About South West Glasgow Community Health and Care Partnership

South West Glasgow Community Health and Care Partnership (CHCP for short) is a partnership between Glasgow City Council and NHS Greater Glasgow and Clyde.

It is one of five area-based partnerships across Glasgow introduced to manage most local community-based health and social care services.

The CHCP will improve the way your community health and social care services are organised and delivered. These services will continue to be provided in local health centres, clinics, social work offices and community settings across South West Glasgow.

We want to make sure that the people who use our services, carers, members of the public, community and voluntary bodies and staff have a voice in the design and delivery of services. Information at the back of this guide will tell you how you can get involved.

I hope you find this guide useful. Please use our comments card at the back to let us know what we can do better or if there is any further information you need.

Iona Colvin Director, South West Community Health and Care Partnership
How to access health and social care services

Most of the services listed in this directory are managed and delivered locally, unless otherwise indicated.

Social care services are usually accessed through the local social work office. If you have an emergency within office hours, you can normally get an urgent appointment.

Apart from initial information and advice, it is usually necessary to be assessed for a social care service. There is no charge for assessment but there may be a charge for services, for example home care. However, this normally depends on your income.

The CHCP manages three community health centres with a range of services and clinics.

There is no charge for most health services. However, you may have to pay some charges for prescriptions, dental services, hearing aids and glasses.

If you are in any doubt about charges, please ask a member of staff.

Helping us to help you and others

All health and social care services are greatly in demand. Please use them sensibly, in particular emergency and out-of-hours facilities.

If you cannot attend an appointment, please cancel it so the appointment can be offered to someone else.
Main CHCP premises

South West Glasgow CHCP Headquarters
Opening hours are Monday to Friday, 9am - 5pm.

Strata House
135 Fifty Pitches Road
Glasgow G51 4EB
Phone: 0141 276 5239
Fax: 0141 276 5201

Health Centres/Clinics
Opening hours are Monday to Friday from 9am to 5pm.

Cardonald Clinic
74 Berryknowes Road
Glasgow G52 2TT
Phone: 0141 892 6070
Fax: 0141 892 6076

Elderpark Clinic
20 Arklet Road
Glasgow G51 3XR
Phone: 0141 232 7100
Fax: 0141 232 7116

Govan Health Centre
5 Drumoyne Road
Glasgow G51 4BJ
Phone: 0141 531 8400
Fax: 0141 531 8404

Pollok Health Centre
21 Cowglen Road
Glasgow G53 6EQ
Phone: 0141 531 6800
Fax: 0141 531 6808

Pollokshaws Clinic
35 Wellgreen
Glasgow G43 1RR
Phone: 0141 577 7720
Fax: 0141 577 7780
South West Glasgow Community Health and Care Partnership

**Thornliebank Health Centre**
20 Kennishead Road  
Glasgow G46 8NY  
Phone: 0141 531 6900  
Fax: 0141 531 6910

**Main Social Work Offices**
Opening hours are Monday to Thursday from 8.45 am to 4.45pm and Friday from 8.45am to 3.55pm. In emergency, contact our Standby Service, phone 0800 811505.

**Govan area**
Rowan Business Park  
5 Ardlaw Street  
Glasgow G51 3RR  
Phone: 0141 276 8700  
Fax: 0141 276 8940

**Pollok area**
130 Langton Road  
Glasgow G53 5DP  
Phone: 0141 276 2900  
Fax: 0141 276 2914
South West Glasgow CHCP provides **social work services** for vulnerable children, young people and families.

These include:

- assessment and care management
- child protection
- residential and foster care
- support for young people leaving care
- support for young people in training and employment
- services for children affected by disability
- support to carers
- health based social care services
- youth justice
- community and individual support services

**Early Intervention and Parents and Children Together (PACT) Teams**

**Rowanpark**
5 Ardlaw Street  
Glasgow G51 3RR  
Phone: 0141 276 8840  
Fax: 0141 276 8944

**Leaving Care Services and Youth Justice**

**Langton Road**
130 Langton Road  
Glasgow G53 5DP  
Phone: 0141 276 2900  
Fax: 0141 276 2914

**Family Support Services**

Phone: 0141 276 2900
South West Glasgow CHCP provides community child health services which include:

**Child and Family Mental Health Services**
The team offers support to families where there are concerns about children’s emotional wellbeing. Referrals can be made via your GP, Health Visitor or Social Worker.

**Southbank Child Centre**
207 Old Rutherglen Road
Glasgow, G5 0RE
Phone: 0141 201 0914
Fax: 0141 201 0939

**Children and Adolescent Mental Health services**
Children and Adolescent Mental Health services offer support to older children. Referrals can be made via your GP or Social Worker.

**Twomax Centre**
187 Old Rutherglen Road
Glasgow, G5 0RE
Phone: 0141 300 6380
Fax: 0141 300 6333

**Child Development Centre**
The Child Development Centre provides assessment, intervention and support for children with a disability and their families. Referrals can be made via your GP or Health Visitor.

**Southbank Child Centre**
207 Old Rutherglen Road
Glasgow, G5 0RE
Phone: 0141 201 0914
Fax: 0141 201 0939

**Children’s Dental Service**
The Children’s Dental Service is part of the Community Dental Service. It treats children who may have complications in their medical
history, special needs, anxiety or behavioural difficulties, high levels or high risk of tooth decay, or who are currently unregistered with a dentist.

The service will accept patients aged from 0 years to those still in secondary school education.

**Govan**

Community Dental Service
Govan Health Centre
5 Drumoyne Road
Glasgow G51 4BJ
Phone: 0141 531 8427

**Pollok**

Community Dental Service
Pollok Health Centre
21 Cowglen Road
Glasgow G53 6EQ
Phone: 0141 531 6833

**Health Visiting**

Health Visitors are based in Health Centres and GP practices. For more information contact your GP.

**School nursing services**

The team visits schools throughout South West Glasgow promoting the health and wellbeing of children aged 5-18.

**Rowanpark**

5 Ardlaw Street
Glasgow G51 3RR
Phone: 0141 276 8845

**Speech and Language Therapy services**

Speech and Language Therapy services are based at Pollok Health Centre and Rowanpark. Referrals to the service can be made via your GP or school / nursery.
Adoption and fostering
For information on adoption and fostering, or if you are interested in becoming an adoptive parent of foster carer, contact Families for Children.

**Families for Children**
Phone: 0845 270 069
(City-wide service)

Respite carers
Respite carers look after children in their own homes for short periods, normally just a few days. This can happen on a regular planned basis or be a one off. Respite carers provide children and families with valuable breaks which can often relieve difficulties and prevent family situations from breaking down. To find out more, or if you are interested in becoming a respite carer, contact the Respite Care Team.

**Respite Care Team**
Phone: 0141 302 2616
(City-wide service)

Supported carers
Offers accommodation with support to young people who are, or have been, looked after by Social Work Services. To find out more, or if you are interested in becoming a supported carer, contact Leaving Care Services.

**Leaving Care Services**
Phone: 0800 027 7954
South West Glasgow Community Health and Care Partnership

Adult Health and Community Care

A wide range of health and community care services are delivered in local communities across South West Glasgow. These include services provided by community nurses, GPs, dentists, pharmacists and other healthcare professionals.

Community Dental Services

Older people and adults with learning or physical disabilities may be eligible for dental treatment with the Community Dental Service.

For advice please contact: Community Dental Service
Easterhouse Health Centre
9 Auchinlea Road
Glasgow G34 9HQ
Phone: 0141 531 8120

Continence services

The specialist continence team are based at Pollok Health Centre and work throughout South West Glasgow. Continence promotion clinics are based at Pollok, Govan and Thornliebank Health Centres and Pollokshaws Clinic. Home visits can also be arranged for those who cannot attend clinics. Referrals are accepted from all health and social care professionals, carers and from patients themselves. The team can be contacted on 0141 531 6822.

Diabetes services

The specialist diabetes team consists of Diabetes Specialist Nurses, Dieticians and Podiatrists. It is based at Pollok Health Centre and works throughout South West Glasgow providing support and advice to people with diabetes. Referral can be requested via your GP. For more information about diabetes services, phone 0141 531 6855.
Dietetic services
Community dieticians are based at Pollok Health Centre. For further information on their services phone 0141 531 6800.

Nursing services
South West Glasgow CHCP manages a wide range of nursing services including:

- District nurses work throughout South West Glasgow visiting patients at their homes to meet a range of health needs
- Liaison nurses provide support to patients who are about to return or have returned home after a stay in hospital
- Treatment room nurses, who are based at health centres and assist GPs in the care and treatment of their patients.

For more information about these and other nursing services within South West Glasgow CHCP contact the Senior Nurse Adult Services.

Phone: 0141 276 5233

Older people and physical disability services
A wide range of health and social care services for older people and people under 65 with physical impairments and health needs are available across South West Glasgow. For assessment and care management, day services, support at home, residential care, respite care, dementia services, aids and adaptations, and disabled parking permits contact your integrated Older People and Physical Disabilities team.

Early Intervention Team  
Elderpark Clinic  
20 Arklet Road  
Glasgow G51 3XR  
Phone: 0141 232 7100  
Fax: 0141 232 7116
Care Management Team
(Dementia and Elderly Mental Illness and Physical Impairment teams)

130 Langton Road
Glasgow G53 5DP
Phone: 0141 276 2900
Fax: 0141 276 2914

Care Management Team
(Older People)

Rowanpark
5 Ardlaw Street
Glasgow G5 3RR
Phone: 0141 276 8750
Fax: 0141 276 8941

Older People’s Day Centres

South West Glasgow CHCP manages five day care centres for older people and can also provide one-to-one day care opportunities to individuals in their own homes. Day Care Centres aim to help older people maintain their independence and offer a range of care and recreational services.

Places are limited, so allocation is based on assessment of individual needs. For information on how to apply for a place, contact your local Older People’s / Physical Disabilities team (see above).

Corkerhill Day Care Centre
11 Corkerhill Place
Glasgow, G52 1RU
Phone: 0141 276 0550
Fax: 0141 276 0549

Mallaig Road Day Care Centre
102 Mallaig Road
Glasgow, G51 4PE
Phone: 0141 425 1871
Fax: 0141 425 1563

Merrylee Lodge Day Care Centre
55 Muirskeith Road
Glasgow G43 2JX
Phone: 0141 632 1993
Fax: 0141 636 0540
Older People’s Day Care Centres for people with dementia

Forfar Avenue Day Centre
60 Forfar Avenue
Glasgow G52 3JF
Phone: 0141 810 4344
Fax: 0141 882 9796

Govan Dementia Project
28 Harley Street
Glasgow G51 1AJ
Phone: 0141 427 4811

Older People’s Mental Health Service

Elderpark Clinic
20 Arklet Road
Glasgow G51 3XR
Phone: 0141 232 7100

Langton Road
130 Langton Road
Glasgow G53 5DP
Phone: 0141 276 2900

Older People’s Residential Homes
South West Glasgow CHCP manages three residential homes for older people. Places are limited, so allocation is based on assessment of individual needs. Homes in other areas can also be accessed. For information on how to apply for a place, contact your local Older People’s / Physical Disabilities team (see above).

Information about other residential homes for older people in South West Glasgow is available on the Glasgow City Council Website:
www.glasgow.gov.uk/en/Residents/Care_Support/OlderPeople
Physiotherapy
Physiotherapy services are available in Pollok Health Centre and Elderpark Clinic. A home visiting service is available for patients who are totally housebound which can be requested via your GP.

For general enquiries please phone Pollok Health Centre on 0141 531 6878.

For self-referral call 0141 531 6809 (Monday - Friday, 9 am-11am).

Podiatry
Foot care is available in Health Centres and clinics. A home visiting service is available for patients who are totally housebound which can be requested via your GP.

For a clinic appointment please phone 0141 636 8421.

Sensory Services
A range of services is available for blind and deaf people, including Sign Language Interpreting and Resource Services.
**Centre for Sensory Impaired People**
(City-wide)
Phone: 0141 334 5530 (Voice)
0141 341 0825 (Text)

**Sexual Health**
The Sandyford Initiative provides sexual, reproductive and emotional health services for women, men and young people. It also provides care and advice on sexually transmitted infections, free condoms and lubricant, contraception, emergency contraception, pregnancy testing and counselling service. All services are free of charge and available without the need to be referred by your doctor or another practitioner.

**The Sandyford Initiative**
(City-wide)
2 Sandyford Place
Sauchiehall Street
Glasgow G3 7NB
Phone 0141 211 8600
www.sandyford.org

**Sandyford South West**
Open Mondays, Wednesdays and Fridays
Pollok Health Centre
21 Cowglen Road
Glasgow G53 6EQ
Phone: 0141 531 6807

**C Cards**
C Card is a service in Glasgow offering you access to a range of free condoms from most health centres, clinics and some pharmacies and GP Practices. To use this service you will need to register first - you can do this at Sandyford South West at Pollok Health Centre.

In South West Glasgow you can use your C Card at the Community Receptions at Govan Health Centre, Thornliebank Health Centre, Pollok Health Centre, Pollokshaws Clinic and Cardonald Clinic during normal opening hours; at Morrisons Pharmacy, Newlands during pharmacy opening times and at Cardonald Medical Centre (Dr Ventry and Dr Datta) on Thursdays (9am - 1pm) and Fridays (1pm - 5pm.) Check with the practice for other times.
Health Improvement and Wellbeing

South West Glasgow CHCP has a responsibility for health improvement and for tackling health inequalities within the community.

The CHCP supports a wide range of health improvement programmes for example helping people to stop smoking, improving children’s dental health and helping to maximise people’s income.

We work with people from a wide range of health and social care staff, organisations such as housing and schools and Voluntary / Community groups including, Galgael, Barnados, the YMCA, Aberlour, Glasgow Older People’s Welfare Association and many other locally based people and groups.

For more information about health improvement initiatives and strategies, please phone the CHCP Health Improvement team on 0141 276 4677.

Benefits and money advice

For information on benefits advice and tribunal representation contact any social work office in South West Glasgow (see page 5). For money advice you can contact a central money advice team for an appointment on 0141 287 8732.

Counselling and stress management

Counselling and stress reduction therapies are available from:

South West Stress Centre Phone 0141 553 0974

Your GP may also be able to refer you to specific counselling services.

Counselling is also available via the Primary Care Mental Health (Pathways) team. See the Mental Health entry on page 21 for more information.
Health at Work
South West CHCP hosts the Health at Work team. Health at Work works with over 200 registered organisations, representing over 40 percent of the workforce in the NHS

Greater Glasgow and Clyde health board area. It promotes workplace health promotion, occupational health and safety, vocational rehabilitation, employability, and community involvement via a national award programme.

Health at Work’s free services are available to all workplaces including those in the South West CHCP, and include training, policy development, professional support via a link worker, health promotion resources, a grant scheme, monthly e-newsletters, and a website.

(City-wide)             Phone: 0141 314 0024
                        www.healthatwork.org.uk

Oral Health Action Team
South West Glasgow has a dedicated team working to improve the oral health of children. For further information about our projects, including Childsmile and Smile Too, a toothbrushing program for nursery schools, phone the Oral Promoter on 0141 276 4656.

Stop smoking service
For information and advice on giving up smoking and details of local stop smoking groups in South West Glasgow please call 0800 015 1231 or ask your local community pharmacist or GP.

Wellman Clinic (Men’s Health)
Wellman clinics offer basic health checks and advice on adopting a healthier lifestyle to men aged between 18-65. For information about where and when the next Wellman clinic is being held, phone 0141 276 4680.
Young People’s Services
There are local and Glasgow-wide services specifically for young people.

The Place offers advice and support to young people aged under 19 on a range of issues including: relationships, stress, drugs and alcohol, spots, bullying and smoking.

**The Place – Govan**
Hills Trust Learning Academy
Thursdays
121 Langlands Road
5pm - 7pm
Glasgow G51 3TL

**The Place – Pollok area**
Pollok Health Centre
Mondays
21 Cowglen Road
6pm - 8pm
Glasgow G53 6EQ
# Addiction Services

Community Addiction teams provide services and support to individuals and families affected by alcohol and drugs. Services include assessment and care management, counselling, substitute prescribing, access to inpatient care, day patient facilities and community and residential rehabilitation.

**Govan Area Community Addiction Team**
Rowan Business Park
5 Ardlaw Street
Glasgow G51 3RR
Phone: 0141 276 8740
Fax: 0141 276 8941

**Pollok Area Addiction Team**
130 Langton Road
Glasgow G53 5DP
Phone: 0141 276 3010
Fax: 0141 276 3013
Learning Disabilities

Services for people with learning disabilities and their carers are available through the Glasgow Learning Disability Partnership (GLDP). Services include assessment and care management, day opportunities, support services, respite short breaks and supported living. For information, contact your area learning disability team:

**Govan area**
**Learning Disability Team**  
Berryknowes Centre  
14 Hallrule Drive  
Glasgow G52 2HH  
Phone: 0141 276 2300

**Pollok area**
**Learning Disability Team**  
The Wedge  
1066 Barrhead Road  
Glasgow G53 5AB  
Phone: 0141 276 9760
Mental Health

A wide range of health and social care services are available for people with mental health problems, their families and carers. There are three local teams providing mental health and well-being support in South West Glasgow. There is also a Glasgow-wide mental health services out-of-hours service.

Resource Centres

**Brand Street Resource Centre**  
Unit G7 & G8  
Festival Business Centre  
150 Brand Street  
Glasgow G51 1DH  
Phone: 0141 303 8900

**Rossdale Resource Centre**  
12 Haughburn Road  
Glasgow G53 6AB  
Phone: 0141 232 4750

Older People’s Mental Health

Please see page 13.

Primary Care Mental Health (Pathways) Team

Pollokhaws Clinic  
35 Wellgreen  
Glasgow G43 1RR  
Phone: 0141 577 7729
Govan Community Mental Health Project
Provides social support service, through group work, based in local community settings.

Phone: 0141 445 1022

Mental Health out-of-hours services

**Monday to Friday**
8.30pm - 9.30am

**Saturday, Sunday, public holidays**
4.30 pm - 9.30am

Phone: 0845 650 1730
GP and dental practices, opticians and pharmacies

GP Practices in South West Glasgow

To register with a GP simply telephone or visit the practice in the area you reside and ask if you can register with them. If you reside in the same area, this will usually be possible.

However, if you wish to register outwith your residential area (near your place of work, for example), this is at the discretion of the practice and may not be possible.

Please contact the practice for any further information or assistance.

**Arran Surgery**
Kinning Park Medical Centre
40 Admiral Street
Glasgow G41 1HU
Phone: 0141 429 2626

**Ailsa Surgery**
Kinning Park Medical Centre
42 Admiral Street
Glasgow G41 1HU
Phone: 0141 429 1913

**Mull Surgery**
Kinning Park Medical Centre
36 Admiral Street
Glasgow G41 1HU
Phone: 0141 429 0943

**Brown Spilg Partnership**
Pollokhaws Medical Centre
26 Wellgreen
Glasgow G43 1RR
Phone: 0141 620 4300

**Wellgreen Group Practice**
Pollokhaws Medical Centre
26 Wellgreen
Glasgow G43 1RR
Phone: 0141 620 4310
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<td>The Arden Medical Centre</td>
<td>74 Kyleakin Road, Glasgow G46 8DH</td>
<td>0141 638 1464</td>
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<td>McColl Medical Practice</td>
<td>Thornliebank Health Centre, 20 Kennishead Road, Glasgow G46 8NY</td>
<td>0141 531 6901</td>
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<td>Dr Quigley and Partners</td>
<td>Thornliebank Health Centre, 20 Kennishead Road, Glasgow G46 8NY</td>
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<td>The Crescent Medical Practice</td>
<td>12 Walmer Crescent, Glasgow G51 1AT</td>
<td>0141 427 0191</td>
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<td>Ibroxholm Medical Centre</td>
<td>532 Paisley Road West, Glasgow G51 1RN</td>
<td>0141 427 2504</td>
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<td>Midlock Street Medical Centre</td>
<td>7 Midlock Street, Glasgow G51 1SL</td>
<td>0141 427 4271</td>
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<td>Rutland Surgery</td>
<td>21 Rutland Place, Glasgow G51 1TA</td>
<td>0141 427 3121</td>
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<td>Dr Mair and Dr Pettigrew</td>
<td>45/47 Shaw Street, Glasgow G51 3BH</td>
<td>0141 445 1444</td>
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<td>Dr Blackwood and Partners (Orange Practice)</td>
<td>Govan Health Centre, 5 Drumoyne Road, Glasgow G51 4BJ</td>
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<td>Dr Cameron, Dr Heron, Dr Duthie and Dr Marshall (Green Practice)</td>
<td>Govan Health Centre 5 Drumoyne Road, Glasgow G51 4BJ</td>
<td>0141 531 8460</td>
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<td>Yellow Practice (Dr Paterson, Dr Gillies, Dr Maguire, Dr Scott)</td>
<td>Govan Health Centre 5 Drumoyne Road, Glasgow G51 4BJ</td>
<td>0141 531 8490</td>
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<td>Dr Thomson and Partners (Blue Practice)</td>
<td>Govan Health Centre 5 Drumoyne Road, Glasgow G51 4BJ</td>
<td>0141 531 8440</td>
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<td>The Crescent Medical Practice</td>
<td>14 Hillington Road South, Glasgow G52 2AA</td>
<td>0141 882 9098</td>
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<tr>
<td>Dr Thomson and Partners</td>
<td>71 Hillington Road South, Glasgow G52 2AE</td>
<td>0141 882 2222</td>
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<td>Thurston Road Surgery</td>
<td>140 Thurston Road, Glasgow G52 2AZ</td>
<td>0141 883 8838</td>
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<tr>
<td>Dr Mair and Dr Pettigrew</td>
<td>1600-1604 Paisley Road West, Glasgow G52 3QN</td>
<td>0141 882 4567</td>
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<tr>
<td>Dr McNaughtan and Dr O’Neill</td>
<td>Cardonald Medical Centre 1831 Paisley Road West, Glasgow G52 3SS</td>
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<td>Dr Semple and Dr Finney</td>
<td>Cardonald Medical Centre 1831 Paisley Road West, Glasgow G52 3SS</td>
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<td>Dr Ventry and Dr Datta</td>
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<td></td>
<td></td>
<td>Phone: 0141 211 6666</td>
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<td>Braidcraft Medical Centre</td>
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<td>Dr Boyle, Dr Treadgold and Dr</td>
<td>Pollok Health Centre</td>
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<td>Duffy</td>
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<td>Phone: 0141 531 6860</td>
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<td>Phone: 0141 531 6890</td>
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<td>Crookston Medical Centre</td>
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<td>230 Dalmellington Road</td>
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<td>Glasgow G53 7FY</td>
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Dental services in South West Glasgow

Most General Dental Practices in South West Glasgow now have a mix of both private and NHS patients. Some General Dental Practices may have a quota of NHS patients they can accept, so please check with the practice that there are places available if you wish to be registered as a new NHS patient.

**Shawlands Dental Practice**
1425 Pollokshaws Road
Glasgow G41 3RQ
Phone: 0141 632 0109

**H C Taggart**
5 McArthur Street
Glasgow G43 1RU
Phone: 0141 636 6303

**Orchard Park Dental Practice**
124 Main Street,
Glasgow G46 7RP
Phone: 0141 638 6425

**Bleu and Small**
62 Kyleakin Road,
Glasgow G46 8DF
Phone: 0141 621 0028

**H Makrides**
Thornliebank Health Centre,
Glasgow G46 8NY
Phone: 0141 620 3333

**Cessnock Dental Centre**
286 Paisley Road West
Glasgow G51 1BQ
Phone: 0141 427 2438

**McCann Dental Surgery**
253 Paisley Road West
Glasgow G51 1NB
Phone: 0141 427 0296

**S B Paul**
946 Govan Road
Glasgow G51 3AF
Phone: 0141 445 1829
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<td>S Williamson</td>
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<td>Thomas Burns</td>
<td>128 Tweedsmuir Road</td>
<td>0141 882 9800</td>
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</table>
L C Milton  
1356 Barrhead Road  
Glasgow G53 7DE  
Phone: 0141 882 6461

Children’s Dental Service / Community Dental Service  
See pages 7 and 10

Opticians in South West Glasgow

The opticians listed will offer NHS Eye Examinations free to all patients resident in Scotland and other UK residents visiting Scotland. Depending on your circumstances you may be entitled to full or partial help with the cost of your glasses.

Asda Opticians  
500 Helen Street  
Glasgow G51 3HR  
Phone: 0141 445 4257

Forde Opticians  
Unit 13  
Govan Cross Shopping Centre  
Glasgow G51 3JW  
Phone: 0141 440 1567

Vision Plus  
35 Burleigh Street  
Glasgow G51 3LB  
Phone: 0141 445 1671

Optical Express  
Unit 111  
Braehead Shopping Centre,  
Glasgow G51 4BS  
Phone: 0141 886 1773

Vision Express  
Unit 4  
Braehead Shopping Centre  
Glasgow G51 4BS  
Phone: 0141 886 5036
South West Glasgow Community Health and Care Partnership

Pharmacies

Robert Currie
2191 Paisley Road West
Glasgow G52 3PF
Phone: 0141 883 8800

Optical Direct
2218 Paisley Road West
Glasgow G52 3SJ
Phone: 0141 882 8333

Browns Opticians
1787 Paisley Road West
Glasgow G52 3SS
Phone: 0141 882 3077

T R Law (Optometrists)
1827 Paisley Road West
Glasgow G52 3SS
Phone: 0141 882 7947

Newman Opticians
14 Craigbank Drive
Glasgow G53 6RA
Phone: 0141 881 1866

Pharmacies in South West Glasgow
Community pharmacists can provide a range of health advice and services, including the NHS Minor Ailments service.
If you require to find a pharmacy that is open late or on public holidays, phone NHS 24 (0845 4 24 24 24)

Eastwood Pharmacy
11 Fieldhead Square
Glasgow G43 1HL
Phone: 0141 632 0075

Hughes Pharmacy
16-18 Admiral Street
Glasgow G41 1HU
Phone: 0141 429 4131
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<td>Morrisons Pharmacy</td>
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<td>R G &amp; V Catterson (Chemist)</td>
<td>7-9 McArthur Street</td>
<td>0141 632 1149</td>
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<td>61b Main Street</td>
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<td>Gilbride Pharmacy</td>
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<td>Gilbride Pharmacy</td>
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<td>0141 445 1352</td>
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<td>0141 445 2552</td>
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<td>Alliance Pharmacy</td>
<td>50 Hillington Road South, Glasgow G52 2AA.</td>
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<td>D P Guidi Pharmacy</td>
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<td>Boots The Chemist</td>
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<td>J P Mackie Pharmacy</td>
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<td>Robertson Chemist</td>
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<td>0141 882 8700</td>
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<td>403 Nitshill Road</td>
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<td>Houlighan Pharmacy</td>
<td>9-10 Darnley Mains Road</td>
<td>0141 621 2970</td>
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</table>
Other care and support services

South West Glasgow CHCP works in partnership with community planning partners. These include local housing, leisure and education services, community and voluntary organisations. They also work with organisations responsible for training, employment and community safety. Details of services across the South West of Glasgow are also available on the South West Glasgow CHCP website.

Asylum Seekers

Information, support and advice can be obtained by contacting the Glasgow Asylum Support Project, phone 0141 222 7300. (City-wide)

Asylum Seeker Health Support Team
Rowanpark
5 Ardlaw Street
Glasgow G51 3RX
Phone: 0141 276 8850

Carers Services

If you are looking after someone you can access a range of services through locally based centres and projects.

Contact the Carers Information and Support Line on 0141 353 6504 for information on your local services or visit www.glasgow.gov.uk/carers (City-wide)

Further information on carers’ rights and services is available in the leaflet Are you looking after someone? Services for Carers, which is available from Social Work offices.

If you are providing substantial and regular care you must be offered an assessment of your needs. This will look at how best we can support you in carrying out your caring role.

Carers can access a range of services through the Carers Information and Support Line, local projects and centres:
**Carers’ Information and Support line**

(City-wide service)

**Princess Royal Trust Greater Pollok Carers Centre**

130 Langton Road
Glasgow, G53 5DP
Phone: 0141 882 4712

**Glasgow South West Carers Centre**

Unit 11, 6 Harmony Row
Glasgow, G51 3BA
Phone: 0141 440 5316

**Criminal Justice Services**

Services are provided on behalf of the Scottish Executive. These include assessment and reports, probation, community service orders, drug treatment and testing orders, through care, services to the court system and prison based services.

**South West CHCP Criminal Justice Team**

130 Langton Road
Glasgow G53 5DP
Phone: 0141 276 2900

**Domestic abuse**

If you are experiencing domestic violence, social work and health staff can provide advice and information and can put you in touch with other services and agencies that can provide help. You can also phone Glasgow Women’s Aid on 0141 553 2022.

**Employability**

The Bridging Service is available to help provide workers in the South West CHCP area with advice on the range of employability services available helping to identify the most relevant service.

The Bridging Service will also provide a service directly to clients and service users helping people overcome barriers to work.
The service will operate in a range of social work and health settings, and include workers from a number of different employability services including Money Advice.

**South West Bridging Service**
Cardonald Clinic  
74 Berryknowes Road  
Glasgow G52 2TT  
Phone: 0141 892 6085

**Homelessness**
The Homelessness Partnership is responsible for delivering services to those who are homeless or threatened with homelessness. These services are delivered through a network of centres, offices and temporary accommodation options. (City-wide)

**24 hour service for those affected by homelessness**

**The Hamish Allan Centre**
(City-wide).
Phone 0800 838502  
or 0141 287 1800

**Homelessness casework service**
Provided to anyone who is homeless, threatened with homelessness or is in need of advice about homelessness issues.

**Community Casework Team**
(Govan area)
Shieldhall Road  
Glasgow G51 4HB  
Phone: 0141 880 9936  
Fax: 0141 882 7603

**Community Casework Team**
(Pollok area)
27 Brockburn Road  
Glasgow G53 5BG  
Phone: 0141 276 6180  
Fax: 0141 276 6188
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How to get involved in the CHCP

Giving local people a voice in how local services should be run is one of the main reasons for setting up Community Health and Care Partnerships. There are a number of ways to get involved:

- ask to be kept informed about what is happening in the CHCP
- join the CHCP Public Partnership Forum (PPF). Membership of the PPF is open to anyone living in South West Glasgow and any member of a voluntary or community organisation operating within the CHCP area. For information on the PPF phone 0141 276 4630 and ask for a member of the Community Development team
- take part in one of the other groups who are active within the CHCP area (for example, patients’ forums, users’ and carers’ groups, citizens’ panels and community care forums)

Confidentiality and access to information

To provide you with services, staff need to process information about you and/or your carers. Both Social Work and Health Services staff are committed to respecting your and your carer’s confidentiality and your legal rights under the 1998 Data Protection Act which protects your confidentiality. You also have rights under the 1998 Data Protection Act and the 1990 Access to Health Records Act to access information which we hold about you, to ask us to correct any inaccurate or out of-date information and to ask us to stop processing information about you. If you want to know more about these, please speak to a member of staff, who will be able to give you more information or contact the CHCP Business Support Manager on 0141 276 5239.
How to make a comment or complaint about our services

If you are pleased with or concerned about any aspect of care or service provided by us and want to make a comment, compliment or complaint, please contact a member of staff or the CHCP Director.

If you want to make a formal complaint, we will give you a leaflet explaining how to go about this. Health and Social Work Services have separate complaints procedures and staff will be able to give you the appropriate leaflet once you have said what your complaint is about. You may wish to consult your local Citizens’ Advice Bureau for support (see page 40).

If we cannot sort your complaint out to your satisfaction, you can refer the matter in writing to:

**The Scottish Public Services Ombudsman**

FREEPOST EH641
Edinburgh EH3 0BR
Phone: 0800 377 7330

You must do this within 12 months of first being told about the matter you are complaining about.

Some of the services delivered by South West Glasgow CHCP (either directly or on our behalf) such as day care, residential care, housing support services, respite care, foster care and children’s care homes are also regulated by the Scottish Commission for the Regulation of Care (or ‘Care Commission’ for short).

If dissatisfied with the standard of care offered by these services then you can complain to the Care Commission as well as making a complaint to us.

**The Care Commission**

Central West Regional Office
4th Floor
No 1 Smithhills Street
Paisley PA1 1EB
Phone: 0845 600 8334
Useful contacts

**Glasgow City Council, Social Work Services**
Social Work Services Centre
Nye Bevan House 2
20 India Street
Glasgow G2 4PF
Phone 0141 287 8700

**NHS Greater Glasgow and Clyde (Headquarters)**
Dalian House
350 St Vincent Street
Glasgow G3 8YZ
Phone: 0141 201 4444

Community Planning Partnerships

There are two Community Planning Partnerships within the area of the South West Glasgow CHCP: Govan & Craigton Community Planning Partnership and Greater Pollok & Newlands / Planning Partnership.

**South West Community Planning Partnership Area Office**
Strata House - First Floor
135 Fifty Pitches Road
Glasgow G51 4EB
Phone: 0141 892 6330

Information and advice

Citizens Advice Bureau can assist with a range of enquiries and support complaints about services.

**Greater Pollok Citizens Advice Bureau**
6 Haughburn Road
Glasgow G53 6AE
Phone: 0141 876 4401

**Citizens Advice Direct**
Phone: 0870 290 3000
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<td>0141 440 1687</td>
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<tr>
<td>Ladymuir Advice and Information Centre</td>
<td>9-23 Ladymuir Crescent</td>
<td>0141 883 2153</td>
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<td>Money Matters Money Advice Centre</td>
<td>986/988 Govan Road</td>
<td>0141 445 5221</td>
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Useful web links

South West Glasgow CHCP has its website at www.chps.org.uk/southwestglasgow

**Social care services:** information on social care services across Glasgow can be found by visiting the Glasgow City Council website: www.glasgow.gov.uk/careandsupport

**Health Services:** information on health services across Greater Glasgow and Clyde can be found on the NHS Greater Glasgow and Clyde website: www.nhsggc.org.uk

**Glasgow’s Health Hub** provides a local source for quality health and social care information: www.glasgowshealthhub.org.uk

**Voluntary organisations** in South West Glasgow: there is a very active voluntary sector in South West Glasgow. For details of groups active in your area contact the Community Development team, phone 0141 276 4627.

Glasgow Council for Voluntary Services have details of a number of the voluntary organisations active in your area. Phone 0141 332 2444 or visit their website: www.infobaseglasgow.org
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