

**NHS National Waiting Times Centre  
Our response to Independent Scrutiny: The Independent Examination of  
Proposals for Major Change in NHS Services.**

The NHS National Waiting Times Centre welcomes this opportunity to respond to the above consultation. We have not attempted to answer all of the questions posed in the consultation. Instead we have restricted this response to those areas where we feel that we are best able to contribute.

**Background**

The NHS National Waiting Times Centre is an NHS Special Board made up of two distinct parts – the Golden Jubilee National Hospital and the Beardmore Hotel and Conference Centre.

Based in Clydebank, near Glasgow, the Golden Jubilee is Scotland's flagship hospital for reducing patient waiting times. We receive referrals from across the country in the specialties and services we provide. For further details on the range of services we offer and the facilities available, please visit our websites: [www.nhsgoldenjubilee.co.uk](http://www.nhsgoldenjubilee.co.uk) and [www.thebeardmore.com](http://www.thebeardmore.com)

**Introducing independent, external scrutiny**

The intention to continue with independent scrutiny of major service change is a robust approach to ensuring that proper cognisance is taken of public views and wishes.

We firmly believe that patients should be at the centre of everything we do. That is the reason that a number of lay groups such as our Disability Reference Group get involved from the outset in designing and delivering services at the NHS National Waiting Times Centre.

However, over and above the assessments of safety, sustainability, evidence-base and value for money mentioned in the document, we would also like to see quality and patient experience implications taken into account.

**Accountability**

There is a need to give assurances to the public that the NHS system is fair and open and that public consultation will shape decision making. Whatever the process for independent scrutiny, it should have a consistent and uniform approach as well as being fair, open, and honest. To this end, those involved in Independent Scrutiny should be accountable to Ministers.

However, individuals involved should have the knowledge and expertise to enable them to discharge their full range of responsibilities (much like NHS Non-Executive roles).

## **National and regional service changes**

We believe that independent scrutiny needs to reflect national as well as regional service changes in a proper way. The NHS National Waiting Times Centre Board has a unique remit whereby it treats patients from across Scotland. Much of the consultation discusses local NHS services but provides no insight into how NHS Boards with a national remit will fit into the concept of independent scrutiny.

Turning this notion around, we would like to see that the independent scrutiny process ensures that local changes fit into the national picture of the NHS. For example, territorial NHS Boards should consider and include the potential capacity of the Golden Jubilee National Hospital into their future Local Delivery Plans when thinking about service development and working on business cases and major service change.

## **Guidance sought**

One area of concern is namely what changes could be considered as “major”. We would be keen to receive guidance on the definition of “major” service change as the effect on NHS Boards with a national remit could be significant. We look forward to receiving this clarity in due course.

In the future, once the process for independent scrutiny has been put in place, it would also be useful to receive a robust framework of standards for greater patient and public involvement. This would ensure a consistent approach throughout NHS Scotland.