.

Here we profile the work underway at the Southern General Maternity Unit to expand existing facilities and create links with the planned new children's hospital. This will enable the Unit to become one of the two maternity hospitals serving the city, alongside the Princess Royal Maternity Hospital.



**THE major new three storey extension will increase existing capacity and house a number of key specialist services for newborn babies.**

## Development of Southern General Maternity Unit

**Aim** – to upgrade existing facilities and build a major new extension to increase current capacity

**Investment** - £28m

**Area served** – Greater Glasgow and Clyde

**Number of births** – approx 5,200 per year

**Number of beds** – 78 beds for women and up to 60 cots for babies.

**Delivery date** – end 2009

**Key features** – new state-of-the-art labour suite; two obstetric theatres; medical and surgical facilities for newborn babies and

a new fetal medicine department which will provide specialist diagnostic facilities and treatment to unborn babies from across Scotland.

**Benefits** – the hospital will become a national centre for certain specialist services for newborn babies; medical and surgical intensive care services for babies will be brought together in the same building; existing facilities will be completely refurbished to provide modern, attractive accommodation

**Find out more** – for further information and images of the hospital visit [www.nhsggc.org.uk/southerngeneralcampus](http://www.nhsggc.org.uk/southerngeneralcampus)

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# PROMISES DELIVERED: Mental Health services

RECORD levels of investment are transforming mental health services across Greater Glasgow and Clyde. Once considered a Cinderella service, our new mental health facilities are now amongst the most modern and

innovative in the UK.

Here we highlight three groundbreaking developments that will revolutionise the care provided to some of our most seriously ill adults and young people.

## DELIVERY 2008



### Skye House

**Aim** - To create a dedicated centre specially designed to meet the needs of young people who require inpatient care

**Investment** - £7million

**No of beds** – 24 (50% more than current inpatient facility)

**Area Served** – West of Scotland

**Delivery Date** – Summer 2008

**Key features** – On-site education centre; fully equipped recreation centre with games hall; overnight accommodation for visiting families; three individual wards with single en-suite bedrooms

**Find out more** – for further information and the latest images of Skye House visit [www.nhsggc.org.uk/skyehouse](http://www.nhsggc.org.uk/skyehouse)

## DELIVERED



**BRIGHT, modern and attractive surroundings at Rowanbank aid the recovery of patients and provide a good working environment for staff.**

### Rowanbank Clinic

**Aim** - To provide specialist care and treatment in a secure environment for some of the most seriously ill patients

**Investment** - £19million

**No of beds** – 74

**Area served** – West of Scotland

**Delivered** – July 2007

**Key features** – Innovative layout and design, hi-tech security features including CCTV and airport style screening; excellent therapy and rehabilitation facilities including IT learning centre; gym; sports hall; gardening and arts projects

**See for yourself** – you can take a virtual tour of the clinic by visiting [www.nhsggc.org.uk/rowanbank](http://www.nhsggc.org.uk/rowanbank)

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# PROMISES **DELIVERED** : Mental Health services

## New Gartnavel Royal Hospital

**Aim** - To create the most modern and innovative mental health hospital in the UK

**Investment** - £19million

**No. of beds** – 117

**Area served** – West Glasgow

**Delivered** - November 2007

**Key features**  
– Ground-breaking design and layout; 100% en-suite single bedrooms; community café; gym; family room and multi-faith centre

**See for yourself**  
– take a virtual tour of the new hospital by visiting [www.nhsggc.org.uk/gartnavelroyal](http://www.nhsggc.org.uk/gartnavelroyal)



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**THE revolutionary new Gartnavel Royal Hospital will transform patient and public perceptions of mental health care.**



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# PROMISES **DELIVERED** : Cancer care revolution

OF all our achievements, perhaps the most striking have been the improvements we've made in cancer care.

Only six years ago, the Beatson Oncology Centre was in turmoil, at the centre of significant public, media and political scrutiny following the resignation of four consultants. The resignations highlighted a number of problems - patients waiting too long, cramped working conditions and staff shortages.

We gave a major commitment to turn this situation around and create a first class cancer centre to rival the most advanced in Europe.

The £115million Beatson West of Scotland Cancer Centre, which was officially opened by the First Minister Alex Salmond in February 2008, is the most modern cancer centre in the country.

It boasts the latest state-of-the-art equipment and technology, including eleven modern radiotherapy treatment units, three radioactive source treatment units and MRI and CT scanners. The unit also includes the first PET-CT scanner for the West of Scotland. This new technology allows doctors to map out cancer tissue more accurately and gives an early insight into how well treatment is progressing even before a tumour changes significantly in size.

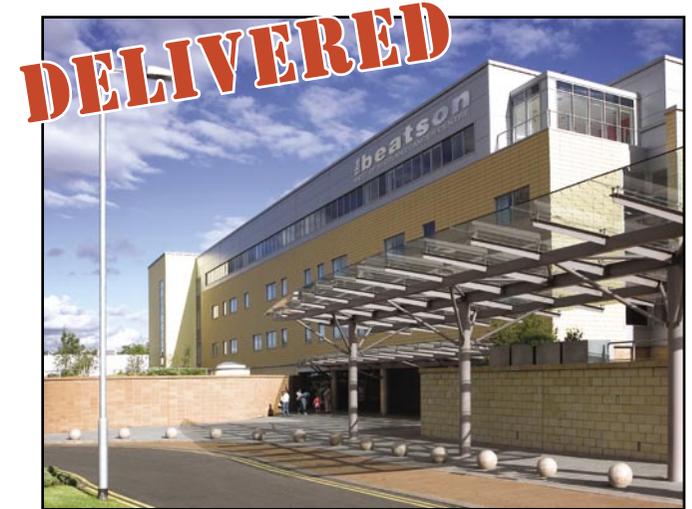
And in addition to the world-class facilities and leading-edge equipment, the centre is staffed by the highest number of specialist

cancer staff that we have ever had. In fact, there are 637 posts, 50% more staff working at the Centre today than there were five years ago and vacancies are at an all time low. Our consultant staff alone have increased from 20 in post in March 2002 to 32 today.

But the success story doesn't end there. Cancer care involves more than the work of the specialist staff at the Beatson. Teams throughout our hospitals play a key role in the diagnosis and treatment of cancer – and together all have been playing their part to ensure that patients are getting much quicker and more effective treatment than ever before.

We're well on track to achieving our waiting times targets for cancer diagnosis and treatment. For various cancers, including lung, bowel and ovarian cancer, the target is for 95% of patients referred urgently being treated within two months. For breast cancer, the target is to diagnose and treat patients within one month. We're committed to continuing to work to deliver these targets in full.

And the Centre has also played a major part in the reorganisation of cancer services across the West of Scotland to deliver more specialist cancer care locally. For instance, chemotherapy is now given locally under the supervision of the Beatson experts in nine hospitals outwith Glasgow, from Oban to Ayr and as far east as Falkirk.



## Beatson Cancer Centre

**Aim** – to create the most modern specialist non-surgical cancer centre in the UK

**Investment** - £115million

**No. of beds** – 171

**Area served** – West of Scotland: 60 percent of Scottish population

**Delivered** – May 2007

**Key features** – Three floors of bright, spacious and relaxing inpatient wards; latest cancer technology; Internet connection availability

for each bed in all of the single, twin or four-bed rooms; six overnight rooms with en-suites for relatives; a dedicated specially designed teen cancer ward; a specialist regional bone marrow transplant ward; a spacious day chemotherapy suite; gardens and access to outside space via balconies; a 12-seated cinema; aromatherapy and massage rooms; hairdresser and beautician; a café.

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# PROMISES **DELIVERED** : Sexual Health services

THE Sandyford Initiative in the centre of Glasgow has been at the forefront of sexual health care in Scotland for many years. Now thanks to an ambitious plan to introduce new satellite clinics, more people than ever before can access Sandyford's award winning services closer to home. In April 2007, the Sandyford Initiative also became the home of Archway Glasgow, Scotland's first dedicated centre for people who have experienced rape or sexual assault.



**THE new Sandyford satellite clinics allow people to access sexual health tests, treatment and support closer to home.**



## New satellite sexual health clinics... bringing Sandyford closer to you

**Aim** - To improve local access to a wide range of sexual health tests, treatment and support

**No. of clinics** - Six

**Areas served** – Inverclyde (IRH Greenock), East Renfrewshire (Barrhead Health Centre), South West Glasgow (Pollok Health Centre), South East Glasgow (Govanhill Health Centre), East Glasgow (Parkhead Health Centre), North Glasgow (Springburn Health Centre)

**Delivered** – September 2007

**Key services** – free and confidential testing and treatment for sexually transmitted infections; contraceptive advice; menopause and gynaecology clinics; counselling; internet access; library and information services.

## Archway Glasgow – Scotland's first dedicated sexual assault support service



**Aim** – To provide dedicated support to women, men and young people who have suffered rape or sexual assault in the previous seven days

**Investment** - £1.6m over 3 years

**Area Served** – Glasgow

**Delivered** – April 2007

**Key features** – 24-hour, seven- day service;

brings together key agencies and specially trained staff to provide a wide range of confidential support and treatment. This includes examinations; counselling; testing for sexually transmitted infection and storage of forensic samples to give service users time to decide if they want to involve the police.

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**PROMISES DELIVERED** : Throughout the community



**Supporting new mums**

BEING admitted to a mental health hospital can be a difficult experience as patients often feel very anxious and isolated. Up until recently, new mums also faced the added stress of being separated from their newborn babies. Now, however, thanks to the development of a dedicated mother and baby mental health unit on the Southern General site – women from across the West of Scotland are able to stay with their baby while they recover.



**Helping homeless people**

HOMELESS people are amongst the most vulnerable in our society and making sure they get the healthcare they need is a real challenge. For this reason, we've invested heavily in new services to make it easier for homeless people to access the services they need. This includes the development of a homeless health centre, the appointment of a midwife specifically to work with homeless women and a new dental service for homeless people.



**New stroke services**

THOUSANDS of people experience strokes each year and many may require ongoing support. In order to increase the level of support available we developed a new Stroke Therapy Team which offers detailed assessment, treatment and support. We've also introduced clinics to monitor patients who take warfarin and deliver the drug to patients who are housebound.

**Tackling alcohol addiction**

ALCOHOL abuse is a huge public health problem. It damages our health, causes family breakup and is linked to serious crime. Tackling addiction is one of our key priorities which is why we've introduced a network of new community alcohol support teams, developed new services for people with alcohol related brain damage and opened Eriskay House, a dedicated inpatient centre for people with drug and alcohol problems. We've also joined forces with Strathclyde Police and Glasgow City Council to ensure alcohol remains at the very top of the agenda.



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# PROMISES **DELIVERED** : Throughout the community

## Helping people to stop smoking

THERE'S no doubt that the national smoking ban is starting to make a real difference and locally our own efforts to reduce smoking are also paying off.

During the past year we've rolled out our successful pharmacy stop smoking service across Clyde. We've also increased the number of local support groups and launched new support groups specifically for young people.

As well as encouraging existing smokers to quit, we're also doing everything we can to stop people taking up the habit in the first place.

The smoke-free classrooms initiative gives youngsters incentives to stay smoke-free and, over the next year, this initiative will be rolled out to more schools to help discourage young people from smoking.

As part of our work targeting the health of children, we will continue to support parents to stop smoking in their homes and help pregnant women to quit, giving future generations a healthier start in life.

We will also continue to assist patients who need hospital treatment with everything they need to quit, if they want it. This includes giving them access to stop smoking advisers on the ward and Nicotine Replacement Therapy.



Although all of our health premises are completely smoke free we still have problems with people smoking on our hospital sites, particularly outside the main entrances. To help tackle this we've introduced a new smoke busting squad. These specially trained staff will approach anyone smoking on NHS premises and ask them to stub out their cigarettes.

The teams also offer smoking cessation literature with advice and contact numbers of quit schemes.

The beginning of 2008 also saw the launch of Smokefree Services –our most determined and comprehensive initiative to-date. This innovative programme brings all the different existing smoking related projects together under a single scheme to make it simpler for smokers to get the help they need.

## New crisis services

People with serious mental illness may experience periods when they become more unwell and require extra help and support. Until recently, if this happened during the evenings or at weekends, they would be admitted to hospital as no community-based support was available. To change this we have introduced new Crisis Mental Health Teams which provide round-the-clock intensive support and treatment.



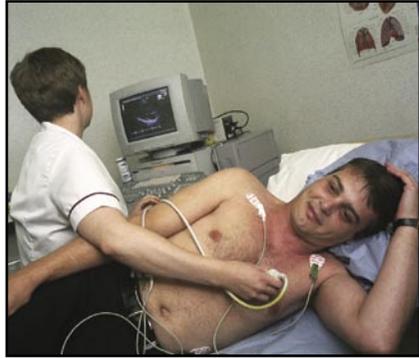
## Reducing teenage pregnancy

Parents told us they found it difficult to discuss sensitive issues, including teenage pregnancy, with their children. In response we introduced Talk 2, a new project which aims to make it easier for parents and carers to discuss sexual health and relationships with their children. We've also appointed our first Teenage Pregnancy Co-ordinator and developed a new education pack which is being piloted in schools.



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**PROMISES DELIVERED** : Throughout the community



**Preventing heart disease**

GP practices in some of our most deprived communities are now offering detailed health checks to help prevent heart disease. The Keep Well scheme is already up and running in parts of North and East Glasgow and will be rolled out later this year to Inverclyde, South West Glasgow and West Dunbartonshire.



**Diabetes health checks**

DIABETES is one of the most common chronic diseases which can affect people of all ages. Although some people do not experience major symptoms others face serious health problems, including blindness, if they do not monitor their condition on a regular basis. We've therefore introduced annual health checks and developed a comprehensive screening service to ensure people with diabetes undergo regular eye checks.



**Supporting families**

PROVIDING support to families is vital to ensure children get the very best start in life. We've developed the Starting Well programme which offers a wide range of services to local families. We've also joined forces with Glasgow City Council to introduce new Parents and Children Together (PACT) teams. With a focus on health promotion, these teams offer a wide range of services ranging from parenting classes and play sessions to baby massage, money advice and swimming.

**Breastfeeding awards as rates rise**

BREASTFEEDING has huge health benefits so increasing rates is a key priority. Over the last few years we have managed to increase breastfeeding rates in some of our most deprived communities including the East End of Glasgow where rates have risen from 23 to 29 percent. Our efforts to promote breastfeeding have also been recognised by several major agencies including UNICEF and Volunteer Development Scotland.



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# PROMISES : DELIVERED : Throughout the community

## Better dental health for all

CHILDREN in parts of Greater Glasgow and Clyde have amongst the poorest dental health in the country and many require hospital treatment because of dental decay. This can be a very painful and stressful experience which could easily be avoided if children are encouraged to look after their teeth from an early age.

That's why our staff are working with nurseries and primary schools across Greater Glasgow and Clyde on a wide range of initiatives to improve dental health. These include schemes which teach young children how to brush their teeth correctly and make sure they get into the habit of doing it every morning and night.

We're also rolling out the successful Gladigator Oral Health Programme – where a giant alligator mascot uses games and activities to make tooth-brushing a fun and enjoyable experience.

Making sure adults look after their teeth and go for regular check-ups is also a key priority. Although it is easier to access NHS dental treatment in Greater Glasgow and Clyde than in other parts of Scotland, many people are still not registered with a dentist. For this reason we have extended and upgraded the services provided by the Emergency Dental Treatment Centre based within the Glasgow Dental Hospital and School.



The Centre provides an important emergency treatment daytime service for patients who are not registered with a dentist, and an out-of-hours evening service for all patients who require urgent dental treatment. It also plays an important role in training Scotland's dentists of the future. Work is also underway to develop a range of new dental facilities including a £2.7million dental centre at the new Plean Street Clinic in Yoker.

This new facility will replace the existing single dental surgery with eight, state-of-the-art surgeries spread over two floors.

Due to open in summer 2008, the clinic will be staffed with senior dentists supported by a team of hygienists, therapists and dental nurses.

A number of the surgeries will also be used to provide outreach clinical training for final year Glasgow University dental students.

## Tackling obesity

SHOCKING new research shows that obesity levels in Scotland are second only to the USA. It's clear if we don't take urgent action then more and more of us will become obese.

To make it easier for people to change their lifestyle we've teamed up with local councils to launch Shape-up - a revolutionary new health and fitness programme.

The programme combines fitness classes with practical healthy eating advice which people can easily fit into their daily routines.



## Getting back to work

Giving people a job is one of the most important things we can do to improve an individual's health and prospects. That's why we've joined forces with Job Centre Plus to train long term unemployed people to work in our hospitals and health centres.



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# Proud to have **DELIVERED** better health services



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