



Introduction

Welcome to the second Integration newsletter, and thank you very much for all your feedback and comments on issue 1.

One of the main things that came up was about the use of terms like 'acute' and 'primary care' without defining them. So let's put that right...primary care refers to the services provided by health professionals in either clinics or practices, or sometimes in a patient's home. Secondary, sometimes called 'acute', care is mainly hospital-based health care provision, including emergency care (through Accident & Emergency) to non-emergency treatment, usually through outpatient departments or elective treatment.

We hope you'll take a few minutes to look through the latest edition and find something that interests you. **As ever, please send any comment or questions.**

Chief Officer's message

New location for
Partnership

Integration scheme
update



Chief Officer's message



What's in a name? In our case, I would argue that what we've decided to call ourselves says a lot. It sets out simply, our stall about who we are and it tells people what they can expect from us. The word 'Partnership' is part of our name – and over the next few months it will start to appear on signs, on our buildings, on our website, on every letter or email that we send, and on the ID badges that we use to identify ourselves. And I'm delighted that we will have all these visible reminders that we are a partnership, because one of the themes that just keeps on coming back to me as I meet more and more staff, service users, carers, indeed all stakeholders, is the crucial importance of our partnership approach.

I truly believe that we will only succeed in transforming health and social care in Glasgow city if we continue to engage and build our relationships with a range of partners beyond our traditional boundaries. That means recognising and playing to everyone's strengths, so we all work together in a joined up way to make the most of our valuable but scarce resources to get the best outcome for the people of this city.

We are all very privileged to be part of this team. We live in exciting times - we have a huge opportunity to use our combined talents, energy, experience and expertise to improve the health and wellbeing of the city's population, and to reduce health and social care inequalities. But we also have massive challenges, as you may have seen in the media, and on page 3, we are facing financial challenges on a scale most of us have never experienced before.

All of this means that change will become a regular feature for all of us. We will change the way we do things wherever there are benefits in doing so. We will be continually reviewing and adapting what we do and how we do it, and asking ourselves and the people at the heart of this, can we do better again?

As ever, I'd be very interested to hear your views on how we can best make the most of our opportunities and overcome these challenges either by **email** or in person when I'm out and about over the coming weeks meeting and listening to colleagues and partners across the city. And I'm sure the themes of partnerships and change will come up in our discussions.

I look forward to meeting as many of you as possible very soon, and to those of you who are about to go on a well-deserved summer break - enjoy!

Partnership to support Glasgow transformation

You can read more about the GCC Transforming Glasgow.



We are all accustomed to working with the challenges of delivering new services to more people in new ways within ever reducing budgets. And recently the Board and Council of both our 'parent organisations' NHSGCC and GCC have issued information about the scale of the latest budget challenges they face, and their plans for transforming the way they work to meet these challenges. We are committed to making our contribution towards the wider transformation, and we will all no doubt be discussing how we achieve this with colleagues, partners and the people we care for in more detail while we develop our strategic plan over the coming months.

Transforming Glasgow is the programme developed by Glasgow City Council to take forward its plans to become leaner and more efficient. Over the financial years 2016/17 and 2017/18, the Council estimates it will have to find 7% or £103million of savings from its budget. Transforming Glasgow will help it do that.

The programme includes a review of the Council and its arms-length organisations to remove duplication and provide more customer focussed services.

The **NHSGCC 2015/16 Financial Plan** will deliver a balanced 'outturn' (the total amount of goods or services produced during a particular period of time) for 2015/16 but forecasts more significant financial challenges for 2016/17.

New location for Partnership

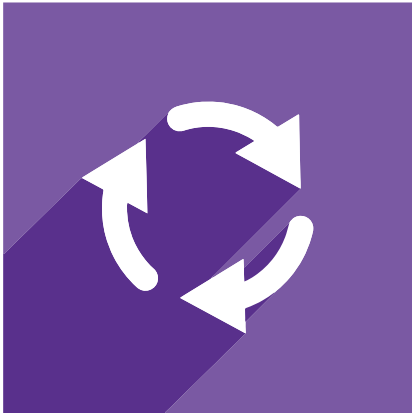
Commonwealth House
Albion Street, Merchant City



Commonwealth House, in the heart of Glasgow's Merchant City, has been confirmed as the [Glasgow City Health and Social Care Partnership's \(GCHSCP\) headquarters](#). Around 180 staff will move to two floors of the building in Albion Street in August this year, including fixed and mobile (office based and fieldwork) staff. The staff who are moving will include the Executive and Senior Management team, as well as colleagues from SWS, Customer and Business Services (CBS) and NHSGCC staff.

Chief Officer Designate David Williams highlighted the importance of bringing staff from the partner organisations to work together side by side, "It's crucial that the new Partnership has its own identity and culture. I've said often that our partnership will be successful because of how we are with each other, so having integrated teams working together in a new neutral space for all of us, is an early opportunity for us to start to build our own culture and new ways of working".

All teams who are relocating will be kept informed of arrangements directly by their line managers, and all other staff and stakeholders should look out for more information about the move coming soon.



Our Integration Scheme is on track to be submitted to the Scottish Government after the summer recess, once it has the approval of the NHSGGC Board and Glasgow City Councillors.



Senior Professional Nursing Leads across the city met recently with Chief Officer Designate David Williams, Alex Mackenzie (Chief Officer Operations), Susanne Millar (Chief Officer Planning, Strategy and Commissioning/Chief Social Work Officer), and Director of Nursing Mari Brannigan.

The Leads work across a range of services and included some who have Partnership wide roles that will be hosted within Glasgow City HSCP. The event was welcomed by staff who took the opportunity to speak to David and other members of the Executive Team about integration and the importance of input from nursing teams.

Mari Brannigan said: “Everyone who attended the meeting was very positive about the opportunities that working within integrated services will bring. We believe the opportunity to work more closely in a multi-agency setting will bring even better outcomes for patients. The professional nursing leads are looking forward to working alongside operational and planning leads to deliver services that meet the needs of the people of Glasgow.”

David is now in the process of planning to get out and about meeting other teams across the Partnership throughout in July and August. Watch this space for more details.

Award for cancer journey team

Improving the Cancer Journey Team getting their award



The Improving the Cancer Journey Team picked up the 'A city that looks after its vulnerable people' category award in the recent [GCC Flourish Awards](#).

A partnership between GCC, the NHS, MacMillan Cancer Support, Glasgow Life, Cordia and Prostate Cancer UK, the Improving the Cancer Journey service is available to all cancer patients in Glasgow.

It offers a range of direct assistance, advice and information including:

- The development of an individual care plan, including carers and family members
- The receipt of dedicated support of a named link officer
- Effective health and social care support solutions, based on the Holistic Needs Assessment outcomes
- Re-enablement and rehabilitation packages to ensure health and wellbeing beyond clinical treatment pathways.

Well done to the team for the award. Team members will be giving a presentation on their work to the Partnership's Joint Board at a meeting in the near future.

What integration means to me

Stephen Fitzpatrick
Head of Older People's
Services



“ The demands on Older People's services in Glasgow City are enormous. Individually, Health and Social Work staff have already achieved great things for the people they work with. But future challenges need us to go further, think bigger.

Integration brings with it an exciting opportunity and potential to really transform, for the better, the lives of our Older People. I look forward to seeing this happen. ”

For more information on health and social care integration in Glasgow city, go to:

Health staff

<http://www.staffnet.ggc.scot.nhs.uk/Partnerships/CHPs/GC/Pages/HealthandSocialCareIntegration.aspx>

Council staff

<http://connect.glasgow.gov.uk/article/12743/Health-and-Social-Care-Integration>

Partners and stakeholders

You can see Shadow Joint Integrated Board papers at:

GCC website

<http://www.glasgow.gov.uk/hsci>

Glasgow City CHP website

http://www.chps.org.uk/content/default.asp?page=s623_5