

REVIEW OF WEST GLASGOW MINOR INJURIES SERVICES

FREQUENTLY ASKED QUESTIONS

What is the review about?

The minor injuries unit at Yorkhill was closed in December 2016 on a temporary basis. The review has been set up to look at the options for the future provision of these services.

What is a minor injury service?

This is a service delivered by specially trained nurses for people have a range of injuries including **sprains, burns and simple fractures**.

They do not provide treatment for illness, for example gynaecological or pregnancy problems, alcohol or drug issues, severe allergic reactions, chest pain, breathing problems or people who have collapsed.

Who is undertaking the review?

The review is being undertaken on a joint basis between Greater Glasgow & Clyde Health Board and Glasgow City Integration Joint Board. Under legislation passed in 2014, Integration Joint Boards have strategic planning responsibility for some acute hospital services including minor injuries.

A Review and Stakeholder Group has been established including patient and clinical representation. Minutes of the Review and Stakeholder Group's meetings are available here <https://glasgowcity.hscp.scot/review-minor-injuries-services-west-glasgow>.

When will the review report?

The review will report to the Integration Joint Board at its meeting on 8 November 2017 and will be made public in advance.

Why did the service at Yorkhill close?

The service closed because the patient numbers attending were significantly lower than expected and the specialist staff who worked there could treat more patients if they worked in another site.

Isn't one of the reasons that there were low numbers attending that the service wasn't well advertised?

When the unit opened the Health Board advertised the service by distributing a leaflet to every household, circulating information to GPs, pharmacies, libraries and other community outlets. It was advertised in Health News, the Health Board's newsletter and adverts were taken out in the Herald and Evening News and on Radio Clyde

Where did patients go when the service closed?

Patients who may have attended the Yorkhill service have attended either the Queen Elizabeth University Hospital, the Royal Hospital for Children or the minor injuries unit at Stobhill. A small number have attended Glasgow Royal Infirmary.

Why wasn't the service opened at Gartnavel as originally stated in the acute services strategy?

The NHS Board was not in a position to fund the cost of creating extra clinical treatment space at Gartnavel for a range of services from the Western Infirmary so used the vacant space at Yorkhill instead.

What options are being looked at?

The reviewing four options:

- **Option 1 – re-open minor injuries service at Yorkhill** with services also available at Queen Elizabeth University Hospital, Royal Hospital for Children, Glasgow Royal Infirmary and Stobhill Minor Injuries Unit

This option involves the re-opening of the minor injuries unit at Yorkhill in the same accommodation as before. The service would operate from 09:00 to 21:00 every day and would be staffed by experienced emergency nurse practitioners.

- **Option 2 – transfer minor injuries service to Gartnavel** with services also available at Queen Elizabeth University Hospital, Royal Hospital for Children, Glasgow Royal Infirmary and Stobhill Minor Injuries Unit.

This option involves the transfer of the service to Gartnavel Hospital. The service would operate from 09:00 to 21:00 every day and would be staffed by experienced emergency nurse practitioners.

- **Option 3 –the current position** with the minor injuries services at Yorkhill closed and services available for West Glasgow from Queen Elizabeth University Hospital, Royal Hospital for Children, Glasgow Royal Infirmary and Stobhill Minor Injuries Unit.
- **Option 4 – health centre option** with the minor injuries services for West Glasgow provided from a health centre and with services also available at Queen Elizabeth University Hospital, Royal Hospital for Children, Glasgow Royal Infirmary and Stobhill Minor Injuries Unit.

The service would operate from 09:00 to 21:00 every day and would be staffed by experienced emergency nurse practitioners.

How are the options being assessed?

The options are being assessed through an appraisal process that analyses each option against a set of criteria. The criteria include quality of clinical care, access and quality of facilities. Each criteria is given a weight out of 100 as some are more important than others. The Review and Stakeholder Group considers that quality of care is the most important with access as next in importance.

Each option is then scored against the criteria and total scores agreed for each option. A report on the option appraisal exercise is available here (<https://glasgowcity.hscp.scot/sites/default/files/publications/Option%20appraisal%20information%20%28August%202017%29.pdf>).

How are you advertising the review?

Posters have been distributed to GPs, pharmacies, hospitals, libraries and other community outlets advising about the review. Engagement sessions are also planned in September. We have also written to all elected members and communicated with the Health and Social Care Partnerships in West Dunbartonshire and East Dunbartonshire.

Updates and information about the review can be found on our web site here (<https://glasgowcity.hscp.scot/review-minor-injuries-services-west-glasgow>).

How can I make comments?

You can make comments by emailing SW_CommunicationsUnit@glasgow.gov.uk. All comments will be considered by the Review and Stakeholder Group.