

Briefing Note; Margo McGurk 16 October 2019

Martin Docherty-Hughes MP letter to Jeanne Freeman MSP dated 8 October 2019

Re: Relocation of NHS 24 Call from GJNH

OVERVIEW

As part of NHS Scotland's National Elective Centres' programme, the Golden Jubilee National Hospital (GJNH) is required to expand their surgical capacity within the site. As a consequence of this, NHS 24 has been asked to vacate the Clyde contact centre over the next 2 years.

NHS 24 recognises that the Elective Centres' programme is a national priority and will work in partnership with GJNH and our other partners, to find the most appropriate solution for all concerned. We will however require to do that in the context of maintaining the accountabilities of the NHS 24 Board to deliver safe and effective access to our services for the people of Scotland.

An Estates Programme Board has been established with the main objective to ensure seamless relocation of staff with minimal disruption to staff and services. Staff are well represented on the Board both directly and by means of Trade Union representation. Regular meetings have been taking place every 2 weeks since the beginning of June 2019. We made a firm commitment to communicate the outputs from these meetings to all impacted staff and we have ensured a written update every 2 weeks.

There are 400 NHS 24 staff currently located at the GJNH not 2,400.

PROCESS

There is a defined process that NHS 24 is required to follow as a National Board in responding to the need to vacate the GJNH site. The following are the key stages in the acquisition of property:

- Statement of Need
- Space Audit
- Property Search
- Identification of Shortlist - Financial and Option Appraisals
- Agreement of Purchase Price/Heads of Terms Under Lease
- Completion of Legal Arrangements
- Fit-out Requirements
- Physical Relocation

We are currently at the property search stage, where the focus has been on looking for potential sites in the Clydebank and Glasgow area.

LATEST UPDATE ON PROGRESS

The Estates Programme Board met most recently on Friday 11 October 2019, where our discussion focused on the properties identified through the property search. Seven properties were identified which are located within the West of Scotland area, including two in Clydebank. We focused on properties that would accommodate our current Clydebank staffing numbers, working in a dual desk capacity, as well as space for staff visiting from other centres.

From the seven possible properties that would suit our requirements, three were identified with staff and staff-side to be taken to the next stage. We have now requested more in-depth details on these properties.

We have communicated this to all staff in Clydebank in our bi-weekly communication and have asked for their support in gathering further insights into how they currently travel to work and what is important to them. The information provided will input into the decisions being made at the Estates Programme Board.

Additionally we have notified staff of a second round of Executive Engagement Sessions will take place in November 2019.

Recognising the potential impact on the local economy of any relocation away from Clydebank we initiated very early and positive engagement between the Chief Executive, NHS 24 and the Chief Executive, West Dunbartonshire Council and key executives in June 2019. We have continued this positive engagement to fully explore ways to avoid relocating from Clydebank where that is possible. For information the property now being considered as a potential relocation option in Clydebank is a West Dunbartonshire Council property.