Patient safety on the agenda

Liz bags a big prize for her 'great support' for podiatry patients
SEE PAGE 2

Staff and patients push the boat out at gardening competition
SEE PAGE 3

Hayley's in the money - next time it could be you!
SEE PAGE 7
News

DATES FOR THE DIARY

BOARD MEETING
18 August, 9.30am
Dalian House, Glasgow

GLASGOW’S FINEST FUN DAY
22 August, Glasgow Green
Glasgow Royal Infirmary Appeals Trust presents “It’s a Knockout” fun day for NHS staff. They are looking for as many teams of 10 people as possible. The money raised from the day will be used to help fund parent accommodation for the GRI and PRM. Cabaret entertainment will run throughout the day and, weather permitting, there will be a BBQ to round the day off.
For further information, email: colin.chitty@ggc.scot.nhs.uk

PROCUREMENT IN THE NHS 2009: IMPROVING KNOWLEDGE AND SKILLS
17 September,
Bridgewater Hall, Manchester
This one-day conference provides a great networking opportunity for delegates to meet and discuss the NHS procurement arena and share knowledge and skills.
For more information, visit: www.publicserviceevents.co.uk

UNDERSTANDING AUTISM AND IMPROVING HEALTH AND WELLBEING
22 September,
Hilton Grosvenor Hotel, Glasgow
This conference is a must for all education, social and healthcare professionals working with people on the autism spectrum. You can benefit from knowledge updates, practical information, innovative programmes and is an excellent networking opportunity!
For further information, tel: 0141 201 9353/0825/9264 or visit: www.gla.ac.uk/departments/developmental/cpd/newcourses

Raising awareness of aphasia

SPEECH and language therapists in hospitals around Glasgow have been holding activities to raise awareness about aphasia – difficulty with speaking, reading, writing or understanding language due to stroke, head injury or other neurological illness.
Displays were set up in all our stroke units in Glasgow, explaining what aphasia is and how to help with communication difficulties, and featuring the stories and life experiences of people with aphasia.
Other activities to raise awareness included taking part in a discussion on Celtic radio and organising coffee mornings for staff and patients.

Bigging up our Liz!

LIZ CLEMENTS, special-ist podiatrist working in mental health services in the East of Glasgow, has been named winner of the 2009 Stuart Bigman Award for clinical effectiveness.
Liz was nominated by her colleagues, who feel that she has made a real difference to the quality of life that many podiatry patients suffer.
Described as a “great support” for those who have undergone podiatry training and a “source of wisdom” for staff developing skills in this area, Liz has been instrumental in the introduction of lower limb acupuncture within the podiatry services in Glasgow and Clyde.

NHS Modern Apprenticeship
something to smile about.

You’ll be surprised how as a Modern Apprentice within NHS Greater Glasgow and Clyde you can get your future career off to a great start. Not only will you have a full-time job from day 1, but you will also get the time to study for a nationally recognised SVQ qualification. There are a number of opportunities open to school leavers who left school during winter 2008 or summer 2009. Further details will be available from early August to download via www.nhsggc.org.uk/modernapprenticeship
Organisers of the prestigious 2009 Scottish Health Awards are now seeking nominations. These awards recognise the outstanding contribution to healthcare that many people make day in day out.

Teams and individuals across NHS Greater Glasgow and Clyde (NHSGGC) can be nominated, so if you would like to see someone you work with or your team recognised for all their hard work, get your nominations in now.

The Scottish Health Awards aim to recognise those people or teams who might be in jobs that normally don’t have a high profile, but who should be recognised for their commitment to the NHS, their loyalty and their devotion to their patients. These are people who genuinely make a difference.

Nominations for these healing heroes and/or the teams they work with, explaining:
- what did they do that was special or new?
- what difference did it make?
There is a category for every NHS worker and the areas they work in – whether it’s the local doctors’ or dental practice, support workers, nursing teams, ambulance department or women and children’s services.

The winners will be announced at a special ceremony at the Corn Exchange in Edinburgh on 11 November.

All nominations for this year’s awards must be made no later than Monday 7 September.

For more information, visit: www.scottishhealthawards.com

Green-fingered team’s success at Scotland’s biggest gardening show

Green-fingered staff and patients at Leverndale Hospital have celebrated their debut at Scotland’s top gardening show by picking up a bronze prize.

It was the only mental health-related exhibit at this year’s Gardening Scotland event, held at the Ingliston showground outside Edinburgh, and the team hopes to repeat its success next year.

The entry – produced by the Acorn Project, a horticultural therapy project within the Forensic Mental Health Directorate for people with mental health problems and/or learning difficulties – took the form of a small boat packed with colourful plants such as marigolds, geraniums and petunias.

East Glasgow CHCP wins top award in care

AN innovative project to help unemployed people from the east end of Glasgow has won the top award in the Scottish Social Services Council’s Care Accolades 2009.

East Glasgow Community CHCP won in the category “best involvement of the local community” for the Pathways to Progression Project and then took the overall winner award.

Pathways supports unemployed people – mainly young single mothers – to obtain an HNC in healthcare, while working within the CHCP, and provides ongoing support for individuals who may experience difficulties maintaining training and employment.

Pathways has led to a full-time job for 10 out of the first 12 participants. Working with John Wheatley College and Glasgow East Regeneration Agency, the project also builds on the role of the CHCP as a provider of high-quality jobs.

East Glasgow CHCP director Mark Feinnmann said: “This project shows how local agencies working together can change people’s lives for the better.”

Supporting the Pebble Appeal

NHSGGC is backing the campaign to raise £10 million to build the Beatson Translational Research Centre (TRC), the final element in the creation of the Glasgow Centre for Cancer Research.

Staff from across the organisation are being encouraged to get behind the Beatson Pebble Appeal fundraising efforts to help reach the target.

The Beatson TRC will convert basic cancer research into real improvements in treatments for patients. When operating at full capacity, there will be 150 scientists working on site at the Garscube Campus in Bearsden.

NHSGGC chairman Andrew Robertson said: “We are delighted to be supporting the Beatson Pebble Appeal. The scientists housed at the TRC will focus on all types of cancers that affect all ages.

“Cancers such as breast, prostate, ovarian, lung, throat, mouth, stomach and intestinal, some of which are the most common in Scotland, will all be studied.

“The work which will be carried out there is crucial in the fight against cancer and by giving our support we are playing our part in helping the centre develop better treatments for cancer.”

The Beatson TRC is due to be completed early in 2012.

For more information on the Beatson Pebble Appeal, or if you are interested in volunteering or fundraising, email office@beatsonpebbleappeal.org or tel: 0141 330 3000. Visit www.gla.ac.uk/services/givingtoglasgow/beatsonpebbleappeal or www.beatsonpebbleappeal.org
As the third phase of the programme methodology and aims of their work and monitor the results.

As a registered paediatric nurse, Dan is aware of the pressures that can be on ward staff. “I know how busy it can get and how quickly priorities can change when something happens.”

“I think one of the most impressive results of the programme has been the culture change seen in the pilot areas, there’s a real awareness of safety issues.”

“Even in areas like ITU, which is a safety critical place anyway, the staff have fully embraced the programme and the results can clearly be seen.”

The view is echoed by clinical risk manager and critical care workstream manager, Head of nursing Lesley Meikle, along with associate medical director Cameron Howie, completed walk rounds recently in wards 10 and 11 of the Southern General Hospital.

Lesley explained: “The walk rounds are an opportunity for all staff in the wards, senior and junior, nursing and medical AHPs to let us know about anything that hinders them doing their job of providing safe care to patients. “It may be they need support in implementing the no interruptions policy for medicine administration. Other times it might be listening to staff who have ideas on how to improve the staff and patient environment, for example, by creating a single disabled toilet and wet room.

“We also consider things like infection control or does the ward have enough hand wash sinks. “We try to make the walk rounds as informal as possible and to talk to as many staff as we can to get a clear picture of how things work. “I think most staff are comfortable talking about their own situation and are very aware of where things could be improved. It’s our job to listen, take some of the ideas on board and look to solve some of the problems.”
Laura Langan. “Many of the ITU units were already working on the care packages, however, SPSP helped formalise a lot of this work. As a multi-disciplinary team, they all talk to each other so communication between the team is already good. They are used to having control in their own area so I think this has made the programme really work for them.”

Seven sites are currently involved in SPSP – GRI, Western, Stobhill, Victoria, Southern General, RAH and IRH. These areas are all increasing their number of teams for the third phase. Also voluntarily about to come on board in this third phase are a number of paediatric teams.

Dan explained there is some awareness of the programme across NHSGGC and many departments are interested in getting involved. “Many of the areas hear about the success that different areas are having and are keen to try for themselves and see if it works for them.”

“The teams have a lot of faith in the programme and have seen real improvements in key areas."  

Dan Purton, patient safety programme co-ordinator

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Dan Purton, patient safety programme co-ordinator
Free transport service for evening hospital visitors

STAFF are reminded that visitors to many of our hospitals can take advantage of the free hospital evening visitor transport service which provides transport for people visiting patients in hospital, picking them up from home, taking them to hospital and returning them home again later.

The service is available to anyone who lives within Glasgow City, Cambuslang/Rutherglen, East Dunbartonshire or Renfrewshire. Priority will always be given to visitors wishing to travel to their nearest hospital, to older people (over 60), individuals registered disabled or those on a low income.

To book transport to your nearest hospital, contact the booking hotline: 0845 128 4027. Lines are open 1-4pm (Mon-Thurs) and 1-3.30pm (Friday). For transport to destinations other than your nearest hospital, please call the booking hotline after 3pm.

To view or download information on the hospital evening visitor transport service visit: www.nhsggc.org.uk/content/default.asp?page=s591_1

Be equal and diverse

AN equality and diversity course is now available to all staff. Primarily for those who have basic or no knowledge of equality and diversity issues in NHSGGC, topics include:

• employees’ behaviour in the workplace must promote equality at all times
• ensure that as an employee you understand the spectrum of health inequalities faced by patients on the basis of their race, age, gender, age, sexual orientation or religion
• ensure that you have the knowledge and practical skills to address and tackle inequalities in health in different population groups e.g. through appropriate personal development planning and training
• ensure that you are aware of key legislative and policy drivers affecting your work.

For information, visit: http://www.staffnet/Human+Resources/Learning+and+Education/Equality+and+Diversity+Modules.htm

Want to GET AHEAD in 2009?

Rubbish at spelling and grammar and lost when it comes to working with numbers?

Need help with your writing, maths or reading?

Help is at hand for NHS staff

Whether you need a bit of extra support writing that note or letter, filling in that form, understanding work instructions, calculating at work, handling money etc, free, confidential help is here with the Get Ahead Project.

Managers – are you able to identify and deal with literacies issues among staff?

Did you know you can refer staff for support as part of the PDP process? Find out more at: http://library.nhsggc.org.uk/mediaAssets/Library%20&%20Learning%20Services/Managers.pdf

For more info on GET AHEAD, call into your hospital library or contact Debbie Thompson tel: 211 1239 (x211239) to have a chat about what you’d like to work on.

***International Literacies Day takes place 7-11 September. Why not drop into your hospital library to test your word and number skills, find out about SVQs and have a look at fun ways to become confident with words and numbers?

The one-stop shop

ALL patients attending clinics at the New Stobhill and New Victoria Hospitals will now able to access our stop smoking service on site and on the day of their visit.

A drop-in clinic with a trained adviser is available on Monday or Tuesday at clinic K on the second floor at the New Stobhill, and on Wednesday and Thursday at the patient information centre on the ground floor at the New Victoria.

Doctors and nurses are able to refer patients who wish to stop smoking directly into the service.

This service is also for staff who can self refer. Staff can also call the adviser for advice or an appointment. Contact Agnes Kerr, tel: 355 (1)1305.

Want to help people quit?

Staff interested in helping people quit smoking can now take part in a free training course to improve knowledge, skills and confidence in raising the issue of smoking.

For more information or to register, e-mail: sfstraining@nhsggc.org.uk or contact Rebecca Campbell tel: 0141 201 4620 or visit: www.nhsggc.org.uk/smoke-freeservices
A NEW programme aimed at aspiring future managers has seen its first NHSGGC graduates.

Clinical risk manager Karon Cormack, Keepwell project manager Kevin Hutchinson and head of nursing (regional services) John Stuart are the first to complete the postgraduate frontline leadership and management programme. This programme is designed for those with less than two years’ experience in a management post and a personal development plan that identifies a need to develop leadership skills for a current or future role.

The programme is structured to enable working professionals to apply their learning directly, with the minimum of disruption to their professional career, through online activities, personal study and face-to-face workshops. Participants are encouraged to draw upon personal and professional experience to inform their learning and to explore the leadership challenge in a specific, work-related context.

This postgraduate programme is a Scottish national initiative through a partnership of NHS boards, NES and the Scottish Government Health Department and is delivered by the UHI Millennium Institute and De Montfort University.

GRADUATE LEADERS

NHSGCC staff are among first to complete programme

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Win £1000 with SN!

FOR a chance to win £1000 in this issue of SN, courtesy of Staff Lottery/Appeals Society, answer this question.

Which appeal is helping to build the Beatson Translational Research Centre?

Send your answer to: staffnewsletter@ggc.scot.nhs.uk by 31 August 2009.

When emailing your answer, please state your work location. The competition is open to all employees of NHSGGC. Winners must be available for publicity and their details will be printed in future issues of SN. Only one entry per person.

THE winner of our £1000 cash give-away in June was podiatry admin assistant Fiona McInnes, who works at Renfrew Health Centre.

Needless to say, Fiona was very pleased with her win: “When I got the call to say I had won £1000, I just couldn’t believe it. I was so excited I was dancing in my seat! My friends were asking ‘what is it? What is it?’ They were so pleased for me when I told them I had won.

“I had just been saying that I never win anything, then I won £32 at the bingo last week and now this. Hopefully, as they say, these things come in threes and my lottery syndicate will come up this weekend!”

As far as spending her winnings, Fiona is already thinking ahead. “It’s my son Martin’s 16th birthday soon so he’ll get an extra special treat and I’m going to buy myself a digital camera.”

Congratulations to both Fiona and Haley, pictured below with her giant cheque.

TWO teams from NHSGGC were the overall winners from a display of 200 posters at the NHS Scotland: Working Together for a Healthier Scotland event last month.

“Call Back” was designed by South East Glasgow CHCP STEPS team to let people with common mental health problems access services quickly and ensure they get the right intervention as soon as possible. It won the Improving Quality and Service category.

“The Oral Health Directorate won the Health Improvement category for their poster, “A report on Oral Health Improvement in Children in NHSGGC”.

In the third category – A Mutual NHS – our Better Together team was highly commended.

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Double poster success

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Check out all the latest Staff Lottery winners on StaffNet > Benefits > NHS staff benefits > Staff Lottery.

To join the Staff Lottery, contact Isobel Huk, email: Isobel.Huk@ggc.scot.nhs.uk or tel: 0141 211 5850 or visit: www.nhstaffbenefits.co.uk

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AS PART of the Healthy Working Lives silver award, the oral health directorate is taking to its feet with Walk at Work events.

The first lunchtime walk went from Glasgow Dental Hospital to Kelvingrove Park and was hugely successful, with 55 staff from the dental school taking part.

Louise O’Neill and Lesley McKay, who are both dental nurses and part of the Oral Health Healthy Working Lives Group, organised the walk and have received such positive feedback from staff that they are planning to hold walks on a more regular basis.

Operational support manager Craig Spinks said: “This event proved to be a tremendous success and that was largely due to both the time and effort invested by Louise and Lesley in organising the walk, as well as the enthusiasm of all staff who participated including the walk leaders on the day. “We are fully committed to continuing to provide other directorate-wide activities to ensure that all oral health staff have the opportunity to participate in physical activity, as well as other Healthy Working Lives activities and enjoy the many benefits that these can bring.”

BRIDGETON Child Development Centre is set for a freshen up, thanks to the 2008 intake of NHS management training scheme and a group of specialist registrars.

The happy bunch will be swapping their day jobs for paint brushes as they aim to renovate the patient waiting area of Bridgeton CDC in a two-day Community Challenge.

While there may not be a Carol Smillie or Handy Andy to assist in the project, management trainees Jennifer Hogg, Liane McGrath and Craig Broadfoot are planning the event and are working hard to drum up support from community groups, local businesses and their fellow NHSGGC staff.

So far, the response to their campaign has been very positive, with a large cash donation from Slaters Menswear in Glasgow. Some of the patients at Skye House are also involved in the project.

CONGRATULATIONS to the HR team who put up a fine performance to win the first of what is hoped to become an annual Inter-site Hockey Tournament.

Anne MacPherson, associate director of HR – acute said: “The hockey tournament was a very successful day and lots of fun was had by all who took part. The majority of players had never played hockey or, at least, had not played for years and we are delighted the HR team won!”

The tournament, which was open to all staff across NHSGGC, was part of the Clyde Healthy Working Lives. Clyde, along with other acute cluster groups, recently picked up bronze at a special award ceremony.

Congratulations to all those involved, work is now under way to achieve the silver award.

One of the next events the acute Healthy Working Lives group is working on is a NHSGGC-wide event around Walking to Work week beginning on 24 August.

Look out for information on the event and how you and your family and friends can take part on StaffNet.

If you would like any more information on the Community Challenge, have any furnishings from your work area that need a new home or would like to make a small donation, contact Jennifer.hogg@ggc.scot.nhs.uk; liane.mcgrath@ggc.scot.nhs.uk or craig.broadfoot@ggc.scot.nhs.uk directly.