

Improving Rehabilitation Services for the Elderly in North East Glasgow

Summary Note of Public Consultation Event 29 March 2017

NHS Greater Glasgow and Clyde held a Public Consultation Event on Wednesday 29 March at Lightburn Hospital to speak to patients, their families, carers and interested groups. The aim of the event was to explain the proposals, encourage discussion, answer questions and note views to help shape the future of elderly rehabilitation services in the North East. The event took place between 2pm and 8pm and was attended by 52 people.

At the event there was an hourly [presentation](#) by Catriona Renfrew, Director of Planning and Policy with Dr Adam Bowman, Clinical Director for Care of the Elderly, covering:

- The current pattern of elderly rehabilitation services across the North East
- The current services and activity at Lightburn Hospital
- The context, policy and strategy shaping the proposal
- Where services could be located under the proposal
- The benefits expected to flow from the proposal
- The proposed new pathway and information about:
 - The Glasgow Royal Infirmary
 - Emergency Receiving, Medical Admission and Acute Frailty Unit
 - Specialist teams carry out comprehensive geriatric and frailty assessments
 - Acute Hospital Based Rehabilitation
 - Acute services and specialities available at Stobhill Hospital
 - Intermediate Care Beds
 - NHS rehabilitation and reablement in local care homes
 - Community Rehabilitation Teams
- The engagement and consultation process, what we have heard, how to provide feedback and the next steps

Following each presentation the audience had the opportunity to ask questions and raise points of concern with members of the clinical team and the Scottish Ambulance Service available to provide input.

There was also a drop-in area with a series of stations displaying information about the different elements of the proposal. At each station clinical, managerial and planning staff, plus staff from Glasgow City HSCP were available to answer questions and hear feedback. The stations had information about:

- [The proposal, consultation process and providing feedback](#)
- [The Acute Rehabilitation Pathway](#)
- [Day Hospital and Outpatient Services](#)
- [Rehabilitation in the Community Setting](#)
 - Rehabilitation in People's Homes
 - [Intermediate Care in Care Homes](#)
- [Travel and Access](#)

There was also [information](#) about the new East End Health and Social Care hub that Glasgow City Health and Social Care Partnership are developing and a representative was available to answer questions about their proposals.

Feedback from Event

During the facilitated question and answer sessions and at the drop-in we encouraged discussion and feedback about the proposal. In addition participants were asked to write comments and post them on a 'graffiti wall'.

Overall we heard several concerns about travel and access to Stobhill Hospital from the East End of Glasgow and there were questions about Intermediate Care and the Parkinson's Service. However, a number of participants said they now felt more informed than they had previously and although there was concern about the loss of a perceived local service many people understood the clinical reasons behind the proposal.

To illustrate and summarise the feedback we heard:

- Concerns about travel to Stobhill Hospital, particularly for those who have to use public transport:

"Stobhill in the middle of nowhere, Lightburn is just across the road."

"Travelling to Stobhill does tell on you after a while, if you had a car it would be no bother."

However, there was recognition that although travel could be difficult, the proposal was about improving patient experience and care:

"Proposal is a good idea. People are too focussed on transport. Patients need to be in better facilities – like that of Stobhill."

- Feedback about care homes, people's perceptions of them, potential financial implications and lack of knowledge about the NHS rehabilitation services being provided within them:

"Care homes are a concern for a lot of people. The thought of a care home, lots in mind – are services in Lightburn comparable for people? Are all these changes free and on the NHS? People are worried. What would happen if after assessment had to stay in a care home?"

"Looks amazing – great intermediate care pathways. Thank you for the explanation and glad I stayed."

- Concerns about the Parkinson's service and would relocation affect the continuity of care for patients.

"That's important that it's the same team looking after him. Any person with an illness of that nature wants to know that continuity of care is exactly the same."

“Got questions answered regarding Parkinson’s Group and outpatient services – more reassured now.”

- Questions about ambulance and patient transport and would services in the East End be affected if Lightburn was to close:

“How would ambulance service pick up outpatients and take them from Carmyle, Baillieston, Easterhouse and take them to Stobhill? At the moment one ambulance takes to Lightburn.”

“What will happen to the Scottish Ambulance Service base near here?”

- Feedback about the lack of investment in the East End and potential to invest in Lightburn:

“I’m an East-ender, 75 years in the East End. Care in the community is damaging – Belvidere, Gartloch, nothing left. This hub, fancy for the future, why not keep Lightburn for the future or make Lightburn a hub?”

- Feedback about the overall proposal and new service model:

“Think the new proposals are a good idea moving forward with the times. It will take time for the general public to accept these changes for the better.”

“Need beds in the East End. Husband is here and can I cope with travelling here every day, but Stobhill is too far.”

“Appreciate you can’t deliver high quality acute care in non acute hospitals”

- Feedback about the consultation process:

“I believe this consultation has been a lot more positive than the last one. When you’re engaging with the public don’t come at us – much more engaging today.”

“A really good session - very informative.”

This outline of the content and comments, question and issues raised has been produced as a summary note to provide a sense of what the event was like for those not able to attend. A fuller note of the event, pulling together all the feedback, questions, comments and concerns heard will be included as part of an overall Consultation Report and submitted to the Board at the end of the consultation.