



Glasgow City Health and Social Care Partnership Health Contacts

January 2017



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Glasgow City Community Health & Care Partnership

Glasgow Health and Social Care Partnership (GCHSCP),
Commonwealth House, 32 Albion St, Glasgow G1 1LH.
Tel: 0141 287 0499

The Management Team

Chief Officer	David Williams
Chief Officer Finances and Resources	Sharon Wearing
Chief Officer Planning & Strategy & Chief Social Work Officer	Susanne Miller
Chief Officer Operations	Alex MacKenzie
Clinical Director	Dr Richard Groden
Nurse Director	Mari Brannigan
Lead Associate Medical Director (Mental Health Services)	Dr Michael Smith
Head of Finance	Jonathan Brydon
Head of Corporate Services	Christina Heuston
Head of People and Change	Sybil Canavan
Head of Organisational Development	Isla Hyslop
Head of Business Development	Allison Eccles
Head of Children's Services (Strategy)	Mike Burns
Head of Older People's Services(Strategy)	Stephen Fitzpatrick
Head of Public Protection & Quality Assurance	Sheena Morrison
Head of Health Improvement & Equalities	Fiona Moss
Head of Operations (North East)	Ann-Marie Rafferty
Head of Operations (North West)	Jackie Kerr
Head of Operations (South)	David Walker

North East Locality

North East Sector provides local health services for the following areas: Alexandra Parade, Auchinlee, Baillieston, Bargeddie, Barlanark, Barmulloch, Barrachnie, Barrowfield, Bellgrove, Bishop's Wood, Blackhill, Blochairn, Bridgeton, Broomhouse, City Centre East, Calton, Camlachie, Cardowan, Carntyne, Carmyle, Cathedral, City Centre East, Colston, Craigend, Craigend Muir, Cranhill, Dalmarnock, Dennistoun, Easterhouse, Fullarton, Gallowgate, Garrowhill, Garthamlock, Gartloch, Germiston, Greenfield, Haghill, Hogganfield, Millerston, Mount Vernon, Old Shettleston, Parkhead, Petershill, Provanmill, Queenslie, Riddrie, Robroyston, Royston, Roystonhill, Ruchazie, Sandyhills, Sighthill, Springburn, Springboig, Stobhill, Swinton, Tollcross and Wellhouse.

The headquarters and contact details for North East Locality are: Building 2, Templeton Business Centre, 62 Templeton Street, Bridgeton, Glasgow G40 1DA
Tel: 0141 277 7450/7451 Fax: 0141 554 8475

Senior management team

Head of Operations (North East):	Ann-Marie Rafferty
Email: Ann-Marie.Rafferty@glasgow.gov.uk	Tel: 0141 277 7454
Head of Adult Services: David McCrae	
Email: david.mccrae@ggc.scot.nhs.uk	Tel: 0141 277 7539
Head of Planning & Strategy (Children & Families and North East): Gary Dover	
Email: gary.dover@ggc.scot.nhs.uk	Tel: 0141 277 7450
Clinical Director: Paul Ryan	
Email: paul.ryan@ggc.scot.nhs.uk	Tel: 0141 277 7452
Head of Older People & Primary Care: Fiona Brown	
Email: fiona.brown@glasgow.gov.uk	Tel: 0141 277 7471
Interim Head of Transformational Change: Lorna Dunipace	
Email: lorna.dunipace@ggc.scot.nhs.uk	Tel: 0141 277 7464
Health Improvement Manager: Nichola Brown	
Email: nichola.brown@ggc.scot.nhs.uk	Tel: 0141 232 0160
Professional Nurse Advisor – Childrens Services (city wide): Deirdre McCormick	
Email: deidre.mccormick@ggc.scot.nhs.uk	Tel: 0141 277 7583
Lead Pharmacist Prescribing and Clinical Pharmacy: Anne Thomson	
Email: anne.thomson2@ggc.scot.nhs.uk	Tel: 0141 277 7452
Head of Children's Services and Criminal Justice: Pat Togher	
Email: pat.togher@glasgow.gov.uk	Tel: 0141 277 7615

North West Locality

North West Sector provides local health services for the following areas: Anderston, Anniesland, Blairdardie, Broomhill, City Centre West, Cowlairs & Port Dundas, Dowanhill, Drumchapel, Drumry, Finnieston & Kelvinhaugh, Firhill, Glasgow Harbour, Hillhead, Hyndland, Kelvindale, Kelvingrove & University Kelvinside, Jordanhill, Kerpochhill, Knightswood, Maryhill, Milton, North Kelvin, Partick, Partickhill, Hyndland, Possilpark, Ruchill, Scotstoun, Summerston, Victoria Park, Whiteinch, Woodlands, Woodside, Wyndford, Yoker.

The headquarters and contact details for North West Locality are: William Street Clinic, 120-130 William Street, Glasgow, G3 8UR.

Tel 0141 314 6250

Fax 0141 314 6233

Senior management team:

Head of Operations (North West): Jacqueline Kerr

Email: Jacqueline.Kerr@glasgow.gov.uk

Tel: 0141 314 6281

Head of Adult Services: Colin McCormack

Email: colin.mccormack@ggc.scot.nhs.uk

Tel: 0141 211 2064

Head of Planning & Performance (Adults and North West): Evelyn Borland

Email: evelyn.borland@ggc.scot.nhs.uk

Tel: 0141 314 6252

Clinical Director: Dr Kerri Neylon

Email: Kerri.Neylon@ggc.scot.nhs.uk

Tel: 0141 314 6262

Head of Older People and Primary Care: Paul Adams

Email: paul.adams2@ggc.scot.nhs.uk

Tel: 0141 314 6238

Head of Children's Services and Criminal Justice: Susan Orr

Email: susan.orr@glasgow.gov.uk

Tel: 0141 276 7044

Health Improvement Manager: Suzanne Glennie

Email: suzanne.glennie@ggc.scot.nhs.uk

Tel: 0141 211 0251

Head of Sexual Health Services: Rhoda Macleod

Email: rhoda.macleod@ggc.scot.nhs.uk

Tel: 0141 211 8604

Professional Nurse Advisor (Sandyford): Ellice Morrison

Email: ellice.morrison@ggc.scot.nhs.uk

Tel: 0141 314 6251

South Locality

South Sector provides local health services for the following areas: Arden, Bellahouston, Cardonald, Carmunnock, Carnwadric, Castlemilk, Cathcart, Craigton, Croftfoot, Crookston, Darnley, Deaconsbank, Drumoyne, Dumbreck, Gorbals, Govan, Govanhill, Hillington, Hillpark, Ibrox, King's Park, Kinning Park, Langside, Laurieston, Mosspark, Muirend, Mount Florida, Newlands, Nitshill, Oatlands, Penilee, Pollok Park, Pollok, Pollokshaws, Pollokshields, Priesthill, Queen's Park, Shawlands, Shieldhall, Simshill, South Cardonald, Southpark Village, Strathbungo, Thornliebank, Toryglen and Tradeston.

The headquarters and contact details for South Sector are: Clutha House, 2nd Floor, 120 Cornwall Street South, Glasgow G41 1AF.

Tel: 0141 427 8300 Fax: 0141 427 8374

Senior management team:

Head of Operations (South): David Walker

Email: david.walker2@ggc.scot.nhs.uk Tel: 0141 427 8231

Head of Adult Services: Fiona McNeill

Email: Fiona.McNeill@ggc.scot.nhs.uk Tel: 0141 232 6452

Head of Children's Services and Criminal Justice: Sean McKendrick

Email: Sean.Mckendrick@ggc.scot.nhs.uk Tel: 0141 427 8235

Head of Planning & Strategy(Older People and South): Hamish Battye

Email: hamish.battye@ggc.scot.nhs.uk Tel: 0141 427 8233

Clinical Director: Richard Groden

Email: richard.groden@ggc.scot.nhs.uk Tel: 0141 427 8370

Head of Addictions: John Goldie

Email: john.goldie@ggc.scot.nhs.uk Tel: 0141 427 8232

Head of Older People and Primary Care: Anne Mitchell

Email: anne.mitchell@ggc.scot.nhs.uk Tel: 0141 427 8234

Health Improvement Manager: Karen McNiven

Email: karen.mcniven@ggc.scot.nhs.uk Tel: 0141 427 8375

Professional Nurse Advisor – Mental Health Services (city wide): Linda Hall

Email: linda.hall@ggc.scot.nhs.uk Tel: 0141 314 4087

Lead Pharmacist Prescribing and Clinical Pharmacy: Graeme Bryson

Email: graeme.bryson@ggc.scot.nhs.uk Tel: 0141 427 8350

Adult Protection

If you suspect a vulnerable adult (anyone aged sixteen or above) is being abused, you can report it to any healthcare worker.

Under the Adult Support and Protection (Scotland) Act 2007, we are obliged by law to report and act on actual or suspected abuse. The act is designed to protect those adults 'who are unable to safeguard their own interests through disability, mental disorder, illness or physical or mental infirmity, who are at risk of harm or self harm, including neglect.'

If you are a member of the public who suspects or witnesses abuse, please tell an NHS worker. Don't be afraid to come forward with your suspicions. It's far better to report something that later turns out to be unfounded than to leave it and the person continues to be abused.

If you can't speak to an NHS worker, speak to someone from another agency such as Social Work, the Police or the Council. For more information on adult protection, go to: <https://www.glasgow.gov.uk/index.aspx?articleid=3687>

Child Protection

All children and young people have a right to feel safe and protected.

And we all have a role in ensuring this happens.

If you are a child or young person who needs help, a member of the public who is concerned about a child or young person or a professional, you can get more information about child protection and where to get help here:

www.glasgowchildprotection.org.uk

Emergency Health Care and Out-of-hours

For out-of-hours help and advice, contact NHS24 on: 111

If you or someone you know needs emergency help call: 999

Addictions

The following is a list of help available to you if you have a problem with alcohol and drugs. Unless otherwise stated, you can refer yourself to these organisations.

North West Community Addiction Team, 7 Closeburn Street, Glasgow G22 5JZ.
Tel - 0141 276 4580

North West Community Addiction Team, 7-19 Hecla Square, Glasgow G15 8NH.
Tel – 0141 276 4330

North West Community Addiction Team (Vulnerable Families Team), 2nd Floor,
Possilpark Health and Care Centre, 99 Saracen Street, Glasgow G22 5AP.
Tel – 0141 800 0670

Pregnancy & Early Years, Unit 2, The Quadrangle, 59 Ruchill Street, Glasgow G20
9PX. Tel: 0141 221 3382/0808 178 5901

North Glasgow Community Alcohol Support Service / CASS, Unit 2, The Quadrangle,
59 Ruchill Street, Glasgow G20 9PX. Tel: 0141 221 3382/ 0808 178 5901
Glasgow West Tenancy Sustainment, Unit 2, The Quadrangle, 59 Ruchill Street,
Glasgow G20 9PX. Tel: 0141 221 3382/ 0808 178 5901

North Glasgow Community Rehab, Petershill Business Centre, Petershill Park, 28-
30 Adamswell Street, Springburn, Glasgow, G21 4DD. Tel: 0141 558 3230
Office 2, 7 Closeburn Street, Glasgow G22 5JZ. Tel: 0141 276 4580

North East Community Addiction Team, The Newlands Centre, 871 Springfield
Road, Glasgow G31 4HZ. Tel: 0141 565 0200

North East Community Addiction Team, Westwood House, 1250 Westerhouse Road,
Glasgow G34 9EA. Tel: 0141 276 3420

South East Community Addiction Team, 10 Arden Craig Place, Castlemilk, Glasgow
G45 9US. Tel: 0141 276 5040

South Community Addiction Team, Twomax Building, 187 Old Rutherglen Road,
Glasgow G5 0RE. Tel: 0141 420 8100

Greater Pollok Community Addiction Team, 130 Langton Road, Glasgow G53 5DP.
Tel: 0141 276 3010

South West Community Addiction Team, Pavilion One, Rowan Business Park, 5 Ard-
law Street, Glasgow G51 3RR. Tel: 0141 276 8740

South West Glasgow Community Rehab, Riverbank Centre, 91 Hol-
mfauld Road, Govan, Glasgow G51 4RY. Tel: 0141 425 1800

South Glasgow Alcohol and Drug Recovery Hub, 488 Cathcart Road, Go-
vanhill, Glasgow G42 7BX. Email: southhub@themungofoundation.org.uk
Tel: 0141 423 5872 Out of hours: 07972 008 701

Clearer Choices Glasgow, 54 - 58 St Vincent Terrace, Glasgow, G3 8DX. Tel: 0300
303 5051

Homeless Addiction Team, Homelessness Health Centre, 55 Hunter Street, Glasgow
G4 OUP. Tel: 0141 552 9287

Other...

DRINKLINE (freephone) 0800 7 314 314 - Drinkline runs a free, confidential helpline for people who are concerned about their drinking, or someone else's.

The Mungo Foundation, Community Alcohol Support Service, 2 Alexander Stephen House, 91 Holmfauld Road, Glasgow G51 4RY. Helps people with alcohol problems who are affected by or at risk of homelessness.

Tel: 0141 425 1830 or www.themungofoundation.org.uk

ADDACTION, 2 Alexander Stephen House, 91 Holmfauld Road, Glasgow G51 4RY. Community rehab for adults recovering from alcohol or drug abuse. Services for pregnant women and women (with children under two) who are recovering from alcohol problems. Only available within Govan and Craighton areas. To access these services, you must be referred to the organisation by your local Community Action Team.

Tel: 0141 425 1800 or www.addaction.org.uk

Alcoholics Anonymous freephone 0800 9177 650 or email: help@alcoholics-anonymous.org.uk and Alcoholics Anonymous 0845 769 7555 or www.alcoholics-anonymous.org.uk/

Al-Anon / Al-Ateen: 020 7403 0888 www.al-anon.org.uk

GLASGOW COUNCIL ON ALCOHOL

Glasgow Council on Alcohol, 14 North Claremont Terrace, Glasgow G3 7LE.

(Tel: 0141 353 1800; email: email@glasgowcouncilonalcohol.org).

- Counselling for people experiencing alcohol problems, their families, partners and friends, Relationship Counselling. Counselling available citywide.
- Building Positive Pathways: aim to raise awareness of the impact of adverse childhood experiences and support survivors to develop healthy coping skills. A range of self directed support including: Groupwork; One to One Support; Support to access other services eg Counselling, Primary Health Care; Awareness raising and Training.
 - (buildingpathways@glasgowcouncilonalcohol.org)
- Alcohol and Justice Service: provides person centred services to individuals where alcohol is identified as a major contributing factor in their offending behaviour. Individuals are referred through Criminal Justice partners. Services provided include the eight week Alcohol, Crime and Education (ACE) group work programme, counselling sessions and one to one support sessions addressing a range of practical and personal support issues.
- Training: COSCA; Alcohol Awareness; Bespoke training (training@glasgowcouncilonalcohol.org)
- Resilient Communities Team.

An alcohol and drug prevention and education service which aims to reduce alcohol

related harm and risk of harm, at an individual and community level. This includes a range of groupwork, training programmes, information and awareness, Alcohol Brief Interventions, volunteering opportunities, and community alcohol campaigns in partnership with local communities and organisations

The Barrowfield Community Centre, 67 Yate Street, Glasgow, G31 4AE
(Tel: 0141 556 6631 gca.communities@glasgowcouncilonlchol.org)

- Recovery and Community Groupwork.

A range of facilitated programmes and peer support to help individuals understand the effect alcohol has on health, lifestyle and relationships. Groupwork takes place in community settings and in GCA's main office.

DRINK WISE AGE WELL

Drink Wise Age Well helps people make healthier choices about their drinking as they get older & aims to support health and social care providers and community organisations to recognise and respond to problems caused by alcohol in people aged 50 and over.

If you work with, support or are concerned about anyone over 50 in your community, we can help you:

- Recognise people with an alcohol problem that may need help, and respond earlier.
- Build skills and confidence to talk about alcohol use among the over 50's
- Signpost to appropriate services.
- Share useful resources.

We also offer a number of free, easy to access service in your local area. These include:

- Advice Line for individuals, family members & friends or people wishing to make a referral.
- Free face to face training for workers, carers and organisations.
- Free alcohol awareness workshops and information.
- Confidential one to one support and advice for individuals and their families who are experiencing problems with alcohol.
- Home visits and outreach appointments.
- Online resources: info sheets, manuals and helpful guides.
- Workplace information sessions for pre-retirees and employers
- Social activities, group work, volunteering opportunities and buddy service for over 50's in your community.

Contact: Freephone: 0800 304 7690 Website: www.drinkwiseagewell.org.uk

Please note this service is only available to people living within Glasgow City Council area.

Useful websites:

<http://www.drinkaware.co.uk/>

www.infoscotland.com/alcohol

www.alcohol-focus-scotland.org.uk

www.downyourdrink.org.uk

<http://glasgowhelp.com/home.php>

Asylum Seekers and Refugees

Information for asylum seekers can be obtained from Glasgow City Council: <https://www.glasgow.gov.uk/index.aspx?articleid=17947>

The Asylum Health Bridging Team

The team consists of a Team Leader, 4 General Nurses, 2 Community Psychiatric Nurses, 2 Health Care Assistants & Administrative support. The team:

- Offer an initial health assessment for all newly arrived asylum seekers who are part of the Official Home Office process.
- Aim to identify immediate health needs and facilitate medical attention if required.
- Support access to GP and mainstream health services once dispersed from initial accommodation to housing across the city.
- Offer drop in advice and support Monday to Thursday 2-4pm.

Contact: Asylum Health Bridging Team, Clyde House, 209 Govan Road. Glasgow. G51 1HJ (tel: 0141 553 2854 or email GG-UHB.AsylumBridgingTeam@nhs.net).

Breast Screening

As part of the Scottish Breast Screening Programme, women in Glasgow between 50 and 70 will be invited to attend breast screening. You will receive an invitation in the post when it is your turn to attend. Breast screening every three years is the best way to detect breast cancer early when treatment is most likely to be effective. If you are over 70 you can ask for an appointment by contacting the Breast Screening Centre: 0141 572 5800 or Text phone 0141 572 5858.

Breastfeeding

Glasgow City CHP is a UNICEF Baby Friendly accredited organisation. This means that we have achieved and maintained a standard of care which enables us to give consistent advice and support to breastfeeding families.

We want every child to have the healthiest start in life and we hope that every family will have a positive feeding experience. There is evidence that by being offered breast milk, babies and children will have lifelong improved health.

During and after your pregnancy we offer mums-to-be help and advice on breastfeeding via your midwife, maternity unit and Health Visitor.

Mothers intending to breastfeed or breastfeeding should be taking a vitamin D supplement - www.healthystart.nhs.uk See also: www.feedgood.scot

Carers

A carer is someone who looks after a partner, relative or friend who cannot manage without help because of an illness (including mental illness), addiction, frailty or disability. You may or may not live with the person you look after.

The Glasgow City Carers Partnership consists of Glasgow City Community Health Partnership, Social Work Services and Third Sector organisations which are committed to working together to identify and support unpaid carers.

The Partnership provides a universal offer of assessment, including a Health Review, to all carers in the city and provides information and advice, income maximisation, emotional support, training, short breaks and opportunities for carers to share their views.

Looking after someone can be rewarding, but can also be very demanding and stressful, for support contact:

Carers Information and Support Line on 0141 353 6504

Carers Specific Partnership Organisations:

Glasgow North West Sector

Glasgow North West Carers' Team, 35 Church Street, Glasgow G11 5JT.

Tel 0141 276 1066 Fax: 0141 276 106

Email: carersnwproject@sw.glasgow.gov.uk

Glasgow West Carers' Centre, 1561 Great Western Road, Anniesland, Glasgow G13 1HH.

Tel: 0141 959 9871 Fax: 0141 950 1144

Email: westcarers@volunteerglasgow.org

Glasgow North West Carers' Centre, Maryhill Community Central Halls, 308/310 Maryhill Road, Glasgow G20 7YE.

Tel: 0141 331 9420 Fax: 0141 331 9421

Email: glasgownwcc@quarriers.org.uk

Glasgow North East Sector

Glasgow North East Carers' Team, 400 Petershill Road, Springburn, Glasgow G21 4AA.

Tel: 0141 276 4170 Fax: 0141 276 4790

Email: carersnorthsupport@glasgow.gov.uk

Glasgow North East Carers' Centre, 51 Tron-da Place, Easterhouse, Glasgow G34 9AX.

Tel: 0141 781 0728 Fax: 0141 781 0123

Email: gnecarerscentre@hotmail.com

Glasgow East End Carers' Centre, Academy House, 1346 Shettleston Road, Glasgow G32 9AT.
Tel: 0141 764 0550 Fax: 0141 764 0012
Email: centre@eastend-carers.co.uk

Glasgow South Sector

Glasgow South Carers' Team, 130 Langton Road, Pollok, G53 5DP
Tel: 0141 276 2904

Email: carerssouthsupport@sw.glasgow.gov.uk

Glasgow South East Carers' Centre, 656 Cathcart Road, Govanhill, Glasgow G42 8AA.

Tel: 0141 423 0728

Fax: 0141 423 5361

Email: dixon.carers@btconnect.com

South West Glasgow Carers' Centre, 1479 Paisley Road West, Cardonald, Glasgow G52 1SY.

Tel: 0141 882 4712 Fax: 0141 882 6876

Email: pollokcarers@volunteerglasgow.org

Other

Glasgow Association for Mental Health, Head Office, St. Andrews by the Green, 33 Turnbull Street, Glasgow, G1 5PR.

Tel: 0141 552 5592

GAMH West Service Centre,
Unit 5, 44 Keith Court,
Partick,
Glasgow, G11 6QW.

Tel: 0141357 2570

Email: west@gamh.org.uk

GAMH North Service Centre,
Unit 13, 14, 15,
Hydepark Business,
60 Mollinsburn Street,
Glasgow, G21 4SF.

Tel: 0141 558 0943

GAMH East Service Centre,
Unit 37- Ladywell Business Centre,
94 Duke Street,
Glasgow, G4 0UW.

Tel: 0141 552 4934

GAMH South East and West,
Pavillion 3A,
Moorpark Court,
15 Dava Street,
Govan, G51 2JA

Tel: 0141 425 4850

Useful websites:

Glasgow City Council Carers' Services www.glasgow.gov.uk/carers

NHSGGC Carers www.nhs.uk/CarersDirect/guide/assessments/Pages/Carerassessments.aspx

Carers Scotland

www.carersuk.org/scotland

Carers Coalition

www.carersnet.org

Carers Trust

www.carers.org/scotland

Children and Families

Glasgow City CHP provides a range of services for children and their families. This includes Health Visiting, School Nursing, Breastfeeding Support and children's health.

Parenting Support – Evidence based parenting support is available across Glasgow HSCP. This may be in the form of individual or group support. For further information please contact Central Parenting team on 0141 277 7560 or email centralparentingteam@ggc.scot.nhs.uk

April Owens, Parenting Team Leader

Email: April.Owens@ggc.scot.nhs.uk

Tel: 0141 277 7572

Mobile: 07944 347296

Children's Speech and Language

The Children's Speech and Language Therapy Service is an integral part of the multi-disciplinary Specialist Community Paediatric Team. The NHS Greater Glasgow and Clyde Children's Speech and Language Therapy Service aims to anticipate and respond to the needs of children and young people who experience speech, language, communication or swallowing difficulties.

The service works in partnership with the children, their families and other professions and agencies to reduce the impact of these difficulties on children's wellbeing and ability to participate in daily life routines and activities.

The service responds to the existence of these difficulties in various ways. It has a focus on promoting the development of children's communication as well as on preventative work for identified groups and populations. Intervention may focus on assessment and diagnosis of speech, language, communication or swallowing difficulties and on achieving functional change for individual children who experience these difficulties.

Speech and language therapists and clinical support workers work in health centres, schools, nurseries, people's homes to treat an individual or to support the adults in the child or young person's life regarding speech, language and communication. The service also provides training for families and professionals, and consultancy to enable others to best help children with any of these difficulties.

Anyone with a query about a child or young person's speech, language, communication or swallowing or anyone thinking about making a referral to our service should call our Telephone Helpline which operates as follows:

Wednesday - 1.00 to 4.00pm Tel: 0141 274 2075

Friday - 9.30 to 11.30am Tel: 0141 531 6843

Specialist Children's Services

Specialist Children's Services headquarters are based in Templeton On The Green, 62 Templeton Street, Bridgeton, Glasgow G40 1DA where we have a range of staff including the Head of Specialist Children's Services, Clinical Director for Child and Adolescent Mental Health and Clinical Director for Specialist Community Paediatrics.

Head of Specialist Children's Services: Stephen McLeod

Email: stephen.mcleod@ggc.scot.nhs.uk Tel: 0141 277 7475

Clinical Director CAMH Services: Julie Metcalfe

Email: julie.metcalfe@ggc.scot.nhs.uk Tel. 0141 277 7475

Clinical Director Specialist Community Paediatrics: Dr. Alison Rennie

Email: alison.rennie@ggc.scot.nhs.uk Tel: 0141 277 7475

Specialist Children's Services (SCS) provides community and hospital based secondary care services for a range of children and young people 0-19 years old throughout Greater Glasgow and Clyde. SCS provide services to a range of children and young people experiencing various long term, life limiting illnesses and disorders as well as mental health problems and difficulties.

Specialist Children's Services staff are based throughout GGC and are deployed using a population need model. Child and Adolescent Mental Health Services (CAMHS) and Specialist Community Paediatrics (SCP) deliver across 8 geographical areas. These services are provided within local communities; health centres, hospital outpatient and inpatient units, schools (mainstream and additional support for learning schools and nurseries), and frequently within the child or young person's home.

We also have a large team based at the West of Scotland Adolescent Inpatient Unit at Stobhill in the North West of Glasgow. This unit is designed to provide services to young people aged 12-18 with complex mental health problems. We also have a Child Inpatient Unit situated in the Royal Hospital for Children. The ward is currently a 6 place unit for under 12 year olds with some flexibility according to clinical need.

Child and Adolescent Mental Health Services (CAMHS)

Child and Adolescent Mental Health services operate a Tier 3 multi-disciplinary CAMH out-patient service. The multi-disciplinary team consists of Psychiatry, Psychology, AHPs and Nursing, with access to social work. The service provides; assessment and treatment of severe mental health problems in childhood and adolescence by a multi-disciplinary team; consultation and liaison with health professionals and other agencies working with young people and their families.

North CAMHS – (location to change end of December)Possilpark Health Centre, 85 Denmark Street, Glasgow G22 5EG Tel: 0141 531 6191

South CAMHS, Twomax Centre, Old Mill Studios, 5th Floor, 187 Old Rutherglen Road, Glasgow G5 ORE
Tel: 0141 300 6380

North East CAMHS, Templeton on the Green, 1st Floor, 62 Templeton Street, Glasgow.
Tel: 0141 227 7515

West CAMHS, West Centre, 60 Kinfauns Drive, Glasgow G15 7TS.
Tel: 0141 207 7100

Adolescent In-Patient Unit – Skye House, Stobhill Hospital, 133 Balornock Road, Glasgow G21 3UW
Tel: 0141 232 6425

Child Inpatient Unit – Royal Hospital for Children, Ward 4, 1345 Govan Road, Glasgow G51 4TF
Tel: 0141 452 4535

Paediatric Liaison - Royal Hospital for Children, 1345 Govan Road, Glasgow G51 4TF
Tel 0141 452 4535

Specialist Community Paediatric Services

Specialist Community Paediatric Services are provided in Greater Glasgow by 4 Specialist Community Paediatric Teams (SCPT). The teams provide services to children and young people who require assessment, medical management and therapeutic interventions which cannot be provided by universal and primary care health services. The Specialist Community Paediatric Team consists of: Paediatricians, Paediatric Nursing, Paediatric Physiotherapy, Paediatric Occupational Therapy and Paediatric Speech and Language Therapy. A child or young person may at any time only require input from one specific professional group and therefore they will enter a uni-professional provision, which will be tailored, to their individual needs.

North – Glenfarg Centre (location will change at end of December 16), Possilpark Health Centre, 85 Denmark Street, Glasgow G22 5EG. Tel: 0141 531 6191

South – Southbank Children’s Centre, 207 Old Rutherglen Road, Glasgow G5 0RE
Tel: 0141 201 0914

North East – Child Development Centre, Bridgeton Health Centre 201 Abercrombie Street, Glasgow G40 2DA. Tel: 0141 531 6550

West – West Centre, 60 Kilfauns Drive, Glasgow G15 7TS.
Tel: 0141 207 7100

Child Protection Service, Royal Hospital for Children, Ground Floor, Office Block, Queen Elizabeth Hospital, 1345 Govan Road, Glasgow G51 4TF.
Tel: 0141 451 6605

Continence Services - SPHERE Bladder and Bowel Services

The SPHERE Bladder and Bowel Service provides a professional, caring, confidential and supportive approach to people with bladder or/and bowel symptoms. The aim of the team is to promote continence by empowering the individual to self manage their symptoms by teaching behavioural and lifestyle changes that can promote bladder and bowel health.

To support the individual, the service has two specially trained teams across the city. These teams include specialist nurses and physiotherapists who can advise and support the individual on improving their bladder or/and bowel symptoms or prevent any deterioration by facilitating and providing rehabilitative treatments.

Contact: 0141 531 8612

This service is provided by the following:

Baillieston Health Centre - SPHERE Bladder and Bowel service
Bridgeton Health Centre - SPHERE Bladder and Bowel service
Castlemilk Health Centre - SPHERE Bladder and Bowel service
Drumchapel Health Centre - SPHERE Bladder and Bowel service
Easterhouse Health Centre - SPHERE Bladder and Bowel service
Elderpark Clinic - SPHERE Bladder and Bowel service
Gorbals Health Centre - SPHERE Bladder and Bowel service
Govan Health Centre - SPHERE Bladder and Bowel service
Govanhill Health Centre - SPHERE Bladder and Bowel service
Maryhill Health & Care Centre - SPHERE Bladder and Bowel service
Parkhead Health Centre - SPHERE Bladder and Bowel service
Partick Community Centre for Health (Sandy Road) - SPHERE Bladder and Bowel service
Pollok Health Centre - SPHERE Bladder and Bowel service
Possilpark Health and Care Centre - SPHERE Bladder and Bowel service
Shettleston Health Centre - SPHERE Bladder and Bowel service
Springburn Health Centre - SPHERE Bladder and Bowel service
Thornliebank Health Centre - SPHERE Bladder and Bowel service
Woodside Health Centre - SPHERE Bladder and Bowel service
Shields Centre, 80 McCulloch Street, East Pollokshields, Glasgow G41 1SU
See page 21 of this directory for the health centre addresses.

Dental and Oral Health

The Oral Health Services within this Health & Social Care Partnership (HSCP) are:

- General Dental Services
- Primary Care Dental Services
- Secondary Care Dental Services
- Oral Health Improvement

To find a dentist near you, go to: www.nhsggc.org.uk or call the Dental Helpline on 0141 232 9704.

The oral health family within the HSCP is

- Child Smile Team
- Health Improvement Team

Pre-School

The Childsmile Team can help families with children 0-5 years to register with a Dentist and access oral health prevention and promotion. They also provide fluoride varnishing programmes in prioritised Nurseries. Health Improvement teams also work closely with nurseries to promote good dental health with families with children aged 0-5 years. This includes the Childsmile toothbrushing programme which is offered to all children who have a nursery placement.

Our staff also talk to families about other healthy living activities including healthy eating and work with a range of health professionals and community organisations to promote good oral health.

Primary 1 and 2 Toothbrushing

Childsmile- is supported by Glasgow City Council and the NHS Oral Health Directorate who provide a toothbrushing programme for children in Primary 1 and 2. This is delivered by Oral Health Educators in partnership with education staff.

Oral Health Teams

Early Years Team, Pollok Health Centre, 21 Cowglen Road, Glasgow G53 6EQ. Tel: 0141 232 8067

North West Sector Oral Health Team, Tel: 0141 221 0263

North East Oral Health , Cairnbrook Centre, 101 Cairnbrook Rd, Easterhouse, Glasgow G34 0NB. Tel: 0141 781 2116.

Oral Health Directorate

Glasgow Dental Hospital and other sites provide secondary care on a referral basis. Other services include Dental Public Health and Oral Health Promotion. All these services are managed and co-ordinated by the Oral Health Directorate.

Public Dental Services

Please find below a table of locations and services provided by the Public Dental Service across Glasgow City HSCP:

Stobhill ACH

Springburn Health Centre

Maryhill Health & Care Centre

Parkhead Health Centre

Drumchapel Health Centre

Possilpark Health Centre

Gartnavel General Hospital

Community Centre for Health

Easterhouse Health Centre

Townhead Health Centre

Bridgeton Health Centre

Barlinnie Prison

Gorbals Health Centre

Pollok Health Centre

Govan Health Centre

Victoria ACH

Castlemilk Health Centre

QUEH

Govanhill Health Centre

Dementia

Dementia Post Diagnosis Support

This service provides 1:1 support for people with a new diagnosis of dementia and their carers. Support will be provided by a named dementia link worker for the minimum of a year, working around a 5 pillars approach. This includes information provision, advice to manage the condition, support to plan for the future, maintaining activity, and consideration of legal issues.

Link working can be provided by Alzheimer Scotland or mental health staff. Services are based in Older Peoples Mental Health Teams. These are: The Glenkirk Centre and the Centre for Health in Partick (North West), Shawmill Resource Centre and Elderpark Clinic (South), Parkview Resource Centre and the Belmont Centre (North East). Referral to the Post Diagnosis Support service can be made through your GP.

The Young Onset Dementia Service

The Young Onset Dementia Service works with people who are under the age of 65 with a diagnosis of dementia, living within the NHS Greater Glasgow & Clyde Board area. The service provides specialist support and rehabilitation to the person with dementia and/or their family and carers.

How can I be referred? You can access this service through your local Community Mental Health Team. You may have already spoken with your Psychiatrist or Nurse about your current difficulties and they may feel that it would be helpful for you to be seen by the Young Onset Dementia Service.

If you and/or your family would like to be referred to the service, please discuss this with a member of your Community Mental Health Team. Please note: your GP cannot refer you directly to the service.

Diabetes

The specialist diabetes teams consist of Diabetes Specialist Nurses, Dietitians and Podiatrists. Referral to these teams is through your GP. To contact the teams:

South Sector:

Gorbals Health Centre, 45 Pine Place, Glasgow G5 0BQ.

Tony Doherty	May Lavelle	Ruth Frew	Lee-Anne Carson
0141 531 8237	0141 232 9854	0141 232 9854	0141 531 8237

North East Sector:

Bridgeton Health Centre, 201 Abercromby Street, Glasgow G40 2DA.

Angela McLaren	Lynsey Cobain	Roger Ignao
0141 232 1664	0141 531 6677	0141 232 1663

North West Sector:

Possilpark Health & Care Centre, Saracen Street, Possilpark, G22 5EG.

Linda Burns	07881 836 332
Shirley Law	07901 892 287
Anne Lindsay	07766 085 007
Barbara Anne McKee	07881 843 085
Jackie Templeton	07796 190 336

Community Diabetes Specialist Nursing Service

The Community Diabetes Specialist Nursing Service provides specialist care and interventions to people living with diabetes, who have been referred to the service. People living with Diabetes may be reviewed at home, in a homely setting or in another setting suitable to or defined by the person's needs.

Community Diabetes Specialist Nurses (CDSNs) are registered nurses with an additional post registration qualification in diabetes.

The core hours of the Community Diabetes Specialist Nursing Service are 9am to 5pm, Monday to Friday. The service will undertake all routine visits at a time / date agreeable to the patient accommodating a choice of am or pm visits wherever possible.

Patients can be referred to the service by:

- General Practitioners and Practice Nurses
- Community Nursing Services and Allied Health Professionals
- Acute Hospital / Secondary Care Clinicians

Dietetics

Dietitians support people of all ages to assess and provide dietary advice for a range of conditions, and support people to develop and maintain healthier lifestyles.

South Glasgow

South Glasgow Dietitians are based at Pollok Health Centre and Castlemilk Health Centre and provide clinics at: Pollok, Thornliebank, Elderspark, Govanhill, Castlemilk, Gorbals, and Pollokshaws Health centres. To attend a clinic or receive a home visit (for housebound patients only) from a dietitian please ask your GP or health professional (eg your Health Visitor) to make a referral to the dietetic service.

North East Glasgow

In the North East sector, dietitians are based in Shettleston Health Centre, 420 Old Shettleston Road, Shettleston, Glasgow G32 7JZ (tel: 0141 531 6272) and Springburn Health Centre, 200 Springburn Way, Springburn, Glasgow G21 1TR (tel: 0141 232 9101). Clinics are provided at Baillieston, Bridgeton, Easterhouse, Parkhead, Shettleston and Springburn Health Centres.

To attend a clinic or receive a home visit (for housebound patients only) from a dietitian please ask your GP or health professional (eg your Health Visitor) to make a referral to the dietetic service.

North West Glasgow

In the North West, dietitians are based at Drumchapel Health Centre, 80/90 Kinfauns Drive, Glasgow, G15 6BT (tel: 0141 211 6166).

Clinics are provided at Drumchapel Health Centre, Community Centre for Health in Partick, Woodside Health Centre and William Street Clinic.

Referral to attend a clinic or receive a home visit (for housebound patients only) should be made by your GP or health professional (eg your Health Visitor, Speech and Language Therapist, Practice Nurse etc).

Community Enteral Feeding Service

The Community Enteral Feeding Service provides specialist community based Nursing and Dietetic services for adults residing within the following Health and Social Care Partnerships, who are being fed completely or partially by tube at home.

The core working hours of the service are Monday to Friday, 8.30am to 4.30pm

Patients may be referred to the service by Nursing and Dietetic Colleagues.

Domestic Abuse

No-one deserves to be abused, especially in their own homes by someone they love. Around one-in-four women experience domestic abuse at some time in their lives and, although victims are usually women, men can also be abused by their partners.

What is domestic abuse?

* physical: which includes slapping; punching; pulling your hair; scalding or burning; strangling; throwing and breaking things; using weapons such as knives or other implements.

* mental: calling you names; verbal abuse; humiliation; constant criticism; giving you rules and ultimatums; stopping you from seeing friends and family; threats against you, your children or your pets; destroying your things; jealousy and possessiveness; controlling your money; controlling what you wear and how you look.

* sexual - rape and forcing you to take part in sexual acts you're uncomfortable with.

If you feel you are being abused there are a number of places you can go for help including:

Scottish Women's Aid: www.scottishwomensaid.org.uk or call the Domestic Abuse Helpline 0800 027 1234 (24 hours).

Glasgow Women's Aid - 0141 553 2022

Hemat Gryffe Women's Aid - 0141 353 0859

Glasgow East Women's Aid - 0141 781 0203 Crisis: 0141 773 3533

Drumchapel Women's Aid - 0141 944 0201

Clydebank Women's Aid - 0141 952 8118

The Daisy Project in Castlemilk: www.domesticviolencescotland.org or tel: 0141 634 4053 / email: domviol2000@yahoo.co.uk

Shelter Scotland: <http://scotland.shelter.org.uk/>

www.womensaid.org.uk www.16days.org

The Daisy Project in Castlemilk: www.domesticviolencescotland.org or tel: 0141 634 4053 / email: domviol2000@yahoo.co.uk

Shelter Scotland: <http://scotland.shelter.org.uk/>

Employability

There are a range of services throughout Glasgow that can help unemployed people back into work or further education including:

Jobcentre Plus: http://www.direct.gov.uk/en/Employment/Jobseekers/ContactJobcentrePlus/DG_186347

Help and advice from the Government on employment: <http://www.direct.gov.uk/en/Employment/index.htm>

There's also...

Glasgow City Bridging Service

For Glasgow City residents with health and social care support needs, interested in progressing towards work, training, education and volunteering.

Support depends on needs and achievement aspirations:-

- Confidence building and personal development
- Career guidance, work preparation, and business startup advice
- Support accessing opportunities like community learning, college courses and training.

We provide detailed information on how work or training could affect benefits.

Eligibility – aged 16-65yrs with employability aspirations living in Glasgow, eligible for benefits (not necessarily receiving), not working or in full-time education, or on Work Programme (Ingeus or Working Links).

You can obtain the support of this service by getting in touch with your health or social care contact for onward referral.

Further information is available from Momentum Skills:

Tel: 0141 419 5299 Web: www.momentumscotland.org

Email: : thebridgingservice@momentumskills.org

Youth Employment Plan

NHSGGC has it's own Youth Employment Plan. Here's a brief summary of some of the points made in the plan...

Board Champion

Identification of an appropriate NHSGGC Board member to ensure the importance of the youth employment agenda continues to be recognised and prioritised at all levels of NHSGGC strategic and operational management.

Internships

Corporate Learning & Education Services have put together guidelines on Graduate Interns which will be sent to all of our Services to help them when they receive requests for intern placements.

Pre-Employment and Work Experience Models

Services are being asked to identify and put in place work models to increase the number of work experience and pre-employment opportunities for people aged 16-to-24 over the next couple of years.

Programmes for Young People with Specific Barriers to Employment

Services are also being asked to look for areas where programmes can be set up for young people with specific barriers to employment (such as disability, care leavers, mental health issues etc). These programmes should be designed in a way that will help them move into employment and will be done in partnership with other agencies. The programmes should include a work experience element as well as general employability skills.

NHSGGC Jobs for Young People

NHSGGC is working on how it can further help young people aged 16 to 24 gain employment, recognising that they often face barriers to obtaining a job.

Equality

Ensuring everyone has equal access to healthcare is important to us. To find out about equality within NHS Greater Glasgow & Clyde, please see this website:

www.equalitiesinhealth.org

You can also contact our Equalities Team:

Corporate Inequalities Team,
Corporate Policy and Planning,
NHS Greater Glasgow & Clyde,
JB Russell House,
Gartnavel Royal Hospital,
1055 Great Western Road,
Glasgow G12 0ZH.

Tel: 0141 201 4560 Textphone: 0141 201 4400

Health Improvement

North East Glasgow Health Improvement Team - The team work with local communities and organisations across public, private and voluntary sectors to deliver health improvement work. This includes policy and practice support, training and facilitating partnership working. For more information contact 0141 232 0166.

South Glasgow Health Improvement Team - South Sector Health Improvement Team work in partnership with a wide range of partner agencies e.g. education services, youth organisations, housing providers and Third Sector organisations in the South of Glasgow to support health improvement work to improve the health of local residents. This can take the form of support services, health programmes, training, policy & practice support and facilitation of partnership working.

For further details, please contact the Health Improvement Team on 0141 232 8035. North West Glasgow Health Improvement Team – North West Glasgow Health Improvement Team work with local communities and organisations across public, private and voluntary sectors to deliver health improvement work. This includes policy and practice support, training and facilitating partnership working. For more information contact 0141 211 0664.

Health Centres

A full list of GP surgeries follow. For dentists and opticians, go to: www.nhsggc.org.uk

Baillieston Health Centre ,
0141 531 8000
20 Muirside Road,
G69 7AD.

Bridgeton Health Centre,
0141 531 6500
201 Abercromby Street,
G40 2DA.

Castlemilk Health Centre,
0141 531 8500
Dougrie Drive,
G45 9AW.

Centre for Health and Care Plean Street,
18 Plean Street ,
G14 0YJ.

Community Treatment Centre for Brain Injury ,
0141 300 6313
70 Commercial Road,
G5 0QZ.

Drumchapel Health Centre ,
0141 211 6070
80/90 Kinfauns Drive,
G15 7TS.

Easterhouse Health Centre,
0141 531 8100
9 Auchinlea Road,
G34 9HQ.

Elderpark Clinic,
0141 232 7100
20 Arklet Road,
G51 3XR.

Fernbank Street Clinic,
0141 435 1500
194 Fernbank Street,
G22 6BD.

Glenfarg Health Centre,
0141 531 9351
85 Denmark St, Glasgow, G22 5EU.

Gorbals Health Centre,
0141 531 8200
45 Pine Place,
G5 0BQ.

Govan Health Centre,
0141 531 8400
5 Drumoyne Road,
G51 4BJ.

Govanhill Health Centre,
0141 531 8300
233 Calder Street,
G42 7DR.

Hunter Street Health and Social Care Centre,
0141 553 2801
55 Hunter Street,
G4 0UP.

Maryhill Health & Care Centre,
0141 451 2600
51 Garbraid Avenue, Glasgow G20 8FB

Parkhead Health Centre,
0141 531 9000
101 Salamanca Street,
G31 5BA.

Partick Community Centre for Health,
0141 211 1400
547 Dumbarton Road,
G11 6HU.

Pollok Health Centre,
0141 531 6800
21 Cowglen Road,
G53 6EQ.

Pollokshaws Clinic,
0141 577 7720
35 Wellgreen,
G43 1RR.

Possilpark Health & Care Centre,
0141 800 0600
Saracen Street,
G22 5EG.

Shettleston Health Centre,
0141 531 6200
420 Old Shettleston Road,
G32 7JZ.

Springburn Health Centre,
0141 531 6700
200 Springburn Way,
G21 1TR.

The Shields Centre,
0141 800 7300
80 McCulloch Street,
GLASGOW
G41 1NX.

Thornliebank Health Centre,
0141 531 6900
20 Kennishead Road,
G46 8NY.

Townhead Health Centre (Glasgow),
0141 531 8900
16 Alexandra Parade,
G31 2ES.

West Glasgow Maternity Care Centre,
0141 232 9470
Western Infirmary,
G11 6NT.

William Street Clinic,
0141 314 6200
120-130 William Street,
G3 8UR.

Woodside Health Centre,
0141 531 9200
Barr Street,
G20 7LR.

Healthy Living Centre/Health Shop:

North Glasgow Healthy Living Community, 59 Charles St, G21 2PR, tel: 0141 336
7000 or web: www.healthynorthglasgow.co.uk

Annexe Communities, 9a Stewartville Street, Partick, Glasgow G11 5PE (tel: 0141
357 6747, www.annexecommunities.org.uk)

Axis Health Hubs - www.axishealthhubs.org.uk

Hospitals within NHS Greater Glasgow & Clyde

Beatson West of Scotland Cancer Centre,
0141 301 7000
1053 Great Western Road,
G12 0YN.

Blawarthill Hospital,
0141 211 9000
129 Holehouse Drive,
G13 3TG.

Drumchapel Hospital,
0141 211 6000
129 Drumchapel Road,
G15 6PX.

Dumbarton Joint Hospital,
01389 812070
Cardross Road,
G82 5JA.

Dykebar Hospital,
0141 884 5122
Grahamston Road,
PA2 7DE.

Eriskay House,
Tel: 0141 201 3000
Stobhill Campus,
G21 3UW.

Gartnavel General,
0141 211 3000
1053 Great Western Road,
G12 0YN.

Gartnavel Royal Hospital,
0141 211 3600
1055 Great Western Road,
G12 0XH.

Glasgow Dental Hospital and School,
0141 211 9600
378 Sauchiehall Street,
G2 3JZ.

Glasgow Homoeopathic Hospital,
0141 211 1600
1053 Great Western Road, G12 0NR.

Glasgow Royal Infirmary,
0141 211 4000
84 Castle Street,
G4 0SF.

Golden Jubilee National Hospital,
0141 951 5000
Beardmore Street,
G81 4HX.

Inverclyde Royal Hospital,
01475 633777
Larkfield Road,
PA16 0XN.

Leverndale Hospital,
0141 211 6400
510 Crookston Road,
G53 7TU.

Lightburn Hospital,
0141 211 1500
966 Carntyne Road,
G32 6ND.

MacKinnon House,
0141 531 3100
133 Balornock Road,
G21 3UZ.

Mansionhouse Unit,
0141 201 6161
100 Mansionhouse Road,
G41 3DX.

Mearnskirk House,
0141 616 3742
Old Mearns Road,
G77 5RZ.

Mother & Baby Mental Health Unit,
0141 232 7635
Queen Elizabeth University Hospital,
1345 Govan Road, G51 4TF.

Parkhead Hospital ,
0141 211 8300
81 Salamanca Street,
G31 5ES.

Princess Royal Maternity,
0141 211 5400
16 Alexandra Parade,
G31 2ER.

Ravenscraig Hospital,
01475 633777
Inverkip Road,
PA16 9HA.

Rowanbank Clinic,
0141 232 6400
133 Balornock Road,
G21 3UL.

Royal Alexandra Hospital,
0141 887 9111
Corsebar Road,
PA2 9PN.

Royal Alexandra Hospital Elderly Mental Health Unit ,
0141 887 9111
Corsebar Road Paisley,
PA2 9PN.

Royal Hospital for Sick Children (Yorkhill),
0141 201 0000
Dalnair Street,
G3 8SJ.

Skye House,
Stobhill Campus,
G21 3UW.

Adult Mental Health Unit, Psychiatric Unit, Queen Elizabeth University Hospital,
1345 Govan Road, Glasgow G51 4TF.
Southern General Hospital ,
0141 201 1100
1345 Govan Road,
G51 4TF.

Stobhill Elderly Mental Health Unit,
0141 201 3000
Stobhill Hospital,
G21 3UW.

Stobhill Hospital,
0141 201 3000
133 Balornock Road, G21 3UW.

Stobhill Hospital (New),
0141 201 3000
133 Balornock Road,
G21 3UW.

Vale of Leven District General Hospital,
01389 754121
Main Street,
G83 0UA.

Victoria Hospital (New),
0141 201 6000
Grange Road,
G42 9LF.

Victoria Infirmary,
0141 201 6000
Langside Road,
G42 9TY.

Western Infirmary,
0141 211 2000
Dumbarton Road,
G11 6NT.

Homelessness and Housing

Where do you go in Glasgow if you are homeless or about to be? Glasgow City Council is responsible for delivering services to those who are homeless or threatened with homelessness. These services are delivered through a network of centres, offices and temporary accommodation options.

Contact Details:

North East Community Homeless Service covers: Auchinlea, Baillieston, Balmore, Balornock, Barlanark, Bishop's Wood, Blackhill, Braidfauld, Bridgeton, Broomhouse, Calton, Camlachie, Cardowan, Carmyle, Carntyne, Cathedral, Craigend, Cranhill, Crosshill, Dalmarnock, Dennistoun, Easterhouse, Fullarton, Garrowhill, Garthamlock, Gartloch, Germiston, Greenfield, Haghill, Hogganfield, Millerston, Mount Vernon, Parkhead, Petershill, Provanmill, Queenslie, Riddrie, Robroyston, Royston, Roystonhill, Ruchazie, Sandyhills, Shettleston, Sighthill, Springboig, Springburn, Stobhill, Swinton, Tollcross, Townhead and Wellhouse.

The crisis/duty service for people at risk of homelessness is provided from Easterhouse Social Work Area Team, 1250 Westerhouse Road, Easterhouse, G34 9EA. The contact phone number for the service is 0141 276 6153.

North West Community Casework Service, 30 Mansion Street, Glasgow G22 5SZ (tel: 0141 276 6169 & 0141 287 3158; fax: 0141 276 6172).

North West Covers: Anderston, Anniesland, Blairdardie, Blythswood, Broomhill, Broomielaw, Cadder, Charing Cross, City Centre, Colston, Cowcaddens, Dawsholm, Dowanhill, Drumchapel, Finnieston, Firhill, Garnethill, Garscadden, Gilshochill, Hamiltonhill, Hillhead, Hyndland, Jordanhill, Kelvindale, Kelvingrove, Kelvinside, Keppoch, Maryhill, Maryhill Park, Milton, North Kelvinside, North Knightswood, Parkhouse, Partick, Partickhill, Port Dundas, Possil, Possilpark, Ruchill, Scotstoun, Scotstounhill, St Enoch, Summerston, Temple, Whiteinch, Woodlands, Woodside, Yoker and Yorkhill.

South Community Casework Service, 1st Floor, TwoMax Building, 187 Old Rutherghlen Road, Glasgow G5 0RE (tel: 0141 276 8201 & 0141 276 6180; fax: 0141 276 8278).

South Covers: Arden, Battlefield, Bellahouston, Carmunnock, Carnwadric, Castlemilk, Cathcart, Corkerhill, Craigton, Croftfoot, Crookston, Crossmyloof, Darnley, Deaconsbank, Drumoyne, Dumbreck, Gorbals, Govan, Govanhill, Hillington, Hillpark, Hutchestontown, Ibrox, King's Park, Kinning Park, Langside, Laurieston, Linthouse, Mansewood, Mossbank, Mount Florida, Muirend, Newlands, Nitshill, Oatlands, Penilee, Pollok, Pollok Park, Pollokshaws, Pollokshields, Priesthill, Queen's Park, Shawbridge, Shawlands, Shieldhall, Simshill, South Cardonald, Southpark Village, Strathbungo, Toryglen and Tradeston.

Prison Casework Service, Social Work Unit, HMP Barlinnie, Lee Avenue, Glasgow G33 2QX (tel: 0141 770 2130; fax: 0141 770 9808).

Refugee Support Service, 180 Centre Street, Glasgow G5 8EE (tel: 0141 276 8245; fax: 0141 276 8278).

Our offices are opened on the following days/times: Monday to Thursday 8.45am to 4.45pm, Friday: 8.45am to 3.55pm.

Sector Health, Homelessness and Housing Leads

Each CHP sector has its own lead officer who provides a single information point for health, housing and homelessness issues. This person does not hold a caseload, but works with health and social care, voluntary and housing services to signpost members of the public or workers to get help with these issues.

SOUTH

Jean Stevenson,

Health, Homelessness and Housing Lead, South Sector,

Glasgow City CHP, Clutha House, 120 Cornwall Street South, Glasgow G41 1AF.

Tel: 0141 427 8396

Email: jean.stevenson2@ggc.scot.nhs.uk

NORTH EAST

Janice Mitchell,

Health, Homelessness and Housing Lead, North East Sector,

Glasgow City CHP,

Building 3, Templeton Business Centre,

62 Templeton Street, Bridgeton,

Glasgow G40 1DA.

Tel: 0141 277 7457

Mobile: 07779987097

Email: janice.mitchell3@ggc.scot.nhs.uk

NORTH WEST

Russell Robertson,

Health, Homelessness and Housing Lead, North West Sector,

Glasgow City CHP,

William Street Clinic,

130 William Street,

Glasgow.

Tel: 0141 211 3764

Email: russell.robertson@ggc.scot.nhs.uk

Hunter Street Homeless Services

Hunter St Homelessness Health Services is a one-stop shop model to provide opportunistic interventions and reduce risk taking behaviours so that service users are more able to engage with mainstream services and sustain accommodation. The services operate a direct access and assertive outreach approach across Glasgow City.

The service model for Hunter St Homeless Services is to continue to work with service users not engaged with mainstream services:

To identify and meet the needs of our most vulnerable, multi - excluded homeless service users rough sleeping/in emergency accommodation or temporary accommodation for less than three months.

To provide an efficient and effective multi-disciplinary team model for homeless/addiction intervention that minimises duplication.

To provide a range of medical, health and social interventions to meet individual needs.

To provide a staged response to service users with complex or chaotic lifestyles so that they can sustain engagement with mainstream services and recovery interventions.

Hunter Street Homeless Services has the following Teams: Homeless General Practice; Homeless Mental Health Team; Homeless Occupational Therapy Team; Homeless Addiction Team; Homeless Families Health Care Team; Homeless Health Nurses Team; Needle Exchange and Visiting Services: Sexual Health Nurse, Dental Health Support Worker, Podiatrist, Dieticians.

Services can be contacted on: Homeless Health Services, 55 Hunter Street, Glasgow G4 0UP (Tel: 0141 553 2801; Fax:- 0141 553 2830)

Asylum Health Bridging Team

The Team consists of General Nurses, Community Psychiatric Nurses, Health Care Assistants, Nurse Team Leader and Business Support.

The team offer an initial health assessment for all newly arrived asylum seekers and aim to identify immediate health needs and facilitate medical attention if required.

The nurses support access to GP and mainstream health services once dispersed from the initial accommodation to housing across the city. Advice and support nurse clinic operates on a daily basis.

Contact details: Service Manager, Asylum Health Bridging Team, 55 Hunter Street, Glasgow G4 0UP (Tel: 0141-553 2854; email GG-UHB.AsylumBridgingTeam@nhs.net).

Specialist Learning Disabilities Services

Great Glasgow HSCP Specialist Community Learning Disability Services

Hosted by East Renfrewshire HSCP for the Board area, healthcare services for people with a learning disability are provided within a tiered healthcare model defined within Promoting Health, Supporting Inclusion 2004.

These services exist to provide specialist inpatient and outpatient care and treatment for a group of people who require additional support or expert interventions that cannot be met safely within generic services.

In Patient Services

Across Greater Glasgow & Clyde there are four facilities which deliver care and treatment for Mental Ill Health and associated challenging behaviour and are known as Assessment & Treatment Units. These facilities provide Nursing, Psychiatric, Psychological and Allied Health Professional therapeutic interventions.

Learning Disabilities Inpatient Services provide:

1. Hospital Based Acute Admissions (Claythorn House, Gartnavel Royal Hospital)
2. Community Based Assessment & Treatment (Blythswood House)
3. Longer Stay Services (Waterloo Close & Netherton Units)

Epilepsy Services

Epilepsy Services are generally provided by Primary Care and Community Learning Disability Teams. However Specialist Epilepsy Nursing is available within Specialist Learning Disabilities Services.

This team works closely with Primary Care and Tier 3 Community Teams to provide expert advice and intervention. This team has a focus on research in Epilepsy and offers training to Care Providers.

With the exception of In Patient Services all of the above are based within: Specialist Learning Disability Services, Management Team, Blythswood House, Fulbar Lane, PA4 8NT.

Useful contact names and numbers:

General Manager Tom Kelly

Service manager/Lead Nurse Vivienne Hoggans 0141 314 9245.

Community Adult Learning Disability Services

The Glasgow HSCP Learning Disability Service provides specialist services to people with a learning disability. These are provided by health. Referrals to the service will be received to the designated Learning Disability Team bases.

South

10 Arden Craig Place, Castlemilk, Glasgow G45 9US. Tel No: 0141-276-4900

Catchment for the team - Arden, Bellahouston, Cardonald, Carmunnock, Carnwadric, Castlemilk, Cathcart, Craigton, Croftfoot, Crookston, Darnley, Deaconsbank, Drumoyne, Dumbreck, Gorbals, Govan, Govanhill, Hillington, Hillpark, Ibrox, King's Park, Kinning Park, Langside, Laurieston, Mosspark, Muirend, Mount Florida, Newlands, Nitshill, Oatlands, Penilee, Pollok Park, Pollok, Pollokshaws, Pollokshields, Priesthill, Queen's Park, Shawlands, Shieldhall, Simshill, South Cardonald, Southpark Village, Strathbungo, Thornliebank, Toryglen and Tradeston.

In the **North West** of the city, learning disabilities' centre is: The Glenkirk Centre, 129 Drumchapel Road, Glasgow G15 6PX.
Tel No: 0141 232 1340 Fax No: 0141 944 8867

Catchment –Anderston, Anniesland, Blairdardie, Broomhill, City Centre West, Cowlairs & Port Dundas, Dowanhill, Drumchapel, Drumry, Finnieston & Kelvinhaugh, Firhill, Glasgow Harbour, Hillhead, Hyndland, Kelvindale, Kelvingrove & University Kelvinside, Jordanhill, Keppochhill, Knightswood, Maryhill, Milton, North Kelvin, Partick, Partickhill, Hyndland, Possilpark, Ruchill, Scotstoun, Summerston, Victoria Park, Whiteinch, Woodlands, Woodside, Wyndford, Yoker.

North East

Learning Disability Services, Stobhill Hospital, 300 Balgrayhill Road, Glasgow G21 3UR. Tel: 0141 201 4109 Fax: 0141 201 3181

Catchment - Alexandra Parade, Auchinlee, Baillieston, Bargeddie, Barlanark, Bar-mulloch, Barrachnie, Barrowfield, Bellgrove, Bishop's Wood, Blackhill, Blochairn, Bridgeton, Broomhouse, City Centre East, Calton, Camlachie, Cardowan, Carntyne, Carmyle, Cathedral, Chryston, City Centre East, Colston, Craigend, Craigend Muir, Cranhill, Dalmarnock, Dennistoun, Easterhouse, Fullarton, Gallowgate, Garrowhill, Garthamlock, Gartloch, Germiston, Greenfield, Haghill, Hogganfield, Millerston, Moodiesburn, Mount Vernon, Muirhead, Old Shettleston, Parkhead, Petershill, Prov-anmill, Queenslie, Riddrie, Robroyston, Royston, Roystonhill, Ruchazie, Sandyhills, Sighthill, Springburn, Springboig, Stobhill, Swinton, Tollcross, Wellhouse.

The Learning Disability Out-of-Hours Service can be contacted on :
07768868 (857) North
07768868 (858) South
and NHS 24 08454 242424
Social Work Standby: 0800 811 505

Maternity - Family Nurse Partnership

Family Nurse Partnership (FNP) is a programme for first time mums aged 19 and under at their last menstrual period. It is an intensive, structured home visiting programme which is delivered by specially trained nurses to pregnant women from under 28 weeks gestation through to their child's second birthday.

Working alongside Midwives and GP's the Family Nurse also undertakes the same role as a Health Visitor. Currently recruiting across the Glasgow area the team can be contacted on with the address and telephone number below or on FamilyNursePartnership@ggc.scot.nhs.uk

Mental Health

Mental Health Hospitals - please see pages 22 and 23 for a full list of our hospitals.

NORTH EAST

North East Glasgow Primary Care Mental Health Service provides help for people with common mental health problems such as depression, anxiety, stress etc. You can self refer by contacting: North East Primary Care Mental Health Team, Anvil Centre, 81 Salamanca St, Parkhead, G31 5ES (Tel 0141 211 8450).

Lifelink

We provide services that help people cope better with stress, anxiety and other mild to moderate mental health issues. We aim to reduce people's need for illness services by enabling them to make positive changes in their lives and improve their quality of life in a lasting way.

Most of us experience stressful events from time to time, and pressures at home, school and work can leave us feeling distressed and unable to cope. Lifelink provides one to one counselling, stress management and relaxation/mindfulness focused courses as well as a range of other wellbeing focused programmes. These services are free to adults and young people aged 11yrs and over who live in Glasgow City.

Your GP or other support organisation can make a referral on your behalf, or you can contact us directly yourself to access our services. Call 0141 552 4434 to find out where your nearest Lifelink service or course is. You can also visit our website at www.lifelink.org.uk and click into the Contact section to make a referral, or email us at info@lifelink.org.uk

Lifelink Head Office: Suite 4 Melisa House, 3 Brand Place, Glasgow G51 1DR

North East Community Mental Health Teams

Referrals - The service is usually accessed by referral from your GP or other health of social care professional.

Arran Centre, 121 Orr Street, Bridgeton, Glasgow G40 2BJ.
Tel: 0141 232 1200

Auchinlea Centre, Easterhouse Community Health Centre, 9 Auchinlea Road, Glasgow, G34 9HQ.
Tel: 0141 232 7200

Springpark Resource Centre, 101 Denmark Street, Glasgow G22 5EU.
Tel: 0141 531 9300

Mental Health Services Out-of-Hours

Open 7.30pm until 9.30am Monday to Friday and 4.30pm until 9.30am weekends and public holidays. Tel: 0845 650 1730

Older People's Mental Health

Parkview Resource Centre,
152 Wellshot Road, Shettleston,
Glasgow G32 7AX.
Tel: 0141 303 8800

Belmont Centre,
Stobhill Hospital,
300 Balgrayhill Road, G21 3UR.
Tel: 0141 232 6660

Parkview covers the following postcodes: G1.0, G2.0, G3.6, G4.0, G31.1, G31.2, G31.3 G32.6, G33.2 G33.3 G33.5 G34.9 G34.0 G40.1 G40.2 G31.4 G31.5 G32.7 G32.8 G32.9 G32.0 G33.4 G40.3 G40.4 G69.9 G69.7 G71.7.

Belmont covers the following postcodes: G4 (part of), G20 (part of) G21 - Springburn, Barmulloch, Balornock, Sighthill, G22 - Milton, Parkhouse, hamiltonhill, Lambhill, Possilpark, G23 - Cadder, G33 (part of). It is open Monday to Friday (9am to 5pm).

The team provides care for people who have one of the following types of illness: demetia or memory loss; clinical depression, extreme stress or anxiety; obsessions or phobias; or mental health problems which seriously affect daily living. The service is for people over 65, but the team see people of any age suffering from memory loss or dementia.

Patients can be referred by a GP, Social Worker or District Nurse. Relatives or carers may also contact the service directly.

NORTH WEST

A wide range of health and social care services are available for people with mental health problems, their families and carers. There are local teams providing mental health and well-being support in North West Glasgow. There is also a Glasgow-wide Crisis out-of-hours service - phone 0845 650 1730.

Community Mental Health Teams

The Community Mental Health Team provide assessment and treatment for people with severe mental health symptoms. They are based at:

Arndale Resource Centre, 80-90 Kinfauns Drive, Glasgow,
G15 7TS.
Tel: 0141 211 6184
Fax: 0141 211 6185

Riverside Community Mental Health Team, 547
Dumbarton Road, Glasgow G11 6HU.
Tel: 0141 211 1430

West Glasgow Primary Care Mental Health Team, The Sandy Road Centre,
12 Sandy Road, Glasgow G11 6HE.
Tel: 0141 232 9270

Shawpark Resource Centre, 41 Shawpark Street, Glasgow G20 9DR.
Tel: 0141 451 2730 Opening times 9am - 5pm

CRISIS Team 9am - 8pm, Public holidays and weekends 9am - 5pm

Older People's Mental Health Teams
Glenkirk Resource Centre,
129 Drumchapel Road,
G15 6PX.
Tel: 0141 232 1316
Fax: 0141 944 8867

SOUTH

South Sector's Community Mental Health Teams provide care and treatment for adults with moderate to severe mental health problems and advice and support for service users and their carers.

The Community Mental Health Service accepts referrals from GPs and other health or social care professionals. If you have been referred by someone other than your GP, we will normally contact your GP to inform them of the referral and will normally share information regarding your care and treatment with your GP.

The teams:

Rossdale Resource Centre (includes Waterside CMHT), 12 Haughburn Road (off Peat Road), Pollok, Glasgow G53 6AB.
Tel: 0141 232 4750

Brand Street Resource Centre, Unit G7&G8, Festival Business Centre, 150 Brand Street, Glasgow G51 1DH.
Tel: 0141 303 8900

Florence Street Resource Centre, 26 Florence Street, Gorbals, Glasgow G5 0YZ.
Tel: 0141 232 7000

The Stewart Centre, 5 Arden Craig, Castlemilk, Glasgow G45 0EQ.
Tel: 0141 634 5430

South Older People's Mental Health Services

Elderpark Clinic, 20 Arklet Road,

Glasgow G51 3XR.

Tel: 0141 232 7183

Shawmill Resource Centre, Pollokshaws Clinic, 35 Wellgreen, Pollokshaws, Glasgow G43 1RR. Tel:

0141 577 7773 or 0141 577 7770

Glasgow SPCMH

Glasgow SPCMH is the NHS primary care mental health team in South Glasgow which can help you with stress, anger, anxiety, depression, panic attacks, phobias, self esteem and sleep problems. The service covers the whole of the southside and for more information, go to: <http://glasgowspcmh.org.uk/home.php>

OTHER

Crisis Service

This service provides an alternative option to hospital care and provides rapid support and follow-up care to people who are discharged from hospital. Access to Mental Health Crisis services is via local Community Mental Health Teams within Glasgow City.

Times: Mon - Fri 9am - 8pm, Sat/Sun/Public Hols - 9am - 5pm.

Forensic Service

The Forensic Directorate provides services to the NHS Greater Glasgow and Clyde area. There are also regional and national services within our medium secure unit at Rowanbank Clinic, forming a key component of the Scottish forensic estate.

Our multi-disciplinary forensic teams include forensic psychiatrists, forensic clinical psychologists, occupational therapists, Social Work staff and nursing staff.

1. Medium Security - medium secure inpatient services are based at the Rowanbank Clinic, Stobhill Hospital.
2. Low Security - low secure inpatient services for NHS Greater Glasgow & Clyde are based at Leverndale Hospital.
3. Forensic Community services - there are 2 Forensic Community Mental Health Teams: Greater Glasgow FCMHT based at Clutha House and the Douglas Inch Centre, Glasgow, Clyde FCMHT based at Clutha House, Glasgow.
4. Forensic Learning Disability services - both medium and low secure learning disability beds are as noted above. In terms of community forensic learning disability services, a small team led by one consultant covers the Greater Glasgow area for those patients who require ongoing forensic input (including Restricted patients).
5. Forensic Liaison Services - the Forensic Directorate provides consultant forensic psychiatrist sessions to three prisons (HMP Barlinnie, HMP Greenock, HMP Cornton Vale) and the service provides cover within two court diversion schemes.

Useful contact names and numbers for the service are:

Jane Cairney - General Manager – 0141 232 6452
Adrian Leitch - Lead Nurse (Low Secure Services) 0141 211 1382
Martin Culshaw – Clinical Director 0141 232 6429
Ruth Stocks – Head Of Psychology 0141 211 8000
Cheryl McMorris – Head Occupational Therapist 0141 232 6449
James Meade – Interim Service Manager 0141 232 6452
Shona Hendry – Community Services Manager 0141 427 8378
Kevin Tolland – Lead Nurse Rowanbank 0141 232 6452
Denise McKerracher, Directorate Administrator 0141 211 6656

Adult Community Eating Disorder Service

26 Florence Street, Glasgow.

Tel: 0141 232 7055

Personality Disorder and Homelessness Team

Community Centre For Health,

547 Dumbarton Road,

Glasgow G11 6HU.

Tel. 0141 232 9200

Fax 0141 232 9224

Perinatal Mental Health Service

The Perinatal Mental Health Service (PMHS) provides assessment and management for women with mental illness who are pregnant or within a year of childbirth. It also sees women with pre-existing severe mental illness for pre-pregnancy counselling.

The PMHS will accept referrals directly from primary care, maternity services and other mental health specialties. The service includes community/outpatient provision, maternity liaison to GGC maternity hospitals, and the inpatient West of Scotland Mother and Baby Unit where women can be admitted either in late pregnancy or accompanied by their babies.

The service is based at Leverndale Hospital. Contact details: tel. 0141 211 6500; fax. 0141 2116523; West of Scotland Mother and Baby Unit tel. 0141 211 6539. For further information please contact Dr Roch Cantwell, Consultant Perinatal Psychiatrist on 0141 2116504.

Work Development

Work Development offers support for patients with mental ill health

who are Looking for support to navigate the Employability Pathway via:

- Meaningful Activity such as Literacy and numeracy tuition, Introduction to computer classes through the library learning hubs, leisure classes, book groups,

- accessing Carr Gomm and other support services for structured activity,
- Graded Exposure,
- accessing club houses such as Flourish House and Scotia,
- Preshal Trust and Gal Gael;
- Voluntary work ;
- in work support (including those who are on sick leave)
- help to speak with HR and line managers regarding
- phased return to work and to re-establish contact with work
- support to engage with mainstream employability services (Glasgow Regeneration Agency, Job Centre Plus, specialist support provision through Remploy and other contracted services such as Working Links Ingeus and SAMH help to access services through other means (eg CAB, Law Centres etc).

Referrals are accepted from Community Mental Health Teams and Esteem South. For more information, contact:

North East: Louise Caldwell, Work Development Coordinator, email: louise.caldwell@ggc.scot.nhs.uk

North West: Winnie Stirling, Work Development Coordinator, email: winnie.stirling@ggc.scot.nhs.uk

South: Deborah Phillips, Work Development Coordinator, email: deborah.phillips@ggc.scot.nhs.uk

Mental Health Employability Services (Funded by NHS Greater Glasgow and Clyde)

STRUCTURED DAY ACTIVITY AND RECOVERY

Restart, Steven Krausen, North Glasgow, 21-29 Hathaway Street, Glasgow G20 8TD (Tel: 0141 945 0563).

Restart, South Glasgow, 23 Acorn Street, Glasgow G40 4DN (Tel: 0141 556 4789).

This service offers a person-centred approach connecting in-patient, specialist mental health services and community services to ensure there is a clear pathway and progression process for individuals and raise awareness of employability issues with mental health services. The programme offers a range of training including IT and office skills; horticulture; woodwork; picture framing/digital photography/stained glass; catering; environmental; personal and social development.

Common Wheel, Emma Razi, 53 Chapel Street, Maryhill, Glasgow G20 9BD (Tel: 0141 211 0668).

This service provides therapeutic and meaningful activity for adults with long term mental health conditions through opportunities to take part in technical hands-on training in bike repair and recycling.

ARTS AND WELLBEING

The Coach House Trust, Don Jamieson, 84 Belmont Lane, Kelvinbridge, Glasgow G12 8EN (Tel: 0141 334 6888). This service provides a structured arts and wellbeing

activity programme within a community based location aimed at promoting positive mental health and recovery. Aims to build partnerships and connect with the mainstream art world and explore opportunities for joint working to facilitate access and progression to education, training, volunteering, employment and self employment.

CLUBHOUSE MODEL

Flourish House, John Linn, 23-25 Ashley Street, Glasgow G3 6DR (Tel: 0141-333-0099). A Clubhouse is based on the work ordered day where members take on various roles and is divided into three work units that are designed to manage the everyday tasks associated with the operation of the Clubhouse. This includes catering and maintenance, administration, education and employment. Members can select a unit (or units!) according to their interests and work side by side with staff in a partnership that encourages members to contribute in a meaningful way. Transitional Employment Placement programme is unique to the clubhouse model.

INDIVIDUAL PLACEMENT AND SUPPORT (IPS) SUPPORTED EMPLOYMENT SAMH. Jenna Austin, Brunswick House, 51 Wilson Street G1 1UZ (Tel: 0141 530 1093). This service delivers a supported employment model using the principles of the IPS model in partnership with mental health services and mainstream employability services. The service will also build capacity and integrate employment support within the Community Mental Health Teams with the aim of increasing employment outcomes for people with long term mental health conditions.

WORK DEVELOPMENT NETWORK COORDINATORS

North West Glasgow, Winnie Stirling, Rosemount Lifelong Learning, 221 Milburn Street, Royston, Glasgow G21 2HL (Tel: 0141 552 3090). Email: WinnieS@rosemount.ac.uk

North East Glasgow, Louise Caldwell, Springpark Resource Centre, 101 Denmark Street, G22 5EU (Tel: 0141 531 9300).

South Glasgow, Deborah McGregor, Rossdale Resource Centre, 12 Haughburn Rd, Glasgow G53 6AB (Tel: 0141 232 4750).

The Stewart Centre, 5 Arden Craig Road, Glasgow G45 0EQ.

This service aims to connect health and social care services, mental health employability services and mainstream employability services including Jobcentre Plus and regeneration agencies. The service will provide a specialist service for service users who are already open to Community Mental Health Teams and ESTEEM early intervention service. Provide up to date information on employability developments to the Mental Health Resource Centres staff.

Esteem

Esteem Greater Glasgow and Clyde is a service for patients with first episode psychosis who have developmental needs associated with adolescence and young adulthood. The team has bases throughout the Greater Glasgow and Clyde area.

The team based at Leverndale Hospital cover the south of Glasgow and the Clyde areas. Contact: Esteem Glasgow and Clyde, Admin Building, Leverndale Hospital, 510 Crookston Road, Pollok Glasgow G53 7TU (Tel: 0141 211 6563).

The team based in the north of the city work with patients in the north-east and north-west Glasgow and West Dunbartonshire. Their contact details are Units 21-23 Hydepark Business Centre, 60 Mollinsburn Street, Springburn, Glasgow G21 4SF (Tel: 0141 630 4940). Please phone the team to make or discuss a referral.

Psychotherapy

The Psychotherapy Services across Greater Glasgow and Clyde accept referrals from Community Mental Health Teams, other specialist teams, General Practitioners and Primary Care Mental Health Teams. The priority is the provision of a service for patients with complex and enduring problems.

The service offers assessments, psychodynamically-based therapies, consultations regarding patients with professional colleagues, reflective practice, teaching and training, supervision for psychodynamic therapies and other collaborative work.

North East

The Anvil Centre, 81 Salamanca Street, Glasgow G31 5ES (tel: 0141 211 8450).
Stobhill Hospital, Balornock Road, Glasgow G21 3UW.

North West

Landsdowne Psychotherapy Clinic, Community Centre for Health Administration Building, 547 Dumbarton Road, Glasgow G11 6HU (tel: 0141 232 9280).

South

South Glasgow Psychotherapy Service, Leverndale Hospital, Crookston Road, Glasgow G53 7TU (tel: 0141 211 6680 or 0141 211 6690).

South Clyde

South Clyde Psychotherapy Service, Hollybush Team, Dykebar Hospital, Paisley PA2 7DE (tel: 0141 314 4287).

City-wide

Personality Disorder and Homelessness Team, Carswell House, 5/6 Oakley Terrace, Glasgow G31 2HX (tel: 0141 232 0114, fax: 0141 232 0131).

Adult Autism Team

The Adult Autism Team is based in the Yarrow View Centre which is a Centre for Clinical Development in Autism. As a centrally-based, multi-disciplinary team, we operate across the entire Greater Glasgow and Clyde Health Board area. The centre will deliver clinical services to individuals:

- Diagnostic services for adults without a learning disability
- Post Diagnostic intervention for those with ASD, including self management of stress and anxiety via the Expert Patient education model. The team works in partnership with other health teams, social workers and the criminal justice service to support people with ASD. They also support learning disability teams when required with complex patients.
- The centre will provide a place of learning for clinicians to gain experience in

working with the complexities of ASD presentations. The centre also provides patient centred training to support teams involved in complex cases. Referral to the Adult Autism Team is via mental health services if the patient is symptomatic of a mental health condition. Referrals are now taken from the GP if the patient does not have significant mental health problems.

Adult Autism Team, Centre for Clinical Development, Yarrow View Centre, 1880-1882 Dumbarton Road, Glasgow G14 0YA (tel: 0141 342 3030).

NHS Greater Glasgow and Clyde Psychological Trauma Service

NHS Greater Glasgow and Clyde Psychological Trauma Service is a tertiary level mental health service which offers multi disciplinary psychologically informed interventions to clients who present with Complex Post Traumatic Stress Disorder (CPTSD) following experiences of complex trauma.

This includes childhood sexual and physical abuse, recruitment into armed conflict as a child, being a victim of domestic abuse, being a victim of human trafficking, experiencing torture and exposure to genocide campaigns or other forms of organised violence.

Complex trauma experiences can be both a marker and cause of social inequality and, therefore, as a service we target populations presenting with vulnerability such as asylum seekers and refugees, homeless populations, leaving care, in care survivors of abuse, female offenders and victims of trafficking.

If you wish to discuss a referral to see if it is suitable, we would encourage and welcome a telephone consultation. Referral forms can be obtained by contacting the service directly.

Contact details:

NHS GG&C Psychological Trauma Service

The Anchor

Brand Street Festival Business Centre

150 Brand Street

Govan

Glasgow

G51 1DH

Phone 0141 303 8968

GlasgowPsychological.TraumaService@ggc.scot.nhs.uk

Money Advice

For welfare rights and debt advice, go to: <http://www.glasgow.gov.uk/welfarerights>
See also Glasgow's Advice and Information Network (GAIN): www.gain4u.org.uk
Helpline: 0808 801 1011 Mon-Fri 10am to 8pm and Saturday 10am to 2pm. Calls are free from land-lines and some mobile numbers.
Citizen's Advice Scotland: www.cas.org.uk

Nursing

District Nursing

The District Nursing Service in Greater Glasgow & Clyde aims to provide an accessible and appropriate, high quality, culturally sensitive and effective nursing service to all age groups in the community by working in partnerships with service users, care providers and other agencies.

Amongst their duties, the District Nursing Service staff:

- * Assess, identify and prioritise health needs within the home environment and wider community setting.
- * Administer medication and treatments and prescribe where appropriate
- * Manage Nurse-led Clinics and provide specialist advice, diagnosis and treatment of many conditions e.g. Leg Ulcer Management
- * Promote a co-ordinated approach to hospital discharge that ensures a seamless service leading to improved health outcomes.
- * Provide health education, information and support for patients and carers

Some of the care they provide includes:

- * Tissue viability/wound management
- * Bowel and bladder management
- * Terminal and Palliative Care management
- * Nursing management and support of patients with chronic degenerative conditions.
- * Participation in the rehabilitation of patients following surgery, disability, accident or illness event.
- * Teaching self care procedures to enable patients to manage their own health needs.
- * Enabling patients and carers to improve their health and well being within the limitations of their illness.
- * Prescribing where appropriate and administering medications and treatments.
- * The service can be accessed in a variety of ways eg face to face or by telephone.
- * The District Nurse will assess and prioritise referrals in order to provide nursing interventions and care management.
- * Day staff are available between 8.30 hours and 16.30 hours, when phoning you may not be able to speak to the Nurse but a message can be left on an answering machine and you will be contacted as soon as possible.
- * Outwith these hours the service can be accessed through the appropriate District Nursing Out Of Hours Contact Number
- * Patients can also self refer to the service - speak to your local health centre or GP practice about how to contact your local District Nurse.

Treatment Room Nursing Service

The Treatment Room Nursing Service provides an accessible and high quality, culturally sensitive and effective nursing service within our Health Centres to all age groups in the community.

Amongst our duties, we:

- * Assess, plan and put into place care for our patients
- * Provide medication and treatments
- * Manage nurse-led clinics and provide specialist advice, diagnosis and treatment of many conditions such as Leg Ulcer Management, Ear care/irrigation clinics
- * Help in the care of patients who have left hospital to make sure they have the best community health care
- * Provide health education, information and support for patients and carers.

Some of the care the nurses provide within the Health Centre Treatment Room clinics includes:

- * Tissue viability/wound management
- * Ear assessment/irrigation (flushing wax out of ears)
- * Providing medication (for instance giving injections)
- * Diagnostic sampling (for instance taking blood samples)
- * Nursing management and support of patients with acute and chronic conditions (serious and long term)
- * Helping patients get back on their feet (as much as they can) following surgery, disability, accident or illness
- * Teaching self care procedures to help patients to manage their own conditions
- * Helping patients and carers to improve their health and wellbeing within the limitations of their illness

You can get treatment from the Treatment Room Nursing Service by being referred by the hospital or by your GP.

Family Nurse Partnership - see under Maternity on page 32.

Older People

Good Morning Befriending Service

Good Morning Service provide a FREE telephone befriending service for people aged 60+. You choose the level of service to suit you; between 1 and 7 calls per week. Highly trained Befrienders can become your 'friend on the phone', there to listen and give emotional support in difficult times. What we talk about is up to you.

If you fail to answer our repeated Good Morning Calls we will try to locate you to very your safety. We'll check with service which go into your home, eg Cordia, or clubs you attend. We'll check if your at your GP or have been admitted to hospital. If we can't be locate you, we will alert your next of kin or Police Scotland. Help will be sent, 365 days a year (very much appreciated by those who'd had a stroke or a fall at home last year).

Good Morning Service operates 365 days a year, giving you someone to talk to, someone who will really listen and someone to share a laugh with. Additionally, we also pass on info from Police Scotland about bogus callers in you area, have a social outing on one afternoon every month and a monthly newsletter packed with info, quizzes, poems and recipes.

To join, make a referral or to find out more call Laura, Befriending Manager. To book a presentation to your group or submit an article for the newsletter call Andy, Development Officer. Tel: 0141 336 7766 or 0333 101 0036

Occupational Therapy

Occupational Therapists enable people to participate in daily life to improve their health and wellbeing. Daily life is made up of many 'occupations' such as getting ready to go out, cooking a meal or working. An occupational therapist will help people who may need support or advice if they are not able to do their occupations due to illness, disability, circumstances or as a result of changes in their lives as they get older(College of Occupational Therapists 2016).

Occupational Therapists work with health and social care colleagues in multi-disciplinary teams. Access to Occupational Therapy services is by referral to the appropriate Team or Service.

Physiotherapy

The NHS Greater Glasgow & Clyde Musculoskeletal Out-patient Physiotherapy Service (or MSK for short) is based in health centres and out-patient departments across Greater Glasgow and Clyde.

MSK physiotherapists will assess and treat patients over the age of 14 who have any injury, disease or problem that relates to muscles, bones, joints and peripheral nerves. They may also provide advice to help you manage your condition or refer you to other services.

The Service is divided into four areas across the Greater Glasgow and Clyde area. Within Glasgow City, those areas are: East, West and South (the fourth, Clyde, is outwith our area).

In the South Quadrant MSK Physiotherapists are based at Govanhill, Castlemilk, Elderpark, Gorbals, Pollok Health Centres and the New Victoria Hospital and Southern General Hospital.

In the West Quadrant MSK Physiotherapists are based at the Western Infirmary, Gartnavel General Hospital, Woodside Health Centre, Maryhill Health & Care Centre, Partick Community Centre for Health, Drumchapel Health Centre, Possilpark Health Centre and William Street Clinic.

In the East Quadrant MSK Physiotherapists are based at Stobhill Hospital, Glasgow Royal Infirmary and Shettleston, Ballieston, Bridgeton, Easterhouse, Springburn and Parkhead Health Centres.

Access to MSK physiotherapy - GPs can refer you or you can refer yourself (ask at your local health centre/physiotherapy department for a self referral form or go to: www.nhsggc.org.uk/mskphysiotherapy and print off a form).

If you require a home visit (for housebound patients only) from a physiotherapist, please ask your GP to refer you to the local Glasgow City CHCP Rehabilitation service

Useful links to advice and information on Musculoskeletal conditions and services:

NHS Inform

www.nhsinform.co.uk/msk

NHS Greater Glasgow and Clyde Website MSK Physiotherapy Service

www.nhsggc.org.uk/mskphysiotherapy

Podiatry (foot care)

Podiatry is the management of the foot and lower limb. It is a needs-based, medical service offering care to those who have a specific podiatry or medical condition. Podiatrists will not treat simple foot problems, such as toe nail cutting, unless your assessment indicates you are an “At Risk Patient”.

Patients can self-refer by registering with the Greater Glasgow call centre on 0141 347 8909. You may also be referred to a podiatrist by your GP.

Rehabilitation Services

The Glasgow City CHP’s Rehabilitation Service provides specialist rehabilitation to adults over the age of 16 years with complex health needs. The service provides coordinated interdisciplinary assessment and treatment in response to community referrals, and to support hospital discharge.

Patients referred will be at risk of deterioration in function if rehabilitation is not provided within the community or the patient will benefit from early supported discharge, having ongoing nursing and rehabilitative needs, which can be met at home as an alternative to remaining in hospital.

The services are divided into the three sectors of the CHP and you can contact them at the following numbers:

North East Sector 0141 201 3210

North West Sector 0141 201 7205

South Sector 0141 232 7174

Respiratory Services

North West Community Respiratory Team

Hospital at homes schemes are safe and effective and should be used as an alternative way of caring for patients with COPD who would otherwise be admitted to hospital.

The North West Community Respiratory Team (CRT) is a Physiotherapy lead service with additional input from Pharmacy and Occupational Therapy professionals. The team provide specialist support to patients with COPD within their home setting during exacerbations of their condition, to support early discharge from hospital, and help improve self management to reduce future hospital admissions.

Our team can help to enhance the quality of patients' lives through: self management strategies such as education, breathing control, airways clearance, anxiety management, inhaler/medication review and recognition of exacerbations. Home exercise programmes and provision of aids allows independence within the homes setting. Patients must have a diagnosis of COPD and reside within NW Glasgow. For more information please call 07896 934011.

Sexual Health

Sandyford provides a wide range of services relating to sexual health across the board area. Information on all Sandyford services and their locations is available on our website www.sandyford.org. You can also contact us by phone on 0141 211 8130 or via email if you want to ask advice or make an appointment.

Free Condoms

Free Condoms are available from a variety of locations throughout the NHS Greater Glasgow and Clyde area. For further information contact: Free Condoms Service, NHS Greater Glasgow & Clyde, Gartnavel Royal Hospital, West House, Ground Floor, Room 1:13, 1055 Great Western Road, Glasgow G12 0XH (tel: 0141 211 3994/3993; email: freecondoms@ggc.scot.nhs.uk). Or check our website to find your nearest Free Condoms distributor: www.freecondomsglasgowandclyde.org

Rape and Sexual Assault

Archway is a sexual assault referral centre providing sensitive support and forensic examination for anyone over the age of 13 who has been raped or sexually assaulted within the last seven days. Archway is not a drop in service, you must telephone for an appointment.

Archway contact details are: 6 Sandyford Place, Glasgow G3 7NB.

Tel: 0141 211 8175

web: archway.sandyford.org

Rape Crisis (www.rapecrisiscentre-glasgow.co.uk/)

Freephone 08088 00 00 14

National Rape & Assault Helpline 08088 01 03 02

Stop Smoking

If you are keen to stop smoking, why not contact our Smokefree Services who can offer advice and support to quit? Sessions meet on a weekly basis, in local venues and at different times of the day. The sessions are free and usually meet for up to an hour.

Free nicotine replacement therapy can be provided, and advice given on other forms of help available from your GP.

Call:

South - 0800 028 5208 or 0141 232 4581

email: SouthSector.Smokefree@ggc.scot.nhs.uk

North East - 0141 201 9832

email: NorthEast.SmokefreeServices@ggc.scot.nhs.uk

North West - 0141 232 2110 or text: Quit to 60002

Smokefree Hospitals (Mental Health Hospitals) - the service is delivered on a one-to-one basis and is open to both staff and patients. Contact them on 0141 211 6564. You can also access 'Stop Smoking' services at your local Pharmacy. For more information on any of our SmokeFree Services, go to: www.nhsggcsmokefree.org.uk

Volunteering

If you're interested in volunteering within Glasgow City HSCP, please contact:

Sandra Duff, Volunteer Co ordinator, Health Improvement Team,

North West Sector, West House,

Gartnavel Royal Hospital Campus, 1055 Great Western Road,

Glasgow G12 0XH.

Tel: 0141 232 2106

Email: Sandra.Duff2@ggc.scot.nhs.uk

Young People

South Glasgow

The Youth Health Service (drop-in, no appointment needed)

Thursdays 3-5pm

Castlemilk Health Centre, Dougrie Drive, Glasgow.

If you need or know someone who may need advice/support on: relationships, stress, alcohol, spots, bullying, drugs, help to stop smoking or information about your health come along to the Youth Health Service. There is also a counselling service available. You can come along to the service or call 0141 276 5202 for an appointment or more information. The service is open to all young people. You don't need an appointment and you can bring a friend along. The atmosphere is friendly and relaxed and everything is confidential.

North West Glasgow

The Youth Health Service (YHS) operates a drop-in service for young people aged 12 - 19yrs. You can see a Doctor or a Nurse without an appointment to discuss any aspect of your health including your physical, emotional or sexual health, and come with a friend if that's easier.

Physical activities with the help of a gym instructor can be accessed at the Maryhill YHS. You can take part in workshops about issues young people have concerns about eg: alcohol, drugs, sexual health, nutrition and body image etc.

There is a counselling service available where young people can talk about all sorts of problems or worries like family break up, anger management, stress or anxiety. For counselling appointments please contact us on the number below.

We also have a dedicated Young Persons worker from Jobs and Business Glasgow (JBG) who can offer support on education, employment, training and CVs etc. You can just come along and chat to Youth Workers or just chill out in the waiting area.

Youth Health Service (YHS) 0141 451 2727

Drumchapel Health Centre, 80-90 Kinfauns Drive, Drumchapel, Glasgow G15 7TS.

Tuesday evenings 6.00-8.30pm

Possilpark Health and Care Centre, 99 Saracen Street, G22 5AP.

Wednesday evenings 6.30 - 9.00 pm

Maryhill Health and Care Centre, 51 Gairbraid Avenue, Glasgow, G20 8FB.

Thursday evenings 6.30 - 9.00 pm

Website: www.yhs-ng.co.uk

North East

North East Health Improvement Team work in partnership with education services and youth organisations in North East Glasgow to support health improvement work. This can take the form of training, policy & practice support and facilitation of partnership working.

We also support city wide activity, for example, Child Healthy Weight through Weigh to Go; condom availability through Free Condoms and employability through our Modern Apprentices.

We promote our work through <http://www.northeastglasgow.co.uk/north-east-health-improvement-team> and have a facebook page where we share information, campaigns and events at www.facebook.com/NorthEastYouthHealth. For further details, please contact John Marshall, Eastbank Conference and Training Centre, 22 Academy Street, Shettleston, Glasgow, G32 9AA, phone: 07769920595 or email john.marshall2@ggc.scot.nhs.uk.

Listening Ear is a counselling service for 10-19 year olds who live, work or are educated in East Glasgow. We provide a relaxed, friendly atmosphere in our venues, all over East Glasgow. This means you choose where we see you. You can call us yourself or a concerned adult can call on your behalf. This may be a parent/carer, older sibling, member of the family, friend, youth worker, pastoral care teacher, doctor. All we would ask is that they have discussed this with you beforehand.

When you call you only need to give us contact details. Contact address is: Templeton Business Centre, 62 Templeton Street, Bridgeton, Glasgow G40 1DA
Tel: 0141 277 7515

The NHS also runs clinics especially for young people. Known as The Place, the clinics are part of the Sandyford and there you can get information, advice and support on a range of subjects including puberty, emotional health, sexually transmitted diseases, sex and drugs/alcohol, and much more: www.sandyford.org

Weigh To Go Free Weight Management Programme

Weigh to Go is a free service for young people aged 12-18 yrs who are overweight and want to lose or manage their weight.

It incorporates ongoing support from Youth Health Service nurses, and weight management services including Scottish Slimmers, Weight Watchers and Slimming World.

The programme aims to promote healthy sustainable and successful weight loss, increase physical activity and improve confidence and self esteem.

To join, you must live in Glasgow City and have a BMI (Body Mass Index) of more than 25. For more information and to join contact: 0141 451 2727.

Other useful websites...

Get the Lowdown www.getthelowdown.co.uk

Young Booze Busters: www.youngboozebusters.com/

Drink Smarter: www.drinksmaarter.org/sensible-drinking-and-you/alcohol-and-young-people

Know the Score: <http://knowthescore.info/>

Child Protection: www.glasgowchildprotection.org.uk

Glasgow City Council, Looked After Young People: <https://www.glasgow.gov.uk/index.aspx?articleid=5462>

Young Carers: <http://www.glasgow.gov.uk/carers>
www.chps.org.uk/content/default.asp?page=s619_

Young Scot: www.youngscot.org

Glasgow Life: www.glasgowlife.org.uk/young-glasgow/Pages/home.aspx

Young Person's Befriending Service: www.volunteerglasgow.org/projects/ypbs/

Youthpoint Glasgow: www.aberlour.org.uk/

Homeless UK: www.homelessuk.org/details.asp?id=UK17446

Participation and Engagement Strategy

Our Participation and Engagement Strategy is informed by a review of participation and engagement structures and approaches in place across health and social care, and has been developed in consultation with community groups across the city.

The Strategy outlines the principles and approach we will adopt in Glasgow to ensure that our Participation and Engagement activities meet local expectations, national standards and the needs of everyone in Glasgow who has an interest in the development and delivery of health and social care services in the city.

You can find out more about the Strategy here: <https://www.glasgow.gov.uk/CHttpHandler.ashx?id=34012&p=0>

For more information on participation and engagement activity in each locality please contact:

North West Locality: May Simpson on 0141 314 6250

North East Locality: Tony Devine 0141 553 2861

South Locality: Lisa Martin on 0141 427 8300

Comments and Complaints

We aim to deliver high quality healthcare and to use the views and experiences of the people who use our services as part of a process of continuous improvement.

Our Complaints Procedure can be found on the NHSGGC website:
www.nhsggc.org.uk

If you wish to make a complaint, contact the relevant Complaints Administrator mentioned below:

South Locality

Linda McCardle, Office Manager, Clutha House,
120 Cornwall Street South,
Glasgow G41 1AF.
Tel: 0141 427 8240
Fax: 0141 427 8374
E-Mail: linda.mccardle@ggc.scot.nhs.uk

North East Locality

Jacqui Boyle, Templeton Business Centre,
Building 2, 62 Templeton Street,
Bridgeton, G40 1DA.
Tel: 0141 277 7470
E-Mail: jacqui.boyle@ggc.scot.nhs.uk

North West Locality

Karen Bowers, Complaints and Enquiries Administrator, William Street Clinic,
120-130 William Street,
Glasgow G3 8UR. .
Tel: 0141 314 6249
Fax: 0141 314 6233.
E-Mail: Karen.Bowers@ggc.scot.nhs.uk

Sandyford

Catherine Combe, Complaints Administrator,
Sandyford , 2-6 Sandyford Place,
Glasgow, G3 7NB.
Tel: 0141 207 9515
Fax: 0141 207 9517
E-Mail: catherine.combe@ggc.scot.nhs.uk

Specialist Children's Services and Community Paediatric Services

Lisa Carman, Complaints Administrator,
Children's Services, Templeton Business Centre,
Building 2, 62 Templeton Street,
Glasgow G41 1DA.

Tel: 0141 277 7480
Fax: 0141 277 7652
E-Mail: lisa.carman@ggc.scot.nhs.uk

Prison Healthcare

Individual complaints should be submitted to the relevant Prison Health Care Manager:

HMP Barlinnie

Frank Gibbons, HMP Barlinnie,
HMP Barlinnie, 81 Lee Avenue, Glasgow G33 2QX.
E-mail: Frank.Gibbons@ggc.scot.nhs.uk

HMP Greenock,

Gordon Hannah,
HMP Greenock,
85 Old Inverkip Road,
Greenock PA16 9AJ.
E-Mail: Gordon.Hannah@ggc.scot.nhs.uk

HMP Low Moss

Cathy Taylor,
HMP Low Moss,
Crosshill Road, Bishopbriggs G64 2QB.
E-mail: catherine.taylor@ggc.scot.nhs.uk

Corporate (For Prison Healthcare Complaints)

Glasgow Health and Social Care Partnership (GCHSCP),
Commonwealth House, 32 Albion St, Glasgow G1 1LH.
Tel: 0141 287 0499