Welcome to the newsletter of the NHS Greater Glasgow and Clyde Patients Panel. Consisting of members of the public from across the Health Board boundaries, including members of the Community Health (and Care) Partnership Public Partnership Forums, the Patients Panel was set up as a sounding board to help Greater Glasgow and Clyde’s Acute Hospital services understand some of the big issues for patients. The Panel meets at least 4 times per year.

Panel members help staff get ready for New Stobhill and Victoria Hospitals

In the Summer months the panel were involved in a very rare opportunity to help staff to rehearse patient services at 2 new hospitals. In May and June 2009 the New Stobhill and Victoria Hospitals received their first patients. Before the hospitals opened, members of the Patients Panel helped staff to ‘roadtest’ services at each site to make sure that the facilities and patient experience were the best that they could be.

Panel members were invited to attend mock appointments at each hospital. This involved making their way to the hospital, finding their way around inside the building, using many of the facilities that real patients will use (e.g. waiting rooms, signs and escalators) and talking to staff about the service they will provide. Throughout the rehearsal panelists kept a record of their experience of the building and service and afterwards they got together with staff to feed back their impressions of the building and what their experience was like. The rehearsal days for both sites were very successful with Panel members commenting on how bright, airy and spacious each building felt. At the same time Panel members noted that the journey that patients would follow through each service seemed smooth and well planned. A number of suggestions were put forward to improve the overall patient experience of each building. These included comments about department names, improvements to signage at both sites and whether additional door hold backs could be installed on heavier fire doors to help disabled and older patients.
At Stobhill, Panel members also recommended that more hand gel dispensers be placed at strategic points throughout the building. At both sites Panel members highlighted that new department titles for ‘Imaging’ (which includes X-Ray; MRI; CT) and ‘Therapies’ (which includes Physiotherapy and Podiatry) might not be well understood by some patients.

Following the rehearsal day the commissioning teams reviewed all of the suggestions and plans have been put in place to take forward a number of improvements.

Which services were involved?
1. Outpatients
2. Minor Injuries Unit
3. Dermatology
4. Day surgery
5. Therapies—Physiotherapy
6. Medical Day Care (Victoria only)

What next?
- Internal and external signage will be added or altered at both sites in line with Panel members feedback
- The facilities teams at both sites will undertake a review of all door hold back devices
- Staff at both sites will be advised to explain to patients the new clinic titles ‘Imaging’ and ‘Therapies’ when referring or guiding to these services.
- At New Stobhill the facilities team will conduct a review of the location of hand gel dispensers
What else has the Panel been doing?

Since it was established in 2008 members of the panel have been involved in a range of other activities including:

- Meeting with Rory Farrelly, Director of Nursing for Acute Services (pictured below) to explain to him some of the big issues that concern patients
- Reviewing and helping to edit the public newsletters for New Stobhill and Victoria Hospitals
- Participating in the monitoring of Hospital Cleaning Standards
- Reviewing new styles of menus for use in the Acute Hospitals
- Providing their views on the role of the new Patient Education rooms at New Stobhill and Victoria Hospitals

Although much has been done to reduce waiting times in recent years the public have told us that we need to treat patients quicker and ideally within 18 Weeks of being seen by a GP. To deliver this objective the government has challenged the NHS to redesign and improve services to meet an ‘18 Weeks Referral To Treatment’ target by December 2011. Launched in 2008 the ‘18 Weeks’ programme looks at all the things that happen to patients from when they are first referred to specialist care by a GP to the point when they receive treatment in hospital. During the programme we will be talking to patients about their experiences so that we can ensure that we preserve or improve the quality of their experience. You can find out more about ‘18 Weeks’ by contacting Linda McGlynn on 0141 201 4809.
Launch of the Better Access To Healthcare Buildings good practice booklet

Members of the Patients Panel joined staff and other members of the public at New Stobhill Hospital for the launch night of the ‘Better Access To Healthcare Buildings’ good practice booklet (pictured right). This new booklet was produced by the ‘Better Access To Health’ Public Involvement group and its aim is to help NHS Greater Glasgow and Clyde understand some of the design issues that are important to the patients and visitors who use our premises. It contains lots of practical advice and information on design issues for things like signage, lighting, carparking and consulting rooms. For more information contact the Community Engagement Team (see bottom of this page).

‘Better Together’ is a patient feedback programme aimed at supporting NHS Scotland to deliver high quality, equitable, patient-centred care by listening directly to the people who use our services, and making their experience a key part of our business. Already a number of postal surveys have been sent out, on a pilot basis, to patients who have experienced inpatient care at Glasgow Royal Infirmary, the West of Scotland Cancer Centre at the Beatson and Gartnavel General Hospital. By the end of 2009 we hope to be able to report the findings from these surveys, so watch this space…. To find out more about the Patient Experience Programme visit www.bettertogetherscotland.com or call 0131 244 4841 or email patientexperience@scotland.gsi.gov.uk

Find out more

To find out more about the Patients Panel and its work, or any of the projects mentioned in this newsletter, feel free to get in touch or visit www.nhsggc.org.uk. If you would like this newsletter in an alternative format please contact the Community Engagement Team on 0141 201 4809 or by email at community.engagement@ggc.scot.nhs.uk