
To: Audit, Scrutiny and Petitions Board

On: 28 November 2016

Report by: Lead Officer

Heading: Review of Ward 15 (Children's Ward) Royal Alexandra Hospital

1. Summary

- 1.1 As part of the annual programme of activity in 2015/16 the Audit, Scrutiny and Petitions Board agreed to undertake a review of Ward 15 (Children's Ward) at the Royal Alexandra Hospital.

Purpose of the review

- 1.2 The purpose of the review was to provide an evidence-based analysis of the current provision at Ward 15 within the Royal Alexandra Hospital, Paisley and to inform the Council's position on any NHS Greater Glasgow and Clyde consultation on the future of the Ward.

Scope of the review

- 1.3 To undertake the review the Audit, Petitions and Scrutiny Board tasked the Lead Officer to:
- Gather testimonials from patients and parents of service users of Ward 15;
 - Consult and gather information from NHS Greater Glasgow and Clyde in terms of previous consultation and option appraisal exercises;
 - Provide information on travel times and associated costs for families and patients travelling to both Ward 15 at the Royal Alexandra Hospital and the Queen Elizabeth University Hospital, Glasgow;
 - Carry out public consultation in respect of the review;
 - Invite the Leader of the Council to attend a meeting of the Audit, Scrutiny and Petitions Board; and
 - Provide updates on any subsequent decisions taken by NHS Greater Glasgow and Clyde as it relates to Ward 15.

Findings of the Review

- 1.4 The findings of this review have been informed by information provided by and discussion with NHS Greater Glasgow and Clyde, the witnesses who attended the Board meeting in January 2016 and by those individuals who responded to the online survey carried out between April and June 2016.
- 1.5 In summary, the findings of this review are:
- Local parents and carers highlighted the ‘first class service and level of care provided by staff at Ward 15’ and raised concerns relating to transport difficulties they had experienced when attending at the Queen Elizabeth University Hospital, particularly in terms of the complexity of bus routes, the distance and time spent travelling as well as the cost incurred;
 - Claims for the reimbursement of travel expenses are available to patients providing they meet certain criteria;
 - Analysis of average drive times from locations in Renfrewshire to both hospitals highlighted that nearly 90% of residents in Renfrewshire had shorter car journey times travelling to the Royal Alexandra Hospital than they did to the new Queen Elizabeth University Hospital in Glasgow;
 - The most common themes arising from the online consultation were that there was a need for local services to be kept local, local families required the services; and that services provided at Ward 15 were seen as invaluable to the hospital and to the people of Renfrewshire and surrounding villages and towns;
 - The preferred option for transferring services from Ward 15 to the Queen Elizabeth Hospital, agreed in 2012, remains the preferred option for NHS Greater Glasgow and Clyde in 2016;
 - The NHS Greater Glasgow and Clyde Board has proposed that inpatient and day case care should move from the Royal Alexandra Hospital to the Queen Elizabeth University Hospital;
 - Children’s services would continue to be provided at the Royal Alexandra Hospital in terms of outpatient clinics, with A&E continuing to receive paediatric patients who self-present, and the Specialist Community Paediatric services (PANDA Centre) would also be retained; and
 - A formal consultation process on the proposed changes will commence in November 2016 and concluded in February 2017.

2. Recommendations

- 2.1 It is recommended that the Audit, Scrutiny and Petitions Board:
- Accept the findings of this review; and
 - Note the evidence gathered which is now publically available and able to inform local people and elected members in relation to the current, and any further

consultation, on decisions relating to Ward 15 (Children's Ward) Royal Alexandra Hospital.

3 Background

- 3.1 The Royal Alexandra Hospital is situated in Paisley and serves a population of around 170,000 from a mix of rural and urban areas. Ward 15 is a children's ward which provides paediatric in-patient services. Alongside the ward, there is an outpatient department and the PANDA Centre provides community led child development facilities including therapies. Ward 15 is currently the only remaining acute inpatient facility for children in NHS Greater Glasgow and Clyde out-with the new Children's facility at the Queen Elizabeth University Hospital in Govan, Glasgow.
- 3.2 In June 2011, the NHS Greater Glasgow and Clyde Board agreed to explore the potential to consider the relocation of the in-patient paediatric service from Ward 15, the Royal Alexandra Hospital to the Royal Hospital for Sick Children (RHSC) at Yorkhill, Glasgow.
- 3.3 A formal consultation and engagement process, including an Options Appraisal exercise was carried out by NHS Greater Glasgow and Clyde in 2011/12. The preferred option arising from the consultation sessions was to maintain the current children's inpatient service at Ward 15, RAH until 2015, and then transfer inpatient services to the Queen Elizabeth University Hospital in Govan, Glasgow.
- 3.4 Subsequently the review of Ward 15 was incorporated within NHS Greater Glasgow and Clyde's wider Clinical Services Review (CSR). The proposal to incorporate the preferred option into the CSR was agreed by NHS Greater Glasgow and Clyde's Board at its meeting on the 21 February 2012.
- 3.5 At its meeting on 28 June 2016 NHS Greater Glasgow and Clyde's Board further considered the future of Ward 15. The Board brought forward proposals, as part of its Local Delivery Plan, to move inpatient and day case care from the Royal Alexandra Hospital to the Queen Elizabeth University Hospital.

4. Information Gathering – Local Testimonials

- 4.1 On 25 January 2016 the Audit, Scrutiny and Petitions Board heard testimonies from local parents and full-time carers, Sandra Webster and Karyn Mickle, who are members of the local campaign, Kids Need Our Ward (KNOW). Sandra and Karyn have children with complex and life threatening conditions and attended the board meeting to provide commentary and feedback as part of the review.
- 4.2 Sandra and Karyn expressed their gratitude for the 'first class service' and level of care the staff at Ward 15 had provided over the years while raising concerns about the potential closure of the ward. They highlighted transport difficulties they had experienced when attending at the Queen Elizabeth University Hospital, particularly in terms of the complexity of bus routes, the distance and time spent travelling as well as the cost incurred. Given the life-threatening conditions of their children, concerns were raised regarding the impact of not having a local service in Ward 15 at the Royal Alexandra Hospital.

5. Information Gathering - NHS Greater Glasgow and Clyde

- 5.1 Engagement with NHS Greater Glasgow and Clyde has been a critical element of this review of proposals relating to Ward 15 (Children's Ward) at the Royal Alexandra Hospital. Colleagues from NHS Greater Glasgow and Clyde have been fully engaged in the process and were very supportive in their contribution.
- 5.2 A special meeting of the Audit, Scrutiny and Petitions Board was held on 23 May 2016. The purpose of the meeting was to provide members with an opportunity to discuss, with representatives from NHS Greater Glasgow and Clyde (NHS GGC), the services provided at Ward 15, currently and in the future.
- 5.3 Two representatives of NHS GGC attended the meeting; Catriona Renfrew, Director Planning and Policy and Neil Ferguson, Head of Planning (South Sector and Women and Children's Services).
- 5.4 Neil Ferguson provided the Board with a presentation on the paediatric services provided at Ward 15 and an overview of the drivers for change which informed the options appraisal exercise carried out in 2011/12.
- 5.5 The presentation was followed by a question and answer session. The key points arising from this session are noted below.
 - a) NHS GGC noted that the drivers for change identified in 2011 still remained. The Audit, Scrutiny and Petitions Board were informed that the preferred option of transferring inpatient services to the Queen Elizabeth University Hospital, Glasgow, would be included as part of NHS GGC's Local Delivery Plan proposals which was being considered by NHS GGC Board on 28 June.
 - b) Colleagues from NHS GGC also noted that any changes to the current service provision, arising from the Local Delivery Plan, would be preceded by a formal public consultation exercise.
 - c) Transport and travel issues were raised by Board members. Issues of concern included travel times and the cost of travel to the Queen Elizabeth University Hospital, Glasgow from Renfrewshire as was the car parking capacity at both hospitals. In response, colleagues from NHS GGC highlighted the effort being put into public transport links at the Queen Elizabeth University Hospital and the opening of another multi-storey car park at the Children's Hospital. They also noted that there had been good feedback on parking provision which was seen to be better than that previously available at the Southern General.
 - d) Concerns were also raised about under representation from Renfrewshire Council residents at the consultation events in 2011. It was noted that there had been a greater representation from East Renfrewshire at the events. NHS GGC welcomed this comment and agreed to take this on board in any future

consultation exercise.

- e) Members thanked NHS Greater Glasgow and Clyde representatives for the information previously submitted to the Board regarding the decision taken to include the review of Ward 15 within the wider Clinical Services Review. It was agreed that it would be useful for the Board to receive further information on the outcome of this review. Colleagues from NHS GGC agreed to provide this information.
- f) The statistical information included in the overview presentation was welcomed by the Board but it was recognised that further information should be provided to explain the detail of the charts and tables. Members sought further clarifications on information relating to the quality healthcare standards dashboard. Colleagues from NHS GGC agreed to provide a more detailed explanatory narrative to accompany the charts and tables.
- g) From the presentation it was also noted that Renfrewshire residents accounted for 60% of inpatient/daycase work at the Royal Alexandra Hospital, meaning that a proportion of patients came from outside Renfrewshire. It was agreed that colleagues from NHS GGC would provide an 'activity map' identifying where patients, attending Ward 15, came from.

5.6 Both parties agreed that the session had been helpful with colleagues from NHS GGC agreeing to provide:

- An overview of how any future consultation would be conducted;
- Additional documentation on the Clinical Services Review;
- Further information on transport links and car parking capacity;
- Detailed explanatory notes on the statistical data provided in the presentation, i.e. the Quality – Healthcare Standards Dashboard slide; and
- Activity maps identifying where the occupants of in-patient beds in Ward 15, RAH came from.

5.7 The detailed response from NHS Greater Glasgow and Clyde to this information request can be found at Appendix 1. Colleagues from NHS Greater Glasgow and Clyde indicated that no further documentation was available in terms of the Clinical Services Review.

5.8 NHS Greater Glasgow & Clyde also extended an invitation to members of the Audit, Scrutiny and Petitions Board to visit both the Queen Elizabeth University Hospital and Ward 15 at the Royal Alexandra Hospital in Paisley. The visits provided members with an opportunity to see, at first hand, the facilities and services provided at each hospital and to discuss provision with clinicians at both sites.

6. Information on Travel

- 6.1 The availability of travel subsidies for assisting parents and carers was separately requested from NHS Greater Glasgow and Clyde. It was found that the following support was available.
- 6.2 Patients can claim reimbursement of their travel expenses providing they meet certain criteria:
- Patients must be in receipt of certain benefits (income support, income based job-seekers allowance, income related Employment and Support Allowance, pension credit, universal credit);
 - Be referred to the hospital for an appointment;
 - Provide receipts for public transport;
 - Mileage is paid at 18p per mile.
- 6.3 Patients can claim when they attend their appointment and the claim form is completed in the Hospital cashier/ Travel office. Patients can also claim travel expenses by writing a letter and providing the necessary documentation.
- 6.4 Patients can also claim for an escort but only if it is deemed medically necessary. This would require a letter from the patient's GP or consultant. This also applies if a taxi is necessary as reimbursement for taxi costs is not made under routine circumstances.

7. Drive Time Analysis

- 7.1 Internal research was undertaken to calculate the average time it takes to travel, by car, from locations across Renfrewshire, to both the Royal Alexandra Hospital and to the Queen Elizabeth University Hospital in Glasgow.
- 7.2 2011 census data zones were used to carry out the analysis. These are small-area statistical geographies which are typically made up of populations between 500 and 1,000 households. There were 225 data zones within Renfrewshire in 2011.
- 7.3 Output from the analysis highlighted that nearly 90% of residents in Renfrewshire had shorter car journey times travelling to the Royal Alexandra Hospital than they did to the Queen Elizabeth University Hospital in Glasgow.
- 7.4 The drive time analysis also looked at the proportion of Renfrewshire residents, aged 16 or under, who lived within a:
- 5 min car journey of each hospital,
 - 5-10 minute journey; and
 - 10-15 minute journey.
- 7.5 Results showed that almost 25% of the age group lived within a 5 minute car journey of the RAH with a further 45% living within a 5–10 minute journey. This means that nearly 70% of children aged 16 or under lived within a 10 minute car journey of the RAH. Similar analysis for the Queen Elizabeth University Hospital highlighted that only 22% of children aged 16 or under lived within a 10 minute car journey.

8. Online Consultation

- 8.1 Individuals or groups, who wished to contribute to the review, were invited to complete an online survey which was used to capture this information. The form was made available through the Renfrewshire Council website. The survey was also highlighted via the Council's Facebook page and Twitter feed.
- 8.2 The survey was published on the website on 14th April 2016 and remained online until the 20th June 2016. There were 15 submitted responses. All respondents had home postcodes within the Renfrewshire area, spread across Paisley, Renfrew, Johnstone and Bridge of Weir. 14 of the respondents were Parent / Guardians and the other respondent was a service user who had been treated in Ward 15 as a child.
- 8.3 The most common themes arising from the responses were as follows:
- there was an expressed desire for local services to be kept local;
 - local families required the services; and
 - services provided at Ward 15 were seen as invaluable to the hospital and to the people of Renfrewshire and surrounding villages and towns.
- 8.4 In addition, respondents identified a number of specific issues relating to the review. They included:
- The ability to have local consultations at Ward 15 in the Royal Alexandra Hospital;
 - Ward 15 staff were seen to be providing added value to families during difficult times;
 - Respondents highlighted that having a range of services and specialties within the staff of Ward 15 meant there was no need for referrals to the Queen Elizabeth University Hospital;
 - Retaining services at Ward 15 was also seen to have benefits for people who had limited transport means;
 - Recognition of the economic and financial constraints faced by some parents in Renfrewshire;
 - Consideration of the strong links that Ward 15 had formed over many years within the community in terms of the services and jobs provided locally;
 - The benefit to child recovery of having their parents / guardians living close to the hospital;
 - Other respondents thought it made sense to retain the services at both Ward 15 and the new services provided at the Queen Elizabeth University Hospital;
 - Only one comment saw more benefits arising from the Queen Elizabeth University Hospital.

9. Attendance at Board by Councillor M Macmillan

- 9.1 In line with an action agreed at the Audit, Scrutiny and Petitions Board on Monday 25 January 2016, Councillor M Macmillan attended the Board meeting on Monday 6 June 2016. At the meeting Councillor Macmillan indicated that he welcomed the opportunity to speak to the Board in terms of its review. Councillor Macmillan:

- Referred to the meeting of the Health Board in March 2012 at which the option to 'maintain the current children's inpatient service at Ward 15 RAH until 2015 and then transfer inpatient services to the new Royal Hospital for Children, Glasgow' had been agreed as the preferred option;
- Anticipated that the Health Board's meeting on 28 June 2016 would consider the Health Board's local delivery plan and that this which would include this option;
- Noted that the decision on the Health Board's local delivery plan was subject to approval by the Cabinet Secretary for Health;
- Highlighted NHSGGC's £69 million budget deficit as well as the cost pressures which had led to this;
- Emphasised his commitment to improved paediatric services at the RAH and across the Greater Glasgow & Clyde Health Board area.

10. NHS Greater Glasgow and Clyde Board Decisions and Future Engagement

- 10.1 In their presentation to the Audit, Scrutiny and Petitions Board meeting on 23 May, colleagues from NHS Greater Glasgow and Clyde noted that a decision on the future of Ward 15 would be considered as part of NHS Greater Glasgow and Clyde's Local Delivery Plan proposals and that these would be considered by their Board at its meeting on 28 June, 2016.
- 10.2 At its meeting on 28 June 2016, NHS Greater Glasgow and Clyde's Board debated whether the Plan should or should not include the proposed service moves. Concerns were expressed by some members that they were being included when similar proposals made previously had not been supported at government level. Local councillors wished also to record the local reaction to proposals which would see services being re-located.
- 10.3 Following a vote the Board agreed that the service changes outlined in the Plan should be brought to the August 2016 Board meeting for approval to launch a process of public engagement. This was subsequently agreed at a NHS Greater Glasgow and Clyde Board meeting in August 2016.
- 10.4 The proposed changes would see inpatient and day case care move from the Royal Alexandra Hospital (RAH) to the Queen Elizabeth University Hospital. Children's services would continue to be provided at the Royal Alexandra Hospital (RAH) as follows:
- A&E will continue to receive paediatric patients who self present;
 - Outpatient clinics will continue to be provided;
 - Specialist Community Paediatric services (PANDA Centre).
- 10.5 Services that would transfer to the Queen Elizabeth University Hospital would be:
- Emergency inpatient admissions, including short stay medical assessment;
 - Elective inpatient admissions;
 - Day case activity including day surgery and planned investigations.

- 10.6 Based on NHS greater Glasgow and Clyde data from 2015/16, the impact of the proposed changes would see a total of around 8,006 episodes of care transferring to the Queen Elizabeth University Hospital and 12,063 continuing to be delivered at Ward 15, Royal Alexandra Hospital, Paisley.

Engagement

- 10.7 NHS Greater Glasgow and Clyde's approach for the engagement process has two phases:
- Establish an extensive engagement programme with all stakeholders to describe the proposed change and give visibility to all elements of the previous process, particularly the option appraisal. This process was scheduled to run from the beginning of September until mid October with a report going to the October Board for a decision on proceeding to formal public consultation;
 - The formal consultation process would run from November 2016 for 3 months and would report back to NHS Greater Glasgow and Clyde's Board in February 2017, for final decision.
- 10.8 At its meeting on Tuesday 18 October 2016 NHS Greater Glasgow and Clyde Health Board agreed, following strong support from Board members, to proceed to formal public consultation for the transfer of inpatients and day cases from Ward 15 at the Royal Alexandra Hospital to the Queen Elizabeth University Hospital. A three month consultation process will commence in November and conclude in February 2017.

11. Conclusion

- 11.1 This paper concludes the Audit, Scrutiny and Petitions Board's review of Ward 15 (Children's Ward) at the Royal Alexandra Hospital. The information gathered during the review will allow information to be publically available to inform interest from local people, elected members and other stakeholders in relation to this current, and any further consultation, relating to Ward 15 at the Royal Alexandra Hospital.

Implications of this report

- 1. Financial Implications – none.**
- 2. HR and Organisational Development Implications – none.**
- 3. Community Plan/Council Plan Implications – none.**
- 4. Legal implications – none.**
- 5. Property and Assets implications – none.**
- 6. Information Technology implications – none.**
- 7. Equal & Human Rights implications –** The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
- 8. Health and Safety implications – none.**
- 9. Procurement implications – none.**
- 10. Risk implications – none.**
- 11. Privacy impact – none.**

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List of background papers: None

Appendix 1



Renfrewshire Council
Audit, Scrutiny & Petitions Board

Ward 15, Royal Alexandra Hospital

Follow up information to session on 19 May 16

Neil Ferguson, Head of Planning
[South Sector and Women & Children's Services]

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Planned Consultation Process

Date	Activity
16 August 2016	Board decision to proceed with informing and engaging on the proposal to transfer paediatric inpatient and day case care from the Royal Alexandra Hospital, Paisley to the Royal Hospital for Children, Govan
Early September 2016 -4 October 2016	<p>Informing and engaging with people on the proposal, including:</p> <ul style="list-style-type: none"> • Formation of a Stakeholder Reference Group. The group will be made up of patients and carers or representatives from patients' and carers' groups, or community groups, that have an interest in this area. Its purpose is to advise and support NHSGGC in its approach to informing and engaging with stakeholders on the proposal • An information leaflet which is clear, easy to read and written in plain English describing engagement undertaken to date • A dedicated web page on the Board's website with details of the proposal; details of the new facilities at the RHC; and a timeline for the engagement • Use of social media to connect with, and raise awareness of the proposal among stakeholders • Press releases to local media • Dissemination of information leaflet to wider community via agencies databases • On site engagement with children, young people and their families on Ward 15 at the Royal Alexandra Hospital • Outreach to local parenting and youth groups.
18 October 2016	Report to Board describing the informing and engaging process, and what we have heard. NHS GGC Board decision on whether to proceed to formal 3 month public consultation on the proposal to transfer paediatric inpatient and day case care from the Royal Alexandra Hospital, Paisley to the Royal Hospital for Children, Govan
November 2016 – February 2017	If the Board decides to proceed to consultation, a twelve week consultation period culminating with Board decision to accept recommendations in February.

Quality - Healthcare Standards Dashboard

Infection Control Report

NHS GG&C Infection Control team operate a regime of unannounced inspections to patient areas. This report captures the outcome of these inspections for Children's services.

The audit will be repeated within 12 months.

SICPS- Standard Infection control Procedures:

GAP- Represents the gap between the old version of this audit and the new one.

TBP- Includes audits on the management of linen and waste

Quality Improvement- Includes an audit on Peripheral Venous Cannula (PVC) and Central Venous Catheter (CVC) compliance

Infection Control :		Print Data Capture Sheet			
Thresholds					
<= 65%		66% - 79%	80% - 90%	91% - 100%	
Re-Audit in 3 months		Re-Audit in 6 months	Re-Audit in 12 months	Re-Audit in 12 months	
Full Audits					
Hospital	Ward	SICP	GAP		
Glasgow Royal Infirmary	Prm SCBU	90%	82%		
Queen Elizabeth University Hospital Glasgow	Neo Icu	90%	89%		
Royal Alexandra Hospital	Scbu	93%	87%		
Royal Alexandra Hospital		Ward 15	84%	81%	
Royal Hospital for Children	Area 1C / Day Care Unit	96%	100%		
Royal Hospital for Children	Ward 1D	89%	77%		
Royal Hospital for Children	Ward 1E	91%	71%		
Royal Hospital for Children	Ward 2A	94%	73%		
Royal Hospital for Children	Ward 2C	95%	76%		
Royal Hospital for Children	Ward 3A	86%	74%		
Royal Hospital for Children	Ward 3B	90%	70%		
Royal Hospital for Children	Ward 4	88%	79%		

Quality - Healthcare Standards Dashboard

Team	Date Confirmed to Programme:	Months in Programme:	EWS	Safety Brief	SBAR Use	SBAR Quality	PVC Maint	PVC Insert	CVC Maint
RHC-15	Jan-13	40	SD	SD	SD	SD	3	E	n/a
RHC-01a	Jun-15	11	5	5	5	5	5	n/a	n/a
RHC-01c	Jan-14	28	SD	SD	SD	SD	n/a	SD	E
RHC-01e	Jan-13	40	SD	SD	SD	SD	2	n/a	E
RHC-02a	Jan-13	40	SD	SD	SD	SD	SD	n/a	5
RHC-02b	Nov-13	30	5	SD	SD	SD	n/a	SD	SD

Report relates to the **Scottish patient safety paediatric** programme work. Ward 15 were an early adopter for this work and so have been in the programme since the start which is 40 months.

EWS- Early warning scoring measures if patient observations are abnormal by collectively scoring heart rate, temperature, Blood pressure, respirations and conscious level. This data has two parts- is the score complete? Has appropriate escalation taken place? Ward 15 have evidenced a reliable process in place and so have stepped down (SD) from monthly data collection to quarterly as per SPSP national guidance.

Safety Brief- Effective employment of reliable system (SD) to ensure at every shift handover (nursing and medical) safety briefs flag any potential issues are highlighted e.g. 2 patients with same name, drug name change, child protection issue.

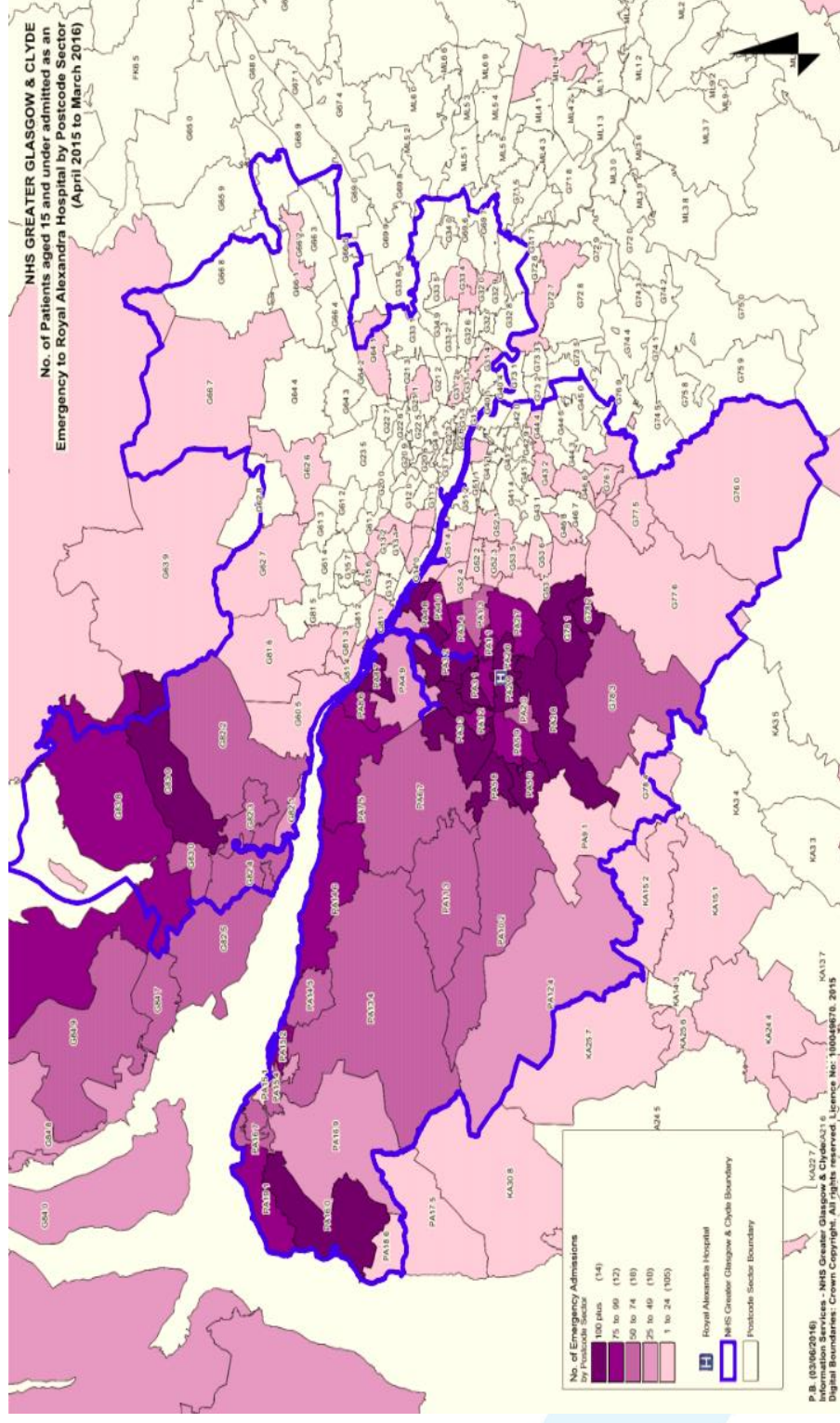
SBAR & SBAR Quality- Situation, Background, Assessment and Recommendation. Format of reporting to ensure consistent quality of information.

PVC Maintenance- Peripheral Venous Cannula Maintenance Bundle. This data is collected based on the completion of the 'pvc paperwork' and on inspection of a random sample of 20 pvc's a month. The pvc and documentation are both checked to ensure the appropriateness of the pvc remaining insitu, that it does not show signs of infection, that the dressing is clean and intact and that appropriate care is being taken when staff are accessing the pvc. Ward 15 have demonstrated >95 % capability, but not yet reliably. The team are working closely with the SPSP team to achieve reliability.

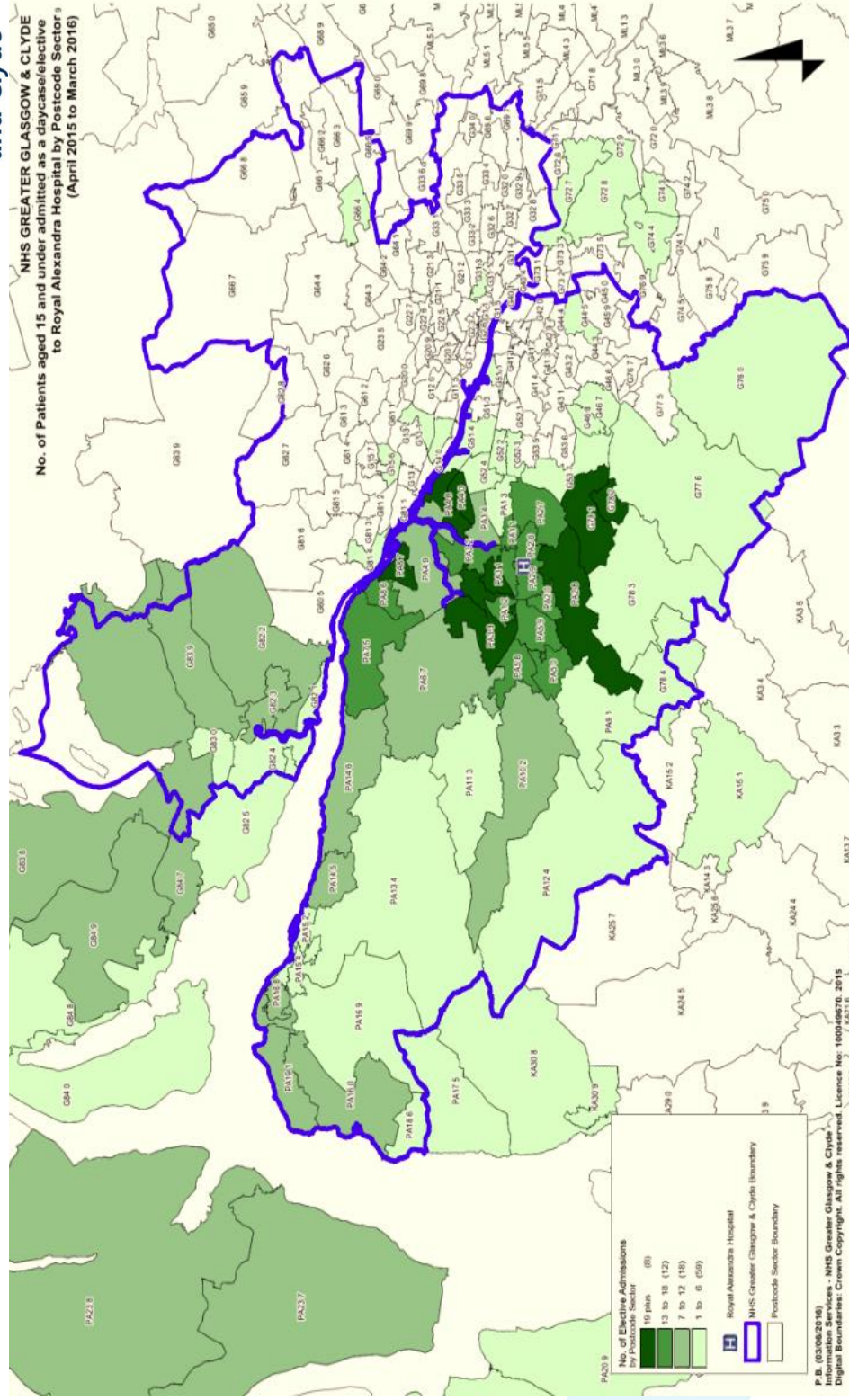
PVC Insert- Peripheral Venous Cannula Maintenance Bundle. The paperwork is currently being implemented and the team at ward 15 are engaged in this process (E)

CVC Maintenance – Central Venous Catheters. Ward 15 do not look after enough patients with cvc's to collect data on this bundle.

Residency by postcode of Children admitted as an emergency to RAH



Residency by postcode of Children with a planned admission to RAH



Car Parking & Public Transport



Car Parking

The QEUH & RHC campus has patient and visitor car parking capacity for:

- 1924 (incl. 217 disabled)

The RAH has:

- 461 spaces

Bus Services to Royal Alexandra Hospital

- [McGill's Bus Service 17](#): Glasgow City Centre - Charing Cross - Sandyford - Kelvingrove (for **Yorkhill Hospital**) - Partick Bridge (for **University** of Glasgow, Western Infirmary and West End) - Partick - Thornwood Roundabout – Linthouse -
Queen Elizabeth University Hospital - Shieldhall - Cardonald (Paisley Road West) - Crookston - Oldhall - Barshaw Park - Paisley - [**University** of the West of Scotland (Paisley Campus)] - [Ferguslie] - [Elderslie] - [Johnstone Community Sports Hub] - [Milliken Park]
- [McGill's Bus Service 21](#): [Inchinnan] - Paisley - Reid Kerr College - Abbotsinch - Dean Park - Newmains - Renfrew - Braehead Centre - Shieldhall -
Queen Elizabeth University Hospital - Linthouse - Govan - [Inchinnan]
- [McGill's Bus Service 23A](#): Glasgow City Centre - Tradeston - Kingston (for Springfield Quay) - Pacific Quay (for Glasgow Science Centre and SECC) - Govan - Linthouse - **Queen Elizabeth University Hospital** - Shieldhall - Braehead Centre - Renfrew - Inchinnan Business Park - Red Smiddy - Park Mains - Erskine Bridgewater Centre - Rashielee - Bargarran - North Barr (commuter service)