

## Glasgow City HSCP / NHS GGC

### Planning for COP 26 – UN Climate Change Conference

#### Frequently Asked Questions for General Dental Practices

(Please note that this document is not for sharing with patients or the public)

	Question	Answer
	<b>Key information sources</b>	
1	Where can I find up to date and reliable information about road closures and other arrangements for COP 26?	The best source is the <b>Get Ready Glasgow website</b> . <a href="http://www.getreadyglasgow.com/cop26">www.getreadyglasgow.com/cop26</a>
2	Is there a helpline for local residents?	Yes. There is one operated by Glasgow City Council. The number is 0141 276 2014.
3	Are there other sources of information?	<p>There will be drop in sessions for businesses, held in the city centre and in the Finnieston area. Check <a href="http://www.getreadyglasgow.com">Get Ready Glasgow</a> for further information.</p> <p>You can also sign up for a monthly newsletter and see copies of earlier newsletters, also on the Get Ready Glasgow website.</p> <p>An information document with a checklist has been provided to independent contractors.</p> <p><a href="http://www.nhs.uk">NHS Inform</a> provides general health advice and specific advice for visitors.</p> <p>Please note that any urgent updates will be communicated to practices via the Primary Care Support Team and you are advised to check your emails regularly for these.</p>

	Key dates	
4	What are the dates for the conference?	<p>The main conference is from <b>31<sup>st</sup> October to 12<sup>th</sup> November</b>, though you will start to see workers preparing for the event before that.</p> <p>Road closures, including the Clydeside Expressway, will start from <b>23<sup>rd</sup> October</b> and cease on or before the <b>15<sup>th</sup> November</b>. (There will be some road restrictions and closures in the <i>immediate</i> vicinity of the SEC from 10<sup>th</sup> October.)</p> <p>There are maps that detail the closures at:  <a href="http://www.getreadyglasgow.com/cop26/traffic-and-travel">www.getreadyglasgow.com/cop26/traffic-and-travel</a></p>
5	Are there specific times that might be busier than others?	<p>Yes.</p> <p><b>Monday 1<sup>st</sup> November:</b>  There will be a COP 26 related event on the 1<sup>st</sup> November which will require additional closures in the Kelvingrove and Finnieston areas and will limit accessibility. There will be no vehicle entry, or exit from, the affected area after 2 pm until approximately 6 am the following morning.</p> <p>The World Leaders will be in Glasgow for the first weekend and there may be associated short-term rolling closures or diversions in place.</p> <p>Please see the section below that refers to this event.</p> <p><b>Friday 5<sup>th</sup> November:</b>  A procession associated with the Youth Day of Action is planned.</p> <p><b>Saturday 6<sup>th</sup> November:</b>  This is expected to be the busiest weekend for protestors and visitors.</p> <p>There is a planned public march leaving from Kelvingrove at around 12:30 pm and proceeding to Glasgow Green. Between 60,000 and 100,000 participants are expected, and the city centre and environs will therefore be at a standstill for much of the day.</p>

		NB: There is no planned Glasgow City Council Firework display this year.
6	What about unplanned events?	<p>It is anticipated that there may be disruption as a result of activism/protests and dignitaries travelling to and from the event campus/other visits.</p> <p>We are not able to predict when or where this will be, nor the extent to which it may occur. It will be dealt with in the same way as disruption caused by, for example, a burst water main, and traffic will be diverted or delayed.</p> <p>All residents, businesses and services need to be consider their contingency / continuity planning and either try to avoid busy times or build in additional time for essential travel.</p> <p>You may wish to refer to the information document with checklist previously circulated.</p>
<b>Road closures</b>		
7	Where are the main road closures?	<p>The main road closure is the Clydeside Expressway – <b>from 23rd October</b> - and some of the other roads around the SEC.</p> <p>Other roads will also be closed. Please refer to the maps at:  <a href="http://www.getreadyglasgow.com/cop26/traffic-and-travel">www.getreadyglasgow.com/cop26/traffic-and-travel</a></p>
8	Will the bridges across the river be affected?	The Clyde Arc (“squinty bridge”) and the two pedestrian bridges at the SECC will be closed.
9	Will the Clyde Tunnel be open?	Yes, it will, though it is expected to be used as an alternative route by some of the traffic that would ordinarily use the Clyde Arc or Kingston Bridge.
10	Will the Kingston Bridge be open?	Yes, it will, though it is expected to be used as an alternative route by some of the traffic that would ordinarily use the Clyde Arc or the tunnel.
11	What level of congestion is expected?	It is anticipated that some areas immediately around the SEC will be very busy and that travel times will be greatly increased. Parking will also be difficult. Get Ready Glasgow includes “heat maps” showing where congestion is expected over the period of the event.

		<p>The main days that congestion is anticipated to be an issue are</p> <p>31<sup>st</sup> October to 2<sup>nd</sup> - 3<sup>rd</sup> November 5<sup>th</sup> - 6<sup>th</sup> November</p> <p>Please also refer to Section 5 above</p>
<b>Active transport</b>		
12	What about pedestrian and cycle access?	<p>Pedestrians and cyclists will be able to access all areas other than the immediate event areas at SEC and immediately south of the river.</p> <p>However, some footpaths and cycleways that go through or close to the SEC will be closed so people who normally use active transport should check Get Ready Glasgow too for closures and alternative routes.</p> <p>Please note that in some locations, cyclists will be required to dismount.</p>
13	Will public transport be running?	<p>Yes – the underground will be an important service as it will of course be unaffected by road closures.</p> <p>Train services will run as normal and with additional services on the Argyle Line. Buses will continue to run, although as with other traffic may be subject to diversions and delays. Buses servicing the QEUH will still be able to use the Clyde Arc ('squinty bridge') although it will be closed to other traffic.</p>
14	Will the Exhibition Centre (SEC) station be open to the public?	<p>Yes, it will be open though access will be pedestrian only and there will be no access for the public to the SEC area.</p>
15	What will the public be told about road closures?	<p>There is currently a public messaging campaign that encourages people to Reduce, Reroute, Retime and Remode to try to decrease road usage – people will be encouraged to stay off the roads if they can, so that those who have to use the roads to deliver essential services e.g. home care; pharmacy deliveries; lab specimen collection, are able to do so.</p>

	Questions specific to the COP related event on 1 <sup>st</sup> November	
16	Is my practice in the area that is affected?	We have been sent communication about COP26 to all GDP practices in NHS GGC and will be in contact with premises in the affected area with additional information – if you are not contacted, you are not in the area. However, practices in areas close to Kelvingrove and Finnieston will be affected by increased congestion.
17	What about access for contractors in the G3 postcode area at the time of the COP related event on 1 <sup>st</sup> November?	<p>Cars will not be able to enter or exit this area after <b>2 pm on 1st November until 6 am on the 2<sup>nd</sup> November.</b></p> <p>Contractors are advised to consider what visits they may need to make and the possibility of keeping a car within the area and a car out with, and also walking and cycling. Deliveries should be arranged for the period before the event and on or after 2nd November wherever possible.</p> <p>If a car is still within the area at 2 pm it will not be possible to drive it out of the area until the following morning.</p>
18	What about access for patients at this time?	<p>If they live within the affected area, they can drive within it, or of course walk. If they live outwith, they will be able to enter, but only on foot, so may need to use an alternative means of transport to bring them to an adjacent area.</p> <p>They will not need to carry ID. Usual walking routes may involve detours, too.</p> <p>You may wish to refer to the information and checklist previously issued - Section 7 provides suggestions in relation to patient arrangements.</p>
19	Will emergency ambulances be able to access patient during the lockdown period?	Yes, in the event of an emergency, blue light services will be enabled to pass into the restricted area, in consultation with the city event co-ordination team.
20	What about information for local residents and businesses?	Letters are being sent to all local residents and businesses to explain what will be happening.
21	Will there be any additional parking in the affected areas?	No, there will not be additional parking and pressure on parking spaces is likely to be high.

22	Can I use my parking permit?	Yes.
23	Do I need an ID badge?	<p>Staff are advised to carry their name badges/ photographic ID and a letter from their practice confirming their identity in case they should need to request to pass a barrier. Letters from NHSGGC will be provided to practices for this purpose, similar to what was issued to allow access to Covid 19 vaccination.</p> <p>It is not anticipated that this will be needed – rather to be aware that conditions may change as a result of unplanned activity.</p>
24	Will all services be working that day?	<p>It is anticipated that all HSCP and independent contractor services will be provided, noting that adaptations will be necessary.</p> <p>All these services are represented in the planning meetings so they know what is going on.</p>
25	Could the OOH service provide daytime cover that day?	No – there would not be capacity to do that. It is recognised that practices in the affected area may not be able to provide their usual full range of services in the practice on those days and should focus on ensuring that patients have access to urgent and emergency advice and treatment as a priority, as well as continuing to offer telephone and NearMe consultation where appropriate.
<b>Other questions about the conference period</b>		
26	What advice about accessing healthcare is being given to visitors to the city during the period of the conference?	<p>NHS Inform advice for people who are feeling unwell is:</p> <ul style="list-style-type: none"> <li>• Go to a pharmacy and ask for advice. To find your nearest pharmacy, phone the NHS inform Helpline on 0800 22 44 88 or look on the internet (<a href="http://www.nhs24.scot">www.nhs24.scot</a>).</li> <li>• Visit the NHS 24 website at <a href="http://www.nhs24.scot">www.nhs24.scot</a> for health information and advice.</li> <li>• Phone NHS 24 on 111 (NHS 24 can provide an interpreting service).</li> </ul> <p>In an emergency (if your condition is very serious), phone 999</p> <p>Practice should deal with requests for and provide immediate necessary treatments, as they would with any other visitors.</p>

27	Where can I access help with interpreting if needed	Information about interpreting services can be found <a href="#">here</a> .
28	Is there any information for the public that we can display?	There will be a digital toolkit – you will be able to print items from it and also use the key messages for your websites and text messages etc. You can sign up for it <a href="#">on this page</a> .  NHS inform also provides lots of information on self-care and how to access services.
29	Will the vaccination campaign continue over this time?	Yes, and the intention is to vaccinate as many people as possible of the people who live in the affected areas before the event starts.
30	What other preparations should we be making?	Please refer to the information document and checklist that was circulated, which in addition to considerations of transport, arrangements for patients and so on, also includes suggestions in relation to business continuity and emergency and security issues.
31	I have some concerns – where can I raise them?	If, following review of the checklist for practices, the Get Ready Glasgow website, and this document, you have specific concerns either before or during the event you should escalate them via the OHD in line with your business continuity plans.