

Core brief

**Message from Professor Jann Gardner, Chief Executive
(14 March 2025, 10:30am)**

Meet the team at Clydebank Health and Care Centre delivering the right care in the right place to optimise patient experience

Chief Executive Professor Jann Gardner recently headed to the Clydebank Health and Care Centre and Queen's Quay Residential Care Home to hear from its hard-working team delivering vital healthcare services to the local community.

Speaking with West Dunbartonshire HSCP's Chief Officer, Beth Culshaw, Chief Nurse, Val Tierney, Head of Health and Community Care, Fiona Taylor, Senior Nurse, Morag Lynagh, and Head of MSK Physiotherapy, Helen Little, Jann heard about the site's 100% implementation of the Community Treatment and Care (CTAC) service. This enables care such as wound management, nursing services, and long-term condition monitoring to be handled at community sites like Clydebank Health and Care Centre, reducing pressure on local acute sites and delivering the right care in the right place for almost 50,000 patients.



Professor Angela Wallace, Executive Director of Nursing NHSGGC, Fiona Taylor, Head of Health and Community Care - West Dunbartonshire HSCP, Morag Lynagh, Senior Nurse - West Dunbartonshire HSCP, Val Tierney, Chief Nurse - West Dunbartonshire HSCP, Beth Culshaw, Chief Officer - West Dunbartonshire HSCP, Helen Little, Head of MSK Physiotherapy, Professor Jann Gardner, Chief Executive NHSGGC, Dr Scott Davidson, Medical Director NHSGGC

Alongside Professor Angela Wallace, Executive Director of Nursing and Dr Scott Davidson, Medical Director, Jann spoke with the team about their success in District Nursing, delayed discharge, and service redesign. The Clydebank Health and Care Centre has achieved great success in reducing delayed discharges, with West Dunbartonshire holding the position of most improved HSCP in Scotland for 2024. As for service redesign, the team has brought managed care in-house, working directly with GPs to coordinate palliative and end-of-life care. Through unifying these existing systems, the HSCP can optimise patient experience and offer 24/7 access to their outstanding care.

Reflecting on Jann, Angela, and Scott's visit, West Dunbartonshire HSCP's Chief Officer Beth Culshaw said: "It was great to welcome our new Chief Executive on her first visit to Clydebank. In the 3 years that the Health Centre has been open, our teams and GP practices have worked exceptionally to make best use of the fantastic facilities, and greater opportunities for integrated working, to the undoubted benefit of our local community."

Following the visit, Jann recorded a short video for staff that you can watch [here](#).



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