



Experience Visit to Clyde Gateway - 27th March 2019

Experience Day 3: Tracking and tackling the inequality gap in Glasgow

The Clyde Gateway Urban Regeneration Company in the east end of Glasgow is achieving unparalleled social, economic and physical change. This visit will highlight how a Population Health Joint Working collaboration with local and national partners is working with the community to manage population health challenges such as increasing physical activity, GP referrals and cancer screening rates. The day will showcase approaches to addressing and tackling inequalities and the impact of a built environment on health and social care. It will also offer the opportunity to visit the Emirates Arena to see how the Commonwealth Games 2014 legacy is maintaining health and wellbeing for the community, as well as a visit to a park which has reclaimed an inaccessible and derelict piece of land for community use.

Please note: delegates should dress appropriately for weather at the time of year in Scotland. Waterproof jackets and sturdy footwear are recommended. Part of the day includes walking outdoors (approx. 2.5km) and any accessibility requirements should be advised ahead of the visit.

08.45	Departure from SEC
09.30-10.30	Welcome / presentation and coffee from Ian Manson, Chief Executive, Clyde Gateway and Professor Craig White, Divisional Clinical Lead for Planning and Quality
10.30-12.00	“World Café” style open forum of stands from Population Health Joint Working Executive members and other organisations
12.00-13.00	Lunch
13.00-14.30	Tour of Cuningar Loop Woodland Park
14.45-15.00	Comfort Break post-walk
15.00-16.00	Discussion forum: an opportunity to reflect and share feedback
16.00	Bus to transport delegates from Emirates Arena for 4.30pm arrival at SEC



“World Café” (10.30-12.00)

Deep End GPs

General Practitioners at the Deep End work in general practices serving the 100 most deprived populations in Scotland, based on the proportion of patients on the practice list with postcodes in the most deprived 15% of Scottish datazones. Deep End practices have from 88-44% of their patients in the most deprived 15% of datazones. Since 2009 the Deep End Project has developed a comprehensive view of how health can be improved and inequalities in health narrowed in deprived communities.

The Link Worker Programme, the Govan SHIP Project, the Pioneer Scheme and the Parkhead Financial Advice Project have provided worked examples involving different combinations of several elements: GP protected time; extended consultations for selected patients; multidisciplinary team meetings; the embedding within practices of attached workers, including community link practitioners and financial advice workers; and improved links with other services. GP leadership roles have facilitated collegiate working within and between practices, including non-geographical clusters.

The Deep End steering group has provided GP ownership, initiative, continuity and drive, while taking on advocacy and representational roles. Links with academic general practice have added writing skills, coordination, evaluation and research. A key development has been the placement of GP locums (Govan SHIP) and GP Fellows (Pioneer) within practices, adding clinical capacity and releasing the time, experience and leadership of host GPs. The model has proved attractive in recruiting and retaining GPs, highlighting the strengths and developing the potential of generalist clinical practice.

Shared learning is facilitated via the Deep End website: www.gla.ac.uk/deepend.



Good Morning Service

Good Morning Service provides telephone befriending and alert calls to older people. Every morning, 365 days a year, Telephone Befrienders call out to members at a pre-arranged time to check that all is well and for a good blether. The service takes an active interest in people and over time hopes to become a good friend on the phone, someone to share a laugh with or simply be there to listen and give emotional support in difficult times.

Originally a service delivered by Glasgow City Council social work department on a small scale, the Good Morning Service took over in 2000, launching its unique 365-day Good Morning Calls, adding Good Night Calls in 2008.

If a **Good Morning Call** goes unanswered and the person can't be located the service will alert nominated contact persons or the emergency services to a potential health problem. Help will be sent, 365 days a year. Other activities include:

- Additional Good Night Calls in Winter
- Monthly social outings / Get Togethers
- Pass on warnings of bogus callers from Police Scotland
- Connecting people into their local communities

Relationship With Hospital Wards

By pro-actively keeping track of clients who are in hospital, Good Morning Service can co-ordinate with discharge dates in order to resume Good Morning Calls as soon as the person is home. This puts a continuation of care into place:

- Practical support for when potential health problems prevent someone from answering their call or when a deterioration in health or circumstance is detected.
- Emotional support which gives someone the chance to speak about their experiences, to share worries and fears with a trusted friend, which helps in processing and understanding their experiences. Telephone Befrienders can help people to help themselves in coming to terms with a new way of living.

<https://www.goodmorningservice.co.uk>



Scottish Violence Reduction Unit

Navigator is a hospital based violence intervention that works between the Emergency Departments of some of Scotland's busiest hospitals and the surrounding communities.

The programme is a partnership between the Scottish Violence Reduction Unit (SVRU), a national centre of expertise in tackling violence, Medics against Violence, a healthcare led violence prevention charity and the NHS. It is funded by the Scottish Government.

The SVRU has for many years worked in partnership with colleagues to prevent violence wherever it's found from the streets, to our classrooms, homes and workplaces. The SVRU and their partners have adopted a public health approach which treats violence as a disease. It seeks to diagnose and analyse the root causes of violence in Scotland, then develop and evaluate solutions which can be scaled-up across the country.

The unit was originally founded in 2005 by Strathclyde Police who in the face of rising homicide rates wanted to try a different approach to tackling violence. That year Scotland had been branded the most violent country in the developed world with 137 murders in one year, 41 of those deaths in Glasgow city alone. Following a report by the World Health Organisation (WHO) the city was dubbed the "murder capital" of Europe.

Expanded into a national unit in 2006, the SVRU is directly funded by the Scottish Government with an annual budget of around a million pounds. Its team of serving police officers, civilian police staff, experts and people with lived experience work closely with colleagues and partners across health, education, social work and many other fields.

Since then Scotland has seen homicides fall to their lowest level since 1976 with the latest figures showing a 39% decrease over the last decade. However, despite the improvement violence remains a chronic problem for the country with domestic abuse and sexual violence a growing concern.



Medics against Violence was set up in 2008 by three Scottish surgeons who having seen many young people injured as a result of violence felt compelled to get involved in prevention. As partners of the SVRU and now with 250 healthcare volunteers they have developed violence prevention programmes for schools and deliver training programmes jointly with the SVRU on domestic abuse. Navigator is another joint endeavour.

Navigators have been working in hospitals since 2015 and have supported over 1000 patients with complex social issues such as violence, homelessness, alcohol and drug problems, domestic abuse and often a combination of these issues. The Navigators all have lived experience of some of the issues faced by those they support. Their work links them with many third sector and statutory services in the community.

Navigator is a great example not only of a health justice collaboration but also of partnership working across many sectors which is central to the public health approach. It is also an example of the constant innovation that aims to make Scotland the safest country in the world

<http://actiononviolence.org/about-us>

<http://actiononviolence.org/projects/navigator>



The Children and Young People Improvement Collaborative (CYPIC)

Since 2012 The Children and Young People Improvement Collaborative (CYPIC) has supported the improvement of services used by children, young people and families through the Early Years Collaborative (EYC) and, from 2014, the Raising Attainment for All programme. In 2016, these programmes were combined to form the Children and Young People Improvement Collaborative (CYPIC).

CYPIC is aligned with the [Maternity and Children Quality Improvement Collaborative](#) which focuses on maternity, neonatal and paediatric healthcare.

The aim of the CYPIC programme is to make early years, health, family services and schools more effective and responsive in tackling inequality and improving children's outcomes. The programme does this by supporting local authorities, health boards and the third sector to use Quality Improvement (QI) in their services for children, young people and families.

CYPIC employs 10 QI advisers who work across Scotland to support local teams working in services for children, young people and families.

QI advisers provide training and guidance on how to use QI methodology, as outlined in [the three-step improvement framework for Scotland's Public Services](#). QI is a way to test, measure, evaluate and implement new and more effective ways of working with the resources that teams have available.

CYPIC runs national events called learning sessions where practitioners and teachers gather to share information on the improvements they have made, and what they have learnt from the process. [Find out about the 2017 learning session](#).

This helps to identify which improvements have made the biggest difference in tackling inequality and closing the poverty-related attainment gap. In many areas, there are examples of the most effective improvements being spread to more local services and schools.



Key achievements of the programme include:

- increased access to financial advice for pregnant women on low incomes, helping to increase income by up to £5,000 per family
- increased uptake of the 27 to 30 month Child Health Review, resulting in children's developmental needs being identified and responded to earlier
- ensured more families on low incomes get Healthy Start Vouchers so that pregnant women and children get the nutrition they need
- helped dads in prison understand their children's needs and build positive family relationships
- helped pregnant women recovering from substance misuse to change their lifestyle, resulting in improved birth weights and fewer social work interventions
- found effective ways of engaging vulnerable families in early years and family centres, helping to build parenting confidence and skills
- engaged more parents in their children's early learning in nurseries and primary schools, so that they are more able to support their children's development
- improved multi-agency partnership working in health and social care services, making it easier for families to navigate and access services
- increased children's literacy and numeracy skills in nurseries and primary schools in areas of deprivation
- raised the aspirations, attendance and attainment of secondary school pupils through targeting and mentoring

<https://www.cypic.co.uk>

Lunch (12.00-13.00)



Tour of Cuningar Loop Woodland Park (1pm – 2.30pm)

Cuningar Loop Woodland Park has been created on a long neglected area of vacant and derelict scrub land on the banks of the Clyde less than a mile from Rutherglen town centre and directly across from the Athletes Village.

Cuningar Loop – so named because of it being located on a distinctive bend in the river – is a 30 hectare site that had several industrial uses over the past 200 years but in recent times has served as a tip and landfill site when tenements were cleared across Glasgow in the 1960s and 70s.

This hidden gem is gradually being brought back into use with Clyde Gateway working in partnership with the Forestry Commission Scotland to invest £5 million in what is now the biggest urban park in South Lanarkshire and taking up half of the overall site at Cuningar Loop.

Almost 15,000 trees have been planted while newly designed open spaces, trails, paths, picnic areas and an exciting and varied array of leisure play areas, as well as a series of permanent art installations, will see visitor and community use of Cuningar to more than 100,000 people per year by 2021.

<http://scotland.forestry.gov.uk/visit/cuningar-loop>