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The Patient's Experience

The Future
of Glasgow's
Hospital Services



Let's Plan It
Together!



**GREATER GLASGOW
HEALTH BOARD**

in partnership with
the NHS Trusts
in Glasgow

The Patient's Experience

One of the key aims of any modern health service is to provide high quality services which are responsive to patients' needs and wishes. Patients rightfully expect accessible, good quality health care, delivered consistently to high standards. The public expects to see the health service meeting the same standards for convenience, friendliness and getting good results that they experience every day in their use of other services which are part of their daily lives.

All too often we hear of problems experienced by patients accessing health services. Often it's about poor communication - either between hospital staff and the patient, or providers of care (GPs and hospitals). Similarly patients commonly express concern and disappointment about lack of co-ordination in treatment which can result in repeat visits to hospital; and how dreary those visits to hospital can be; tired old buildings, departments scattered in different parts of the hospital and confusing signposting. These problems, together

with frequently expressed concerns over waiting times and difficulties accessing specialist services highlight the significant scope which exists for improving the quality of services and patients' perceptions of them.

So how can we improve the patient's experience? The starting point must be to aim to ensure that every aspect of the planning and delivery of health services is designed from the patient's perspective. It helps by breaking down organisational barriers, improving communication among the different groups of staff involved in an individual patient's care, and in speeding up the processes of diagnosis and treatment. Designing services from the patient's perspective allows staff to provide individualised care to patients in the way that they would wish, while ensuring that patients' privacy and dignity are respected.

The development of information technology has opened up new possibilities for improving the quality and reliability of care by enabling more effective co-ordination. The advent of

telemedicine, for example, can significantly improve accessibility, allowing the service and expertise to be brought to the patient. Through the use of video links with hospital-based specialists, consultation can take place in the GP's surgery, the clinic or even sometimes within the patient's own home. The co-ordination of care can also be improved through the use of electronic systems for faster and more efficient appointment booking, transfer of records and transmission of test results.

New technology and better scheduling of services are also enabling the development of One Stop Clinics at which all tests can be carried out during a single visit and results and diagnosis - where possible - can be provided on the same day. GPs will soon all be electronically linked to hospitals to improve communications and the aim is to give them better access to hospital out-patient appointment systems.

How do our proposals help?

Firstly there's no doubt that using modern facilities gives a boost to most people. But they're just a means to an end. Modern well-designed facilities and larger, better teams of specialist staff make it easier to concentrate services around the patient. Our present pattern of scattered facilities and over-stretched staff makes good scheduling and prompt responses much more difficult to achieve.

Comments on this issue or any other aspect of the proposals to modernise Glasgow's hospital services should be sent by June 30th, 2000 to

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Leaflet request form

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**Acute Services Review
Greater Glasgow Health Board
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- 1. The Patient's Experience
- 2. Getting It Right For Patients: What It Means For Organising Services
- 3. Cancer Services: Specialisation In Action
- 4. Why Specialisation Matters - And What We Propose To Do To Make Its Benefits More Available
- 5. Creating More Responsive Accident And Emergency Services
- 6. Ambulatory Care: What Is It?
- 7. Minimally Invasive Technologies: Keyhole Surgery And The Like
- 8. The Overall Planning Challenge For Greater Glasgow - Acute Hospitals In A Wider Context
- 9. Some Recent Background History
- 10. Impact Of Regulations On Doctors' Working Hours

- 11. The Number Of Beds We Propose To Provide
- 12. Regional Services Provided By Glasgow Hospitals
- 13. Why Teaching And Research Matters
- 14. Staffing Matters
- 15. How The Finance Works
- 16. Detailed Analysis Of The Options For South Glasgow
- 17. Maternal And Child Health
- 18. Better Access For West Glasgow Residents
- 19. The GRI/Stobhill Partnership
- 20. Why Centralise Cardiothoracic Surgery?
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