

Integration Joint Board

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ENGAGEMENT ON DRUMCHAPEL GP OUT OF HOURS SERVICE

Purpose of Report:	This paper sets out the proposals to relocate the current PCEC from Drumchapel Hospital which have been considered by the Health Board in February. The proposals require engagement with stakeholders
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Recommendations:	<p>The IJB is asked to:</p> <ul style="list-style-type: none"> • Agree to the Partnership working with the Health Board on the engagement on the proposed relocation of the Primary Care Emergency Centre (PCEC) at Drumchapel Hospital to Gartnavel General Hospital; • Consider the draft material for that engagement process, as set out in appendices 1 and 2.
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Implications for IJB:

Financial:	There is no financial implication for the IJB
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Personnel:	All staff involved are managed or within the HBs Acute Division
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Legal:	
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Risk Implications:	
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Sustainability:	The proposal involves a responsive and flexible service via a re-profiled staffing model and access to on-site supports at Gartnavel.
Economic Impact:	
Sustainability:	
Sustainable Procurement and Article 19:	
Equalities:	To be completed by the Health Board
Implications for Glasgow City Council:	There are no implications for Glasgow City Council.
Implications for NHS Greater Glasgow & Clyde:	The Health Board requires this proposal to progress as part of its Local Development Plan and needs to ensure that due process is followed beforehand.

1. Introduction and Purpose

- 1.1 This paper sets out the proposals to relocate the current PCEC from Drumchapel Hospital which have been considered by the Health Board in February. The proposals are set out in detail in the following section.

2. Drumchapel PCEC

- 2.1 The transfer of Older People's services from Drumchapel Hospital means there is a need to relocate the PCEC from the hospital. The proposal is the service would relocate to Gartnavel Hospital.
- 2.2 The current GPOOH services are open from 6pm to midnight Monday to Friday and 8am to midnight Saturday, Sunday and Public Holidays. Access to the Primary Care Out of Hours service is via telephone triage with NHS24. The GP Out of Hours service offers patient transport to pick up and return patients, who cannot make their own transport arrangements, from their home to the centre.
- 2.3 28% of referrals to Drumchapel PCEC are patients who arrive without having phoned NHS 24 and 72% come via NHS24. Of these referrals 4% required to be seen within 1 hour, 9% within 2 hours and 65% within a 4 hour period. 84% of the patients were treated by a Doctor and 16% by a Nurse. Children (0-15 years) accounted for 32% of attendances.
- 2.4 The West GPOOH services are under considerable pressure to continue to maintain two centres. On a number of occasions patients have had to be transported from one site to another to be seen dependent upon GP availability.

- 2.5 A postcode review of attendances to both Centres in the West has been undertaken only 20% of the attendances at Drumchapel PCEC come from the Drumchapel postcode area.

PCEC WEST GLASGOW - BASED AT GGH			Proportion of Current area flow	
Postcode	Area	Proportion of overall activity	GGH	DRUM CHAPEL
G11	Partick	5%	13.0%	0.4%
G12	Hyndland/Kelvindale	5%	12.0%	0.5%
G13	Jordanhill/Knightswood/Yoker	13%	6.0%	18.0%
G14	Scoutston/Yoker	6%	8.0%	5.0%
G15	Drumchapel	13%	1.0%	20.0%
G20	Maryhill/Woodside/Kelvinhill/Ruchill	8%	17.0%	1.0%
G23	Summerston	2%	3.0%	0.6%
G3 6/7/8	Woodlands/Kelvingrove/Yorkhill	4%	11.0%	0.1%
G40	Bridgeton/Calton/Dalmarnock	1%	2.0%	0.0%
G4 9	Port Dundas	1%	2.0%	0.0%
G60	Old Kilpatrick/Bowling	2%	0.2%	3.0%
G61	Bearsden	8%	1.0%	12.0%
G62	Milngavie	3%	0.6%	5.0%
G81	Dalmuir/Faifley/ Duntocher	17%	2.0%	27.0%

- 2.6 As part of the consultation process for the transfer of services from Drumchapel Hospital, representatives from the NHS Board's Stakeholder Reference Group and Patient and Public Involvement Team undertook a public travel and accessibility assessment. This compared transport and accessibility issues, relating to journeys to Gartnavel Hospital and Drumchapel Hospital, from various points in the catchment areas served by both. The report found that Gartnavel General Hospital was easier to reach by bus and train than Drumchapel Hospital.
- 2.7 Merging the two West services at Gartnavel General Hospital would create a service which is similar in size to that of the service provided at Stobhill Hospital. The service would be staffed by both GPs and Nurse Practitioners and would be supported by the Home Visiting GP.
- 2.8 The transfer would affect on average 23 patients a night, 64 patients on a Saturday and 63 patients on a Sunday who currently attend the Drumchapel service.

This relocation gives the service the opportunity to:-

- Reprofile staffing to develop a workforce that works together to ensure a responsive and flexible service with a range of staff with the right skills available to meet all expected urgent clinical conditions.
- Have access to on-site support for patients who become unwell including an on site crash team
- Provides an opportunity to contribute towards the savings plan through a reduction in the number of sites from which the service is operational

3. Conclusion

The proposed transfer of this service is an opportunity to improve the support to the PCEC and to manage the current pressures on the services. It is important there is an opportunity for engagement on the proposed change so that all views and issues can be considered in reaching a final decision.

Note on Informing and Engaging on Proposal To Move Primary Care Emergency Centre (PCEC – GP Out of Hours Centre) from Drumchapel Hospital to Gartnavel General Hospital.

The proposal to move GP Out of Hours Service from Drumchapel Hospital to Gartnavel General Hospital, will have a limited impact on patients, offers an improved service, with minimal accessibility issues and is driven by wider changes at the Hospital. These considerations lead to an inform and engage approach.

Inform

An easy to read, plain English accessible information will be produced (draft attached). It will set out the proposal, the main reasons behind it and how people in West Glasgow can get further information or provide comment.

The leaflet will be placed on the websites of both the Glasgow City Council Partnership and NHS Greater Glasgow and Clyde.

The leaflet will be sent out by post to:

- All contacts on NHSGGC involving people database in West Glasgow
- All contacts on Glasgow Council for Voluntary Services West Glasgow health related/care/older peoples interests on its database.
- All members of the West Glasgow Public Partnership Forum.
- All contacts on the East Dunbartonshire Voluntary Action database
- All community councils from within catchment area of PCEC

Engage

A briefing session will be offered to elected members.

Two drop in engagement events will be held in suitable West Glasgow venues.

An offer to attend a meeting of Drumchapel Community Council or to meet with representatives from it will be made.

An equality impact assessment will be carried out during the engagement period to ensure we have correctly assessed the impact as limited.

Draft

Proposal to move the GP Out of Hours Service (Primary Care Emergency Centre) from Drumchapel Hospital to Gartnavel General Hospital.

This leaflet sets out the proposal of NHS Greater Glasgow and Clyde to move the GP Out of Hours Service from Drumchapel Hospital to Gartnavel Hospital. This leaflet explains the reasons for this proposed move and sets out how you can comment on it or seek further information. This engagement exercise is being carried out with the Glasgow City Partnership.

There are currently two centres providing GP Out of Hours Services for the population of North West Glasgow and the neighbouring areas of East Dunbartonshire. One is at Drumchapel Hospital and the other is at Gartnavel General Hospital.

The transfer of Older People's services from Drumchapel Hospital will see the shift of all services from the main hospital building which means we need to move the GP Out of Hours service.

Out of Hours Services in West Glasgow are under pressure to provide sufficient GPs to deliver a service over two centres. On a number of occasions, patients have had to be transported from one site to another to be seen by an available GP.

Bringing the two existing GP out of Hours Services together onto the Gartnavel site, will address these challenges and provide better access to more health services for those attending at Gartnavel. The new service would be staffed by GPs, Nurse Practitioners and would be supported by home visiting GPs.

Relocating the service from Drumchapel Hospital to Gartnavel General Hospital would also allow for better access to nearby on site support for patients who become unwell including an on-site Medical Emergency Team who are able to offer immediate support in life threatening situations.

Reducing the number of GP Out of Hours sites from two to one and will enable us to make better use of staff and reduce facility and security costs.

Patients access the service is by phoning Freephone NHS 24. The GP Out of Hours Service offers provides transport for patients who are not able to make their own way to the centre. For public transport, the Gartnavel site is more accessible to people in the West of Glasgow and East Dunbartonshire than Drumchapel Hospital. In the evenings and overnight, there is plenty of free car parking readily available.

Currently, those using the Drumchapel GP Out of Hours service come from West Glasgow and parts of East Dunbartonshire. The table below show where patients came from in 2014-2015

PCEC WEST GLASGOW - BASED AT GGH		Proportion of Overall Activity	Proportion of Current area flow	
Postcode	Area		GGH	Drumchapel
G11	Partick	5.0%	13.0%	0.4%
G12	Hyndland/Kelvindale	5.0%	12.0%	0.5%
G13	Jordanhill/Knighstwood/ Yoker	13.0%	6.0%	18.0%
G14	Scoutston/ Yoker	6.0%	8.0%	5.0%
G15	Drumchapel	13.0%	1.0%	20.0%
G20	Maryhill/Woodside/ Kelvihill/ Ruchill	8.0%	17.0%	1.0%
G23	Summerston	2.0%	3.0%	0.6%
G3 6/7/8	Woodlands/ Kelvingrove/ Yorkhill	4.0%	11.0%	0.1%
G40	Bridgeton/Calton/ Dalmarnock	1.0%	2.0%	0.0%
G49	Port Dundas	1.0%	2.0%	0.0%
G60	Old Kilpatrick/ Bowling	2.0%	0.2%	3.0%
G61	Bearsden	8.0%	1.0%	12.0%
G62	Milngavie	3.0%	0.6%	5.0%
G81	Dalmuir/Faifley/ Duntocher	17.0%	2.0%	27.0%

Based on current numbers, the transfer of the GP out of Hours Service would affect 23 patients on a weekday night, 64 patients on a Saturday and 63 patients on a Sunday.

This engagement to hear your views will run until the end of April. Have any questions? Require more information? Tell us what you think? If you have any questions or would like to comment on the proposal, please contact John Barber on 0141 201 0384 or by emailing him on John.Barber@ggc.scot.nhs.uk or by writing to us:

Patient Experience, Public Involvement & Quality
 West Glasgow ACH 4th Floor
 Dalnair Street
 Glasgow
 G3 8SJ

We will also be:-

- holding two open information sessions in West Glasgow on XXX.
- Carrying out an equality impact assessment on the proposals alongside this engagement exercise to make sure we have considered all of the impacts.

If you would like to attend, please phone Lisa on 0141 201 0385. We would be happy to help you if you have any needs that might make it difficult for you to attend or participate. Please let us know how we might be able to help.

If you would like to comment on this proposal, please do so by April XXX