

ESSENTIAL GUIDE TO THE NEW STOBHILL

NHS
Greater Glasgow
and Clyde



INTRODUCING YOUR NEW HOSPITAL

THE New Stobhill Hospital opens its doors to patients for the first time on Monday 11 May. The new £100 million hospital will be one of the most modern and well equipped in Scotland.

It will provide an attractive and welcoming environment for patients and visitors with light, airy public spaces, comfortable waiting areas and fresh, modern consulting rooms.

Patients will not only benefit from modern new facilities. The way care is provided from the hospital is also changing

for the better. Services have been redesigned around the needs of the patient to enhance the quality of care and speed up diagnosis and treatment.

To help you get to know your hospital, we have prepared this free essential guide. The guide, which is being delivered to every household in north and east Glasgow and East Dunbartonshire, is packed full of important information on the range of services provided, opening times, telephone numbers, floor plans etc.

It also explains how services, such as the minor injuries unit, will work.

**YOUR FREE
AT-A-GLANCE
GUIDE TO
SERVICES AND
FACILITIES**

Please take the time to read the guide and find out how the New Stobhill Hospital and its staff will serve you.

For more information on your new hospital, you can log on to www.nhsggc.org.uk

YOUR HOSPITAL

What's on which level

Level 0

- Café
- Cardiac rehabilitation
- Cashier
- Day hospital
- Day surgery
- Main entrance
- Pharmacy
- Renal dialysis
- The Sanctuary
- Therapies (occupational therapy, physiotherapy, speech and language therapy, podiatry)
- Welcome desk and main waiting area

Level 1

- Cardiology
- Clinics A, B, C, D, E
- Dental
- Imaging (X-ray, CT, MRI, ultrasound)
- Minor injuries unit
- Nuclear medicine
- GP out-of-hours emergency service

Level 2

- Clinics F, G, H, I, J, K, L
- Endoscopy
- Ophthalmology



THE New Stobhill Hospital will treat about 400,000 patients every year.

In addition to outpatient clinics, day surgery and diagnostic services, the hospital will provide a number of specialist services such as cardiology, renal dialysis and gynaecology.

There will also be hospital beds available to medics to extend the range of short stay surgical procedures offered to patients.

The beds, known as “23-hour” beds, are for patients who need a short spell of recovery time following day treatment such as day surgery.

And for the first time, patients requiring an MRI scan will be able to have this performed locally at the hospital.

So, what are its opening hours, what services are provided and, crucially, how do you get to it? These questions, and more, are answered here in our quick guide to the hospital.

Basics first then: where is the hospital and how do I get there?

The hospital is within the grounds of the existing Stobhill Hospital.

BY CAR

Cowcaddens and Royston – use Springburn Road A803, go straight through two sets of traffic lights, proceed for one mile, turning right after the petrol station into Stobhill Road. Then go straight over at traffic lights on to the approach road of the hospital grounds.

Maryhill – from Maryhill

Road, turn left into Bilsland Drive. At the traffic lights, go straight over into Hawthorn Street, turn left at the end of the street into Balgrayhill Road and turn right into Belmont Road, which leads into the hospital.

Balornock and Barmulloch

– use Broomfield Road and Balornock Road, turning left into the hospital at the end of Springburn Park.

Dennistoun and east end of city

– use Alexandra Parade, turning right into Castle Street at Glasgow Royal Infirmary and left into Baird Street. Take the first right for Springburn Road A803 until you reach Stobhill Road and then continue as above.

Bishopbriggs and Kirkintilloch

– use Kirkintilloch Road A803, then turn left into Colston Road. Take the right hand lane at the mini-roundabout into Balgrayhill Road, then first left into the hospital.

BY BUS

A variety of bus services



currently come through the hospital. At the time of printing, these include First 3 and Henderson Travel 329. A number of buses also stop at Balgrayhill Road, including First 31, 45, 88, but this involves a walk into the hospital site of approximately 10-15 minutes. There is also a First 8 that stops at Balornock Road. Public transport information, including bus and train timetables, is available from

Moving in dates

Transferring services into a hospital the size of the New Stobhill cannot be completed in a single day.

The logistics of moving hundreds of staff and items of clinical equipment and emptying 3500 packing crates into 1250 rooms takes time.

Services will therefore be moving into the hospital on a phased basis as detailed.



L AT A GLANCE



Traveline: 0870 608 2608
(www.traveline.org.uk) or
Transport Direct
(www.transportdirect.info).

What are the car parking arrangements?

All car parking will be on surface ground level beside the hospital's

main entrances. Disabled car parking spaces will be located at each of the entrances.

What are the hospital's opening hours?

The core hospital opening hours are from 8am till 9pm. The minor injuries unit will

operate seven days a week from 9am until 9pm.

The Glasgow Emergency Medical Service (GEMS), which provides an out-of-hours GP service, will have a primary care emergency centre at the hospital. This will operate between 6pm and 8am Monday to Friday, and 24 hours a day Saturday and Sunday.

Are there canteen/caf  facilities?

On the ground floor of the hospital there is an easily accessible caf  which will open on Monday to Friday between 7.30am and 5pm. The Aroma caf  will provide a range of hot and cold snacks and beverages. All profits made by the caf  – wholly owned by the NHS – will be reinvested in the NHS and the caf  will be staffed by NHS employees.

Is there a chapel or multi-faith room?

The hospital has a multi-faith area, called the Sanctuary, which anyone can use for prayer or contemplation. The Sanctuary is situated on the ground floor near the main entrance and will be open to all staff, patients and visitors.

Will I be able to find my way easily around the hospital?

Our aim is to keep all signage as simple as possible. We have chosen to only sign in English; however, wherever possible, the use of a single letter will be used to orientate people to a particular clinic.

Regardless of language or literacy, the simple matching of the shape "A" with a large "A" over a particular clinic reception should allow a very easy way of finding your way around.

Is there anywhere in the building that visitors can get travel information or health promotion information?

At the main entrance of each building there is a staffed help desk where people will be guided to where to get the information they are looking for.

Also within the main entrance we will have patient information points which will give travel information, health promotion and other advice.

Patients will also be given travel information in their outpatient appointment pack.

THE DATES FROM WHICH KEY SERVICES WILL BE AVAILABLE IN THE NEW HOSPITAL ARE AS FOLLOWS:

Monday 11 May

- Audiology
- Caf 
- Diabetes
- General outpatients
- Gynaecology
- Imaging services (CT, X-ray, ultrasound)

- Laboratories
- Medical records
- Orthopaedics
- Pain service
- Pharmacy

Tuesday 12 May

- Cardiac rehabilitation
- Cardiology

- Dental services
- Respiratory
- Medical day

Monday 18 May

- Dermatology
- Nuclear medicine
- Orthotics
- Renal dialysis

Tuesday 19 May

- Day hospital
- Dietetics
- Imaging services (MRI)
- Occupational therapy

- Ophthalmology
- Physiotherapy
- Podiatry
- Speech and language therapy
- Urology

Thursday 21 May

- GP out-of-hours emergency service

Tuesday 26 May

- Day surgery
- Endoscopy
- Minor injuries unit.

MODERN CARE MODERN SETTLEMENT

YOUR new hospital is not just a brand-new building. It has been specifically designed to help us deliver new improved models of care to make sure that your condition can be diagnosed and treated as quickly as possible.

You'll find a lot has changed as you begin to use the New Stobhill, from new services that were never previously available locally to "one-stop" care where you will have a number of appointments scheduled all on the

same day - in close to one an Over the next three examples that will help



Rapid access to specialist care for minor injuries

THE minor injuries unit in your new hospital has its own dedicated entrance for rapid access to a highly skilled clinical team.

This unit will be open seven days a week from 9am till 9pm. Inside the unit, the teams will be led by specialist emergency nurse practitioners, who have been trained to see and treat

patients with minor or less serious injuries.

The minor injuries unit (MIU) at the New Stobhill is one of a network of similar MIUs across the city. It will be closely linked to the local A&E department and have support from medical staff trained in emergency medicine.

Around half of patients who

currently attend A&E departments can be more appropriately seen at a minor injuries unit – so by creating separate MIUs, the more seriously injured patients can be seen more quickly at full-blown A&Es and the NHS can utilise resources and staff skills far more effectively, to the benefit of patients and staff.

WHO CAN BE TREATED AT THE MIU?

The minor injuries unit will treat adults and children aged five years old and over for a range of minor injuries.

An injury is damage caused to the body by something physical (for example, following a fall).

The minor injuries unit will:

- arrange X-rays for suspected broken bones. For example, shoulder, upper arm, elbow, forearm, wrist, hand (including fingers), knee, lower leg, ankle, foot and toes
- treat and apply plaster to broken bones
- treat back, shoulder and rib injuries
- treat minor head and neck injuries
- treat cuts/grazes as well as close (stitch) and dress wounds
- treat sprains of ankles, knees, wrists and elbows
- treat infected wounds
- treat eye and ear injuries
- treat minor burns and scalds
- assess a minor injury and refer to a specialist if required.

WHO SHOULD NOT ATTEND THE MIU?

Patients with serious injuries will be taken to the local A&E department.

Minor injuries units will also deal with illnesses. An illness

IN A NG

departments which are located
together.
In the next three pages, we spotlight just
some of our new ways of working
to make your experience better.



be described as when you feel
unwell or in poor health, for
example, if you have a high
temperature (see below about
what to do in the event of illness).

THE MINOR INJURIES UNIT WILL NOT TREAT:

- illnesses – when you feel unwell or in poor health (e.g. stomach pains, abscesses, rashes, tonsillitis)
- gynaecological problems
- pregnancy problems
- alcohol or drug related problems
- mental health problems
- drug overdose
- severe allergic reactions
- breathing problems
- chest pain
- collapsed or unconscious patients.

For some types of these conditions, you can contact NHS 24 for advice on 08454 242424



or get in touch with your GP. If you are uncertain about what to do, you should contact NHS 24 or if the situation is an emergency, you should phone 999, or go to your local A&E department.

You should also attend A&E with a minor injury between the hours of 9pm and 9am when the MIU is closed.

WHAT IF MY CHILD IS UNDER 5?

If your child is less than one year old, you should attend the A&E department at Yorkhill (Royal Hospital for Sick Children).

If your child is between one and five years old, you should attend the A&E department at Yorkhill or the nearest adult A&E department.

Remember, the MIU is only intended for people with less serious injuries who are aged five years and older. If your child has an illness, they should not be taken to a minor injuries unit.

For advice on this you can contact NHS 24 on 08454 242424 or get in touch with your GP.

If you are uncertain about what to do, you should contact NHS 24 or if you think it is an emergency, you should go to the Royal Hospital for Sick Children at Yorkhill or phone 999.



In day surgery, X-rays and other images will be viewed on an in-built computer system

Filing cabinets no more! Coming soon!

AS you would expect from a newly built hospital, the New Stobhill is positively bristling with the latest technologies.

There will be state-of-the-art equipment from the latest MRI scanners to operating theatre technologies delivering clean-air filtration systems and wall screens showing X-ray images.

But less visible will be the phased introduction of “paperlite” systems that will see very large reductions in mountains of paper patient record and appointments files.

The electronic record system will allow staff to quickly and securely access patient information following hospital consultations or diagnostic tests.

Apart from improved efficiencies and environmental benefits from using less paper, the new system, when fully implemented removes storage needs and delivers faster and more up to date clinical information for health professionals.

The speed and accuracy of patient information transfer from one hospital to another or to a GP will be enhanced significantly.

Appointment cards will still be issued as hard copies to patients, but on arrival and after an appointment at the new hospital, details of medication, conditions or treatments, along with scans and other picture images, will be progressively core parts of the electronic patient record of each individual.

ALL IN A DAY'S WORK

DAY surgery involves patients coming into hospital, having their procedure and going home on the same day.

Day surgery is not new; it is an established service that has been performed in Glasgow for nearly a century and is routine practice throughout the world.

What *is* new is that Glasgow's New Stobhill and Victoria Hospitals are purpose-built to specialise in day surgery.

Day surgery is a safe and reliable method of providing care for patients undergoing a wide variety of procedures.

The number and type of procedures has increased over the years as advances and developments in surgery, anaesthetics, drugs and technology have been made.

There are currently more than 150 procedures from a variety of specialties routinely performed as day surgery.

Some of these procedures are called "minimally invasive" or "keyhole" surgery. This means that small incisions are made in the skin and very slim instruments are used to perform the examination and procedure.

The benefits of this type of surgery are small scars, less pain, less blood loss and a shorter time in hospital while achieving the same results as open or more invasive surgery.



As anaesthetic and surgical techniques continue to advance, it is likely that even more procedures will be carried out in day surgery.

Day surgery procedures can involve a local anaesthetic, a regional anaesthetic, sedation, a general anaesthetic, or a combination.

If you require general anaesthetic, you will be given a health check beforehand to ensure day surgery is the best and safest option for you.

A specially trained nurse carries out the health check before the date of surgery. The assessment involves a series of questions about your general health and any medication you take. Samples

may be taken for tests e.g. blood and urine samples. If it is not appropriate for you to have day surgery, you will be booked for inpatient care.

The anaesthetist will also review your health on the day of the procedure prior to your anaesthetic.

Certain procedures are known to need a longer recovery, usually because the surgery is more involved, and this may mean a planned overnight stay. The New Stobhill Hospital has the support of a number of 23-hour beds to allow patients to be admitted overnight and return home within 24 hours.

A team of nurses will staff the 12-bedded unit, providing overnight observation until

patients are discharged the following day. Medical advice, if required, will be obtained from the on-call team at Glasgow Royal Infirmary.

The 23-hour beds will enable clinicians to extend the range of surgical procedures to be offered. They will also allow patients who do not have a carer or access to a phone to stay in hospital overnight to complete their post-surgery recovery.

The beds, however, will not be used for surgical complications. In the unlikely event that a patient develops a complication during day surgery, patients will be stabilised and transferred to one of the city's inpatient hospitals – where they will have access to full 24-hour back up and support.

THE NEW STOBHILL HOSPITAL IS PURPOSE-BUILT TO SPECIALISE IN DAY SURGERY

For more information on day surgery at the New Stobhill Hospital, go to www.nhsggc.org.uk

The New Stobhill Hospital will provide a wide range of day-care services. Patients requiring admission will be treated at one of our other hospitals such as the existing Stobhill Hospital, below



THE RIGHT CARE AT THE RIGHT TIME IN THE RIGHT PLACE

THE New Stobhill is part of a network of hospitals across Glasgow that offers a full range of specialist services to our patients.

Some 85 per cent of patients who currently attend Stobhill Hospital receive their care on a day basis and will continue to access this locally at the New Stobhill Hospital.

For the small minority who require admission for a problem that can't be treated on a day basis, arrangements will be made to admit you to one of our other hospitals, such as the existing Stobhill Hospital or the Glasgow Royal Infirmary.

Senior medical staff will work between The New Stobhill Hospital and the inpatient hospitals, so the consultant that

diagnoses your condition will, in most cases, be the one who looks after you as an inpatient too.

Critical clinical information held electronically at Glasgow Hospitals will be available to the Hospital team caring for you wherever they are located.

And as part of our planning, we continue to work closely with the Scottish Ambulance Service to ensure that the right support is there at all times.



CRITICAL CLINICAL INFORMATION HELD ELECTRONICALLY AT GLASGOW HOSPITALS WILL BE AVAILABLE TO THE HOSPITAL TEAM CARING FOR YOU WHEREVER THEY ARE LOCATED

IF YOU NEED TO CONTACT US

To cancel or change your appointment, please telephone the number on your appointment letter. This may allow us to give your appointment time to another patient. We need your help to run an efficient service.

If an ambulance is booked for you but you no longer require it, as soon as possible please call 0800 389 1333 and tell them your name, address, phone number and date of appointment.

Here are some other useful numbers which you should keep handy

● General switchboard	0141 201 3000	● Clinic A reception	0141 355 1035	● Clinic H reception	0141 355 1244
● Endoscopy	0141 355 1364	● Clinic B reception	0141 355 1047	● Clinic I reception	0141 355 1259
● Imaging (X-ray etc)	0141 355 1407	● Clinic C reception	0141 355 1063	● Clinic J reception	0141 355 1274
● Main entrance	0141 355 1518	● Clinic D reception	0141 355 1076	● Clinic K reception	0141 355 1293
● Minor injuries reception	0141 355 1536	● Clinic E reception	0141 355 1096	● Clinic L reception	0141 355 1323
● Renal dialysis reception	0141 355 1655	● Clinic F reception	0141 355 1209		
		● Clinic G reception	0141 355 1228		

TO CONTACT NHS 24 AT ANY TIME, CALL 08454 24 24 24.

If you would like this document in Braille or audio-tape format, please contact:

If you would like this document in another language, please contact:

Ma tha sibh ag iarraidh an fhiosrachaidh seo ann an cànan eile, cuiribh fios gu:

如果您需要该信息的其它语言版本，请联系：

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إذا رغبت في الحصول على هذه المعلومات بلغة أخرى، الرجاء الاتصال بـ:

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Eğer bu bilgiyi bir başka dilde istiyorsanız lütfen bağlantı kurunuz:

Jeśli chcesz uzyskać te informacje w innym języku skontaktuj się z:

0141 201 4915