

COWAL 24 / 7 REVIEW

REVIEW OF YOUR GP OUT OF HOURS AND GP HOSPITAL SERVICES

What is happening?

Rural GPs have been making changes over the past few years to the way they provide services once their surgeries are closed - 'Out of Hours' (OOH).

Now we are reviewing all GP Out of Hours services for Cowal to see how a safe and sustainable service can continue in the future. This is better than undertaking the task each time there is a change.

We are also reviewing the medical cover within Cowal Community Hospital.

We need your views to help us do that.

Who are we?

The Cowal 24 / 7 Review Group was set up in September 2011 to develop models or 'options' for how these services could be delivered.

The 24 / 7 Review Group is co-chaired by a member of the public, Heather Grier, and Dr Brian McLachlan, Clinical Lead for Helensburgh and Lomond.

The Group includes GPs, nursing staff, Councillors, public and community council representatives, Scottish Ambulance Service, and other health professionals.



What does the Review cover?

- Out of Hours GP cover
- Services GPs provide to Cowal Community Hospital
- Medical cover in casualty and on the wards

It does **not** include;

- Services provided by GP surgeries
- Emergency 999 response

How long will it take?

The Review will run for twelve months until September 2012.

Involving you

How can you give us your views?

Email You can email us at nhs.abchp@nhs.net

Feedback forms will be widely available in your communities, online or phone for one.

Information events

feedback forms will be available at the events (see back page for dates) and a computer video cam to record your views.

Ask us to your meetings

We can come to you- phone us! Telephone 01546 605681.

INVOLVING YOU

Involving You—Your Stories

We are keen to hear your stories about using medical services in the hospital and out of normal GP surgery hours. The things we would like to hear about are:

- What is your experience of using medical services?
- What do you do if you fall ill or someone you care for becomes unwell?
- What was good, what wasn't?

See above for how to share your views... and come to our information events!

Confidential Comments - you can mark your comments confidential, they will not be made public, and you do not need to give your name



Jubilee Point, Loch Eck

WHAT GP OUT OF HOURS AND GP COWAL COMMUNITY HOSPITAL SERVICES DO YOU CURRENTLY HAVE?



Dunoon Pier

In Patient Beds

Town GP's admit and take the lead for care of patients who are in hospital that are registered with their respective practices. Two of the practices cover patients for rural GPs and people who stay in Cowal temporarily.

Medical Team based in Cowal Community Hospital provides :

- Out of Hours (OOHs) services for Dunoon and South Cowal
- Hospital in-patient cover at the weekend and out of hours
- Casualty cover 24 / 7
- Primary Care Emergency Centre (PCEC) cover

Out of Hours in the rest of Cowal

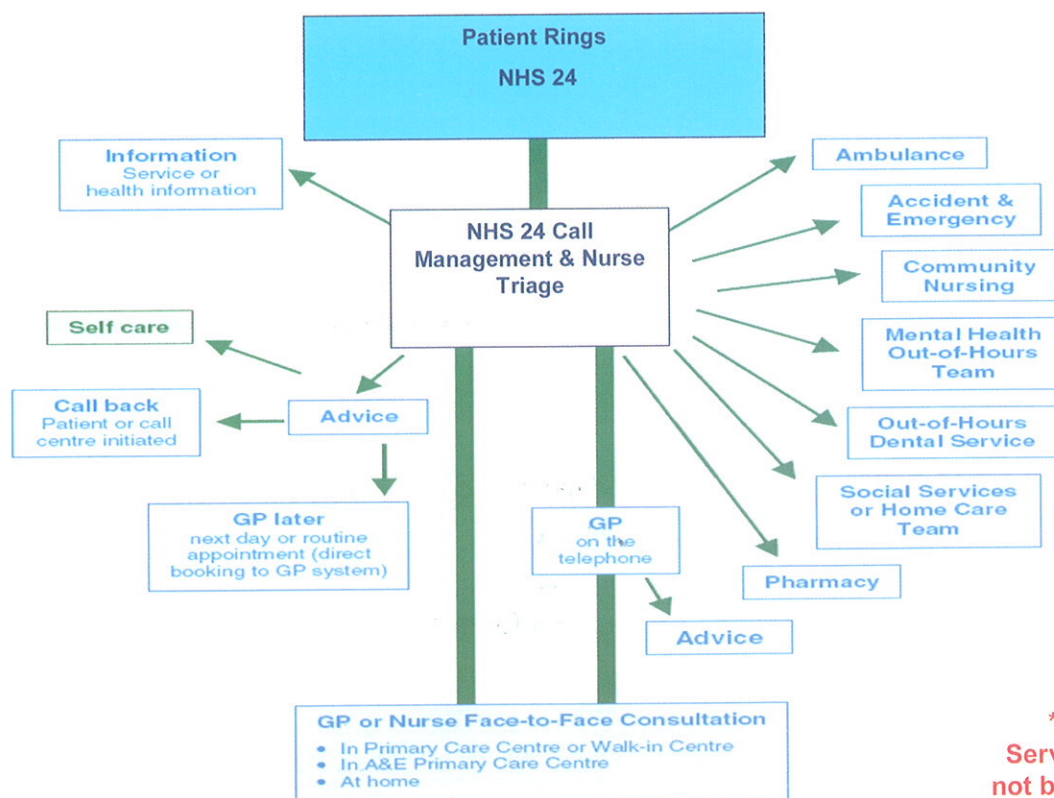
This is provided by rural GPs using Strachur as a base.

Out of Hours in Lochgoilhead

Lochgoilhead community have a service provided by NHS Greater Glasgow & Clyde from the Vale of Leven Hospital. The review will include some options that incorporate Lochgoilhead in a model for Cowal, and different models retaining the service from the Vale of Leven Hospital.



What is the Out of Hours GP Service



Note
*Some Services may not be available in the area

(Mon-Fri 6pm-8am & Weekends & public holidays 24 hours)

HOW MUCH DO THE MEDICAL SERVICES COST NOW?

Currently the medical service costs £ 1.3million each year (+ Lochgoilhead costs paid to NHS Greater Glasgow & Clyde)

This includes : Out of Hours services for the Dunoon area
Out of Hours services for rural West Cowal
Casualty services in Cowal Community Hospital
In-Patient services in Cowal Community Hospital

- Some options we develop may cost more and some may cost less
- Lochgoilhead Out of Hours is provided from the Vale of Leven Hospital just now. If it becomes part of Cowal OOH service, the costs will change
- When we carry out the options appraisal the costs of each option will be looked at carefully

WHAT IS AN OPTIONS APPRAISAL?

What is it?

We take a range of options (ways or models of how a service could be provided) and score them according to set methods and rules laid out by the Scottish Government. It is a fair and transparent process.

Who is involved?

Clinicians, other professionals (e.g. Scottish Ambulance Service) and NHS managers.

Involving you

community representation will be included at each scoring meeting and will vote according to

the evidence they have, and from your expressed views.

What does it look at?

- **Benefits delivered** by each option
- **Risk** - would the option ensure the safety of everyone across Cowal? Would it be sustainable in the future?
- **Value for money**—compares the cost of options
- **Affordability**—what money is available

The scores are used to identify a preferred option. Some may not think it is the best. It is a balance

between the benefits, risks, etc. So the cheapest service will not be put in place if unacceptably risky or if service standards are not met.

What next?

The preferred option will be presented to the Cowal Joint Locality Management Board and the Community Health Partnership (CHP) Management Team for approval in August 2012, then the CHP Committee in September.

Once approved, the preferred option will be implemented.

STAGES OF THE REVIEW

Stage 1—looks at what is needed and what we currently do.
Involving you - we seek your views by giving you information and asking for feedback.

Stage 2—develops a range of options on how services could be delivered.

Involving you -we will tell you about these and ask you what you think of them. Your views help us to create a shorter list of options.

Stage 3—this short list of options are put through an options appraisal process and a preferred option is identified.

Involving you— public representatives, including community councillors are part of this.

Stage 4—approval and implementation of the preferred option.

Involving you - we will come out again and let you know what the decision has been before the option is put in place.

THE ROLE OF A PUBLIC REPRESENTATIVE

Kate is a public representative on the 24 / 7 Review. How did she get involved? "I was part of the Out of Hours Group when our GP Out of Hours service for

Strachur and Tighnabruaich changed in 2011. Because I already had all that experience of representing the public I was asked

onto this review. Other public reps have come via Community Councils and Cowal Locality Public Partnership Forum. They are always looking for reps!"



Glendaruel



Toward Light, South Cowal

If you have any questions, would like to receive this leaflet in an alternative format or a different language, please contact

Caroline Champion

Planning & Public Involvement Manager



01546 605681 or



caroline.champion@nhs.net

For more information visit our webpage

http://www.nhshighland.scot.nhs.uk/CHP/ArgyllandBute/PPF/Pages/CowalGPServices.aspx



Carrick Castle, Lochgoilhead



Holy Loch

INFORMATION EVENTS ABOUT THE LIST OF OPTIONS

We are holding a number of information events for local communities and NHS staff to give you the opportunity to look at the list of options from stage 2 of the process.

Here you can make comments, decide which options would best meet your needs and ask questions. The public information events have been arranged as follows:

LOCATION	DATE	DETAILS
Blairmore Hall	Friday 9th March	3pm—7pm <i>Presentations : 4pm & 6pm</i>
Strachur Memorial Hall	Wednesday 14th March	3pm—7pm <i>Presentations : 4pm & 6pm</i>
St Munns RC Church Hall, Dunoon	Tuesday 20th March	3pm—7pm <i>Presentations : 4pm & 6pm</i>
Kames & District Recreational Hall, Tighnabraich	Monday 26th March	3pm—6.30pm <i>Presentations : 3.30pm & 5pm</i>

Remember, you can ask us to come to you!

Staff are invited to attend the public meetings to give their views, but there will also be events in the hospital in March. Look out for further information soon.



Kyles of Bute, West Cowal

COWAL 24 / 7 REVIEW FEEDBACK FORM



'YOUR STORIES'

GIVE US YOUR VIEWS!

We are keen to hear your stories about using medical services in the hospital and out of normal GP surgery hours.

These are : Out of Hours (OOHs) services for Dunoon and South Cowal
OOH for the rest of Cowal
Casualty
Primary Care Emergency Centre (PCEC) in Dunoon Hospital
In Patient Beds in Cowal Community Hospital

Why?

Rural GPs have been making changes over the past few years to the way they provide services once their surgeries are closed – 'Out of Hours' (OOHs).

The Argyll and Bute Community Health partnership (CHP) is reviewing all GP Out of Hours services for Cowal to see how a safe and sustainable service can continue in the future. This is better than undertaking the task each time there is a change.

We are also reviewing the medical cover within Cowal Community Hospital.

We have a 24/7 Review leaflet that describes the review in more detail – we hope you have seen that. If not ask us for one.

How can you give us your views?

You can :

- **complete this feedback form and return it to the FREEPOST address on page 2;**
or
complete the feedback form online at;
<http://www.nhshighland.scot.nhs.uk/CHP/ArgyllandBute/PPF/Pages/CowalGPServices.aspx>
- **email us your views to nhs.abchp@nhs.net**

Your feedback will be confidential. By that we mean;

- ✓ we will not name you in the document we will create of the stories we receive
- ✓ if you tell us a story that you do **not** want to be part of the public record of the 24/7 review, we will respect that and your story will not be included.

Please turn over



COWAL 24 / 7 REVIEW FEEDBACK FORM




What is your experience of using OOH services and medical services in Cowal Community Hospital?

What was good, what wasn't?

What do you do if you fall ill or someone you care for becomes unwell?

Please return this feedback form **no later than Friday 30th March 2012** to :

**Caroline Champion
Planning & Public Involvement Manager
FREEPOST RRYT-TKEE-RHBZ
NHS Highland (Argyll and Bute CHP)
Blarbuie Road, LOCHGILPHEAD, Argyll, PA31 8LD**

If you need help completing this form or to receive a copy of it in a different language or format (for example large print) contact Caroline  01546 605681 / 605680 or

 caroline.champion@nhs.net

INFORMATION EVENT

PROVISION OF GP SERVICES OUT OF HOURS IN COWAL AND COWAL COMMUNITY HOSPITAL CASUALTY AND INPATIENTS

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For further information contact Caroline Champion, Planning & Public Involvement
Manager on 01546 605681 / 605680 or email caroline.champion@nhs.net