

**Locality Engagement Forum Meeting**  
**Thursday 31<sup>st</sup> October 2019 Time 6.30pm till 8.30pm**  
**Glasgow Kelvin College Haghill 2 Haghill Road G31-3SR**

**Item (1) Carol Ann Jamieson General Manager GG&C**

Members asked for a representative of the GG&C to attend a North East Locality forum meeting to explain the past and future Out Of Hours service provision.

**Item (2) North East Locality Plan**

Members are asked to give their comments on what they would you like to have included in the plan.

**Item (3) East End Health and Social Care Hub Update Gary Dover Assistant Chief Officer, Primary Care and Early Intervention**

Glasgow City Council have approved £2.5million in funding to relocate Parkhead Library from the existing the Grade B-listed building to the proposed East End Health and Social Care Partnership Hub (HSCP) building (paper attached)

**Item (4) Review of Participation and Engagement Structures**

**Item (5) Locality Plan Consultation Tuesday 26th November 9.30am till 12noon Venue Alzheimer`s Scotland Resource Centre 11 Bridgeton Cross Glasgow G40 1BN all welcome**

If you require more information, please contact Tony Devine.  
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**North East Locality Engagement Forum Meeting  
Thursday 31<sup>st</sup> October 2019 Time 6.30pm till 8.30pm.  
Glasgow Kelvin College Haghill Glasgow G31-3SR**

**Present**

Ann Souter, Lorraine Kennedy, Janette Whitelaw, Stephen McGuire  
Billy Kirkpatrick, Allison Lawson, Kate MacKensie, Agnes Brisbane,  
Alison Hay, George McGuinness, Ann Souter, Charlotte Levy,  
Christina Millar, Olga Mrozek, Morag Skinner, Graham Summerville  
Jim Skinner.

Carol Ann Jamieson General Manager GG&C.

Tony Devine North East Community Engagement Officer.

**Apologies**

Ruth Matheson, Marie Cairns, J. Bell, Flo Collins,  
James Duncanson, Jamie McCarron, J. Ferguson, Mary Macpherson,  
Gary Dover Assistant Chief Officer Primary Care& Early Years Services

**Item (1) Minutes of 31st October Locality Forum meeting agreed**

**Item (2) G.P. Out of Hours Service Presentation by Carol Ann  
Jamieson General Manager GG&C**

Carol gave an over view of the current provision, challenges and  
demands in delivering the service, and the future provision

The service is delivered from nine locations Victoria A, Stobhill ACH,  
Royal Alexandria Hospital (RAH) Easterhouse Health Centre Greenock  
Health Centre, Inverclyde Royal Hospital (IRH), Gartnaval Hospital,  
Queen Elizabeth University Hospital, and Vale of Leven.

There are a number of challenges facing the service

- Shortage GP cover- National
- Site closures
- Walkin patients
- Variance in Systems
- Variance in Workload
- Geographical area urban/rural
- Public Expectation

Carol Ann listed a range of measures that were being introduced to meet  
these challenges and improve the service.

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- More Staff Engagement
- More Public awareness
- More Recruitment
- More training
- More Pathways

Management of Walk-ins across the rest of Scotland- all patients who want to or need to access a GP during the Out Of Hours period must contact NHS 24 in the first instance this allows NHS 24 the opportunity to direct patients / carers to other parts of the service which may be more appropriate e.g. Pharmacist for a repeat prescription or minor ailment. Therefore Greater Glasgow and Clyde are keen to introduce the same process as the rest of Scotland and ensure that members of the public contact NHS 24 in the first instance.

Meeting opened up for questions.

Members said that when Easterhouse Out Of Hours service closed due to poor public transport provision in the evenings they had to travel by taxi to the nearest Out Of Hours service.

Carol Ann said that when a service was closed the Board would normally provide a mini bus service to take patients to the next available service location.

None of those present were aware that transport was provided and suggested that there was a need to raise awareness that this service was being provided.

The chair thanked Ann Marie and asked that the forum be kept informed of any future changes to the Out of Hours Service.

### **Item (3) North East Locality Plan Members are asked to give their comments on what they would you like to have included in the plan.**

New North East Health Social Care Hub suggestions from the community include a community café that could be used to combat social isolation Rooms for community use that could be separated from the main building allowing for extended opening hours. These ideas gained a lot of support during the consultation process from other third sector organisations and community groups, and service users.

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**Item (4) Review of Participation and Engagement Structures**

Members agreed to a Request from the HSCP communication team to attend the December Forum meeting to discuss the Review of Glasgow City HSCP Communications Strategy.

**North East Locality Forum Meeting Dates for second half of 2019.**

**15th August, 19th September, 31st October, 12<sup>th</sup> December.**

**Always Thursday Time 6.30pm till 8.30pm**

**Venue Glasgow Kelvin College Haghill Glasgow G31-3SR**

If you require any more information, please contact  
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