

## Diabetes Scotland's Survey on the proposal to relocate the Glasgow Children and Young People's Diabetes Service former Woodside Health Centre, Barr Street

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### ❖ The Survey

 **930 families** use the Glasgow Children and Young People's Diabetes Service

 **Largest paediatric diabetes service in the UK**


 **231 responses** received


 **1 in 4 families** shared their views

Families supporting children and young people shared their views about the decision to relocate the Children and Young People's Diabetes Service to the former Woodside Health Centre in Barr Street, including their thoughts on accessibility, environment, service quality, and their involvement in the decision-making process.

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### ❖ Limited awareness and understanding

 **20%** of respondents were **unaware** of the plan to move the service to Barr Street


 **60%** of respondents **did not understand** the relocation plan

Families do not feel properly informed. Respondents consistently highlighted a lack of clear, accessible information needed to understand the rationale for the decision to relocate to Barr Street and potential implications of this move.

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### ❖ Travel and accessibility

 **70%** say travel will be **more difficult**

 **52%** say it will be **much harder** to reach the proposed site at Barr Street

Most families will find it more difficult to get to the Barr Street location. Concerns include longer journeys, more complex transport routes, and increased stress for families.

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### ❖ Environment and quality of care

 **50%** believe the environment would be **less suitable** for children and young people

 **36%** expect **quality to reduce**

 **4%** expect **quality to improve**

Families are concerned about the impact of a relocation to Barr Street, especially a decline in the environment for children and young people and the quality of service.

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### ❖ **Priorities for families**

- 🧑 Staff support
- 🔧 Practical considerations
- 🌈 Child-friendly environment
- 🛡️ Safeguarding

Families fear these priorities will worsen if the service relocates to Barr Street. They want assurances that these things will be considered in decision-making.

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### ❖ **Key takeaways from the survey**

- ✗ No meaningful consultation
- ✗ Lack of transparency
- ✓ High levels of anxiety and frustration
- ! No confidence that Barr Street is the right site

Families do not feel that they have been engaged in a clear process and want to have their say on the future of the service. Families want reassurance that care quality, access, and patient experience will not be compromised during any relocation. They want:

- ✓ Right care
  - ✓ Right time
  - ✓ Right place
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### ❖ **Recommendations at a glance**

1. 🗣️ Clear, consistent communication
2. 👤 Transparent patient engagement
3. 📍 Assess suitability of Barr Street
4. 🏛️ Clear governance & accountability
5. 🔄 Strong service continuity planning

There are five clear actions that the health board can take to support the children, young people and families to find a suitable new home that meets their needs. These recommendations have been put forward to NHS Greater Glasgow and Clyde.