



**Glasgow City Health and Social Care Partnership**  
**North West Locality**  
Area Partnership Update: November - December 2025/26

<b>Listening to our patients</b>	<p>Listening to our patients, their families, and carers, and understanding their experiences of care is extremely important to NHS Greater Glasgow and Clyde. Care Opinion is one of the key ways we gather feedback to help us do this.</p> <p>Care Opinion is an independent organisation and website where patients, families, and carers can share their experiences of healthcare: <a href="http://www.careopinion.org.uk">www.careopinion.org.uk</a> The feedback we receive through this platform gives us valuable insight into what is working well and where we can improve.</p> <p>If you would like more information, please contact the Patient Experience Public Involvement Team for more information: <a href="mailto:ggc.patientexperience@nhs.scot">ggc.patientexperience@nhs.scot</a></p>
<b>Equality, Diversity &amp; Inclusion</b>	<p>NHSGGC is committed to Equality, Diversity and Inclusion through a range of ongoing work strands:</p> <ul style="list-style-type: none"><li>• <a href="#">Workforce Equality Action Plan</a> – a core part of our ambition to build a Better Workplace and continue developing as an organisation that celebrates diversity.</li></ul>

	<ul style="list-style-type: none"> <li>• <a href="#">Workforce Equality Group</a> – working in partnership and with other stakeholders to champion change and shape inclusive strategy and policy across NHSGGC.</li> <li>• <a href="#">Staff Equality Forums and Networks</a> – employee-led groups that ensure colleagues' voices from different backgrounds are heard and experiences valued.</li> <li>• <a href="#">Once for Scotland Workforce Policies</a> – person-centred policies grounded in NHS Scotland values: <ul style="list-style-type: none"> <li>○ care and compassion</li> <li>○ dignity and respect</li> <li>○ openness, honesty and responsibility</li> <li>○ quality and teamwork</li> </ul> </li> </ul>
<b>Parkhead Hub</b>	<p>NHS Greater Glasgow and Clyde (NHSGGC), in partnership with Glasgow City Health and Social Care Partnership (HSCP), Glasgow City Council, and Glasgow Life, is proud to announce the official opening of the Parkhead Hub, a health, social care, and community facility in the heart of Glasgow's East End. The Hub was formally opened on 8<sup>th</sup> December 2025, by First Minister John Swinney memory.</p> <p>Parkhead Hub brings together a wide range of services previously spread across nine different sites, creating a single, modern building that acts as a central point of care, support, and community activity. The facility co-locates GP practices, community pharmacy, dental services, children's services, adult and older people's social care, mental health teams, addictions support, homelessness and justice services, sexual health, and health improvement teams. Community amenities include a relocated library, café, flexible meeting rooms, training spaces, and areas for third-sector groups.</p>

**Glasgow Child Interview Team**

The Glasgow Child Interview Team is made up of specially trained social workers and police officers. They work together to interview children and young people who have been victims of abuse or crime or have seen a crime happen.

The team uses a trauma-informed approach called the Scottish Child Interview Model (SCIM). This approach helps make the experience less stressful for children, reduces the risk of further trauma, and improves the quality of information gathered during interviews.

The team received funding from the Scottish Government's Bairns' Hoose Thematic Fund (2024 to 2025) to create animations that explain the interview process. These animations are designed to:

- Help children, young people, and their carers understand what will happen.
- Reduce worries and make the process feel less intimidating.
- Be inclusive and easy to access for everyone.

To bring the animations to life, Glasgow City Health and Social Care Partnership (HSCP) and Police Scotland worked with creative agency Braw Talent. A short-term working group, including Social Work, Police Scotland, the Crown Office and Procurator Fiscal Service, and the Scottish Children's Reporter Administration, guided the project. Young people from the G15 Youth Project also played an important role by giving feedback on scripts and helping to create and voice the animations.

<b>Our care homes are supporting people to be timely discharged from hospital</b>	<p>Glasgow City Health and Social Care Partnership (HSCP) is taking part in a Scottish Government pilot to reduce the number of people who are waiting to move from hospital wards to more appropriate settings.</p> <p>Nobody wants to remain in hospital any longer than they need to. Any delay in discharge can have a detrimental effect on a person's health and wellbeing. Delays can occur for a variety of reasons but are usually due to a lack of appropriate care or services available within the community.</p> <p>To support timely discharge from hospital, 30 beds for advanced care have been identified between our HSCP's Hawthorn House and Meadowburn Care Homes for short-term care. This will promote recovery and allow rehabilitation and assessment of future care need. The pilot is going well with positive outcomes.</p>
<b>Urgent Statement on Maternity and Neonatal Services</b>	<p>Professor Angela Wallace, Executive Nurse Director, gave a statement on maternity care following the BBC Disclosure documentary which aired on 28th October 2025 on maternity care in Scotland. She offered her heartfelt condolences to the Greater Glasgow and Clyde parents who had participated in the programme and confirmed the commitment of the Board to learn from the experiences of families and also from other reviews. She outlined the ongoing significant improvement focus on NHSGGC's maternity and neonatal services. This has included:</p> <ul style="list-style-type: none"><li>• Increasing our engagement with women, families and staff</li><li>• Improving the experience of BME women</li></ul>

	<ul style="list-style-type: none"> <li>• Enhancing our bereavement support</li> <li>• Introducing a new triage system with additional midwifery staffing</li> </ul> <p>A successful recruitment campaign which has seen 44 Newly Qualified Midwives join us in October and a further 12 starting in January. She welcomed the new Scottish Maternity and Neonatal Taskforce announced by the Cabinet Secretary in his statement to Parliament and the national maternity standards under development.</p>
<p><b>Visit From Scotland's First Minister</b></p>	<p>We were delighted to welcome Scotland's First Minister, Mr John Swinney, MSP to the Queen Elizabeth University Hospital on 3<sup>rd</sup> November 2025.</p> <p>During his visit, the First Minister learned about the positive work underway across NHSGGC to reduce long patient waits. Our teams showcased how Scottish Government investment, service innovation, and increased productivity are being harnessed to improve patient care and treatment times.</p> <p>The First Minister met teams in ENT Outpatients/Audiology and the Same Day Admissions Unit, where staff shared successful patient pathways and service improvements. Ms Swinney concluded his visit at Ward 9D (Surgical), where he spoke directly with patients who expressed their appreciation for the dedication and care provided by NHSGGC staff.</p>
<p><b>Understanding the spectrum of Gender Based Violence and taking action</b></p>	<p>NHS Greater Glasgow and Clyde's Cut it Out - <a href="#">Equally Safe at Work (ESaW)</a> programme addresses the serious issue of Gender-Based Violence (GBV), which stems from gender inequality and disproportionately affects women.</p> <p>This violence isn't limited to what's visible; it covers a wide spectrum of controlling and harmful behaviours, which we must all recognise to support our colleagues effectively.</p>

As an organisation, NHSGGC is committed to tackling all these forms of GBV, ensuring staff know where to find confidential help, whether for themselves or for someone they are concerned about.

**Key Strands of Violence Against Women and Girls/Gender-Based Violence and Economic Control**

VAWG/GBV covers a range of harmful acts, often interlinked, that violate a person's fundamental rights and dignity. Recognising these different strands is crucial for early intervention and appropriate response:

- Domestic Abuse / Intimate Partner Violence
- Sexual Violence
- Harmful Practices
- Exploitation and Trafficking
- Digital/Online Abuse
- Economic Abuse (Financial Abuse)

Further information and support can be found at <https://www.gov.scot/policies/violence-against-women-and-girls/>