

**From:** [REDACTED]  
**Sent:** 05 July 2017 16:21

**To:** [REDACTED]  
**Cc:** [REDACTED]

**Subject:** RE: Urgent FW: Vale of Leven Hospital Out of Hours GP Service  
**Importance:** High

[REDACTED]

Further to your email of last night, I have sought further information from NHS GG&C.

NHS Greater Glasgow and Clyde is undertaking a wider review of their Out of Hours Primary Care services in line with the recommendations outlined in Sir Lewis Ritchie's national review into out-of-hours care and we expect the review to undertake meaningful engagement with the public in the shaping and delivery of locality based services. This proposal and contingency plan in respect of the Vale of Leven has, however, been necessary in the interest of public safety.

**From:** [REDACTED]  
**Sent:** 27 June 2017 09:21  
**To:** Cabinet Secretary for Health and Sport  
**Cc:** [REDACTED]

**Subject:** NHS GG&C - Out-of-Hours Service - Summer Contingency Plan

Hi [REDACTED]

NHSGGC has already undertaken some work relating to its out-of-hours services, such as the centralisation of services at Gartnavel General Hospital (GGH) (after closing centres at the Western Infirmary and Drumchapel); introducing nurses to help reduce demand on GPs both at Primary Care Emergency Centres and for home visits and working with nursing homes to reduce demand. Due to these pressures, NHSGGC has decided to undertake a review of its current out-of-hours service model in light of Sir Lewis Ritchie's review. A draft paper was presented to its Board, which sets out options for delivering out-of-hours services. The Board is currently considering these options.

[REDACTED]

[REDACTED]

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[Redacted]



[Redacted]  
Primary Care Division

[Redacted]

Scottish Government

[Redacted]

[REDACTED]

**From:** [REDACTED]  
**Sent:** 16 May 2017 16:52  
**To:** [REDACTED]  
**Subject:** RE: Future of the Vale

[REDACTED]

Sorry for the delay.

**WEST DUNBARTONSHIRE COUNCIL  
VALE OF LEVEN HOSPITAL (VoL)**

1. **GP OUT OF HOURS**

There have been short term problems leading to temporary closures of a number of OOH GP services, including but not exclusive to the Vale, when we do not have enough GPs willing to cover shifts. We have kept Scottish Government colleagues informed of these operational issues and of the wider review of GP OOH services which is being led by the HSCPs as a component of their wider OOH review. That review needs to look at viable model of GP OOH including potential staffing models, reviewing all of the current sites and the WDC HSCP will be fully involved in that review.

[REDACTED]

**From:** [REDACTED]  
**Sent:** 09 March 2017 11:07  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Urgent - Press query - Vale of Leven Hospital out of hours service -

Thanks [REDACTED]

The review proposal we have shared with you sets out the process as below, so oversight group to be established at beginning of April and then to map out detail of process and timeline.....I think best thing to say is that CS regards this work as a high priority and will be communicating that directly to IJB chairs, does that help? [REDACTED] anything you want to add?

- Formal consideration of the current issues in each IJB and sign off of the principles for the review process, the programme arrangements and the timescale and process for the review;
- Early public and patient engagement to shape and contribute to the review process;

- A formal review oversight group established to develop a detailed review programme by the beginning of April 2017.
- A clear timescale to bring forward proposed changes;

[REDACTED]  
[REDACTED]  
NHS Greater Glasgow and Clyde  
[REDACTED]  
[REDACTED]

**From:** [REDACTED]  
**Sent:** 09 March 2017 10:58  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Urgent - Press query - Vale of Leven Hospital out of hours service -  
**Importance:** High

Hi [REDACTED]

The Cabinet Secretary has asked when the review is due to be completed. She is due to get to her feet in the Chamber at 11:40 so this information is required immediately.

Grateful if you could get back me in the next 15 minutes.

Thanks

[REDACTED]  
[REDACTED]  
[REDACTED]  
Primary Care Division  
[REDACTED]  
[REDACTED]

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Edinburgh, EH1 3DG

**From:** [REDACTED]  
**Sent:** 07 March 2017 16:05  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Urgent - Press query - Vale of Leven Hospital out of hours service -

Thanks [REDACTED], be good to meet up review group have a couple of meetings pencilled in copied to [REDACTED] and her office.

.....at headline level the Board, in the form of [REDACTED] and the acute Division operationally manage the service but the future configuration and funding will be decided by IJBs following their collective review.

[REDACTED]  
[REDACTED]  
**NHS Greater Glasgow and Clyde**  
[REDACTED]  
[REDACTED]  
[REDACTED]

**From:** [REDACTED]  
**Sent:** 07 March 2017 15:04  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Urgent - Press query - Vale of Leven Hospital out of hours service -

[REDACTED],  
Thanks to you, colleagues and [REDACTED] for engaging with me so quickly – much appreciated.

I've revised the lines and sent to the Minister for clearance.

I think it would be helpful for me (with colleagues) to come across to Glasgow at some point soon to clarify for me who's responsible for what etc, so I'm on the same page!  
I'll be in touch.

Many, many, thanks

[REDACTED]  
**From:** [REDACTED]  
**Sent:** 07 March 2017 14:21  
**To:** [REDACTED]  
**Subject:** RE: Urgent - Press query - Vale of Leven Hospital out of hours service -

Hi [REDACTED]

We've had a further media enquiry on the back of a press release Jackie Baillie has released today (in email below).

We would like to respond with the below – can you let me know as soon as possible please if you're ok with what's drafted, in yellow in particular.

Thanks

[REDACTED]

In the context of NHS Great Glasgow and Clyde's wider review of out of hours services, the Integration Joint Boards across the area have already confirmed it will continue to provide a service at the Vale of Leven Hospital when GP surgeries are closed.

**From:** [REDACTED]

**Sent:** 11 February 2017 13:10

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** RE: Vale of Leven - Jackie Baillie at FMQs

Thanks [REDACTED] – changes made and will issue the following.

Cabinet Secretary for Health Shona Robison said:

"The out-of-hours service at the Vale of Leven Hospital was closed for seven hours last Sunday. NHS Greater Glasgow & Clyde have confirmed that this was a temporary measure taken to protect patient care. Long-term, the Integration Joint Boards across the Glasgow and Clyde area are looking at what the best model for the provision of out-of-hour-services is, in light of Sir Lewis Ritchie's national review of out-of-hours care. However no formal proposals have come forward and, if they do, we would be expecting the health board to maintain access for local people."

[REDACTED] Communications Healthier | Scottish Government | St Andrew's House,  
Edinburgh EH1 3DG [REDACTED]

**From:** [REDACTED]

**Sent:** 10 February 2017 11:24

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** RE: URGENT: Vale of Leven Hospital in Glasgow - OOH service

The Integrated Joint Boards are about to embark on a review of GP OOH in line with the outcome of the Sir Lewis Ritchie review and as part of the wider OOH review that colleagues are aware of and for which project funding has been secured

That review has yet to start

The current staffing difficulties at Lomond OOH are similar to those across GP OOH nationally and we constantly review our service provision in line with available staff and take a risk based decision

on how to deploy our resources to ensure response times and our Primary care Emergency Centres across the Board

[Redacted]

[Redacted]

**From:** [Redacted]  
**Sent:** 10 February 2017 12:34  
**To:** [Redacted]  
**Cc:** [Redacted]  
**Subject:** Vale of Leven - Jackie Baillie at FMQs

Hi all

As you may already be aware, Jackie Baillie raised the Vale of Leven hospital again at FMQs yesterday. I've copied the exchange below for ease.

Do you know what the 'private report' Ms Baillie is referring to is? Apologies if we've already received briefing on this and I've just missed it.

Thanks, [Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

**From:** [REDACTED]  
**Sent:** 10 February 2017 10:32

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** URGENT: Vale of Leven Hospital In Glasgow - OOH service

Hi [REDACTED]

Regarding the news release about Out of Hours services at the Vale of Leven being closed last Sunday night due to GP shortages, The Lennox Herald has asked for our response. Very grateful if you could reply to our queries below, as we need to provide lines this morning.

Could you please provide some background to the OOH service in Vale of Leven and its continuity? Could you also please provide some feedback re [REDACTED] further question:

'Jackie Baillie, in her press release, refers to "It is understood that health board officials are looking at ways to scale back the service due to a GP shortage. One of the options is to permanently withdraw the service 5 days a week and refer local patients to the RAH in Paisley on Monday – Friday evenings".

We're presuming that this review is being undertaken using the recommendations in Sir Lewis' out of hours report and will be going through public consultation etc. It would be much appreciated if you were able to confirm this however.'

Many thanks and your quick response much appreciated,

[REDACTED]

[REDACTED]  
[REDACTED] | Primary Care Division | Population Health Directorate | Scottish  
Government | 1 Rear | St Andrew's House | Edinburgh | EH1 3DG | [REDACTED]  
[REDACTED]

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**From:** [REDACTED]  
**Sent:** 09 February 2017 15:03

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** RE: LOCAL PATIENTS SENT TO PAISLEY DUE TO GP SHORTAGE



[REDACTED]

The line most likely refers to a review (that all boards across the country are undertaking) on the back of the recommendations in Sir Lewis' out of hours report - <http://www.gov.scot/Resource/0048/00489935.pdf> One of the recommendations is that services should be designed through public consultation.

I've asked GGC to confirm however and we'll be in touch once I've heard back from them.

Thanks

[REDACTED]

[REDACTED]

Primary Care Division  
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1ER, St Andrews House  
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EH1 3DG

[REDACTED]

**From:** [REDACTED]

**Sent:** 09 February 2017 14:57

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** RE: URGENT: OOH at Queen Elizabeth in Glasgow - weekend closure - lines requested.

Hi [REDACTED]

Apologies, just one further question please.

Jackie Baillie, in her press release, refers to "It is understood that health board officials are looking at ways to scale back the service due to a GP shortage. One of the options is to permanently withdraw the service 5 days a week and refer local patients to the RAH in Paisley on Monday – Friday evenings".

We're presuming that this review is being undertaken using the recommendations in Sir Lewis' out of hours report and will be going through public consultation etc. It would be much appreciated if you were able to confirm this however.

With many thanks

[REDACTED]

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Parliamentary Questions

Written Questions

Link to PQ search - <http://www.parliament.scot/parliamentarybusiness/28877.aspx>

Reference numbers:

S5W-07340  
S5W-07341  
S5W-07342  
S5W-07343  
S5W-07349

Oral Question (S5O-00756):

<http://www.parliament.scot/parliamentarybusiness/report.aspx?r=10830&mode=pdf>

Members Business Debate – 30 May 2017

S5M-05016 Jackie Baillie: Vale of Leven Out of Hours Service

Link to Official report (p.75 onwards) -

<http://www.parliament.scot/parliamentarybusiness/report.aspx?r=10978&mode=pdf>