ESSENTIAL NHS INFORMATION ABOUT HOSPITAL CLOSURES AFFECTING YOU

Key details about your brand-new South Glasgow University Hospital and new Royal Hospital for Sick Children
The stunning, world-class £842 million south Glasgow hospitals — South Glasgow University Hospital and the Royal Hospital for Sick Children — are located on the former Southern General Hospital campus in Govan.

They will deliver local, regional and national services in some of the most modern and best-designed healthcare facilities in the world. Crucially, these two brand-new hospitals are located next to a first-class and fully modernised maternity unit and so deliver the gold standard model of maternity, paediatric and adult acute hospital care on a single campus.

The adult hospital features 1109 patient rooms. Every room within our general wards has an external window view. Each room is equipped to the highest of standards with private shower and toilet facilities, free television, radio and Wi-Fi. There is an optional outpatient self check-in system to speed up patient flows. On the first floor there is a 500-seat hot food restaurant and a separate cafe. The bright and airy atrium features shops and banking machines and a high-tech lift system that will automatically guide you to the lift that will take you to your destination most quickly.

The children’s hospital features 244 paediatric beds, with a further 12 neonatal beds in the maternity unit next door. The vast majority of the paediatric beds are in single rooms, with space for overnight accommodation for parents. The new children’s hospital also features a cinema, Science Centre, interactive activity walls funded by the Yorkhill Children’s Charity, indoor and outdoor play areas and a roof garden.

With the opening of these world-class hospitals, we are closing the Western Infirmary, Victoria Infirmary including the Mansionhouse Unit, Southern General and Royal Hospital for Sick Children at Yorkhill. The vast majority of services from these hospitals will transfer to the new south Glasgow hospitals, with the remainder moving to Glasgow Royal Infirmary and some services into Gartnavel General Hospital. Once these moves are complete, the new hospitals will enhance the existing NHSGGC acute hospitals — Glasgow Royal Infirmary, Inverclyde Royal Hospital, Royal Alexandra Hospital, Vale of Leven Hospital, Gartnavel General Hospital, New Victoria Hospital and New Stobhill Hospital – to create a comprehensive network of hospitals delivering the very best patient care for Greater Glasgow and Clyde’s population.
Welcome to
the South Glasgow University Hospital
and the Royal Hospital for Sick Children

1. South Glasgow University Hospital
2. Royal Hospital for Sick Children
3. Acute Receiving Unit
4. **A&E** Adult Emergency Department
5. **A&E** Children's Emergency Department
6. GP Out-of-Hours Service
7. RHSC Ward 4 Entrance
8. Maternity & Neonatal Unit
9. Laboratory Medicine & Facilities Management
10. Physically Disabled Rehabilitation Unit (PDRU)
11. Langlands Building
12. Neurology Block
13. Institute of Neurological Sciences
14. Queen Elizabeth National Spinal Injuries Unit
15. Teaching & Learning Centre
16. Office Building
17. Clock Tower Building
18. Former Acute Medical Block
19. Westmarc
20. Podiatry
21. Ronald McDonald House
22. Energy Centre
23. Deliveries
24. Mortuary – Visitors

Car parks 1 – 4
Disabled Car Parking
Drop Off Area
Bike Store
Fast Link / SPT
Local Bus Service
Taxis
Cash Point
Cafe
Restaurant
How the changes might affect you

Any patient coming for a planned operation, procedure, test or outpatient appointment will receive a letter telling them exactly where they should go for their appointment.

We will ensure everything is well planned and that you know exactly which hospital and which department and at what time you will attend.

But it is vital that you are clear about where you should go for emergency care if your nearest A&E is at one of the hospitals that are closing.

It is also important that you only use an A&E Department for serious injuries and major emergencies.

For everything else there are local hospital-based Minor Injury Units, GP services (including out of hours via NHS24) and your local pharmacy.

If you think it is an emergency, phone 999.

For minor injuries such as cuts (including ones that need stitches), broken bones, sprains and minor burns go to one of our locally-based Minor Injury Units (see pages 7 of this NHS Guide for more information).

If it is a minor illness such as a stomach upset, cough or running a high temperature then self-care, pharmacy or your GP is the answer.

And don’t forget that if you become unwell and can’t wait until your GP or other local NHS service reopens, call NHS24 on 111 – they’ll advise you on what’s best to do. NHS24 can also refer you to the GP out-of-hours service if you need to see a doctor before your surgery reopens.

If your child needs emergency care, know who to turn to

The A&E Department of the new Royal Hospital for Sick Children will open at 8am on Wednesday 10 June 2015 and will see children up to their 16th birthday.

It is important to know when it is appropriate to use this A&E Department and when it is better to go elsewhere.

The information below is a useful guide to keep handy.

**MAJOR EMERGENCY**

If your child is seriously injured or becomes so unwell that you think it is an emergency, you should dial 999. The Scottish Ambulance Service will take your child to the new Royal Hospital for Sick Children unless they deem it more appropriate to go to a closer A&E Department.

**MINOR INJURY**

If your child has a minor injury such as a cut (including one that may require stitches), a minor burn or a broken bone there are a range of options for speedy treatment depending on his or her age.

If you live in Greater Glasgow

- **Under 1-year-olds**: go to the new Royal Hospital for Sick Children A&E in Govan
- **1 to 5-year-olds**: go to either the new Royal Hospital for Sick Children A&E in Govan or Glasgow Royal Infirmary A&E
- **5 to 15-year-olds**: go to the nearest Minor Injury Unit (MIU). These are located at New Stobhill Hospital, New Victoria Hospital and West Glasgow MIU located at the Western Infirmary. You can also attend either the new Royal Hospital for Sick Children A&E in Govan or Glasgow Royal Infirmary A&E (both also have a dedicated area to treat minor injuries).

If you live in the Clyde Area

- **Under 1-year-olds**: go to the Royal Alexandra Hospital in Paisley
- **1 to 5-year-olds**: go to either the Royal...
## Timetable of changes to new hospitals

Here are the scheduled dates for the transfer of key services from the closing sites to the new south Glasgow hospitals:

### Southern General
- **2 May**
  - Outpatients, GP out-of-hours service and therapy department
- **1–3 May**
  - Inpatients, A&E, theatres, Intensive Therapy Unit and High Dependency Unit
- **8 May**
  - ENT (Ear Nose and Throat) inpatients
- **A&E at old Southern General closes at 8am on 2 May**

### Western Infirmary
- **26 April**
  - Renal dialysis
- **9–10 May**
  - Vascular and renal inpatients
- **30–31 May**
  - All remaining inpatients and A&E

### Victoria Infirmary and Mansionhouse Unit
- **During the weekends of 16–17 May and 23–24 May**
  - All services will transfer
  - **A&E at the Victoria closes at 8am on 16 May**

### Royal Hospital for Sick Children (Yorkhill)
- **10–12 June**
  - Inpatient and day surgery services
- **12–14 June**
  - Outpatient services
  - **A&E at RHSC (Yorkhill) closes at 8am on 10 June**

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**ESSENTIAL INFORMATION**

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**Alexandra Hospital in Paisley, Inverclyde Royal Hospital in Greenock or the Vale of Leven Minor Injury Unit**

*5 to 15-year-olds:* go to the nearest Minor Injury Unit. These are located at the Royal Alexandra Hospital in Paisley, Inverclyde Royal Hospital in Greenock or the Vale of Leven Minor Injury Unit (both A&Es have a dedicated area to treat minor injuries).

**MINOR ILLNESS**

*0–15 years*

If it is a minor illness such as a stomach upset, cough or running a high temperature, then self-care, pharmacy or your GP is the answer.

And don’t forget that if you become unwell and can’t wait until your GP or other local NHS service reopens, call NHS24 on 111 – they’ll advise you on what’s best to do. NHS24 can also refer you to the GP out-of-hours service if you need to see a doctor before your surgery reopens.
From Saturday 30 May, residents in Greater Glasgow will be served by two major adult A&Es:
• The new South Glasgow University Hospital
• Glasgow Royal Infirmary.

If you live in Clyde, you will continue to be served by the A&Es at the Royal Alexandra Hospital in Paisley and Inverclyde Royal Hospital in Greenock. There are no changes to these services.

It is important that you only use an A&E Department for serious injuries and major emergencies. For everything else, there are local hospital-based Minor Injury Units, GP services (including out of hours via NHS24) and your local pharmacy.

If you think it is an emergency, phone 999.

For minor injuries such as cuts (including ones that need stitches), broken bones, sprains and minor burns, go to one of our locally based Minor Injury Units (see maps on page 7 for more information).

If it is a minor illness such as a stomach upset, cough or running a high temperature, then self-care, pharmacy or your GP is the answer.

And don’t forget that if you become unwell and can’t wait until your GP or other local NHS service reopens, call NHS24 on 111 – they’ll advise you on what’s best to do. NHS24 can also refer you to the GP out-of-hours service if you need to see a doctor before your surgery reopens.
Finding your nearest A&E and MIU

**Minor Injury Unit**
Find your postcode on the map to identify which Minor Injury Unit you should attend if you are age 16 and over.

**Minor Injuries Unit**
- Glasgow Royal Infirmary
- Inverclyde Royal Hospital
- New Stobhill Hospital
- New Victoria Hospital
- Royal Alexandra Hospital
- South Glasgow University Hospital
- Vale of Leven District General Hospital
- West Glasgow MIU

**Accident and Emergency**
Use your postcode to identify which A&E you are zoned to attend if you are age 16 and over.

**Emergency Departments**
- Glasgow Royal Infirmary
- Inverclyde Royal Hospital
- Royal Alexandra Hospital
- South Glasgow University Hospital
Getting to the new hospitals

The new hospitals are easy to get to. They are located just a few minutes from the M8, within a few hundred yards of the Clyde Tunnel, and served by a very frequent and fast bus link network.

There are multi-storey car parks and ground-level spaces for patients and visitors on site. Car parking is free, but there is a four-hour maximum stay between Monday to Friday 7.30am till 4pm.

Disabled parking spaces are available on the ground floor of the multi-storey car parks.

The new Fastlink bus route provides speedy links from Glasgow City Centre via the Arc Bridge (known sometimes as the Squinty Bridge).

At peak times, there will be a bus every minute arriving at, or inside, the hospital campus.

You can reach the direct bus link network via the city’s excellent rail and subway transport systems.

Find out about all routes for your journey by calling Traveline on 0871 200 22 33 or visit www.travelinescotland.com

A new dedicated section of the Traveline website has been created, giving you information on ticket options with links to major bus operators and SPT, as well as a link to a hospital journey planner.

Simply click on the button “New South Glasgow Hospitals” on the homepage for all you need to know about getting to the hospital by public transport.

South Glasgow University Hospital (telephone 0141 201 1100) and the Royal Hospital for Sick Children, 1345 Govan Road, Glasgow G51 4TF (telephone 0141 201 0000).

www.nhsggc.org.uk

Important: the entire hospital campus is a smokefree zone. Thank you for waiting until you are off our grounds before smoking.

Keep up to date with your modernising NHS at www.nhsggc.org.uk

This publication has been produced in line with NHS Greater Glasgow and Clyde’s Clear to All Policy. This publication is available in large print, Braille, easyread or on audio-CD. We can also provide this in any language including British Sign Language or any format you may require. Please contact 0800 027 7246.