

# partnership matters briefing



Pat Togher, Chief Officer

## November/December 2025

Welcome to Glasgow City HSCP's 'Partnership Matters' briefing, to keep you more up to date with some of what's happening across our HSCP with partners. [Current and past briefings](#) continue to be available on our HSCP's website, and they can be accessed from work and personal devices. We hope that you find our briefing useful. Any comments or suggestions for future topics are welcome, and they can be shared by contacting us at [GCHSCP\\_Communications@glasgow.gov.uk](mailto:GCHSCP_Communications@glasgow.gov.uk).

### Parkhead Hub officially opens as Scotland's largest integrated health and social care facility

NHS Greater Glasgow and Clyde (NHSGGC), in partnership with Glasgow City Health and Social Care Partnership (HSCP), Glasgow City Council, and Glasgow Life, is proud to announce the official opening of the Parkhead Hub, a landmark £67 million health, social care, and community facility in the heart of Glasgow's East End.

The Hub was formally opened on 8 December 2025, by First Minister John Swinney, who unveiled a commemorative plaque and joined local stakeholders, staff, and community representatives to celebrate the occasion. The event also honoured the late John Ferguson, a much-respected community campaigner, by naming the main conference room in his memory.

Parkhead Hub brings together a wide range of services previously spread across nine different sites, creating a single, modern building that acts as a central point of care, support, and community activity. The facility co-locates GP practices, community pharmacy, dental services, children's services, adult and older people's social care, mental health teams, addictions support, homelessness and justice services, sexual health, and health improvement teams. Community amenities include a relocated library, café, flexible meeting rooms, training spaces, and areas for third-sector groups.

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Since opening to the public in January 2025, Parkhead Hub has been widely recognised for its innovation, design quality, and community impact. It's Scotland's largest primary care facility and the first net-zero-in-operation building for the NHS Board, setting a new benchmark for sustainability and community benefit. The project delivered over £19.5 million in social value locally, including apprenticeships, support for SMEs, and community projects.

The Hub has received multiple national honours, including Public Sector Project of the Year (UK) at the RICS Awards 2025, Project of the Year – New Build (UK) at the Design in Mental Health Awards 2025, Glasgow Institute of Architects Awards for Best Healthcare Project, Best Sustainability Project, and Supreme Award, and Building Better Healthcare Awards: Gold Award for Patient's Choice and Silver Awards for Best External Environment/Landscaping and Best Healthcare Development (£25–£75m).

John Swinney, the First Minister of Scotland, said: "Our plan to improve our NHS is working – long waits of over 52 weeks have fallen for five consecutive months, the number of operations performed are at their highest since January 2020 and GP numbers continue to rise.

"We know there's more to do to ensure people get the help they need when they need it. That's why we're focused on shifting how care is delivered, moving from acute settings in hospitals to community settings like the Parkhead Hub.

"The Hub, supported by £67 million Scottish Government funding, is an excellent example of how we're delivering health and social care services in a more convenient way – with general practice, community pharmacy, mental health services and homelessness support in one place.

"This kind of whole family support – bringing together all the services people need under one roof – will be key in ensuring that people get the care and support they need from the NHS in their local community."

Dr Lesley Thomson KC, Chair of NHSGGC, said: "Parkhead Hub marks a step-change in how we deliver health and social care, bringing services together to better support communities and reflecting our Transforming Together vision of care closer to home.

"This achievement is the result of incredible collaboration across public, third-sector and community partners. Scotland's largest primary care facility and our first net-zero building, Parkhead Hub sets a new benchmark for integrated care."

Councillor Chris Cunningham, Glasgow City Council's Convener for Health, Care and Caring, and Older People, said: "The new Parkhead Hub is, without doubt, an outstanding facility for the north-east of the city.

"It's our ambition that everyone in Glasgow has the opportunity to lead healthier and more fulfilled lives and with the vast range of facilities and services now under one roof, we can help achieve that.

"As Scotland's largest health and social care centre, the Parkhead Hub is a fine example of co-locating services and partnership working. It's a one-stop shop for residents to access services from a range of organisations including the city council, Glasgow Life, NHS, and the health and social care partnership."



Bailie Annette Christie, Chair of Glasgow Life and Convenor for Culture, Sport, and International Relations, said: “The opening of the Parkhead Hub has provided the local area with a new and more accessible library, which is proving popular with the whole community. Our Parkhead Library team has been thrilled to welcome so many new and familiar faces into its modern surroundings over the past year. We look forward to welcoming and supporting even more people at Parkhead Library in the years to come.”

More information about [Parkhead Hub](#) is available.

## **Glasgow City HSCP Home Care wins Top Team award at Scottish Health Awards 2025**

Huge congratulations to our Glasgow City Health and Social Care Partnership (HSCP) Home Care Team who won the Top Team Award at the Scottish Health Awards 2025 on Thursday 6 November.

The Scottish Health Awards celebrates the extraordinary achievements of those individuals and teams who go above and beyond to deliver compassionate, high-quality health and social care to the people of Scotland.

They recognise the contribution of frontline health and social care workers but also celebrate those who work so hard behind the scenes in support roles to ensure we have the kind of health and care services that are vital in achieving the highest quality of care.

The Home Care Team was nominated by the family of a late service user. His family wanted to highlight the amazing, person-centred care and support he received from his dedicated Home Care Team.

A family member said: “These women who worked with my Dad on a daily basis offered compassionate care on levels I’ve never known. The staff here came in and out of my Dad’s home and made him feel an equal partner in his care.

“The best example of this care I can give, and the reason that I wanted to nominate the team, is the support that they gave my Dad to get up and out of bed and into a brand new suit, tie and shoes (which he hadn’t worn for well over a year due to his ongoing disability) to come to my wedding in October 2024 - my Dad passed away in February 2025. I have eternal gratitude for each and every one of these women, who’s west of Scotland banter and ways were an absolute shining light in my Dad’s world when it continued to get smaller as he became more disabled.

“I thank them for every single piece of themselves that they gave to him as one human being to another.”

Robert Murray, our HSCP’s Interim Head of Care Services attended the ceremony with staff members. He said: “I was humbled to read the team’s nomination. I’m immensely proud to be leading a team that clearly makes a difference to both service users and families every day.



“On the night of the awards there was 10 of us representing 2,500 staff who are out there every single day providing care and support. We’re absolutely delighted to get recognition of the day-to-day work that we do, and it’s really a thank you for our carers that go out whatever the weather, so I’m delighted to accept this on their behalf. Well done to all.”

Gordon Bryan, Lead Head of Service for Operational and Technical Care Services and Older People’s Residential and Day Care said: “I’m incredibly proud of our Home Care Team. This award reflects the compassion, dignity and dedication they bring to their work every day. Their care goes far beyond the daily support and routine that they’re asked to provide, it touches lives in the most meaningful ways. A truly well-deserved recognition.”

## **Glasgow Child Interview Team**

The Glasgow Child Interview Team is made up of specially trained social workers and police officers. They work together to interview children and young people who have been victims of abuse or crime or have seen a crime happen.

The team uses a trauma-informed approach called the Scottish Child Interview Model (SCIM). This approach helps make the experience less stressful for children, reduces the risk of further trauma, and improves the quality of information gathered during interviews.

### **Animations**

The team received funding from the Scottish Government’s Bairns’ Hoose Thematic Fund (2024 to 2025) to create animations that explain the interview process.

These animations are designed to:

- Help children, young people, and their carers understand what will happen.
- Reduce worries and make the process feel less intimidating.
- Be inclusive and easy to access for everyone.

To bring the animations to life, Glasgow City Health and Social Care Partnership (HSCP) and Police Scotland worked with creative agency Braw Talent.

A short-term working group, including Social Work, Police Scotland, the Crown Office and Procurator Fiscal Service, and the Scottish Children's Reporter Administration, guided the project.

Young people from the G15 Youth Project also played an important role by giving feedback on scripts and helping to create and voice the animations.

### **Where to Find the Animations**

The animations are now available on our HSCP’s YouTube channel, and you can also find them below. There are two versions:

- [Squishy - for younger children](#)
- [Important - for older children and young people](#)



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Alison Cowper, our HSCP's Head of Children's Services (North West) commented: "We really appreciate the involvement of the young people from the G15 Youth Project who helped us to make sure that these important animations would connect with the children and young people we support. It was a great team effort from everyone involved and genuine partnership working. We hope that they help Glasgow's children and young people prepare when they come to talk to us about their difficult experiences, and reduce any worries that they may have. We have already had interest from other areas who have heard about the animations and we're of course happy to share these to benefit others across Scotland".

### **Our care homes are supporting people to be timely discharged from hospital**

Glasgow City Health and Social Care Partnership (HSCP) is taking part in a Scottish Government pilot to reduce the number of people who are waiting to move from hospital wards to more appropriate settings.

Nobody wants to remain in hospital any longer than they need to. Any delay in discharge can have a detrimental effect on a person's health and wellbeing. Delays can occur for a variety of reasons but are usually due to a lack of appropriate care or services available within the community.

To support timely discharge from hospital, 30 beds for advanced care have been identified between our HSCP's Hawthorn House and Meadowburn Care Homes for short-term care. This will promote recovery and allow rehabilitation and assessment of future care need.

The pilot is going well with positive outcomes. Our short [video](#) shows some patient and family stories.

A patient who was in hospital following a second lower limb amputation was approached about the possibility of moving into Hawthorn House Care Home for a period of assessment within the new pilot project. This chance for an assessment placement within the North West of the city worked well for him and his family.

The patient felt immediately welcome within Snowdrop Unit of Hawthorn House. When asked to expand on this, he said that in comparison to the hospital, it was "night and day." He explained to staff what mattered most to him, with the need to be as independent as possible being a priority for him. He had been in bed while in hospital, but very quickly, with the assistance of appropriate equipment, was able to get out of bed and sit up in his wheelchair and take part in social events.

When asked about his wider expectations, while he understood this to be a pilot project, he would recommend it to anyone and that continuing to stay in hospital is not always the best place for anyone to be. He now has hope and said that you could not put a price on the value of staff who have treated him with kindness and positivity. He would recommend assessment within a social care environment over that of a clinical setting at any time.



Following a review, a permanent placement has been offered to him within the wider care home.

Robin Wallace, our HSCP's Head of Residential and Day Care Services for Older People said: "Our new enhanced residential care pathway pilot makes sure that people have the right care, in the right place at the right time. Working closely with NHS Greater Glasgow and Clyde (NHSGGC) and the Scottish Government, this pilot puts us in a great position to support individuals to maximise their independence and promote positive outcomes for all in the city.

"With our two new enhanced assessment units, Marigold in Meadowburn Care Home and Snowdrop in Hawthorn House Care Home, we can focus on supporting individuals discharged from hospital with more complex needs. Decisions for more long-term care can be made after assessment in a more homely environment than the hospital.

"Through our in-depth assessments, we can offer rehabilitation to patients to help them be as independent as possible. We work together with the patient and their family to find the best place for the person's long-term care, whether this be nursing care, residential care or back in the community with support."

A family member said: "Staff kept us up to date with our father's needs and made us comfortable leaving him in their care. The staff are so helpful, they take time to speak to you and find out what help you need, I can't praise them enough."

## **Glasgow City Health Improvement Annual Report 2024 to 2025 now available**

Glasgow City Health and Social Care Partnership's (HSCP) Health Improvement Team has published its latest [Annual Report](#), outlining the team's work in 2024 to 2025.

The report details key developments and accomplishments over the year, demonstrating how Health Improvement has continued to advance health and wellbeing, address health inequalities and enhance support for individuals and communities across the city.

This year's report reflects the ongoing commitment to addressing poverty, mental health and inequality, recognising them as the primary drivers of poor health across the city. It showcases successful work across a broad and interconnected range of areas, from vital financial inclusion and intensive youth mental health support to community-led, place-based initiatives. The report emphasises the crucial role of partnership and capacity building, highlighting how the collective efforts of staff and partner organisations are delivering measurable, positive change for the city's most vulnerable communities.

Highlights are:

- The Welfare Advice and Health Partnership (WAHP) successfully secured over £12 million in financial support for clients, alongside managing £1.78 million in debt through its work embedded in GP practices.
- Place-based work was carried out in identified neighbourhoods, where Health Improvement staff worked in close partnership with local, citywide and national organisations to address locally defined inequalities and strengthen community capacity. This included the early development of trauma-informed neighbourhoods to build local resilience, making use of greenspace networks to host therapeutic 'Time to



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Talk' events that supported mental wellbeing, and collaborating on safety audits to address community concerns - including women's safety in public spaces.

- The British Sign Language (BSL) Local Action Plan 2024 to 2029 improved accessibility and inclusion for Deaf communities, with 742 staff trained in Deaf Awareness, 12 BSL translations produced and five Deaf volunteers contributing as BSL Health Champions.

The Health Improvement Team is proud to celebrate the achievements of our staff this year:

- The Health Improvement workforce continued to support the Modern Apprenticeship Scheme, with four Modern Apprentices successfully graduating into permanent posts within the service.
- Youth Health Service was awarded LGBT Gold Charter Status.

Fiona Moss, our HSCP's Head of Health Improvement and Equalities, said: "Our 2024 to 2025 Health Improvement Report reflects the continued dedication and resilience of our staff, who have worked tirelessly to improve health and wellbeing across Glasgow in what remains a challenging financial landscape.

"Health Improvement staff have continued to adapt, innovate and strengthen partnerships to respond effectively to the evolving needs of our communities.

"I'm immensely proud of their commitment to tackling health inequalities and creating opportunities for people and communities to thrive."

## News

We also regularly publish [news articles](#) and [briefings/bulletins](#) on our website about specific topics or work happening across our HSCP with partners – whether it be about current services, service developments or achievements to celebrate. If you would like to have something featured, please email [GCHSCP\\_Communications@glasgow.gov.uk](mailto:GCHSCP_Communications@glasgow.gov.uk). Recent news items include:

- [Call for Foster Carers: Glasgow needs more people like you](#)
- [Glasgow marks Carers Rights Day](#)
- [National Power of Attorney Day 2025](#)
- [Glasgow City HSCP Staff champion British Sign Language awareness](#)
- [Call for nominations for the 2026 SAFE Awards now open!](#)
- [HSCP Health Improvement staff help develop Public Health Scotland report](#)
- [Primary Care Newsletter - November 2025](#)

## Meetings & Events

We have regular meetings and events to discuss and/or make decisions about health and social care in Glasgow. More information about them with upcoming dates is available below:

- [Glasgow City Integration Joint Board \(IJB\)](#)
- [IJB Finance and Audit Scrutiny Committee](#)
- [IJB Public Engagement Committee](#)



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