

## JULY 2010 PROGRESS UPDATE

The latest information on delivering the Vision for the Vale of Leven Hospital

### LOOKING GOOD AT THE VALE



**Last year, Nicola Sturgeon MSP, Cabinet Secretary for Health and Wellbeing approved service changes designed to ensure the delivery of safe and sustainable services at the Vale of Leven Hospital.**

These include:

- New arrangements for people who unexpectedly need swift assessment and treatment before possible admission to hospital (known as Unplanned Medical Care)

- The introduction of outpatient and daycase services not currently provided at the Vale

These changes will increase the number of individual patient episodes at the Vale by 18,000. This will also mean that many people will be able to access services that have never been offered at the hospital before. However, some patients may have to be cared for at other hospitals to ensure the maximum level of clinical safety.

**This newsletter describes how the work to make these changes has been shaping up so far.**

For more information, visit: [www.nhsggc.org.uk/visionforthevale](http://www.nhsggc.org.uk/visionforthevale)





## THERE'S MORE ON YOUR DOORSTEP

Part of the Vision for the Vale is the expansion of what is known as 'elective' or 'planned' care. This includes routine outpatient appointments, day treatment, day surgery and diagnostic tests.

New services, not currently available at the Vale, are being brought into the hospital. These will help us ensure that patients who can be treated locally will attend the Vale and not have to go to hospitals elsewhere in Glasgow or Paisley. We expect 18,000 more patient episodes at the Vale every year.

Work to improve local access to the Vale's existing services began in August 2009. This involved repatriating patients who live in the Vale's catchment area from Glasgow and Clyde hospitals to local clinics. Initial action focused on **General Surgery, Orthopaedics (bones) and Ear, Nose and Throat (ENT) Surgery.**



**Urology Services** – as of May 2010 Urology outpatient and daycase services were reintroduced at the Vale. (Urology is the branch of medicine that deals with the diagnosis and treatment of diseases of the urinary tract and urogenital system – your 'waterworks'.) A new consultant has been appointed and this means that clinic and surgery sessions that used to have to be provided in Glasgow or Paisley are now provided at the Vale.

**Ophthalmology (the specialty dealing with eyes)** –outpatient care and day surgery for this service, such as cataract removal has been introduced from June 2010.



**Rheumatology** outpatient services (treatment of problems with muscles, tendons, joints and nerves) will be provided through new clinics to be introduced by the autumn.

**Elderly Mental Health** - the Katrine Ward opened in June to provide inpatient beds for patients over the age of 65 who require admission for treatment of non-dementia related illnesses including psychosis and depression.





Since 2004, people who experience the most serious sudden illness and injury have been taken directly to the Accident & Emergency (A&E) Department at the Royal Alexandra Hospital in Paisley.

There is another type of patient – of whom there are about 6,300 each year – who also become ill unexpectedly but are not suffering from the most serious types of illness or injury. They include:

- Older people with breathing difficulties
- Some patients with chest pains
- People who are generally unwell

## UNPLANNED MEDICAL CARE AT THE VALE

These patients still need swift assessment and treatment, which will be followed by observation by doctors and nurses and, in some cases, admission to hospital. This is called ‘Unplanned’ or ‘Unscheduled’ Medical Care because the patients become ill without warning and cannot wait for a routine or ‘Planned’ hospital appointment.

Patients requiring Unplanned Medical Care are referred by their GP practice in normal working hours or via NHS24 at all other times, or by ambulance

staff or by staff at the Vale’s Medical Assessment Unit.

**We are committed to maintaining these services at the Vale but they do have to be reorganised. Our aim is to ensure that patients, who are most at risk of their condition worsening, are taken directly to an A&E or another specialist hospital department.**

We want to minimise the possibility of any types of patient considered particularly ‘at risk’ being taken to the Vale

## SCOTTISH AMBULANCE SERVICE

We’ve been working closely with the Scottish Ambulance Service to arrange extra vehicles and paramedics to take more patients swiftly and safely to the A&E at Royal Alexandra Hospital in Paisley and other sites. The new arrangements will be put into effect as soon as the new model of Unplanned Medical Care is launched.



## OUT OF HOURS ADVICE

When your GP practice is closed and you can’t wait for your surgery to reopen you should call NHS24 on 08454 24 24 24 and they will assess your symptoms. They may advise you to attend the GP out-of-hours service based at The Vale... please do not attend

this service without calling NHS24. The out-of-hours GP service will assess you and may decide to admit you for unplanned medical care.

**Remember: A 999 call should be used for serious illnesses or injuries.**

currently go the Vale will be taken to other sites. They will include, for example:

- People with chest pains found to have had a heart attack (who will go to either the Golden Jubilee in Clydebank, the Royal Alexandra Hospital or another hospital)
- People whose medical condition has been assessed as serious (who will be taken to the Royal Alexandra Hospital)
- People who have a suspected stroke (who will either go to the A&E or to a specialist unit in Glasgow if they need ‘clot-busting’ drugs)

If admitted to another hospital, some of these patients may be able to return to the Vale to complete the final stages of their inpatient treatment.

The remaining 4,400 – 5,300 patients each year requiring Unplanned Medical Care will continue to attend the Vale as before. The care for these people will be provided under a new 24/7 arrangement by teams led by Consultant Physicians and supported by specially trained GPs. These teams are currently being recruited.

Space for 42 beds is being set aside at the Royal Alexandra Hospital in Paisley to receive the additional patients who will come from the Vale’s catchment area.

**All of the details will be put in place by the autumn and a major information campaign will be launched to ensure every resident knows how the arrangements will work.**



to begin with, only to have to be put into an ambulance and taken to another hospital if their condition worsens. To ensure this, we are working with GPs and the Scottish Ambulance Service to put in place procedures to quickly identify where the patient should be

taken. Neither the patients themselves nor their family or carers would be expected to make the choice.

From the autumn, when the new system is in place, between 1,000 and 1,900 patients each year who



# BUSINESS AS USUAL AT THE MIU

One of the many existing and much valued services at the Vale that will remain the same is the Minor Injuries Unit (MIU).

The Vale's MIU is open between 8.00 am and 9.00 pm every day and will treat anyone over the age of two years. It is a 'walk in' service run by Nurse Practitioners who will assess and treat:

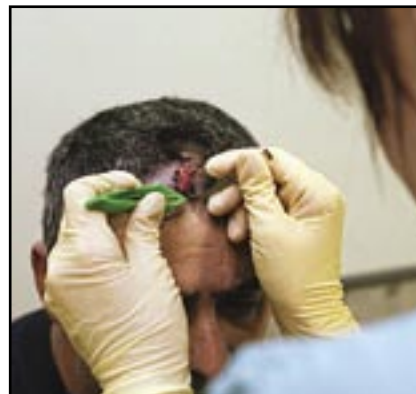
- Minor limb injuries (including requesting x-rays when required for suspected broken bones) including sprains
- Wounds requiring dressing or stitches, such as cuts and grazes
- Infected wounds
- Minor burns and scalds
- Minor injuries to the eyes, ear and nose
- Minor head injuries

After assessing patients, nurses will either offer treatment onsite or, if they find a more serious problem, will arrange transport to move the patient to the most appropriate service, including the A&E at the Royal Alexandra Hospital.

The MIU does not provide treatment for:

- Gynecological or pregnancy problems
- Alcohol or drug issues
- Severe allergic reactions
- Chest pain
- Breathing problems
- People who have collapsed

If you have any doubt at all whether you should attend



the MIU, contact NHS 24 for advice on 08454 242424 or your GP.

**If it is an emergency situation, always call 999 without delay.**

Between the hours of 9pm and 8am you should attend the A&E at the Royal Alexandra Hospital in Paisley. Children under the age of two years should always be taken to the A&E at the Royal Hospital for Sick Children at Yorkhill whatever the time of day.



## MODERN MENTAL HEALTH SERVICES

In the past, some patients with mental health problems were admitted to wards in the Vale, including the Christie Ward, simply because the support wasn't in place to care for them in the community.

Over the past two years, NHS Greater Glasgow and Clyde has put in place a range of community-based Mental Health services for people in West Dunbartonshire and the Lochside including Crisis Home Intervention Services, Primary Care Mental Health Services, access to Community and Inpatient Rehabilitation services and the development of Elderly Community Mental Health Team.

As a result of these new services, we have seen a shift in the balance of care, with less people requiring admission to hospital and more people being supported at home and in the community.



A report on the detail of this information forms part of the information which is presented to the Vision for the Vale Monitoring Group (see page 10).

The Cabinet Secretary for Health and Wellbeing has asked that the situation be monitored for a time before she makes a final decision on the future of the Christie Ward. The latest figures continue to show a shift in the balance of care, as a result of community services providing an alternative to hospital admission or by enabling more rapid and timely discharge back into community settings.

Meanwhile the delivery of the Vision for the Vale took another step forward in mid-June 2010 with the opening of the new six-bed Katrine Ward for patients over the age of 65 with non-dementia related illnesses.



# WHERE OUR MUMS-TO-BE CAN FEEL CALM AND CONFIDENT



PHOTO COURTESY: STEWART ROBERTSON, DUMBARTON AND VALE OF LEVEN REPORTER

Local mums have given the thumbs up to the Vale's Community Midwifery Unit (CMU).

Run by a team of highly skilled and experienced midwives, the Vale of Leven CMU includes an aromatherapy room which is used during antenatal care and during labour, a birthing pool and generous family sized labour suites.

New weekend classes have also been introduced to make antenatal sessions more accessible for working mums and their partners. Over two half-days on a Saturday, mums-to-be and their birthing partners receive three hours of intensive antenatal advice and guidance during each session.



Recently-established aquanatal classes have also proved to be a hit with mums-to-be attending the CMU and have attracted the attention of local newspapers.

The classes take place every

Monday morning in West Dunbartonshire Council's pool in Alexandria with around 10 women at a time taking part.

Meanwhile, efforts to spread the word about the quality of the first class services provided by local midwives continues apace to ensure that mums-to-be are fully aware of all the options available to them when giving birth.

**More information is available on 01389 817 276.**

# SANDYFORD SUCCESSFUL FIRST YEAR AT THE VALE

In its first year of opening, the Sandyford West Dunbartonshire hub, based at the Vale of Leven Hospital, has had more than 1000 patient appointments and added two new services for local men and women.

Sandyford specialises in providing sexual health and family planning services. It offers a 'listening ear' counselling drop-in service on Wednesday afternoons and counselling by appointment on Mondays and Wednesdays. So far a third of the appointments have been made by men.

**There is also a drop-in service on Wednesday afternoons for anyone under 18 years of age.**

Lead Nurse Catherine Whiteside said: "The 'listening ear' is for anyone we think should be seen immediately, and after that they will then



be offered a series of future appointments.

"We also have a 'feeling good' service for people with special needs who need a little extra time to explain their issues.

"People can talk about anything, from family issues through to sexual health, and all information is confidential."

The hubs are mini versions

of Sandyford Clinics and offers services such as family planning, tests and treatment for sexual infections, counselling and specialist clinics such as for the menopause.

More information is available about Sandyford services on [www.sandyford.org](http://www.sandyford.org) or call **01389 818511**

## ARGYLL AND BUTE



Late last year, NHS Greater Glasgow and Clyde helped its colleagues in NHS Highland establish a transport to health group. The group aims to improve access to health services for residents in the NHS Argyll and Bute area.

**Top of the group's list of things to do is to help market the new improved Vale of Leven/Royal Alexandra Hospital 340 bus services.**

One of the first things the group did was to organise a highly successful press launch of the new service in order to publicise its new route and timings. Membership of the group includes

## TRANSPORT TO HEALTH PROJECT

community representatives drawn from Cove and Kilcraggan, Garelochhead, Craigendoran as well as Helensburgh and Lomond. The group also has input from both NHS Highland and NHS Greater Glasgow and Clyde as well as Argyll and Bute Council and SPT – Strathclyde Partnership for Transport.

Helping the group off to a flying start, the Regional Transport to Health Project gave the group a small grant of £3,500 to support its activities and to help promote transport services to healthcare facilities.

Thousands of leaflets, posters and mini-cards were printed giving information about the bus service.

The agencies then agreed to distribute these via their established distribution mechanisms. As a consequence, all NHS premises and council outlets, including Job Centres, Libraries and Care Homes have received literature on the service. GPs, Dentists and Health Centres also stock information on the service. Numbers using the bus have risen from a weekly average of 174 in 2007 to 225 in 2010.



## REPRESENTING YOUR COMMUNITY THE VALE MONITORING GROUP

A Monitoring Group representing local community interests has been set up to oversee the development and delivery of the 'Vision for the Vale' plans.



The group, which is independent of NHS Greater Glasgow and Clyde is chaired by Bill Brackenridge (right), former Chair of the Scottish Ambulance Service and current Chair of the Argyll and Bute Community Health Partnership Committee.

The Monitoring Group's meetings are open to the public to observe. Details of dates, times and venue can be found on the Monitoring Group's website (see below) and in the local press.

You can also send comments or feedback to the email address below.

### Membership of the Vale of Leven Monitoring Group

Bill Brackenridge, Chairman; Jackie Baillie MSP; David Bruce, Lomond Patients' Group; Cllr George Black, West Dunbartonshire Council; Margaret Cameron, Argyll & Bute Public Partnership Forum; Cllr Vivien Dance, Argyll & Bute Council; Anne Ferguson, West Dunbartonshire Public Partnership Forum; Cllr George Freeman, Argyll & Bute Council; Jane Grant, Chief Operating Officer, NHS Greater Glasgow and Clyde Acute Services Division; Mike Hall, Argyll & Bute Community Health Partnership; David Harrison, Acumen; Mairi Harvey, Argyll & Bute Public Partnership Forum; Anne Hawkins, Director, NHS Greater Glasgow and Clyde Mental Health Partnership; Anne Helstrip, Argyll & Bute Community Health Partnership; Derek Leslie, Director, Argyll & Bute Community Health Partnership; Cllr David McBride, West Dunbartonshire Council; Cllr Ronnie McColl, West Dunbartonshire Council; Harry McCormack, West Dunbartonshire Mental Health Forum; Tom Nimmo, West Dunbartonshire Public Partnership Forum; Jackie Pollock, United Campaigns Group; Mairi Proctor, Argyll & Bute Public Partnership Forum; Keith Redpath, Director, West Dunbartonshire Community Health Partnership; Cllr Al Reay, Argyll & Bute Council; Stephen Whiston, Argyll & Bute Community Health Partnership; Alison Wilding, West Dunbartonshire Community Health Partnership.

Website: [www.vol-monitoringgroup.org.uk](http://www.vol-monitoringgroup.org.uk) Email: [comments@volmonitoringgroup.org.uk](mailto:comments@volmonitoringgroup.org.uk)

## PLANS FOR NEW ALEXANDRIA HEALTH AND CARE CENTRE

One of the proposals in the 'Vision for the Vale' is to build a new health and care centre in the grounds of the hospital to replace the outdated medical centre in Alexandria's Bank Street.



the building to be developed and for remaining planning requirements to be met by 2011.

If the final business case is approved by the Scottish Government next year, this will enable the NHS to begin allocating construction contracts.

The new centre will offer an integrated range of services including GP practices, community nursing, physiotherapy, occupational therapy, school health services, community mental health services and facilities for minor surgery and health clinics.

Work is being led by the West Dunbartonshire Community Health Partnership and moved forward a stage last month with the allocation of £1.2million to develop a 'final business case.' This will enable a full design for

# INVESTING IN IMPROVEMENT

Since NHS Greater Glasgow and Clyde took responsibility for the Vale of Leven Hospital, a commitment has been given to new and changed services to deliver the 'Vision for the Vale.'

These changes are also being backed up by £3million of investment in the hospital's physical infrastructure.

If you have been to the Vale lately you will have noticed a considerable amount of work going on. This is all intended to improve the experience of patients and visitors and ensure new national guidelines on ward layouts and infection control are met.

A great deal of thought has been put in to re-organising the hospital so that spaces intended for outpatient services could be brought together and effectively use a common entrance. This not only makes it easier for patients to find their way to clinics but also separates 'heavy traffic' from inpatient areas.

The most recent works have included:

### Minor Injuries Unit and Medical Assessment

Re-instatement and upgrading of former A&E accommodation to house the Vale's Minor Injuries and Medical Assessment Units and Out of Hours service

### Pre-Assessment/Cardiology

Complete re-fitting of the space



previously used for Minor Injuries to accommodate the Pre-Assessment Unit and Cardiology Outpatient service

### Upgrading of Wards

Complete refurbishment of Wards 3, 5, 6, 14 and 15 with new flooring, replacement and additional wash-hand basins, better storage and new décor, including surfaces that are easier to clean.

Across the hospital, new storage facilities have been constructed to put an end to problems with clutter and lack of space to store equipment. This has been matched by the purchase of new bedside lockers and chairs and commodes.

### Outpatient Services

Relocation of the Haematology

Outpatient department by the autumn into the refurbished Ward 6. This will see patients treated in space fully configured for outpatient care.

Additional outpatient space is being created through the refurbishment of Ward 4.

### External Appearance

Painting and roughcasting of the Main Block and Medicine for the Elderly Building along with road repairs and new and better signage

### Laboratory Services

Preparation for demolition of the existing Laboratory Block. Services will move to new facilities to be built in the former Ward 2 and will include state-of-the-art equipment and accommodation

# KEEPING YOU INFORMED

We are fully committed to keeping you and your community informed about the changes taking place at the Vale.

Once the changes have been made and new services are in place, we will be launching a major information campaign to ensure that you know exactly what the Vale provides and how you can access services.

Every household will receive a 'User's Guide' to the hospital

and every patient will receive a leaflet with their appointment card. We will also be placing information in local newspapers and radio.

**Teams of our staff will also be making the rounds in local communities to give you the chance to ask questions face to face.**

More information will be available later this year. If you are on our mailing list, we will write to you to let you know

when the information campaign will begin.

If you would like to have your details placed on our Vale of Leven Mailing list so that you can receive information from us from time to time, including our publication Health News, please contact us by:

**Emailing:** [linda.davidson@ggc.scot.nhs.uk](mailto:linda.davidson@ggc.scot.nhs.uk)

**Calling:** 0800 027 7246

## VISION FOR VALE ON THE WEB

All available information about the Vale of Leven Hospital on the web, including services such as the Community Maternity Unit, details of previous consultations and a link to the Vale Monitoring Group have been pulled together on one site.

You can visit the site at:

[www.nhsggc.org.uk/visionforthevale](http://www.nhsggc.org.uk/visionforthevale)

You can also send your comments to NHS Greater Glasgow and Clyde at [valevision@nhsggc.org.uk](mailto:valevision@nhsggc.org.uk)



**If you would like this document in Braille or audio-tape format, please contact:**

**If you would like this document in another language, please contact:**

**Ma tha sibh ag iarraidh an fhiosrachaidh seo ann an cànan eile, cuiribh fios gu:**

**如果您需要该信息的其它语言版本，请联系：**

**اگر این اطلاعات را به زبانی دیگر میخواهید لطفاً با این آدرس تماس بگیرید:**

**إذا رغبت في الحصول على هذه المعلومات بلغة أخرى، الرجاء الاتصال بـ:**

**ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸੰਪਰਕ ਕਰੋ:**

**اگر آپ یہ معلومات کسی اور زبان میں حاصل کرنا چاہتے ہیں تو براہ مہربانی رابطہ کریں:**

**Eğer bu bilgiyi bir başka dilde istiyorsanız lütfen bağlantı kurunuz:**

**Jeśli chcesz uzyskać te informacje w innym języku skontaktuj się z:**