



West Dunbartonshire Health and Social Care Partnership Local Engagement Network

West Dunbartonshire Health and Social Care Partnership Strategic Plan

NHS Greater Glasgow and Clyde Moving Forward Together Programme

Alexandria Community Centre 13th March 2019

At Alexandria Community Centre the Chair of Dumbarton/Alexandria Local Engagement Network (LEN) Chair Barbara Barnes welcomed everyone to the session. A total of 26 members of the community attended including the local MSP.

The session started with a presentation on the West Dunbartonshire Health and Social Care Partnership Strategic Plan from Beth Culshaw (WD HSCP Chief Officer)). This was followed by a presentation to bring people up to date with NHS Greater Glasgow and Clyde Moving Forward Together Programme from Jonathon Best (NHSGGC Chief Operating Officer).

General questions and comments following the presentation:

- Evening meetings for the public to attend was requested – both speakers agreed to this request.
- Life expectancy in West Dunbartonshire – is it still increasing as per national average?
- When services are getting homes ready for when people leaving hospital this takes too long – e.g. when wet floor showers to be put in – this issue for time delay affects people this related to Helensburgh area. There is always a delay in delivery of work being undertaken.
- What will be at Vale Hospital in future? There was a 2017 Plan for the Vale but there has been no feedback as to the progress of the Plan if NHS GGC continues to centralise area services then we need to know what will be available in GP surgeries.
- There continues to be an issue of accessing breast screening locally.
- What is happening about community assets e.g. Alexandria Community Centre which is being proposed by the Council to be closed as part of the funding cuts, the Health Board should ask WDC to keep centres as its important for local communities to build local services.
- Optimising services is important there should be a 30 years programme of work to support local services which must be kept and developed to maintain local health and well-being. This needs to be reflected in the capital investment action plan.
- Save the Vale Group reported that there were issues outstanding which need to be addressed which have so far not been answered by the Health Board.
- Both budget setting processes need to look at what local people are saying and hear what people want to see in future in their local areas.

- The Health Improvement Scotland consultation on digital readiness; Scotland must be more digitally ready and digital input to be developed; people need to get support to get to Hospital or to use local facilities with the use of digital support.
- Need to ensure that all facilitators are informed about each local area, they need to be well-informed about local area e.g. if services based in Paisley they don't know the local areas and what travelling means when you don't have a car to get from Helensburgh to Paisley.
- I was admitted to Hospital with dementia; where are champions for dementia in hospital in 10 days no-one came to see me; I tried to find them for the 10 days I was in hospital.
- Are you keeping dementia unit in the Vale Hospital or is it to be closed if everything is being moved into the community?
- My wife has dementia in October 18 an assessment was completed; people doing estimates for work for adaptations only now; at Christmas my wife was in hospital but they did not take account of dementia. Alzheimer Scotland got in touch with Dementia Champion then everything changed. She is now out of hospital and I have to pay for services but there is free personal care for under 65 years – will she get services for free? There also has been a long delay for shower to be put in, could this have been done more quickly?
- Local Dementia Strategy – why has it not been published in West Dunbartonshire?

Each individual issue raised was addressed out-with the formal consultation part of the meeting with individuals and managers in the room.

Table top discussion:

What matters most to people?

- Long conversation about support for local carers; proposal for new model of care and hospital services there is a need for good GP / Acute care. GPs must be used more appropriately used in the community and there is a concern that we go back to third sector as key provider as this was in Victorian times
- Scottish Alliance for Long Term Conditions should be involved in the delivery of local services
- Behavioural change in people using services needs to happen to ensure they can access the right type of services
- Balance between volunteers and clinical provision, we do not want volunteers doing triage in GP surgeries
- How do we ensure that ANP get clinical expertise; lead in time for multi-disciplinary teams is long and people must be qualified to do this work
- Patients need to have confidence in those they are being referred to issues with NHS24 people are unwell or have long term or have a Learning Disability /Mental Health we need to make better use of NHS inform



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Clydebank Town Hall 19th March 2019

At Clydebank Town Hall a total of 35 members of the community attended. The session started with a presentation on the West Dunbartonshire Health and Social Care Partnership Strategic Plan from Beth Culshaw (WD HSCP Chief Officer)) and Wendy Jack Interim Head of Strategy, Planning and Health Improvement. This was followed by a presentation to bring people up to date with NHS Greater Glasgow and Clyde Moving Forward Together Programme from Dr David Stewart (NHSGGC Depute Medical Director for Acute) and John Barber (NHSGGC Public Engagement Manager) .

General questions and comments following the presentation

- It would be helpful to link appointments for the same day so older people do not have to travel between venues/hospitals.
- Appointments should be co-ordinated between services better.
- There needs to be more focus on preventative activities such as – active bike trails this also addresses ongoing environmental issues.
- It feels like much of the activity has been focused and based across the river of NHGGGC. Prevention needs to be based on community approaches to diet/smoking.
- Access to hospital services should be based around communities as using taxis to travel patients between hospital sites is expensive and seems wasteful.
- There are public transport difficulties from West Dunbartonshire into the sites and between the sites for hospitals across Greater Glasgow and Clyde.
- Transport issues have yet to be agreed at Queens Quay, despite there being questions asked and promises given at the start of the process - this needs to be confirmed to ensure patients have easy access to the new health and care centre.
- Transport issues from West Dunbartonshire into Glasgow but also into the new centre if people are to access primary health care there needs to be transport.
- Joined up services are a good idea but placing it at river side of Clydebank away from the centre of Clydebank where it is currently means patients in the Faifley corridor cannot access services easily as it requires two buses for those in Faifley/ Hardgate/Duntocher.
- Great expectations of having transport links into riverside being available from across the local area however following building of college and leisure centre this has not happened, too difficult for people to access.

- Can people access primary care services in Bearsden and Milngavie rather than using services for away at Clydebank Quay?
- Keen to hear about the new Post Director of Access which is to be appointed.
- There is nothing in the Strategic Plan relating to loneliness and isolation; could you use home carers to identify people with issues linked to loneliness and use the information to help to address them as part of local approach.
- Delighted to see issues being discussed in the round rather than as specifics of each individual service; I have a diagnosis of dementia/following a diagnosis of prostate cancer. There is much more to do in terms of linking up the health service but people also need to work for themselves and look after their own health.
- There is a huge opportunity for Quayside and new health centre to deliver future; and plan for the future; there are tremendous changes in how people live and this needs to be reflected in local services.
- We need to talk about carers and need to support carers to keep being carers and there is potential for doing a great deal in our communities.
- Having a health condition is an emotional journey but also a learning curve for patients who can learn from each other people with conditions and like better.
- How do we let people know about these consultation meetings.

Table top discussion:

What matters most to people?

- Feedback from Health Board of my results was really good, I chose Gartnavel to get blood taken and then phoned later for results and I got the results over the phone, opportunity to ask questions over ½ hour phone appointment. Although there are still challenges for Health Board, this worked very well for me. Blood tests could they be taken at local health centre or pharmacy rather than at hospital.
- New health centre do not have an x-ray machine and there is a need for it.
- Why are health centres not open during public holidays, this would alleviate pressure on acute services, particularly access to GPs and out of hours provision.
- Access to GP services: difficult due to access, need to ensure that people with additional needs can access services; health board needs to be patient centred and people are diagnosed.
- HSCP 70% looked after at kinship carers, issues with child care social work, all of youth. West Dunbartonshire Council are saying no cuts to social work budget, but the group do not believe it.
- X-ray facilities at Clydebank Health Centre are an issue for Clydebank Seniors Forum, they feel it is a disgrace that there will be no x-ray facilities in new health centre as this is supposed to be a state of the art health centre and there was talk this would be accessed at Golden Jubilee but nothing more has been heard.
- Proposal for community bus service with WDC from transport officer, this could be an answer to local transport link.
- Leisure Trust closing small community centres – this is not about community and making services, need to keep community centres open – can the health board talk to the council about their savings and stop centres being closed?