

# Improving Services for North East Glasgow Health and Social Care Hub Newsletter – February 2019

We have completed a selection process for the site of the new Health and Social Care Hub. The process identified the Parkhead Hospital/Mental Health Resource Centre/Parkhead Health Centre as the preferred location. The new expanded Health and Care Centre Hub will be much more than a simple replacement of the existing facility; it will give local people access to state-of-the-art health and care services in a facility fit for the 21<sup>st</sup> century and all under one roof. Planning for the £45 million project is scheduled to begin 2019, with the building completed by 2023. The Hub will be a focal point for a wide range of health and care services for the east end and the wider north east.

## Services and buildings to be included in the Hub:

- GPs, pharmacy
- Specialist Children's Services (CAMHS and Community Paediatrics)
- · Rehabilitation and enablement services
- District nursing
- Health visiting and school nursing
- Social Work children and family teams
- Older people's mental health services
- Learning disability services
- Sandyford East sexual health services
- Primary care mental health services and psychotherapy services
- Health and social work Alcohol and Drugs Services
- Criminal justice social work services
- Health improvement services
- Acute hospital services (especially outpatient clinics), such as chronic pain clinics, older people services, speech and language therapy, physiotherapy.
- City wide health and social care learning and development hub City
- Community and third sector use of meeting rooms, such as a recovery cafe and space for mental health peer support groups.







Recently Completed Possilpark Health and Care Centre

#### What Buildings will close as Services and Teams move into the new Hub?

- Parkhead Hospital Mental Health Inpatients and Addiction services
- Parkhead Health Centre
- Community Mental Health Resource Centre (Anvil Centre)
- Sandyford Sexual Health Services
- Templeton HQ and Children's Services
- Newlands Social Work and Addictions
- Parkview Resource Centre Older People
- Brook Street Social Work training
- Eastbank Health Improvement Offices

### How do I get involved?

We have consulted with patients, service users and community groups and third sector organisations about the services they would like to have in the Hub by questionnaires, focus groups, and the option appraisal process to identify the best location for the new Health and Social Care Hub. Local people have joined the Hub Project Board which has been set up to oversee the development of the new Health and Social Care Hub. A wide range of partners and local stakeholders were contacted including 116 questionnaires completed and returned by local people and 67 survey monkey questionnaires completed by staff. The most popular requests from local people who completed questionnaires were to have a Hub that was:

- Bright and well lit (36)
- Good parking (33)
- Clear signage (31)
- Friendly reception staff (49)
- Approachable staff (19)
- TV, magazines and leaflets at reception area (53)
- Background music (30)
- Spacious, clean, bright (38)
- Privacy (26)
- Current staff (21)
- Spacious, clean and bright (54)
- Coffee/tea room/vending (26)
- Landscaped areas (18)
- Activity area for kids (24)
- Other suggestions included security at entrance, natural lighting and a clean and safe environment.

#### Want to find out more?

North East Locality Engagement Forum meetings are open to the public and will receive regular reports and updates from senior managers. Why not come along and find out what services are being planned for your area? Locality Forum Meeting Dates for 2019 are 21st Feb, 28th Mar, 25th April, 23rd May and 27th June. Time 6.30pm till 8.30pm. Venue: Glasgow Kelvin College, Haghill Campus.

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