

Parkhead Hub

Improving Services in North East Glasgow

Gary Dover, Assistant Chief Officer, Primary Care
and Early Intervention

Our strategic model of service

- Central to Moving Forward Together - NHS GG&C transformation programme
- “whole system” approach & development of networks of integrated health and social care teams across primary, community and specialist care.
- Tiered approach to services from hospital to community
- Networks promote care that is provided as close to a person’s home as possible and are anticipatory and preventative.
- Should be as easy as possible for the service user to obtain support
- Strength and asset based approaches – maximising people’s independence
- Addresses the wider determinants of poor health
- Parkhead hub as an example of a future community network

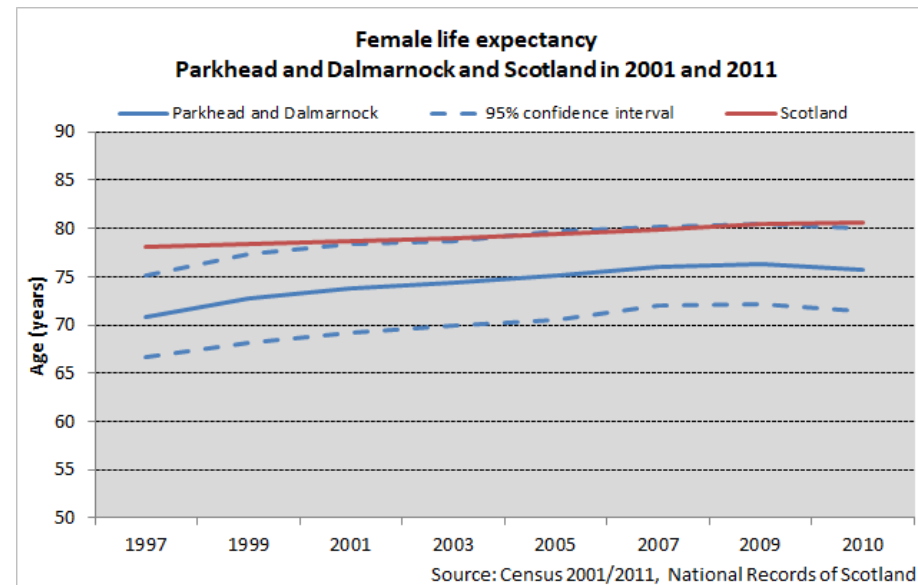
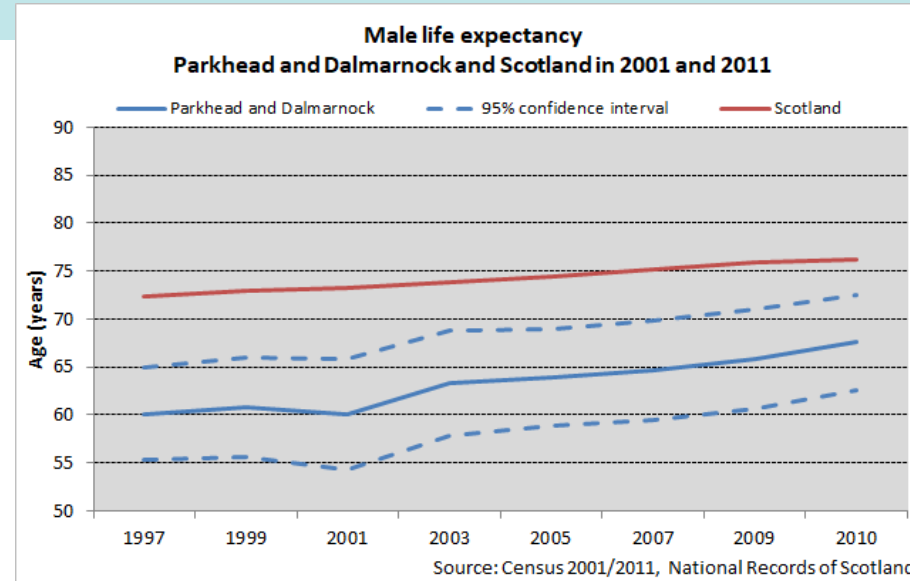
Parkhead hub

- Purpose built community facility
- Community health and social care
- Children's, adults, older people services
- Primary care services (GPs, pharmacy, dental)
- Acute hospital services
- HSCP Learning Centre
- Library and associated services
- Community, voluntary activities, café
- Advice and support
- Approx. 800 staff plus daily visitors
- Full Business Case drafted and awaiting consideration
- Const. start 2022 with completion 2024/25



Case for Change

- Opportunity to significantly improve the quality of health and care for people in north east Glasgow
- High levels of poverty
- Very poor health outcomes
- Significant inequalities



Child Poverty rates by ward	
East Centre	38%
Shettleston	31%
Baillieston	21%
North East	34%
Dennistoun	37%
Calton	47%
Springburn/Robroyston	24%

https://www.understandingglasgow.com/profiles/neighbourhood_profiles/1_ne_sector/21_parkhead_and_dalmarnock

<https://www.glasgow.gov.uk/CHttpHandler.ashx?id=51136&p=0>

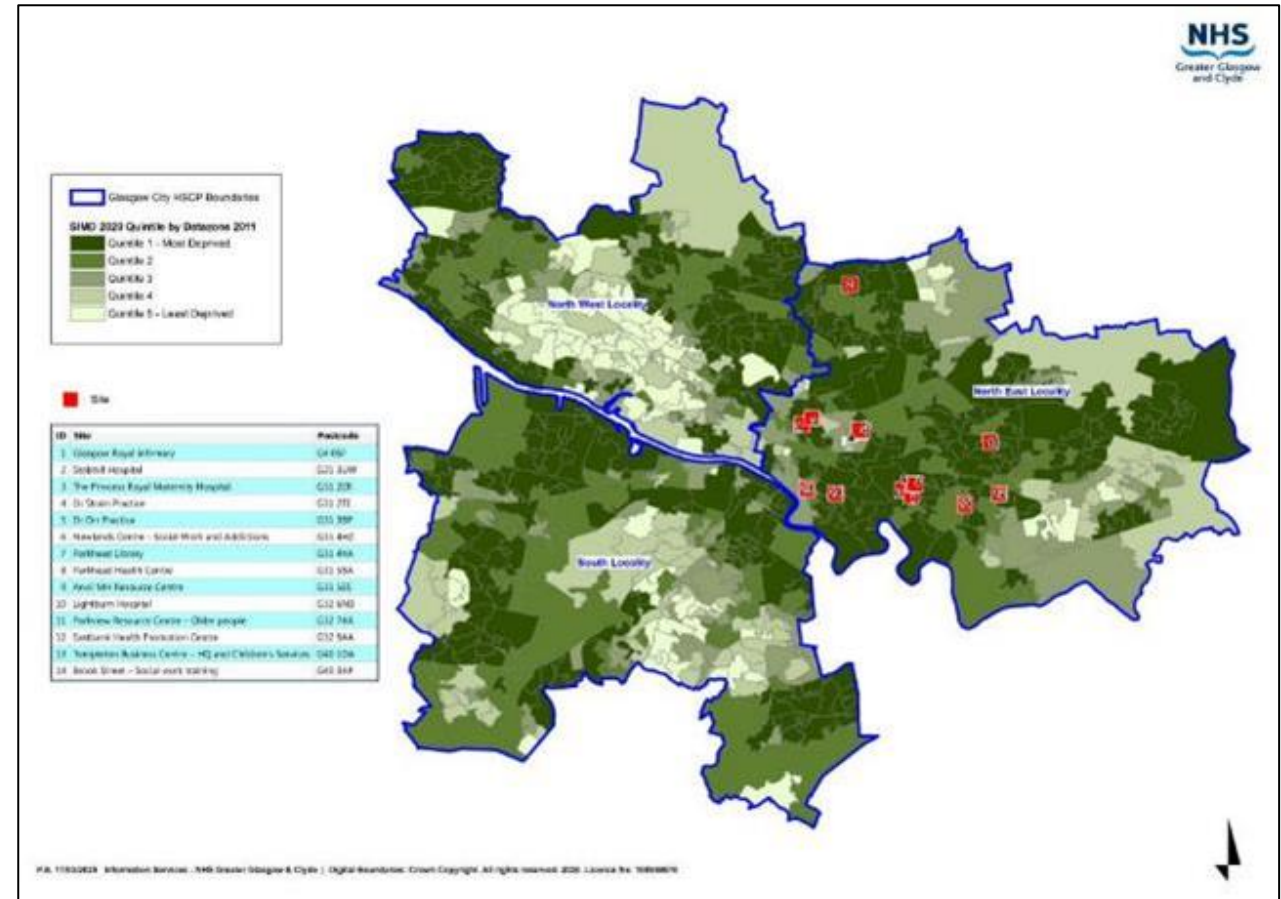
Case for Change

- Current 9 properties are constraints on service transformation
- Difficult to integrate services
- Leased/some owned
- Services dispersed across the north east of Glasgow
- Considerable investment required to make them fit for purpose (if feasible)



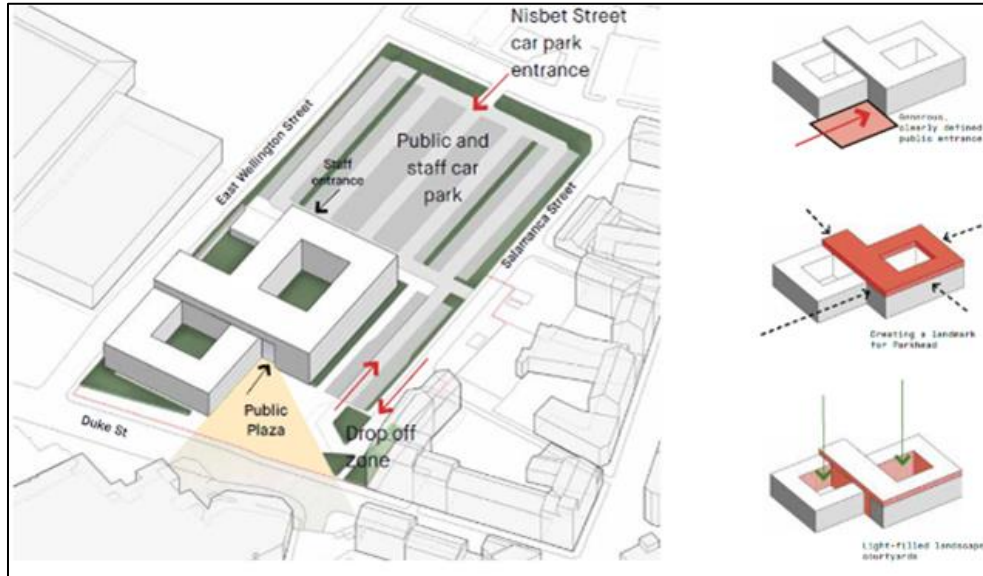
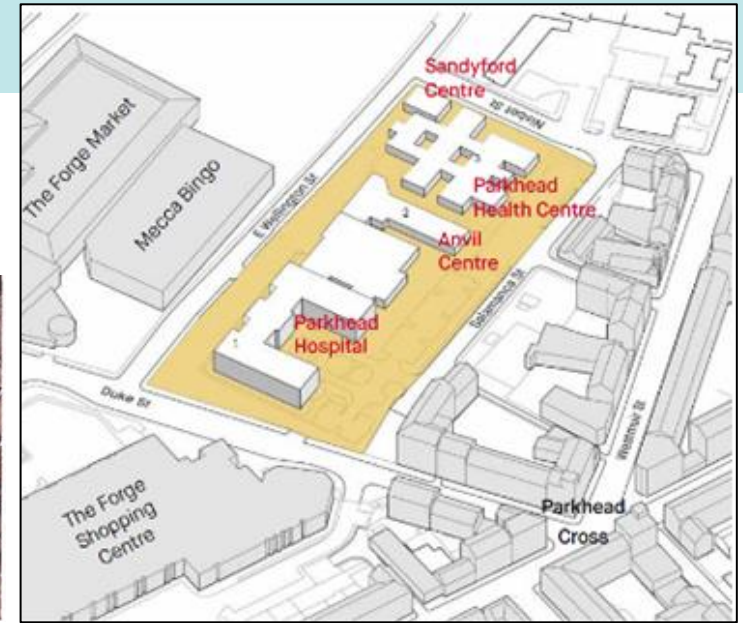
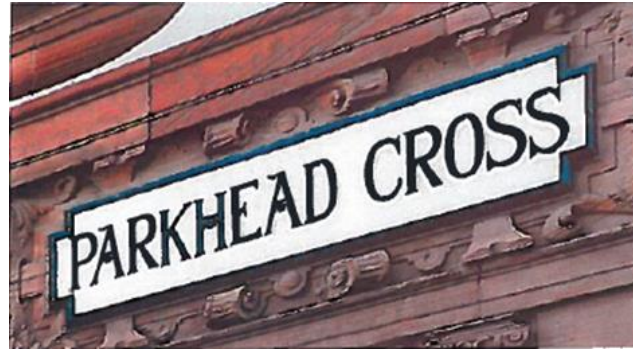
Case for Change

- Improving access to services for local people
- Co-location of community services at one location
- Reducing need for multiple bus journeys to appointments



Case for Change

- 13 sites considered in options' appraisal
- The importance of place and existing town centre
- Historical and social context
- Neighbourhoods and communities
- Physical regeneration
- Location of facilities and amenities
- Public transport and accessibility



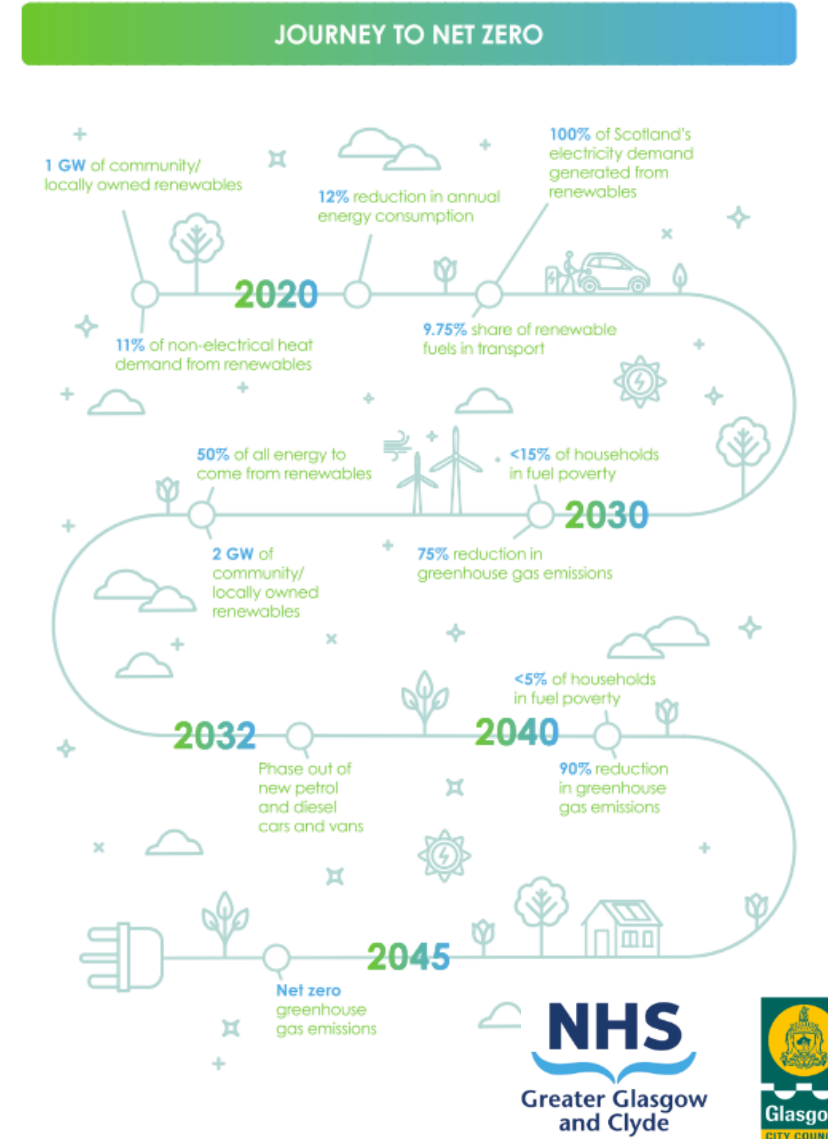
Case for Change

- Community and stakeholder support
- Gave us clear priorities
- Improve access to services
- Wider than health and social care, including community facilities
- Create welcoming environment



Case for Change

- Sustainability and net zero
- Application of Glasgow City Council Gold Standard
- Improved envelope – insulation, triple glazing, air-tightness
- Natural ventilation and mechanical ventilation heat recovery
- Air-source heat pump heating system
- 106kWp Photovoltaics
- 10 active vehicle charging spaces and scope for additional 20
- Residual electrical requirements from carbon-free network



Examples of Service developments

- Integrated health and social work children's services
- Neighbourhood teams for older people's services
- Build on the existing initiatives that work to reduce poverty
- Improved joint working between mental health and drug and alcohol recovery services.
- Joined up health and social work learning and education centre
- Provide space for acute hospital to provide outpatient clinics for a range of specialisms in line with the Moving Forward Together Programme.
- Facilitating connectivity between health and social care services and "placed based" approaches
- Development of multi-disciplinary teams in primary care

Summary

- One of most deprived communities in Scotland - population 176,000
- Delivery of person-centred care and integration of services
- Signal of public-sector investment in health & wellbeing
- Positive economic impact of over 2,000 visitors on local businesses
- Place-making at centre of public transport links
- Strong community support
- High quality, flexible design with inclusive community access
- Gold standard sustainability and net zero carbon initiatives

