

# Pathways in to Health and Social Care Services

Pollokshaws Hub 18<sup>th</sup> September 2018

Lisa Martin, Community Engagement Officer

- What is the Health and Social Care Partnership?
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  - Services
  - Staff
- Pathways in to Health and Social Care Services:
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  - Equal Access to Services
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## HSCP Structure

- A legally formed partnership between NHS Greater Glasgow and Clyde Health Board and Glasgow City Council
- Responsible for planning and delivery of a wide range of health and social care services
- Governed by an Integrated Joint Board of senior staff, elected members, non-executive NHSGGC Board members and public representatives
- Three localities in the city – NE, NW and South
- Three main care groups – Older People, Adults and Children and Families
- South Locality is the Lead for Older People

# HSCP Services

- social care services for adults and older people
- carers support service
- homelessness services                      mental health services
- alcohol and drug services                  criminal justice services
- welfare rights services                      district nursing services
- palliative care services
- social care services provided to children and families (including fostering and adoption services and child protection)
- services provided by allied health professionals such as dieticians and occupational therapists
- dental services                                  primary medical services (including out of hours)
- ophthalmic services                          pharmaceutical services
- sexual health services                      services to promote public health and improvement
- school nursing and health visiting services
- the strategic planning for Accident and Emergency services provided in a hospital and
- the strategic planning for inpatient hospital services relating to branches of medicine (general medicine, geriatric medicine, rehabilitation medicine and respiratory medicine).

(A number of housing functions are also delegated to the Integration Joint Board)

**Members of the Glasgow City Integration Joint Board**

<b>Category of Membership</b>			
<b>Chair</b>	Cllr Mhairi Hunter		
<b>Vice Chair</b>	Vacancy		
<b>Council Voting Members</b>	<b>Health Board Voting Members</b>	<b>Professional Members</b>	<b>Stakeholder Representative Members</b>
Bailie Ade Aibinu	Simon Carr	David Williams, Chief Officer	Margaret McCarthy Staff Side Representative
Cllr Ken Andrew	Jeanette Donnelly	Susanne Millar Chief Officer Planning, Strategy & Commissioning / Chief Social Work Officer	Peter Millar Independent Sector Representative
Cllr Michelle Ferns	Ross Finnie	Sharon Wearing Chief Officer Finance & Resources	Anne Scott Social Care Users Representative
Cllr Archie Graham	Jacqueline Forbes	David Walker Assistant Chief Officer, Corporate Strategy	Chris Sermanni Staff Side Representative
Cllr Mhairi Hunter	John Matthews	Dr Richard Groden Clinical Director	Ann Souter Health Care Users Representative
Cllr Jennifer Layden	Anne Marie Monaghan	Elaine Love Chief Nurse Governance and Regulation	Shona Stephen Third Sector Representative
Cllr Kim Long	Rona Sweeney	Dr Michael Smith Lead Associate Medical Director	Vacancy Carers Representative
Cllr Jane Morgan	Vacancy	Jonathan Best Interim Chief Operating Officer NHS Greater Glasgow & Clyde	
		Patrick Flynn Head of Housing and Regeneration Glasgow City Council	



**David Williams**  
 Chief Officer



**Sharon Wearing**  
 Chief Finance  
 & Resources Officer



**Susanne Millar**  
 Chief Officer,  
 Strategy and  
 Operations  
 GHSCP / CSWO



**Dr Richard  
 Groden**  
 Clinical Director



**Elaine Love**  
 Interim Nurse  
 Director



**Dr Michael Smith**  
 Lead Associate Medical  
 Director Mental Health  
 and Addictions



**Margaret Hogg**  
 Assistant Chief Officer  
 Finance



**Mike Burns**  
 Assistant Chief Officer  
 Children's Services  
 (North East)



**Fiona Moss**  
 Head of Health  
 Improvement and  
 Equalities



**Sybil Canavan**  
 Head of People and  
 Change



**Stephen Fitzpatrick**  
 Assistant Chief Officer  
 Older People's  
 Services  
 (South)



**David Walker**  
 Assistant Chief Officer  
 Corporate Strategy



**Christina  
 Heuston**  
 Head of Corporate  
 Services



**Jackie Kerr**  
 Assistant Chief Officer  
 Adult Services  
 (North West)

**Under Review**  
 Head of  
 Commissioning



**Allison Eccles**  
 Head of  
 Business  
 Development



**Ann-Marie  
 Rafferty**  
 Assistant Chief Officer  
 Public Protection  
 & Complex Needs



**Isla Hyslop**  
 Head of  
 Organisational  
 Development

# Questions or comments about the HSCP structure, services or staff?

# Pathways in to Health and Care Services

## Know Who To Turn To

- **Self Care and NHS Inform** [www.nhsinform.scot](http://www.nhsinform.scot)  
For minor illnesses and injuries that can be treated safely at home with over the counter medication  
For general information such as pharmacy opening times or general health and well being advice
- **Your Local Pharmacy**  
For advice on common ailments such as coughs, colds, sore throat, stomach upsets etc  
For emergency contraception  
Pharmacy First - for Urinary Tract Infections (Women) and Impetigo (All)  
Minor Ailments Service – advice, and sometimes treatment, for those who don't usually pay for prescriptions
- **Your GP**  
See your GP if you have an illness or health concern that isn't going away e.g. vomiting, earache, backache, stomach pains etc  
GPs monitor long term health conditions, can provide minor surgery and supply prescriptions for medication  
GPs provide routine contraception, immunisations and can refer you to other services  
GPs do not deal with issues connected to eye health or dental health



## Know Who To Turn To

- **Eye Care and Dental Health**

If you have a problem with your eyes visit your local optometrist

If you have an eye INJURY visit your local Accident and Emergency Dept ( or Royal Hospital for Children)

See your local NHS dentist for routine check ups, procedures and emergency care (within hours)

If you have a dental emergency out of hours call NHS 24 on 111

A dental emergency is: acute pain, facial swelling, trauma/injury or bleeding from the mouth

- **Mental Health**

First point of access is usually via GP then referral to Community Mental Health Services

Range of interventions available depending on the individual's illness

Community and Third Sector organisations deliver a wide range of mental health services

Mental Health Crisis Team for out of hours emergencies – for people already known to MH Services

If you are concerned someone might harm themselves or others call 999

Emergency Social Work Service Out of Hours can offer advice: **0300 343 1505**

- **Podiatry**

Personal footcare is no longer offered by the NHS – this includes nail cutting, skin care and shoe fitting

Exceptions are people with certain long term health conditions

Several voluntary personal footcare schemes operate in Glasgow

## Know Who To Turn To

- **Addiction Services**

You can self refer or be referred by a GP or other organisation to the Drug and Alcohol Recovery Team

South Glasgow: Telephone: 0141 276 4330/ 287 6168/ 420 8100

Recovery Services South: The Mungo Foundation 0141 423 5872 (Out of Hours 07972 008701)

- **Minor Injuries Unit**

Cuts, stitches, broken bones, sprains, minor burns etc

Open 9am – 9pm every day all year round

New Victoria Hospital for adults aged 16 years and over and children aged 5-15 years

0-12 months Royal Hospital for Children

1-5 years Above, or Glasgow Royal Infirmary

- **Sexual Health Services**

Sandyford Clinic and a range of satellite hubs around the city

South East – Govanhill Health Centre and South West – Pollok Health Centre

Information, advice, diagnosis and treatment of a wide range of sexual health issues

In Hours number: Govanhill – 0141 531 8349 and Pollok 0141 531 6807

Out of Hours number: NHS 24 on 111

## Emergency and Out of Hours Care

- **NHS 24**

If you are unwell and need to speak to someone before your GP or Dental Practice re-opens  
- Evenings/Weekends/Holidays

Will give advice on either managing symptoms at home, when to visit pharmacy services, arrange an on call GP or other health professionals

**Call 111**

- **Emergency Social Work Services**

Assessment and intervention in emergency circumstances that cannot wait until a local social work service office re-opens

**Call 0300 343 1505**

- **Serious Injuries and Life Threatening Emergencies**

For accidents or serious emergencies e.g. cardiac failure, stroke, head injury, serious wounds

Visit your nearest Accident and Emergency Department (Queen Elizabeth Hospital or Glasgow Royal Infirmary) or for children the Royal Hospital for Children

If you need immediate help **Call 999**

## Equal Access to Services

Everyone, in law, is entitled to protection from unfair discrimination due to their protected characteristics. The HSCP believes everyone should have equal access to our services.

- **If you do not speak, read or write English as a first language**  
You are entitled to access our interpreting service (this may be telephone or remote interpreting)  
You are entitled to have information, including appointment letters etc in a format that is best for you  
You are entitled to expect our staff to have been trained in equalities sensitive practice
- **If you have a disability including a learning disability**  
You are entitled to information, including appointment letters etc in a format that is best for you including in audio, braille, easy read, large print or with a BSL interpreter present  
You are entitled to have a carer, advocate or person of your choice present for discussions and decisions about your care, as long as you are deemed to have capacity  
You are entitled to expect that our buildings and services will be accessible, or that we will offer alternatives to you if they are not
- **If you are part of a protected characteristics group**  
We carry out Equality Impact Assessments on all of our policies to assess if they unfairly discriminate against any protected characteristics groups

# Key Contacts

For telephone numbers please contact South Locality Headquarters on 0141 427 8300 in first instance.

## General:

- David Williams Chief Officer  
[David.Williams@glasgow.gov.uk](mailto:David.Williams@glasgow.gov.uk)
- Mike Burns Assistant Chief Officer (Children's Services and North East)  
[Mike.Burns@glasgow.gov.uk](mailto:Mike.Burns@glasgow.gov.uk)
- Jackie Kerr Assistant Chief Officer (Adult Services and North West)  
[Jacqueline.Kerr2@ggc.scot.nhs.uk](mailto:Jacqueline.Kerr2@ggc.scot.nhs.uk)

## South Glasgow:

- Stephen Fitzpatrick Assistant Chief Officer (Older People's Services and South)  
[StephenNBH.Fitzpatrick@glasgow.gov.uk](mailto:StephenNBH.Fitzpatrick@glasgow.gov.uk)
- Anne Mitchell Head of Older People South  
[Anne.Mitchell@ggc.scot.nhs.uk](mailto:Anne.Mitchell@ggc.scot.nhs.uk)
- Fiona McNeill Head of Adult Services South  
[Fiona.McNeill@ggc.scot.nhs.uk](mailto:Fiona.McNeill@ggc.scot.nhs.uk)
- Susan Orr Head of Children's Services South  
[Susan.Orr@glasgow.gov.uk](mailto:Susan.Orr@glasgow.gov.uk)
- Karen McNiven Health Improvement Manager South  
[Karen.McNiven@ggc.scot.nhs.uk](mailto:Karen.McNiven@ggc.scot.nhs.uk)

**Questions or comments about Pathways in  
to Health and Care Services?**

**Any other comments or questions?**