



GP Out of Hours Service Move: Drumchapel to Gartnavel

We proposed to move the Primary Care Emergency Centre from Drumchapel Hospital to Gartnavel General Hospital.

Background

We had previously decided to transfer Older People's services away from Drumchapel Hospital (Drumchapel). As part of this decision, we needed to move the Primary Care Emergency Centre (PCEC) from the hospital too.

The proposal was to transfer the PCEC from Drumchapel to Gartnavel General Hospital (Gartnavel).

Why we proposed this change

The Out of Hours service used a small area of the Drumchapel building. Due to other services moving away from the hospital, it wouldn't have been viable or sensible for Out of Hours to stay at Drumchapel.

Other reasons to move the Drumchapel Out of Hours service to Gartnavel included:

- Gartnavel was accessible and easier to reach by bus and train than Drumchapel. This was researched by the Stakeholder Reference Group, and Patient and Public Involvement Team.
- Moving to Gartnavel provided a colocation with wider acute services. This creates a service which copes with demand and provides access to on-site support for unwell patients.
- Building larger staff numbers within a single service at Gartnavel. This provides greater resilience to GP staffing issues and reducing unplanned closures.

Engagement Process

We developed an engagement approach with the Chief Officers of Glasgow City, West Dunbarton and East Dunbarton.

We produced an easy to read, plain English information leaflet. This leaflet and an accompanying letter was distributed to approximately 200 contacts. The contacts included:

- Community groups on our involving people database within the PCEC catchment area
- Councillors with constituents within the PCEC catchment area
- Community councils within the PCEC catchment area
- Contacts on the Glasgow Council for Voluntary Services West Glasgow health related interests database within the PCEC catchment area
- Contacts on the East Dunbartonshire Voluntary Action database

We also asked for local GPs to share their views due to the service being based in Drumchapel.

Information and Awareness Sessions

We held two open information and awareness sessions in West Glasgow on 31st May 2016.

These sessions featured poster presentations about the proposal, how to access Out of Hours services and comparing the accessibility of sites.

Update on Proposal - June 2016

The NHSGGC Board agreed to the proposal due to the infeasibility of running the Out of Hours service at Drumchapel once all other services are transferred to Gartnavel.

Relevant Resources

- [Board Paper](#)
- [Press Release](#)