

GLASGOW CITY COMMUNITY HEALTH PARTNERSHIP

# SERVICE DIRECTORY 2015



Content	Page
About the CHP	1
Glasgow City CHP Headquarters	2
North East Sector	3
North West Sector	4
South Sector	5
Adult Protection	6
Child Protection	6
Emergency and Out-of-Hours care	6
Addictions	7 - 8
Asylum Seekers	9
Breast Screening	9
Breastfeeding	9
Carers	10-12
Children and Families	12-14
Continence Services	
Dental and Oral Health	14-15
Diabetes	15
Dietetics	16
Domestic Abuse	17
Employability	18-19
Equality	21
Healthy Living	21
Health Centres	22-23
Hospitals	24-25
Housing and Homelessness	26-28
Learning Disabilities	29-30
Mental Health	31-38
Money Advice	39
Nursing	39-40
Older People	40-41
Physiotherapy	41-42
Podiatry	42
Rehabilitation Services	42
Respiratory Team	43
Sexual Health	44
Rape and Sexual Assault	45
Stop Smoking	45
Transport	46
Volunteering	46
Young People	47-48
Public Partnership Forum	49
Comments and Complaints	49-50

# About Glasgow City Community Health Partnership

Glasgow City Community Health Partnership (GCCHP) was established in November 2010 and provides a wide range of community based health services delivered in homes, health centres, clinics and schools. These include health visiting, health improvement, district nursing, speech and language therapy, physiotherapy, podiatry, nutrition and dietetic services, mental health, addictions and learning disability services. As well as this, we host a range of specialist services including: Specialist Children's Services, Homeless Services and The Sandyford.

We are part of NHS Greater Glasgow & Clyde and provide services for 584,000 people - the entire population living within the area defined by the Local Authority boundary of Glasgow City Council.

Within our boundary, we have:

154 GP practices

136 dental practices

186 pharmacies

85 optometry practices (opticians)

The CHP has more than 3,000 staff working for it and is split into three sectors which are aligned to local social work and community planning boundaries. The sectors are:

<i>Sector</i>	<i>Population</i>
North East	177,649
North West	190,332
South	220,489

# **Glasgow City CHP Headquarters**

The headquarters for Glasgow City Community Health Partnership are based at William Street Clinic, 120-140 William Street, Glasgow G3 8UR (tel: 0141 314 6222).

## **Glasgow City CHP's Senior Management Team**

CHP Interim Director: Alex MacKenzie  
Email: alex.mackenzie@ggc.scot.nhs.uk  
Tel: 0141 314 6240

Interim Director North West Sector: Susanna McCorry-Rice  
Email: susanna.mccorry-rice@ggc.scot.nhs.uk  
Tel: 0141 211 0270

Director North East Sector: Mark Feinmann  
Email: mark.feinmann@ggc.scot.nhs.uk  
Tel: 0141 277 7454

Director South Sector: David Walker  
Email: david.walker2@ggc.scot.nhs.uk  
Tel: 0141 276 6710

Clinical Director: Richard Groden  
Email: richard.groden@ggc.scot.nhs.uk  
Tel: 0141 314 6244

Head of Health Improvement: Fiona Moss  
Email: fiona.moss@ggc.scot.nhs.uk  
Tel: 0141 314 6238

Head of Finance & Performance: Jeanne Middleton  
Email: jeanne.middleton@ggc.scot.nhs.uk  
Tel: 0141 211 3722

Head of Human Resources: Sybil Canavan  
Email: sybil.canavan2@ggc.scot.nhs.uk  
Tel: 0141 314 6251

Head of Organisational Development: Isla Hyslop  
Email: isla.hyslop@ggc.scot.nhs.uk  
Tel: 0141 314 6245

Head of Administration: John Dearden  
Email: john.dearden@ggc.scot.nhs.uk  
Tel: 0141 314 6216

Nurse Director - Partnerships: Mari Brannigan  
Email: mari.brannigan@ggc.scot.nhs.uk  
Tel: 0141 314 6242

## North East Sector

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 Sector are: Building 2, Templeton Business Centre, 62 Templeton Street, Bridgeton, Glasgow G40 1DA  
Tel: 0141 277 7450/7451 Fax: 0141 554 8475

### **Director and senior management team:**

Director North East Sector: Mark Feinmann

Email: mark.feinmann@ggc.scot.nhs.uk Tel: 0141 277 7454

Head of Mental Health: David McCrae

Email: david.mccrae@ggc.scot.nhs.uk Tel: 0141 277 7539

Head of Planning & Performance: Gary Dover

Email: gary.dover@ggc.scot.nhs.uk Tel: 0141 277 7460

Clinical Director: Paul Ryan

Email: paul.ryan@ggc.scot.nhs.uk Tel: 0141 277 7452

Head of Addictions: Kelda Gaffney

Email: kelda.gaffney@glasgow.gov.uk Tel: 0141 565 0200

Head of Primary Care & Community Services: 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

Head of Specialist Children's Services: Stephen McLeod

Email: stephen.mcleod@ggc.scot.nhs.uk Tel: 0141 277 7605

Clinical Director CAMH Services: Julie Metcalfe

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

Professional Nurse Advisor – Childrens Services (city wide): Deirdre McCormick

Email: deidre.mccormick@ggc.scot.nhs.uk Tel: 0141 277 7583

# North West Sector

North West Sector provides local health services for the following areas: Anderston, Anniesland, Blairdardie, Broomhill, City Centre West, Cowlares & 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.

The headquarters and contact details for North West Sector are: North West Sector of Glasgow City Community Health Partnership (CHP), J B Russell House, Gartnavel Royal Hospital Campus, 1055 Great Western Road, GLASGOW G12 0XH.

Tel: 0141 211 0370

Fax: 0141 211 3971

## **Director and senior management team:**

Interim Director North West Sector: Susanna McCorry-Rice

Email: susanna.mccorry-rice@ggc.scot.nhs.uk Tel: 0141 211 3647

Head of Mental Health: Colin McCormack

Email: colin.mccormack@ggc.scot.nhs.uk Tel: 0141 211 0319

Head of Planning & Performance: Evelyn Borland

Email: evelyn.borland@ggc.scot.nhs.uk Tel: 0141 211 0214

Clinical Director: John Nugent

Email: jnugent@nhs.net Tel: 0141 211 0608

Head of Addictions: Christine Lavery

Email: Christine.Lavery@glasgow.gov.uk Tel: 0141 276 6348

Head of Primary Care & Community Services: Paul Adams

Email: paul.adams2@ggc.scot.nhs.uk Tel: 0141 211 0674

Health Improvement Manager: Suzanne Glennie

Email: suzanne.glennie@ggc.scot.nhs.uk Tel: 0141 211 0251

Sandyford General Manager: Rosie Ilett

Email: rosie.ilett@ggc.scot.nhs.uk Tel: 0141 232 8409

Professional Nurse Advisor (Sandyford): Lorraine Forster

Email: lorraine.forster@ggc.scot.nhs.uk Tel: 0141 207 9502

## South Sector

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, Mossbank, 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, 120 Cornwall Street South, Glasgow G41 1AF.

Tel: 0141 427 8300

### Director and senior management team:

Director South Sector: David Walker

Email: david.walker2@ggc.scot.nhs.uk

Tel: 0141 276 6710

Head of Mental Health: Calum Macleod

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

Tel: 0141 211 6607

Head of Planning & Performance: Hamish Battye

Email: hamish.battye@ggc.scot.nhs.uk

Tel: 0141 276 6712

Clinical Director: Ken O'Neill

Email: ken.oneill@ggc.scot.nhs.uk

Tel: 0141 276 5239

Head of Addictions: John Goldie

Email: john.goldie@ggc.scot.nhs.uk

Tel: 0141 276 6715

Head of Primary Care & Community Services: Anne Mitchell

Email: anne.mitchell@ggc.scot.nhs.uk

Tel: 0141 276 6718

Health Improvement Manager: Karen McNiven

Email: karen.mcniven@ggc.scot.nhs.uk

Tel: 0141 276 4626

Professional Nurse Advisor – Adult Services (city wide): Ellice Morrison

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

Tel: 0141 276 6708

## **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](http://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,  
7-19 Hecla Square, Glasgow G15 8NH.  
Tel: 0141 276 4330

North West Community Addiction Team,  
11 Callander Street, Glasgow G20 7JZ.  
0141 531 9254

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 Addiction Service,  
Pavilion One,  
Rowan Business Park,  
5 Ardlaw Street,  
Glasgow G51 3RR.  
Tel: 0141 276 8740  
Fax: 0141 276 8941

Homeless Addiction Team,  
Homelessness Health Centre,  
55 Hunter Street,  
Glasgow G4 0UP.  
Tel: 0141 552 9287  
Fax: 0141 552 9467  
This service also has detached  
streetworkers and access points in some  
day centres across the city.

## Other...

DRINKLINE (freephone) 0800 7 314 314

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](http://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 Craigton 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](http://www.addaction.org.uk)

Alcoholics Anonymous 0845 769 7555 or [www.alcoholics-anonymous.org.uk/](http://www.alcoholics-anonymous.org.uk/)  
Al-Anon / Al-Ateen, Mansfield Park, Unit 6, 22 Mansfield Street, Glasgow G11 5QP (Tel: 0141 339 8884). For friends and families of alcoholics.

### GLASGOW COUNCIL ON ALCOHOL

The Glasgow Council on Alcohol, 14 North Claremont Terrace, Glasgow G3 7LE. (Tel: 0141 353 1800; email: [email@glasgowcouncilonalcohol.org](mailto:email@glasgowcouncilonalcohol.org)). Counselling for people experiencing alcohol problems, their families, partners and friends.

Prevention and Education North West, 10 Kelso Place, Yoker, G14 0LL (Tel: 0141 558 7744, email: [PandE.north@thegca.org.uk](mailto:PandE.north@thegca.org.uk)).

Prevention and Education South, Govanhill Workspace, 69 Dixon Road, Govanhill, G42 8AT (tel: 0141 883 8111, email: [PandE.south@thegca.org.uk](mailto:PandE.south@thegca.org.uk)).

Prevention and Education North East, The Bambury Regeneration Centre, 67 Yate Street, Glasgow, G31 4AE (tel: 0141 556 6631, email: [PandE.east@thegca.org.uk](mailto:PandE.east@thegca.org.uk)).

Young Peoples Alcohol Support Service, 457 Sauchiehall Street, Glasgow G2 3LG (Tel: 0141 353 1800). Counselling and support for young people aged 12-to-25-years-old.

Useful websites:

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

[www.infoscotland.com/alcohol](http://www.infoscotland.com/alcohol)

[www.alcohol-focus-scotland.org.uk](http://www.alcohol-focus-scotland.org.uk)

[www.downyourdrink.org.uk](http://www.downyourdrink.org.uk)

Glasgow Help Service Directory: <http://glasgowhelp.com/home.php>

## **Asylum Seekers and Refugees**

Information for asylum seekers can be obtained from Glasgow City Council :

<http://www.glasgow.gov.uk/index.aspx?articleid=3175>

The Asylum Health Bridging Team is a team of nurses consisting of three general nurses, one Community Psychiatric Nurse, two healthcare assistants, a team secretary and a Nurse Team Leader.

The team offer an initial health assessment for all newly arrived asylum seekers to identify immediate health needs. The nurses can then refer them to GP and mainstream health services if required. A drop-in advice and support nurse clinic operates on a daily basis at 2pm every week day.

Information: Asylum Health Bridging Team, 1/2, 33 Petershill Drive, Glasgow, G21 4QQ (tel: 0141 558 8720).

## **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, Health Visitor and our Infant Feeding Advisors.

Mothers intending to breastfeed or breastfeeding should be taking a vitamin D supplement - [www.healthystart.nhs.uk](http://www.healthystart.nhs.uk) See also: [www.feedgoodfactor.org.uk](http://www.feedgoodfactor.org.uk)

# 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](mailto: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](mailto: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](mailto: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](mailto:carersnorthsupport@glasgow.gov.uk)

Glasgow North East Carers' Centre, 51 Tronda Place, Easterhouse, Glasgow G34 9AX.

Tel: 0141 781 0728 Fax: 0141 781 0123

Email: [gnecarerscentre@hotmail.com](mailto: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, Paisley Road West, Glasgow G52 1SY.  
Tel: 0141 882 4712  
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

Glasgow South West Carers' Centre, 1479 Paisley  
Road West, Cardonald, Glasgow G52 1SY.  
Tel: 0141 882 4712 Fax: 0141 882 6876  
Email: pollokcarers@volunteerglasgow.org

### **Other**

Services for carers of people with mental health problems,  
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 East Service Centre,  
Unit 37- Ladywell Business Centre,  
94 Duke Street,  
Glasgow, G4 0UW.  
Tel: 0141 552 4934

GAMH North Service Centre,  
Unit 13, 14, 15,  
Hydepark Business,  
60 Mollinsburn Street,  
Glasgow, G21 4SF.  
Tel: 0141 558 0943

GAMH South East and West,  
Pavillion 3A,  
Moorpark Court,  
15 Dava Street,  
Govan, G51 2JA  
Tel: 0141 425 4850

NSF Scotland Carer Support,  
The Charlie Reid Centre,  
19 Elmbank Street, Glasgow G2 4PB.  
Tel: 0141 248 9248  
Fax: 0141 221 6299

Useful websites:

Glasgow City Council Carers' Services [www.glasgow.gov.uk/carers](http://www.glasgow.gov.uk/carers)

NHSGGC Carers [www.nhs.uk/CarersDirect/guide/assessments/](http://www.nhs.uk/CarersDirect/guide/assessments/Pages/Carerassessments.aspx)

[Pages/Carerassessments.aspx](http://www.nhs.uk/CarersDirect/guide/assessments/Pages/Carerassessments.aspx)

Carers Scotland [www.carersuk.org/scotland](http://www.carersuk.org/scotland)

Carers Coalition [www.carersnet.org](http://www.carersnet.org)

Carers Trust [www.carers.org/scotland](http://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.

**Help with Parenting - Triple P Positive Parenting Classes** are now being run in across Glasgow. To find out where your local classes are, contact: Central Parenting Team 0141 277 7560 or email: [centralparentingteam@ggc.scot.nhs.uk](mailto:centralparentingteam@ggc.scot.nhs.uk)

### Positive Start Team

The Positive Start Team is a partnership between health and social work professionals who are working together to promote the best interests of vulnerable children and their families. The Positive Start Team supports children to grow and develop a healthy attachment to their primary carer who will gain confidence in becoming a supportive parent to the child. The aim of the service is to promote the wellbeing of the child and to reduce the level of intervention from statutory services. The team work with vulnerable women in the pre-birth period and until the child is 30 months old.

Contact:

South - based in Rowanpark Business Centre, 5 Ardlaw St, Govan (Tel: 0141 276 8840). Team Leader - Fiona Hamilton

North West - based in Mercat Two, 35 Hecla Ave, Drumchapel (Tel: 0141 276 4300). Team Leader - Angela Phillips

North East - based in Easterhouse Social Work Dept, Westerhouse Rd, Easterhouse (Tel: 0141 276 3400). Team Leader - Elizabeth Ferguson

## **Specialist Children's Services**

Specialist Children's Services provide secondary and tertiary care for children and young people throughout Greater Glasgow and Clyde from birth to 18 years.

Services provided cover Child and Adolescent Mental Health (CAMHS) and Community Paediatrics.

We are a large service with staff based throughout Greater Glasgow and Clyde. Some of these staff work within the local communities such as health centres, in hospitals and inpatient units, schools and within the patient's home.

Our headquarters are within Templeton On The Green in Bridgeton, tel: 0141 277 7475.

## **CAMHS Community Teams**

We have a number of Community Teams, which are made up by a range of health professionals. They are based with Community Health (and Care) Partnerships (CH(C)P) which are located in different areas in Greater Glasgow and Clyde: Glasgow City, Renfrewshire, Inverclyde, West Dunbartonshire, and East Renfrewshire.

Community CAMHS Teams provide a multi-disciplinary outpatient service for children and young people (aged 0-18) who have moderate and severe mental health problems. These services are provided Monday to Friday. The multi-disciplinary team is a mixture of staff from different areas including Psychiatry, Psychology, Allied Health Professionals, Nursing, Family Therapy and Psychotherapy.

## **CAMHS Tier 4 Teams**

Our CAMHS Tier 4 Teams are specialist teams who provide intensive support to our Community Teams who are caring for children and young people with complex needs. Staff come from a variety of bases including the Royal Hospital for Sick Children (Yorkhill), Skye House (an inpatient unit for adolescents who require this type of mental health service) and Caledonia House (the national children's inpatient unit).

The teams work across Greater Glasgow and Clyde and support can include joint working with assessment, care planning and treatment, providing training to other colleagues, and providing advice and guidance for complex cases.

## **Community Paediatric Services**

Most services are provided within community health settings and provide special diagnosis, assessment and care to children living within or attending school in the local area. There are close links with the Royal Hospital for Sick Children (Yorkhill) as many children require services from the hospital and the Community Paediatric Service. Professionals who work within these services include Paediatricians, Nurses, Physiotherapists, Occupational Therapists, Speech and Language Therapists.

More information on Specialist Children's Services can be found here: [www.nhsggc.org.uk/scs](http://www.nhsggc.org.uk/scs)

## **Continence Services - SPHERE Bladder and Bowel service**

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.

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
- Centre for Health and Care Pleas Street - Continence Services
- Drumchapel Health Centre - SPHERE Bladder and Bowel service
- Easterhouse Health Centre - Continence Services
- 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 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

See page 21 of this directory for the health centre addresses.

## Dental and Oral Health

Oral Health Services in Glasgow include the General Dental Service, NHS Registered Dental Practices, Community Dental Services and Hospital Dental Services and the Oral Health Services within this Community Health Partnership (CHP).

To find a dentist near you, go to: [www.nhsggc.org.uk](http://www.nhsggc.org.uk)

The oral health family within the CHP is made up of Child Smile Team, the Oral Health Action Team and Oral Health Educators.

### 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 selected Nurseries.

Oral Health Action 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 dental health.

## **Primary 1 and 2 Toothbrushing**

The Primary 1 and 2 Toothbrushing initiative is supported by Glasgow City Council and the NHS' Oral Health Directorate who provides a toothbrushing programme for children in Primary 1 and 2. This is delivered by Oral Health Educators.

## **Oral Health Teams**

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

North West Sector Oral Health Team tel: 0141 221 0263.

North East Oral Health Team based at Cairnbrook Centre, 101 Cairnbrook Rd, Easterhouse, G34 0NB, 0141 781 2116.

## **Other**

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 of the Acute Division.

**Children's Dental Service** (including facilities for Children with Special needs/ Autism), Bridgeton Health Centre, 201 Abercromby Street, Glasgow G40 2DA. Tel: 0141 531 6517.

## **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 8327	0141 232 9853	0141 232 9853	0141 531 8327

### **North East Sector:**

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

Marie Robertson	Angela McLaren	Lynsey Cobain
0141 232 1663	0141 232 1664	0141 531 6677

### **North West Sector:**

Woodside Health Centre, Barr Street, Glasgow G20 7LR.

Linda Burns	Jackie Templeton	0141 531 9296
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Drumchapel Health Centre, 80/90 Kinfauns Drive, Drumchapel, G15 7TS.  
Shirley Law 0141 232 9151

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

Anne Lindsay

0141 531 6124

0141 531 6156

Woodside Health Centre, Barr Street, G20 7LR.

Barbara-Ann McKee 0141 531 9559

## **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**

Dietitians are based at Pollok Health Centre (tel: 0141 531 6800) and Castlemilk Health Centre and provide clinics at: Pollok, Thornliebank, Elderspark, Govanhill, Castlemilk, Gorbals, Pollokshaws and Rutherglen 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.

If you would like to find out more about joining a local healthy eating/weight group contact: Waistwinners on 0141 531 6819.

### **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.

If you would like more information about joining a local healthy eating group (Eat Up) or our weight management groups (Waistwinners) contact the Dietetic Office at Shettleston – 0141 531 6272/6202.

### **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).

If you would like more information about joining a local healthy eating group contact Waistwinners on 0141 531 6819 or 0141 232 9101.

## 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](http://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 773 3533 Crisis: 0141 781 0203

Drumchapel Women's Aid - 0141 944 0201

Clydebank Women's Aid - 0141 952 8118

The Domestic Abuse Project in Castlemilk: [www.domesticviolencescotland.org](http://www.domesticviolencescotland.org) or tel: 0141 634 4053 / email: [domviol2000@yahoo.co.uk](mailto:domviol2000@yahoo.co.uk)

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

[www.womensaid.org.uk](http://www.womensaid.org.uk)

[www.16days.org](http://www.16days.org)

## Nursing

# 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](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

The Glasgow Bridging Service provides health and social care workers in the city of Glasgow with a single referral route for all their services users who are unemployed and interested in improving their employability.

This citywide service is delivered locally by teams based in the three CHP sector areas: South, North West, and North East. It is designed specifically for unemployed individuals living in Glasgow city who are being supported by health and/or social care services.

Once referred, the initial focus is to support individuals to build confidence and motivation, and to develop the softer skills to enable clients to progress onto more structured opportunities such as paid work, vocational training and further education.

Services and support provided include:

- One-to-one support from a dedicated and named case manager;
- Life skills development and life coaching;
- Literacy and numeracy support, and access to a wide range of learning opportunities;
- College tasters and volunteer placements;
- Financial inclusion support.

You can obtain the support of the service by telephoning or emailing the contact on the following page on behalf of yourself or, if you work in health or social care, on behalf of your client...

If you would like any further information or to make a referral please contact our main reception on:

0141 274 3168

Or visit our website: [www.jbg.org.uk](http://www.jbg.org.uk)

Lesley Ross, Bridging Service Operations Manager, Jobs & Business Glasgow, Adelphi Centre, 12 Commercial Road, Glasgow G5 0PQ.

Email: [lesley.ross@jbg.org.uk](mailto:lesley.ross@jbg.org.uk)

Mobile: 07880 093 983

## **Youth Employment Plan**

NHSGGC has its 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.

### **Modern Apprenticeships**

NHSGGC offers Modern Apprenticeships and we're aiming to recruit up to 50 apprentices over the period 2014/15.

### **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](http://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

## Healthy Living

[www.takelifeon.co.uk](http://www.takelifeon.co.uk)

[www.communityfoodandhealth.org.uk](http://www.communityfoodandhealth.org.uk)

[www.lovefoodhatewaste.com](http://www.lovefoodhatewaste.com)

### Exercise

For ideas about keeping healthy see our website:

[http://www.chps.org.uk/content/default.asp?page=s619\\_17](http://www.chps.org.uk/content/default.asp?page=s619_17)

Glasgow Life sports and leisure: [www.glasgowlife.org.uk](http://www.glasgowlife.org.uk)

[www.walkit.com](http://www.walkit.com) - helps you planning your walking route.

[www.activescotland.org.uk](http://www.activescotland.org.uk) - helps you find out information about activities near you.

# Health Centres

A full list of GP surgeries follow. For dentists and opticians, go to: [www.nhsggc.org.uk](http://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,  
85 Denmark St, G22 5EU.  
Tel: 0141 531 9351

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 Centre,  
0141 531 8700  
41 Shawpark Street,  
G20 9DR.

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.

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

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

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

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

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

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

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

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

**Health Information Centre**, MarketVillage, Parkhead Forge, Glasgow.  
Tel: 0141 554 9276/232 0185

**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](http://www.healthynorthglasgow.co.uk)

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

Axis Health Hubs - [www.axishealthhubs.org.uk](http://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.

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

Mother & Baby Mental Health Unit,  
0141 211 6539  
Leverndale Hospital,  
510 Crookston Road, Glasgow.

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.

Southern General Adult Mental Health  
Unit, Psychiatric Unit, Southern General  
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.

# Housing and Homelessness

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 Casework Service**, 33 Burnmouth Road, Glasgow G33 4ST (tel: 0141 276 6153 & 0141 276 6160; fax: 0141 276 6150).

North East 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.

**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, Blythwood, 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 Rutherglen 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, Mosspark, 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,  
Claremont Centre, 39 Durham Street,  
Glasgow G41 1BS.  
Tel: 0141 276 5238  
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,  
Gartnavel Royal Hospital,  
Modular Building, 1st Floor,  
1055 Great Western Road,  
Glasgow G12 0XH.  
Tel: 0141 211 3764  
Email: russell.robertson@ggc.scot.nhs.uk

## **Hunter Street Homeless Services**

Hunter Street Homelessness Health Services is a one-stop model which helps service users to gain access to mainstream services and housing.

People who use the service are normally not engaged with mainstream health services because of a range of issues, including risk taking behaviours such as drug use.

Operating a direct access and assertive outreach approach across Glasgow, the Service:

- Identifies and meets the needs of the most vulnerable, multi-excluded homeless service users who are rough sleeping or in emergency/temporary accommodation for fewer than three months
- Provides an efficient and effective multi-disciplinary team approach for homeless/addiction intervention that minimises duplication
- Provides a range of medical, health and social care interventions to meet the individual needs of their service users
- Provides a staged response to service users with complex and/or chaotic lifestyles so that they continue to engage with mainstream and recovery services

Teams based within the Hunter Street Homelessness Services include: Homeless General Practice; Homeless Mental Health Team; Homeless Occupational Therapy Team; Homeless Addiction Team; Homeless Families Health Care Team; Homeless Health Nurses Team. In addition, a number of services visit Hunter Street: Sexual Health Nurse, Podiatrist and Dieticians.

Contact: Hunter Street Homeless Services, 55 Hunter Street, Glasgow G4 0UP (tel: 0141 553 2801, fax: 0141 553 2830).

# Learning Disabilities

## NHS Greater Glasgow & Clyde Tier 4 Learning Disability Services

Healthcare services for people with a learning disability are provided within a tiered healthcare model defined within Promoting Health, Supporting Inclusion 2004.

Tier 4 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)

### Complex Needs Team

The Complex Needs Team is a Tier 4 Service which operates in Greater Glasgow with the aim of providing specialist support to Community Learning Disability Teams with particularly complex cases. This team consists of Nursing, Psychology and Speech & Language Therapy. The focus of this team is to prevent people from going into hospital, provide positive behavioural support as well as advice and training to provider agencies and carers.

### Epilepsy Services

Epilepsy Services are generally provided by Primary Care and Community Learning Disability Teams. However Specialist Epilepsy Nursing is available within Tier 4. 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.

### Out-of-hours Nursing Service

Within Greater Glasgow an Out-of-hours Learning Disability Nursing service provides proactive and reactive support to people with learning disability, their families and carers during evenings and weekends. This team works closely with Tier 3 teams, NHS 24 and other statutory services. This team provides assessment, crisis intervention and supports access to wider NHS and Statutory services. With the exception of In Patient Services all of the above are based within: Clutha House, 120 Cornwall Street, Glasgow.

Useful contact names and numbers:

Jane Cairney – Service Manager 0141 427 8276

Robert McFarlane – Service Redesign Manager 0141 232 0016

## **Community Adult Learning Disability Services**

The Glasgow CHP 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 - G44 4, G44 5, G45, G73

### **Berryknowes Resource Centre,**

14 Hallrue Drive,  
Cardonald,  
G52 2HH.

Tel No: 0141 276 2300

Fax No: 0141 276 2340

Catchment - Pennilee, Hillington, Drumgoyne,  
Shieldhall, Govan and Linthouse, Ibrox,  
Cardonald, Pollock, Crookston, Mosspark,  
Nitshill, Darnley,

In the North West of the city, learning disabilities' centres are:

The Glenkirk Centre, 129 Drumchapel Road, Glasgow G15 6PX.

Tel No: 0141 232 1340

Fax No: 0141 044 8867

Catchment –Anderston, Anniesland, Blairdardie, Broomhill, City Centre West, Cowlares & 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,  
CHP Offices,

300 Balgrayhill Road,  
Glasgow G21 3UR.

Tel: 0141 201 4109

Fax: 0141 201 3181

Catchment - 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, 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, Provanmill, 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



# 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 . Following discussion with your GP, you can self refer by calling: 0141 342 3200. Carswell House, 5 Oakley Terrace, Dennistoun, Glasgow, G31 2HX.

## **Positive Mental Attitudes,**

Positive Mental Attitudes (PMA), is a mental health awareness and anti-stigma project based within the CHP's North East Sector Health Improvement Team. PMA provides mental health awareness training and support, and works with a range of partners to deliver projects. This includes: community-based arts sessions, suicide prevention activities, peer support programmes for women in the peri-natal period, men experiencing isolation and refugees/asylum seekers. We can offer both mental health awareness sessions and Healthy Issues in the Community training for organisations and community groups. Please get in touch if you wish more information.

Contact: PMA, Eastbank Health Improvement Centre, 22 Academy Street, Shettleston, Glasgow G32 9AA. Tel: 0141 232 0170/0165

## **Lifelink**

Most of us experience stressful events from time to time, and we all know the negative effect stress and stress-related issues can have on our quality of life.

Lifelink can help. We provide a number of services and centres in various locations throughout the Glasgow area, helping to improve the emotional, mental and physical wellbeing of people of all ages. We can support you to deal with high stress levels more effectively, increasing your ability to make positive changes in your life.

Lifelink services are free to adults, children and young people in our service areas across Glasgow. Phone **0141 552 4434** to find out where your nearest Lifelink service is, and find out how to access our services in your area. Also email [info@lifelink.org.uk](mailto:info@lifelink.org.uk)

Lifelink Head Office: Unit E10, 145 Charles Street, Royston, Glasgow, G21 2QA.

## **North East Community Mental Health Teams**

Referrals - The service is usually accessed by referral from your GP.

Anvil Centre, 81 Salamanca Street, Parkhead, Glasgow G31 5BA.  
Tel: 0141 211 8480

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

Auchinlea Centre, 11 Auchinlea Road, Easterhouse, 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  
Fax: 0141 303 8811

Belmont Centre,  
Stobhill Hospital,  
300 Balgrayhill Road, G21 3UR.  
Tel: 0141 232 6660  
Fax: 0141 232 6677

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, G12(part of), G20 (part of) G21 - Springburn, Barmulloch, Balornock, Sighthill, G22 - Milton, Parkhouse, hamiltonhill, Lambhill, Possilpark, G23 - Cadder, G33 (part of).

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 531 8770      Opening times 9am - 5pm

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

### **Older People's Mental Health Teams**

The Centre for Health in Partick,  
547 Dumbarton Road,  
Partick,  
Glasgow G11 6HU.  
Tel: 0141 232 9240 / 0141 201 7225.

This is where the team covering the West End is based.

Glenkirk Resource Centre,  
129 Drumchapel Road,  
G15 6PX.

Tel: 0141 232 1316  
Fax: 0141 944 8867

Glenkirk Day Hospital provides services for people aged 65+ with a variety of mental health problems.

## **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 7100

Shawmill Resource Centre,

Pollokshaws Clinic,

35 Wellgreen, Pollokshaws,

Glasgow G43 1RR.

Tel: 0141 577 7773 or 0141 577 7770

## **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 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 Blythswood House, Renfrew.

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:

Fiona McNeil - General Manager 0141 232 6405  
Martin Culshaw – Clinical Director 0141 232 6449  
Ruth Stocks – Head Of Psychology 0141 211 8000  
Cheryl McMorris – Head Occupational Therapist 0141 232 6405  
Jane Cairney – Service Manager 0141 232 6449  
Shona Hendry – Community Services Manager 0141 427 8378  
James Meade – Lead Nurse Rowanbank 0141 232 6405  
Adrian Leitch – Lead Nurse Leverndale (low secure) 0141 211 1375  
Denise McKerracher – Administrator 0141 211 6656

### **Adult Community Eating Disorder Service**

26 Florence Street, Glasgow.  
Tel: 0141 232 7055

### **Children and Young People's Mental Health Services**

See page 15 about Specialist Children's Services which are based at Templeton On The Green in Bridgeton, tel: 0141 277 7475. More information on our services can be found here: [www.nhsggc.org.uk/content/default.asp?page=home\\_cypss](http://www.nhsggc.org.uk/content/default.asp?page=home_cypss)

### **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. Work Development South West also takes referrals from the South West Primary Care Mental Health team.

For more information, contact:

North East: Louise Caldwell, Work Development Coordinator, email: [louise.caldwell@ggc.scot.nhs.uk](mailto:louise.caldwell@ggc.scot.nhs.uk)

North West: Winnie Stirling, Work Development Coordinator, email: [winnie.stirling@ggc.scot.nhs.uk](mailto:winnie.stirling@ggc.scot.nhs.uk)

South: Deborah McGregor, Work Development Coordinator, email: [deborah.mcgregor@ggc.scot.nhs.uk](mailto:deborah.mcgregor@ggc.scot.nhs.uk)

## **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>

## **Esteem**

This service is for young people between the ages of 16-35 who are experiencing a first episode of psychosis.

Esteem aims to make access to help easier, avoid hospital admission whenever possible, support the young person and their family in the community and provide education in the recognition of psychosis to all professionals who have contact with young people.

We have an open referral system and also see young people and their families in their own homes or in other non stigmatising community settings whenever possible. We hope to be as inclusive as possible and welcome referrals of people 16 - 35 with first time psychosis, (including drug induced psychosis). Referrals can be made by your GP, Community Mental Health Teams, Primary Care Mental Health Teams, and voluntary organisations.

## **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, supporting reflective practice, teaching and training, supervision for psychodynamic therapies and other collaborative work.

### **North East**

Carswell House Psychotherapy Service, Carswell House, 5 Oakly Terrace, Glasgow G31 2HX (tel: 0141 232 0100).

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 9208).

### **South**

South Glasgow Psychotherapy Service, Leverndale Hospital, Crookston Road, Glasgow G53 7TU (tel: 0141 232 9213).

### **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).

## **Greater Glasgow and Clyde Trauma Service**

Greater Glasgow and Clyde Trauma Service is a mental health service for people who have experienced complex trauma including childhood sexual abuse, domestic violence, war, torture (etc) and who have moderate to severe mental health problems as a result.

This includes::

- 1) The COMPASS Team: a city-wide service for Asylum Seekers and Refugees of all ages who have mental health difficulties associated with their experience of complex trauma.
- 2) The Trauma and Homelessness Team: a city-wide service for people who are homeless or have a risk of homelessness who have mental health difficulties associated with complex traumatic events.
- 3) Sexual Abuse/ Assault Service: this service offers psychological assessment and treatments for people who have experienced sexual abuse/assault and who have moderate to severe mental health difficulties associated with these experiences.

Contact:

Dr Lisa Reynolds, Lead, GGC Psychological Trauma Service on 0141 232 0114 to discuss any aspect of the service.

Rachel Morley, Team Lead COMPASS on 0141 630 4985 for COMPASS enquiries.

Dr Jo McColl, Team Lead, SAAC on 0141 531 3232 for Sexual Abuse/Assault enquiries.



# 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](http://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](http://www.cas.org.uk)

## 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 Numbers (South - 0141 347 8731, North 0141 355 1688) or NHS 24 111.
- \* 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.

## **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

## **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 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](http://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](http://www.nhsinform.co.uk/msk)

NHS Greater Glasgow and Clyde Website

MSK Physiotherapy Service

[www.nhsggc.org.uk/mskphysiotherapy](http://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 636 8421. 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 07896934011.

## **Sexual Health**

Sandyford provides a range of services relating to sexual health across the city, including YoungPeople@Sandyford special sexual health services run just for young

people aged 17 and under.

Contact: Sandyford Central, 2-6 Sandyford Place, Sauchiehall Street, Glasgow, G3 7NB.

Tel: 0141 211 8130

Email: GG-UHB.sandyfordweb@nhs.net

Web: [www.sandyford.org](http://www.sandyford.org)

### **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

Sandyford Central, 2/6 Sandyford Place, Glasgow, G3 7NB.

Tel: 0141 211 8130

Sandyford Drumchapel, Drumchapel Health Centre,

80 - 90 Kinfauns Drive,

Glasgow, G15 7TS.

Call Sandyford Central: 0141 211 8130.

Sandyford East Glasgow, Parkhead Health Centre,

101 Salamanca Street,

Glasgow, G31 5BA.

Tel: 0141 232 7413

Sandyford Easterhouse, Easterhouse Health Centre,

9 Auchinlea Road,

Glasgow,

G34 9HQ.

Call Sandyford Central: 0141 211 8130.

Sandyford North Glasgow, Springburn Health Centre,

200 Springburn Way,

Glasgow,

G21 1TR.

Tel: 0141 531 6703

Sandyford South East Glasgow, Govanhill Health Centre,

Community Wing,

233 Calder Street,

Glasgow, G42 7DR.

Tel: 0141 531 8349

Sandyford South West Glasgow,

Pollok Health Centre,

21 Cowglen Road,

Glasgow, G53 3EQ.

Tel: 0141 531 6807

Open Monday, Wednesday and Friday.

Sandyford Castlemilk,

Castlemilk Health Centre,

71 Douglie Drive,

Glasgow,

G45 9AW.

Call Sandyford Central: 0141 211 8130.

Floor, Room 1:13, 1055 Great Western Road, Glasgow G12 0XH (tel: 0141 211 3994/3993; email: [freecondoms@ggc.scot.nhs.uk](mailto:freecondoms@ggc.scot.nhs.uk)). Or check our web-site to find your nearest Free Condoms distributor:

[www.freecondomsglasgowandclyde.org/](http://www.freecondomsglasgowandclyde.org/)

## **Rape and Sexual Assault**

Archway gives sensitive support , physical examination and counselling for men and women who have been raped or sexually assaulted. This service is only available if sexual assault or rape happened in past 7 days.

Archway contact details are:

6 Sandyford Place,  
Glasgow G3 7NB.

Tel: 0141 211 8175

Email: [archway@ggc.scot.nhs.uk](mailto:archway@ggc.scot.nhs.uk)

web: [www.sandyford.org/archway](http://www.sandyford.org/archway)

## **Stop Smoking**

If you're keen to quit smoking, why not contact our Smokefree Services who can offer advice, one-to-one support sessions? The groups are free and meet for an hour each week for seven weeks. If you can't attend the support sessions, there may be a drop-in clinic close to you.

call:

South - 0800 028 5208 or 0141 232 4581

email: [SouthSector.Smokefree@ggc.scot.nhs.uk](mailto:SouthSector.Smokefree@ggc.scot.nhs.uk)

North East - 0141 201 9832

email: [NorthEast.SmokefreeServices@ggc.scot.nhs.uk](mailto:NorthEast.SmokefreeServices@ggc.scot.nhs.uk)

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

Smokefree Hospitals (Mental Health Hospitals) 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](http://www.nhsggcsmokefree.org.uk)

## **Transport**

### **Evening Visitor Transport Service**

Visiting loved ones in hospital is not always easy, particularly for older people,

people living with a disability or those on low income. That's where the **Hospital Evening Visitor Transport Service** comes in. Set up to provide transport for people visiting patients in hospital, the service will pick you up from home, take you to the hospital and take you home again later.

**Who can use it?** - The service is available to anyone who lives within Glasgow City, Cambuslang/Rutherglen, East Dunbartonshire or Renfrewshire. Priority will always be given to visitors wishing to travel to their nearest hospital, to older people (over 60), individuals registered disabled or those on a low income.

**How to Book** - To book transport to your nearest hospital, contact the booking hotline: **0845 128 4027**. Lines are open 1-4pm (Mon-Thurs) and 1-3.30pm (Friday). For transport to destinations other than your nearest hospital please call the booking hotline after 3pm.

When you call you will need to register. You will be asked for information to help us make sure that people who really need the service are given priority. All information will be treated in the strictest confidence and in compliance with the Data Protection Act. You will need to tell us where you live, which hospital you wish to visit and what time visiting begins and ends. Your pick up will be confirmed over the telephone. You will be collected as near as possible to your front door. Provided you are visiting your local hospital you can book transport up to one week in advance.

## Volunteering

If you're interested in volunteering within Glasgow City CHP, 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](mailto:Sandra.Duff2@ggc.scot.nhs.uk)

## Young People

We have a range of services specifically for 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**

YHS@Drumchapel, Drumchapel Health Centre, 80-90 Kinfauns Drive, Drumchapel, Glasgow G15 7TS. Tuesday evenings 6.00-8.00pm.

YHS @ Possilpark, Possilpark Health and Care Centre, 99 Saracen Street, G22 5AP. Wednesday evenings 6.30 - 9.00 pm

Youth Health Service, Maryhill Health Centre, 41 Shawpark Street, Glasgow G20 9DR. Thursday evenings 6.30 - 9.00 pm

Website: [www.yhs-ng.co.uk](http://www.yhs-ng.co.uk)

The service operates on a drop-in basis for young people aged 12-19 ONLY. See a doctor or a nurse without an appointment, with a friend if that's easier. Access physical activity opportunities with the help of a fitness instructor. Take part in workshops about issues young people have concerns about eg: cyber-bullying, vandalism, internet safety and looking good. Talk to a Counsellor about problems like family break-up, anger management, loss or addiction problems (smoking or binge drinking). Chat to Youth Workers about what's on in the area or just chill out. Have support to stop smoking.

## **North East**

H4U Youth Health - H4U Youth Health works in partnership with existing youth organisations in North East Glasgow to help improve their health improvement focus. For further details, please contact Jennifer Johnstone, Easterhouse Health Centre, 9 Auchinlea Road, Easterhouse, Glasgow, G34 9QU, phone 0141 232 7213.

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](http://www.sandyford.org)

## Glasgow City Weigh To Go Free Weight Management Programme

Weight to Go is a free service for young people who are overweight and want to lose or manage their weight. It incorporates ongoing support from a Weight to Go nurse, commercial weight management services (Scottish Slimmers, Weight Watchers and Slimming World) and physical activity (via Glasgow Life) to promote healthy, sustainable and successful weight loss.

To join, you must: live in Glasgow city; be 16, 17 or 18 and have a BMI (Body Mass Index) of more than 25.

For more information and to join contact the Youth Health Service on 0141 531 8718.

Other useful websites...

Young Booze Busters: [www.youngboozebusters.com/](http://www.youngboozebusters.com/)

Drink Smarter: [www.drinksmafter.org/sensible-drinking-and-you/alcohol-and-young-people](http://www.drinksmafter.org/sensible-drinking-and-you/alcohol-and-young-people)

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

Child Protection: [www.glasgowchildprotection.org.uk](http://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\\_](http://www.chps.org.uk/content/default.asp?page=s619_)

Young Scot: [www.youngscot.org](http://www.youngscot.org)

Glasgow Life: [www.glasgowlife.org.uk/young-glasgow/Pages/home.aspx](http://www.glasgowlife.org.uk/young-glasgow/Pages/home.aspx)

Young Person's Befriending Service: [www.volunteerglasgow.org/projects/ypbs/](http://www.volunteerglasgow.org/projects/ypbs/)

Youthpoint Glasgow: [www.aberlour.org.uk/](http://www.aberlour.org.uk/)

Homeless UK: [www.homelessuk.org/details.asp?id=UK17446](http://www.homelessuk.org/details.asp?id=UK17446)

## Public Partnership Forum

Are you interested in getting involved in your local health services? Then the Glasgow City CHP Public Partnership Forums (PPF) may be for you.

The PPF is a broad network of people interested in health and social care services within Glasgow, and there are three PPFs linked to the three management sectors of the CHP (North West, North East and South Sectors). The PPF acts as a way of linking patients, service users, carers and the wider public with what is going on in Glasgow City Community Health Partnership (GCCHP).

Who can become a member of the PPF? If you live, work, use a health or social care service in Glasgow or care for someone who does, you can join the PPF.

For more information, contact:

**North West** Sector May Simpson on 0141 276 2418.

**North East** Sector: Tony Devine 0141 232 0169.

**South** Sector (covering the southside of Glasgow): Lisa Martin on 0141 276 4630.

## 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](http://www.nhsggc.org.uk)

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

### South Sector

Helen Molloy, Office Manager,  
Claremont Centre,  
39 Durham Street,  
Glasgow G41 1BS.  
Tel: 0141 276 6707  
Fax: 0141 276 6790  
E-Mail: [Helen.Molloy@ggc.scot.nhs.uk](mailto:Helen.Molloy@ggc.scot.nhs.uk)

### North East Sector

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](mailto:jacqui.boyle@ggc.scot.nhs.uk)

**North West Sector**

Karen Bowers, Complaints and Enquiries Administrator,  
J B Russell House,  
Gartnavel Royal Hospital,  
1055 Great Western Road,  
Glasgow G12 0XH.  
Tel: 0141 211 3923  
Fax: 0141 211 3971  
E-Mail: Karen.Bowers@ggc.scot.nhs.uk

**Corporate (For Prison Healthcare Complaints)**

John Dearden, Head of Administration,  
William Street Clinic,  
120 William Street Glasgow G3 8UR  
Tel: 0141 314 6216  
Fax: 0141 314 6223  
E-Mail: gcchpcomplaints@ggc.scot.nhs.uk

**Sandyford**

Charlene McKay, Complaints Administrator,  
Sandyford , 2-6 Sandyford Place,  
Glasgow, G3 7NB.  
Tel: 0141 207 9515  
Fax: 0141 207 9517  
E-Mail: charlene.mckay@ggc.scot.nhs.uk

**Specialist Children's Services covering CAMHS and hosted  
Greater Glasgow & Clyde wide and Community Paediatric Services**

Lisa Carman, Complaints Administrator,