IMPROVING CARE FOR THE FUTURE

NEW PROGRAMMES WILL HELP DELIVER THE BEST CARE FOR OUR PATIENTS

Competition • NHSGGC in the headlines • Bursary schemes • Charity challenge
Staff from East Glasgow Community Health and Care Partnership (CHCP) were among the heroes recognised at the Evening Times Community Champions Awards Ceremony for Glasgow’s east end.

The awards are designed to highlight the work of individuals and teams who make a real difference to their local communities.

East Glasgow CHCP’s smoke-free homes project, led by project co-ordinator Kirsty Cornwall, won the Public Service Team Award. While the oral health action team, led by Health Improvement senior Debbie Connolly, was a finalist. Housing co-ordinator Russell Robertson was also a finalist in the Public Service Individual Award.

The smoke-free homes and zones project, based in Shettleston’s Eastbank Health Promotion Centre, has convinced 564 families to pledge to restrict smoking in their homes. Their work means more than 1000 children now live in a healthier environment.

The oral health action team, based at Cairnbrook Centre in Easterhouse, has established 43 breakfast clubs since 2006, encouraging 800 children to brush their teeth.

Its target is that by 2010, at least 60 per cent of P7 pupils will have no sign of dental disease.

Russell Robertson’s work on homelessness and health spans three decades. Working with housing providers and health services to help people keep their tenancies, he has also raised more than £6000 for homeless charities.

East Glasgow CHCP director Mark Feinmann said: “The aim of these awards is to recognise groups and individuals who have made an outstanding contribution to their local community and who have had a significantly positive impact on the everyday lives of people living in their area.

“I am delighted that CHCP staff have been recognised for the work they are doing to improve the health and environment of local people.”

The Evening Times Community Champion awards will take place in 10 areas throughout Glasgow at a series of events over the next six months. The winners from each local event will automatically be selected as finalists for a prestigious awards ceremony to be held in the City Chambers in September 2009. Let us know if you or your team have been successful in these awards, email: staffnewsletter@ggc.scot.nhs.uk

The aim of these awards is to recognise groups and individuals who have made an outstanding contribution

East Glasgow CHCP director Mark Feinmann

Below: local heroes Debbie Connolly, Kirsty Cornwall and Russell Robertson
Nursing awards boost for Gartnavel

NATIONAL PRIZE

NURSES from Gartnavel General scooped a national prize for innovation at the recent Nursing Times awards. Staff who run the Vascular Access Service (VAS), based within Ward 4B at the hospital, picked up the ‘innovation in your specialty’ award for their work to develop a nurse-led service for dialysis catheter insertion.

Prior to the introduction of the service, tunnelled dialysis catheters were inserted by radiologists or surgeons. Due to their increased workloads, patients had an average wait of 23 days for catheter insertion.

Waiting times have now been reduced to between seven and 14 days freeing up radiologists and surgeons to perform more invasive interventional and surgical procedures.

The Nursing Times awards recognise inspirational nursing, innovative practice and outstanding contributions in care.

They were presented in London by Prime Minister Gordon Brown.

Home computing

UPDATE

In the next few months staff who took advantage of the home computer initiative provided in partnership with BT and Dell will be contacted to find out what they wish to do next.

About 3,000 staff took advantage of the 36-month tax-efficient scheme which allowed them to rent PCs (and associated kit e.g. printers) by making deductions from their salary.

Options include (1) returning the equipment (which must be in good condition) to a location yet to be agreed and paying BT’s uplift/administration charge or (2) keeping the equipment by paying a set fee based on a percentage of the original value.

Self care in an atomised society

12 March, Edinburgh

Conference to discuss areas such as mental health, health screening and policy, literacy and health and uniformity of healthcare.

Email: mail@mackayhannah.com

New look NHS

Uniforms unveiled

A NEW national uniform and dress code is being introduced for all NHS staff in Scotland.

The national uniform, which will be phased in across the country from autumn this year, aims to:

• promote a coherent NHSScotland corporate image
• enable the procurement of better quality garments which are more appropriate for staff needs
• make it easier for members of the public to identify NHS staff.

Charge nurses, registered nurses, Allied Health Professionals (AHPs) and unregistered staff will all wear various shades of blue while catering and domestic staff will wear shades of green.

All of the uniforms involve one style of unisex collarless, short-sleeved tunic which slips over the head and has no zips or buttons. The tunics have two lower hip square patch pockets with two internal plastic pockets and two side vents with back pleats.

The new dress code, also being introduced, applies to all staff who come into contact with patients, regardless of whether or not they are required to wear uniforms. It states:

• staff should wear short-sleeved shirts or blouses
• staff should not wear ties or white coats when providing patient care
• staff should not carrying pens or scissors in outside breast pockets
• hair should be tied back off the collar
• nails should be short and clean.

The code also makes clear that, as a general rule, you should not wear your uniform outside work. Further guidance on this will be issued later in the year when ongoing work to audit changing and laundry facilities in hospitals has been completed.

Charge nurses will wear navy blue

For more on the new uniforms visit the Scottish Government Health Directorates Bulletin: http://staffnet/News/Bulletins+Updates/Scottish+Government/comms_bulletin_mb_161208.htm

The dress code is also available online at: www.scotland.gov.uk/publications

Below: new uniforms for for domestic and supervisors (left) and the new look uniform for AHPs (right).
Two major national initiatives currently being rolled out across NHSGGC will have significant impact on how we deliver care to patients in the future.

The introduction of a revised role for senior charge nurses and the development of the Scottish Patient Safety Programme (SPSP) aim to enhance care and safety for all patients in our hospitals.

The senior charge nurse review is a national initiative from the Chief Nursing Officers directorate at the Scottish Government Health Department and puts every senior charge nurse who leads a team in a stronger position to improve patient outcomes.

The new role means the senior charge nurse is highly visible and accessible to patients and staff.

Lead nurse in practice development Kate Cocozza, who is involved in the implementation of the senior charge nurse review across NHSGGC, explained: “The role is about being a ‘guarantor of quality and standards’ across the board, auditing all clinical areas, interpreting findings and seeking ways to improve in their area. “This means a major refocus of the role to enable the senior charge nurse to spend more time on direct patient care – with more freedom to decide where they need to spend time.”

Key aspects of the role are:  
• ensuring safe and effective clinical practice  
• enhancing the patient experience  
• managing and developing their teams  
• contributing to delivery of performance targets.

The strong leadership role sets the standards for the delivery of patient care, which will improve patients’ experience in hospital and improve opportunities for patients and families to have a say in the way their care is planned and delivered.

Developing patient care

As the senior charge nurse review is implemented across NHSGGC, a new programme designed to improve patient care in a range of areas is also being developed.

The Scottish Patient Safety Programme (SPSP) started last year on 12 wards, but by mid-2008 involved 30 wards. By the middle of 2009 that will increase to involve 90 wards across all acute hospitals, looking at different packages of care such as processes in surgical care, critical care, general ward and medicines management.

There is also leadership packages for senior staff to ensure patient safety is a key priority.

Medical director Dr Brian Cowan highlighted the importance of the programme. “Although we have been working on patient safety for nearly 10 years, this new programme is unique in that it involves everybody from the chief executive to frontline staff. It makes patient safety the main subject on the Health Board agenda.”

This is a five-year programme across NHSScotland designed to minimise incidents that may harm patients.

Head of clinical governance Andy Crawford explained how the SPSP and the senior charge nurse role complement each other. “Both these schemes are about quality of care.”

“I think SPSP will benefit from the introduction of the senior charge nurse role because where that role has been developed, there will already be an understanding of the safety aims involved in the programme and an understanding of the quality and methods we are aiming to apply.”

Improving the quality of care

New initiatives will lead to better experiences and outcomes in all our hospitals.

This new programme is unique in that it involves everybody from the chief executive to frontline staff

Medical director Dr Brian Cowan
Kate agrees, emphasising that both projects are about quality of care for patients and understanding what we can do to make changes and improvements in everyday practice.

Andy added: "It is generally accepted that around one in 10 patients who are admitted to acute hospitals experience something harmful whilst in care. Some of this harm could be avoided, which means there is a huge opportunity to reduce errors and improve care.

"Our staff want to do the best they can for patients, things don’t happen because staff are careless. Staff are doing a professional job sometimes in very complex situations and these programmes are designed to help them.

"Any member of staff managing care in challenging circumstances can find themselves involved in an event where a patient becomes harmed. Experience and research tells us no one is infallible or immune to this possibility.

"Through our work in SPSP, we can be more confident that patients will receive care more reliably. This will impact on patient safety overall so we reduce infection rates, are better at detecting patients whose condition is rapidly worsening, improve clinical communication as well as general communication, and focus our attention on safety."

Day out at IMAX puts patients in the picture

A FAMILY support day for children and families with inflammatory bowel disease (IBD), at the IMAX theatre in Glasgow Science Centre, has proved a fantastic success.

Organised by staff from the Royal Hospital for Sick Children’s multi-disciplinary inflammatory bowel disease clinic, the day included a series of lectures, interactive sessions, workshops and a question and answer session.

An entertainment area was provided for younger children and a free visit to the science centre was also included in the day.

The event was organised as the result of an audit carried out earlier in the year, where the parents and children felt an information day would be helpful to them.

Following the positive feedback and formal evaluation of the day by the audit department based at the hospital, another event is planned.

Walking in the rain

If you’ve ever fancied nipping out for a quick walk but have decided to stay put because of the rain – then help is at hand.

Under a new West of Scotland scheme, you will soon be able to pick up a free umbrella at our acute hospitals and major community facilities.

Once you borrow an umbrella at one site you can return it to any other site which has a stand.

Regional Transport to Health project manager Carsten Mandt explained: “The idea is to make the umbrellas available to staff to use when they are travelling between meetings or even just out at lunchtime. We hope to encourage more staff to use public transport and walk more, so it ties in well with both our travel plan and staff health action plan.

“Stands and umbrellas have been delivered and they are currently being distributed to sites across NHS Greater Glasgow and Clyde.”
**Cold snap leads to the busiest A&E day on record**

IN December 2008, a sudden cold snap meant that five A&E departments across Glasgow and Clyde recorded their busiest ever day. One hospital, the Victoria Infirmary, saw a 40 per cent increase in attendances.

A news release praising staff for their efforts in coping with the unprecedented increase brought about by the big freeze – and encouraging the public to use their emergency services appropriately – resulted in excellent media coverage in both broadcast and print media.

**Moving forward with KSF**

THE enthusiasm and effort that staff have put into the implementa-
tion of the Knowledge and Skills Framework (KSF) across NHSGGC has been praised by the KSF team.

The spotlight is now firmly on rolling out the use of e-KSF (the electronic tool for recording and storing KSF outlines, PDPs and review activity) by training managers and reviewers across the organisation.

During 2009, the KSF team will:
- provide support to managers and staff
- continue to work with KSF Leads in every area to maintain two-way communications
- continue to provide KSF/PDP training for newly appointed and promoted managers/reviewers
- gather feedback and personal experiences of KSF/PDP processes
- continue to link KSF to learning interventions.

For further information, advice and support on any aspect of KSF please contact:
- June Livingstone, KSF Manager, email: june.livingstone@ggc.scot.nhs.uk  or tel: 0141 201 4718
- Marion Henderson, Learning and Education Adviser (Acute Services) email: Marion.Henderson@ggc.scot.nhs.uk or tel: 0141 201 1292
- Ross McCulloch, KSF staff side adviser, email: Ross.McCulloch@glasgow.gov.uk or tel: 0141 201 0798

For information, advice and support with e-KSF (including training requests) contact:
- Valerie Wallace, Gillian Wallace or Alfie Butterly, email: eksf@ggc.scot.nhs.uk or tel: 0141 201 0022/0482. Or visit StaffNet for more information.

**Prison health history**

HAVE you ever been employed as a healthcare professional in the prison service in Scotland?

If so, then Dr Rona Dougall from the Public Health Resource Unit would like to hear more about your work. She is keen to talk to anyone who has worked in prisons at any time since the introduction of the NHS, as part of an extracurricular historical project.

If you can help, email: rona.dougall@ntlworld.com or tel: 0141 533 2910

**All mad as hatters**

The outpatients department at Stobhill went a bit mad raising money for a new Marie Curie hospice. Staff joined in a madhatter’s day – all wearing silly hats – raising £440 towards the Marie Curie big build.
Roll-up roll-up and win £1000 with SN!

T
hat’s right, Staff Newsletter is giving away another £1000 prize courtesy of our friends at the Staff Lottery/Appeals Society.

If you haven’t already joined the Staff Lottery, then don’t delay another minute. Every month, as well as offering you the opportunity to win with us, the Staff Lottery gives away thousands in prize money and has two mega draws of £10,000 and £15,000 twice a year.

Celebrating wins from the November draw were: Christine O’Donnell, a nurse from ward 20/21 at the GRI, who picked up £5000; clinical psychologist at Gartnavel General, Heather Ambler, who won £1500; while Inverclyde Royal medical secretary Eileen Bradley received her £1000 prize with colleague Alison Riddoch.

More information can be found at www.staffbenefits.co.uk, and you can contact them by email: Isobel.Huk@ggc.scot.nhs.uk or tel: 0141 211 5850.

November’s winner
Winning £1000 couldn’t have come at a better time for incident/change manager Lynne McIlhargey, who picked up the cheque from our November giveaway just before Christmas. Based at Glasgow Royal Infirmary, Lynne celebrated receiving her £1000 prize with colleague Alison Riddoch. Lynne wisely decided to put the money to one side so she could enjoy spending it on herself.

Incident/change manager Lynne McIlhargey (left), with colleague Alison Riddoch receives a cheque for £1000.

WIN WITH SN

To win £1000 in this issue, tell us:

The VAS Team at Gartnavel General picked up a Nursing Times award in London at the end of last year, but what does VAS stand for?

Send your answer to: staffnewsletter@ggc.scot.nhs.uk by 27 February.

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

Funding help for education

APPLICANTS who are interested in applying for funding for education courses should note the NHSSGC bursary scheme opens next month.

The fund is available to all staff interested in pursuing an education qualification by offering them the opportunity to apply, on a competitive basis, for financial support.

Since its inception two years ago, the bursary scheme has awarded almost £320,000 to NHSSGC staff.

Central initiative administrator Katerina Bartakova said: “The bursary scheme has been very successful, but we want make sure that as many people as possible hear about it. More information and application details will be available in next month’s SN.”

The bursary scheme officially opens on 1 March. Bursary funding is only available one year at a time.

You are not guaranteed funding for the duration of your study or course so it is advisable to check out other funding possibilities. If your study course is essential to service development then alternative funding should be sought.

Other winners picked up £500 and £100 each, check out: www.staffbenefits.co.uk for more.

Recent applicants

Mary Dolan, BSc Nursing (final year)
“It gave me a feeling of financial security.”

Ben Parkinson, senior addiction nurse, Cognitive Behaviour Therapy (CBT) Post Graduate Certificate
“I wouldn’t have been able to attend the course without bursary support. It is an expensive course and I couldn’t have met the course fees without the bursary and support from my line manager.”

Margaret Caldwell, Graduate Certificate in Addiction Nursing
“I received, I have been able to progress from an enrolled nurse to my current position.”

Amanda Hallson, Masters in Advanced Dietetic Practice
“It really made it possible to finish my studies. I’m grateful for this opportunity as it has improved my knowledge within my area of practice and I have been able to share this with my team.”

Pauline Paul, principal maxillofacial prosthetist, SGH. In the final year of a part-time MSc
“I urge anyone who is in need of funding for a course of study to apply to the bursary fund.”
CONGRATULATIONS to the West acute cluster and oral health, the latest acute sites to achieve the Bronze Health Working Lives Award. This follows the success of Clyde, the Yorkhill sites and the North clusters. Leading the work to achieve Healthy Working Lives across the acute division is associate director of HR Anne MacPherson, who said: “Thank you to everyone involved in the activities, particularly staff who joined in at the healthy eating and alcohol awareness sessions. “We now face new challenges, not only in maintaining the bronze criteria, but also achieving the silver award.” Look out for information about various healthy working lives events planned.

TACKLING THE WORLD’S TOUGHEST FOOTTRACE

Alan Crawford, an alcohol liaison nurse at Ravenscraig Hospital’s Gryffe Unit, has previously competed in the Ironman UK triathlon and both the Paris and New York marathons. Following the Paris marathon in April last year, Alan has been taking part in smaller events as training for this real test of endurance at the end of March. Alan explained why the week-long marathon through the Sahara desert of Southern Morocco is one of the toughest courses in the world. “All participants have to rely on self-sufficiency from start to finish. That means carrying all your own kit including food, the only items you don’t carry are your tent for each night’s camp and full supply of water, as this is rationed at various checkpoints throughout each day. “The daytime temperatures often reach 50°C and nights are freezing. The terrain is a variety of giant dunes and long rocky plateaus, so both energy and morale sapping at times! The total distance to be covered will be about 150 miles.” And why is he taking on this challenge? Once again, Alan is raising funds for the Cystic Fibrosis Trust as his 12-year-old son Ross has the condition. He is funding all the event costs himself and all sponsor money raised will go to the charity. On his return, Alan is planning a charity celebration night and any donations towards raffle prizes are much appreciated.

Step up for the big challenge

ARE you up to the challenge of a lifetime? Yorkhill Children’s Foundation is looking for staff to take part in an overseas challenge to raise funds for local services and equipment. This year, the foundation is organising a trek to Nepal and the Himalayan Annapurnas, home to some of the highest peaks on earth and a region widely regarded as one of the finest trekking destinations in the world. You will travel from the frenetic, fascinating city of Kathmandu, through mountainside villages and thick rhododendron forests, until your efforts are rewarded with some of the most magnificent mountain panoramas in the world. Awe-inspiring views of the snow-clad peaks and glaciers of the Annapurna region await you. Each year, about 150,000 children receive treatment at the Royal Hospital for Sick Children. From new medical equipment and technology, to entertainers and support services, every project that the Children’s Foundation fund, has a direct benefit to the children and their families.

Can you help?

ALAN still needs to be signed-off as medically fit for the challenge, so requires an ECG and a doctor to check him over. If there are any friendly medics who can help, please contact Alan direct at: Alan.Crawford@ renver-pct.scot.nhs.uk

Healthy Success

CONGRATULATIONS to the West acute cluster and oral health, the latest acute sites to achieve the Bronze Health Working Lives Award. This follows the success of Clyde, the Yorkhill sites and the North clusters. Leading the work to achieve Healthy Working Lives across the acute division is associate director of HR Anne MacPherson, who said: “Thank you to everyone involved in the activities, particularly staff who joined in at the healthy eating and alcohol awareness sessions. “We now face new challenges, not only in maintaining the bronze criteria, but also achieving the silver award.” Look out for information about various healthy working lives events planned.