Welcome to another edition of your newsletter. Thank you very much for your contributions, which Jen tells me have been coming in thick and fast. Keep it up!

I have been struck on recent walk abouts by the visual displays of Patient’s First and Always in many of the wards and clinical areas and I know that there are practical applications as part of shift handovers and leadership walkabouts.

I would like to take this opportunity to say Welcome to a number of new staff who have recently joined us, particularly our newly qualified nurses who are embarking on their career as a registered practitioner. I know that they will be made very welcome and supported, particularly in the first year, using ‘Flying Start’ to build knowledge and confidence.

Thank you for your continued endeavours to put Patient’s First and Always and remember we want to hear about local initiatives and ideas.

Elaine Love
Head of Nursing

Tell us your good news stories
Let us know your ideas and suggestions to keep improving and put the patient first

Write to Jen at:
Jennifer.Rodgers@ggc.scot.nhs.uk

The Zak Scott Braveheart Foundation

Set up in September 2011, by the family of and in memory of Zak Scott the foundation is changing lives.

Zak was born with a Congenital Heart Defect and underwent several cardiac interventions. It was Zak’s wish that all children and Young People undergoing heart surgery in Scotland receive a special wish following their surgery. To date, the Foundation has granted 206 wishes.

The foundation also provides journals which are given to parents and patients to help them document their journey during and following their admission to Yorkhill Hospital.

During his hospital stays, Zak used a journal to document his feelings, worries and fears. He also asked those caring for him to document how they thought he was doing.

The Cardiac Liaison Nursing Team facilitate Zak’s aim in providing journals to all those who would benefit from this. Journals are offered to patients of a variety of ages – younger children can use them to express themselves through drawing and older patients can use more like a diary. Parents have also reported great benefits from using the journals. Some find it very therapeutic to track where they are on their journey and some find it useful for writing down thoughts and questions they have for health professionals. We have also had feedback that parents enjoy looking back and reading over “what they have been through” and “how far they have come”.

A day in the life of a Community Children’s Nurse (CCN) by Helen McLean

CCN Teams provide holistic high quality family centred care to children and families across Greater Glasgow and Clyde.

‘My fist visit is at 0830 I visit a wee three year old boy who was recently in intensive care and now requires high level technical care in the community. I work closely with the family, both teaching and learning, listening and making plans together’

‘At 10:00 I visit an 11 month old requiring a wound dressing, then at 1030 on to the nursery to provide Epipen training to staff for a child with a nut allergy. Central to the role of the CCN is training other professionals to ensure they are confident and competent in providing care, thus enabling children to access nursery education’

‘After an hour catching up with paperwork I receive a call from the mother of a young child, born prematurely concerned about an alteration in her breathing pattern, so I head out to visit them. I
know the family well and am able to put a plan in place with advice on actions if the condition changes and a follow up visit within 24 hours’

‘Early identification and intervention can avoid the need for attendance at out of hour services or prevent a hospital admission alongside provided support and reassurance for the families’

‘At 1400 I attend a child protection review to provide health input and update to the multi-agency plan. Then its off to an arranged visit to a wee girl with juvenile arthritis who requires methotraxate injections. I administer the injection and discuss a plan to teach the parents’

‘At 1610 I return to the office to catch up on some outstanding jobs. Every day is different as a CCN, the most important thing is prioritising workload and providing a quick response to families when they need me’

Cincinnati Children’s Professor Visits Huddle

We were honoured to welcome Uma Kotagal from Cincinnati Children’s Hospital, Ohio when she came to visit our Huddle on the 29th October. Uma was impressed with our work and has kindly offered to keep in touch and help us continue along our improvement journey.

Our afternoon Huddle started on the 21st of October and so far is going well in helping us with winter pressures with a continued focus on safety prediction and flow.

Mandy Meechan and her team reflect on the success of RTTC

Cincinnati Children’s Professor Visits Huddle

Jeanna Drummond and Norma Mailey

‘We embraced this programme within PICU and now we are enjoying the gains from all our hard work. One of our aims was in relation to re-evaluating our stock and improving our stock rotation. We set up systems to make stock rotation more manageable in terms of ordering, usage and rotation’

‘We introduced colour coding which means all the equipment and stock has a designated area to be stored, this has made all our areas much more pleasant and workable for staff, and also easier to keep clean’

‘We also reduced the time doctors and nurses spend searching to find stock, this has been really important, especially when items are needed quickly for a sick child’

‘We couldn’t have done it without the enthusiasm and commitment of all our staff, and especially Jeanna Drummond and Norma Mailey.’

Nurse of The Year Award

Congratulations to Jen who won Scottish Nurse of the Year Award. Having taking part in the Scottish Patient Safety Programme Fellowship, Jennifer has used her quality improvement skills to enhance the experience of hospital-based care for children in Glasgow.