

## **Notes of Review of West Minor Injuries Service Engagement Session held on 14 September 2017 in Church Street offices, Partick**

### **Present:**

Marie Gray (Broomhill Community Council)  
John Gilbertson (Partick Community Council)  
Wendy Shaw (Yorkhill & Kelvingrove Community Council)  
Bert Brown (Broomhill Community Council)  
Maureen McDowall (Scottish Health Council)  
Alan Rodger (Citizens/Rate Payers + Tax Payers)  
Peter MacAulay (Citizens/Rate Payers + Tax Payers)  
Alan Welsh  
Catherine Welsh  
Lawrence Hegarty (Resident)  
Senga O'Donnell (Resident)  
Jill Ferguson (Resident)  
Maisie McCarroll (Whiteinch Community Council)  
Alexander McCrae (Resident)  
Saskia Keoeh Ler (Resident)  
Euan Ingram (Sandra White MSP)  
Margaret Burke (Partick Community Council)  
Tammy MacPherson (Resident)  
Fiona MacKenzie (Citizen)  
Anne Weir (Yorkhill & Kelvingrove Community Council)  
David Belcher (Partick Community Council)

### **In attendance:**

Jackie Kerr (Head of Operations, NW Locality),  
Anne Harkness, (Director of the Queen Elizabeth University Hospital)  
Neil Ferguson, (Head of Planning South Sector & Women and Children)  
Gareth Greenaway (Planning Manager, NW Locality)  
May Simpson (Community Engagement and Development Officer, NW Locality)

### **Opening Comments**

Gareth Greenaway welcomed everyone to the engagement session, provided a history, timeline and details of the process for the Review of West Minor Injuries Service. This session will be written up and available on the website <https://glasgowcity.hscp.scot/consultations-and-engagement>.

He explained that the Integrated Joint Board (IJB) of Glasgow City Health and Social Care Partnership (HSCP) had planning responsibility for West Minor Injuries Services, listed the information available on the website and how to make comment on the Review up until the 29 September 2017.

### **Presentation - Minor Injuries Services**

Anne Harkness then took the meeting through a presentation on Minor Injuries Unit (MIU), its role, the rationale of moving it to Queen Elizabeth University Hospital (QEUH) from Yorkhill site and usage. This was followed by a presentation by Neil Ferguson on the option appraisal process.

The following summarises the main points made by the general public:

- Access to Yorkhill was acknowledged as less than ideal due to the steep hill.
- A strong perception that the reason why the activity levels at Yorkhill MIU were so low was due to the lack of effective publicity that the service was there in the first place. Some members of the public also cited the large scale of recent NHS changes, leading to confusion over where to access care.
- Mixed views on the effectiveness of public transport serving Yorkhill.
- A concern that the engagement event was not well publicised. (Acknowledged that Patrick Community Council had made additional efforts to publicise it).
- 'Access' should have received a higher weighting in the option appraisal as local proximity to a MIU service is a priority to the public.
- Reference was made to the option appraisal analysis that scored the status quo high in quality of care due to MIU being located at QEUH with immediate access to hospital services if necessary. Under this rationale, the model of MIUs was queried.
- Gartnavel Hospital was considered by the public to offer the best location, in terms of accessibility for West Glasgow. It would also enable MIU to be co-located with GO Out of Hours services, similar to other MIUs.
- It was questioned where the funding had gone to that was originally spoken about to be invested at Gartnavel to support a MIU service.
- Concern was expressed about accessing QEUH if the Clyde Tunnel was closed.
- Suggested that Yorkhill should not have featured on the option appraisal if the site is planned to be sold in 2 years.
- Parking difficulties at QEUH were cited.
- A general need for NHSGGC and the HSCP to improve their communication process with the general public and to make greater use of technological solutions for achieving this, such as texting.

## Next Step

Jackie Kerr confirmed timeline of the process with a final report on the Review going Glasgow City HSCP Integrated Joint Board on 8 November 2017 and there after the recommendation will be presented at a Health Board meeting. Final comments need to be submitted by 29 September 2017 and all the details of the process for the Review of West Minor Injuries Service are available on the website <https://glasgowcity.hscp.scot/consultations-and-engagement>. Jackie thanks everyone for their attendance and participation. Jackie also agreed to take on board the need to look at ways of improving our communication with the general public.