Standing together against homophobia!

See pages 4 & 5
A GOVERNMENT-FINANCED pilot scheme to encourage patients to post their comments on our services and their experiences is under way at the New Victoria Hospital.

Patient Opinion is a web-based initiative that has proved very successful in many parts of England and is now being tried out in Scotland as an extension of existing ways of capturing the views of those who use NHS services.

The aim ultimately is to enable patients to give real-time feedback on what is good and what could be better.

For the past two years, NHSGGC has been a very active part of the Better Together, Scotland’s Patient Experience Programme, which sees thousands of questionnaires sent out to patients who have been treated as inpatients in our hospitals.

This has given us valuable “customer satisfaction reports”, enabling us to target attention and resources to address the issues raised by patients ... and, crucially, to help identify areas where things are working very well so that this can be cascaded to other parts of our health system.

Patient Opinion is slightly different
During the pilot, when patients come into the New Victoria Hospital, they are offered a leaflet asking them to post a comment on their experience when they get home. The comments are “monitored” by staff working for the independent, not-for-profit organisation Patient Opinion, which has been commissioned by the government to oversee the project.

Comments are always moderated to ensure patient confidentiality and fair treatment of staff before they are posted on the Patient Opinion website. The comments are open for anyone to see... and it is NHSGGC’s responsibility to respond.

This pilot scheme fits in well with our objective of listening more to our patients and tailoring services to their needs to improve satisfaction levels.

It also sits well with our commitments set out in FTFT – Facing The Future Together.

Toby Aslam Mohammed, head of practice development (Acute Services) and lead for Patient Opinion, said: “In Patient Opinion’s experience, this method of gathering patient feedback is most effective when it’s actively promoted by local staff closest to the patient, their carers or relatives.

“We are therefore encouraging staff to use the leaflets to raise awareness and drive feedback in a way which suits their team and patient group,” he added.

Patients and carers can go online, use a leaflet or telephone to share their story. They do so anonymously and their stories are validated where appropriate. Great care is taken to make this process safe for patients and carers as well as staff.

The pilot was launched mid-January and many patients have already used the website. It can be viewed at: www.patientopinion.org.uk

Cyber space pilot gives patients a new platform

FACING The Future Together (FTFT) has been embraced by staff across the organisation who have been busy submitting their questions and improvement ideas.

Ideas have included cost-saving initiatives, IT improvements; enhancing facilities; ideas about working hours and conditions; patient records and paperwork.

Robert Calderwood, chief executive, said he was encouraged by the response and that directors were trying to answer all questions and investigate the ideas as quickly as possible. He added: “I’d encourage all staff to visit the FTFT pages on StaffNet and submit their ideas.”

Key actions and next steps will be presented to the senior management team in February and posted on the Acute FTFT section on StaffNet shortly after. If you don’t have access to a computer, library facilities are available on most sites for staff to access one.

To find out where your local library is, tel: 0141 211 5975 or email: gg-uhb.libraries@nhs.net

To take a stand against homophobia visit: www.nhsggc.org.uk/homophobia
THE Patient Information Centres (PiCs) at the New Victoria and Stobhill Hospitals have recorded an upsurge in interest from staff thanks to last month’s SN article.

Denise Hazley, patient information centre officer, said: “Since the article appeared, we’ve had emails from staff from different departments asking if they can come and see us and find out more about what we do.

“Nurse and health support workers have been popping in to learn more about how we help patients and their families.

“The story has really helped to raise our profile and create closer relationships with staff, which is what we need.

“One health worker who contacted us is retiring soon and after reading the piece wants to volunteer with us!

“It’s been a great response, thank you SN.”

Do you have a story to share with others? Contact SN on email: staffnewsletter@ggc.scot.nhs.uk

---

UK first in breastfeeding awards

NHSGGC is the first health board in the UK to be awarded 100 per cent accreditation from UNICEF for our breastfeeding support

NHSGGC has become the first health board in the UK to be awarded 100 per cent accreditation from UNICEF for the support offered to breastfeeding mums across all its acute and community services.

This unique achievement has been recognised by health secretary Nicola Sturgeon, who honoured health staff from across Greater Glasgow and Clyde for their dedication, professionalism and valuable work with new mothers at an award ceremony at Glasgow City Chambers.

Ms Sturgeon said: “It is fantastic that, through the hard work and dedication of staff, NHS Greater Glasgow and Clyde has received full accreditation – an achievement unprecedented in the UK.

“This prestigious award demonstrates its commitment to making sure every baby born in the health board area has the best possible nutritional start in life.

“Good nutrition from the earliest days of life is vitally important and breastfeeding is a key contributor to the health and wellbeing of babies and their mothers.”

A total of 14 awards were presented to staff from the board’s five acute maternity units and community health teams.

The University of the West of Scotland was also recognised, with two awards for introducing the first-ever Midwifery and Public Health Nursing accredited courses with a specific focus on supporting breastfeeding mothers.

The UNICEF Baby Friendly Initiative has rigorous standards for its breastfeeding accreditation and all the units involved had to meet a strict set of criteria to ensure a high standard of care for mums and babies.

NHSGGC achieved the required standards in the independent audit.

Chairman Andrew Robertson said: “This achievement acknowledges the huge amount of work over many years by staff in community and acute services to deliver the highest standards of care for women and their babies.”

Linda Wolfson, infant feeding co-ordinator, said: “The standards set by UNICEF to achieve accreditation are extremely high but having achieved this we wanted to pay credit to the staff who have made it possible.”

Dr Clare Govan, midwife at the PRM, with her fifth baby

---

This achievement acknowledges the huge amount of work over many years by staff in community and acute services to deliver the highest standards of care for women and their babies

---

To take a stand against homophobia visit: www.nhsggc.org.uk/homophobia
Standing together against homophobia

SN is proud to launch the “Standing Together Against Homophobia” campaign. As you can see from our picture spread, staff are already giving the campaign their full support. NHSGGC is asking staff, patients and members of the public to support the campaign and take a stand against homophobia. We believe it is our responsibility to ensure that everyone who works for or uses the health service is treated fairly.

The campaign to help staff avoid discriminating against patients and improve their care is supported by staff guidance available at the homophobia website. We can all pledge our support by visiting www.nhsggc.org.uk/homophobia and then hitting the “pledge button” or by joining our campaign gallery. To join the gallery, simply print the “I’m” or “We’re taking a stand against homophobia” sign which is downloadable via the link, take a picture of your own or with friends, and email it to homophobia@ggc.scot.nhs.uk. Homophobia is an irrational fear of, aversion to, or discrimination against people who are lesbian, gay or bisexual (LGB).

By law, public organisations must promote equality and remove discrimination in the delivery of all their functions. That’s where the policies and guidance come in. But within NHSGGC, we want to make a more powerful and visible stance against homophobia and the photo library of supporters holding the statement board “I’m taking a stand against homophobia!” is how we plan to do just that.

Supporting the photo campaign is the new guidance which includes a Good Practice Guide to encourage staff to be agents of change in tackling homophobia and make our services more welcoming and accessible to LGB patients and improve their recovery.

Please visit the campaign website to view a patient’s experience, read the guidelines and pledge your support.

To take a stand against homophobia visit: www.nhsggc.org.uk/homophobia
The world is coming to Glasgow

NHS staff working in our communities have been delivering the groundbreaking Triple P parenting programme to parents across Glasgow for more than two years now... and now the world is coming to Glasgow to find out how we did it.

The city has been chosen to host the two-day 2012 Triple P Helping Families Change Conference, which will attract health and education professionals from as far afield as the Americas, Asia, Australasia and Europe.

This is also the year that will see the parenting programme spread outwith Glasgow City, where it has been developed and delivered in partnership between NHSGGC and the council.

Renfrewshire CHP and Inverclyde CHCP are both adopting models of Triple P to help parents in their areas improve their parenting skills.

It’s certainly a time of growth for the parenting project: Glasgow Housing Association is adopting the programme to enhance their input to stable and flats.

And within NHSGGC, the next few months will see a collaboration between Triple P practitioners and our own Health at Work team deliver free 45-minute seminars at various selected venues.

Health visitors and nurse practitioners are among the key NHS staff who are trained to use the parenting programme to help mums and dads improve their parenting skills – but it works well through the team approach of working with social work colleagues and teachers in both primary and secondary schools.

In the last two weeks of February, Triple P “Tip-Papers” [newspapers containing parenting tips] will be delivered to parents via school-bag drops, coinciding with a parenting advice advertising campaign on STV.

A NEW Scottish Government Smoking Cessation campaign was launched in Glasgow in late January, setting new and challenging “quit rate” targets for NHS Boards across the country.

The national goal is to encourage at least 80,000 smokers to continue smoke free one month after their quit date. Within this target is the aim to have 48,000 of those quitters come from within our most deprived communities – particularly those in the 25-55 age group.

Dr Linda de Caestecker, director of public health, said the task ahead was a challenging one, but that we should be encouraged by the latest statistics showing that numbers attending groups in our area have grown over the last few years with the success rate increasing as well.

Staff who use tobacco products are encouraged to take advantage of the help that is available from colleagues in our smoking cessation services.

Dr de Caestecker said: “Stopping smoking is the most preventable cause of ill-health and premature death and NHSGGC has the highest rate of deaths attributable to smoking for both men and women.”

However, our cessation services are having an effect. All our Community Health (and Care) Partnerships exceeded the national average for quit attempts, with West Dunbartonshire CHCP and East Dunbartonshire, Renfrewshire and Glasgow City CHPs taking the top four spots in Scotland.

The final report for the smoking cessation HEAT (Health Improvement, Efficiency, Access and Treatment) target (2007-10) shows that our services surpassed the target, achieving 24,455 quits at four weeks, compared to a target of 21,240. In addition, all CH(C)Ps reached their target for the same period, placing NHSGGC as one of the top-performing boards in Scotland in relation to HEAT target 6.

Phoning Smokeline free on 0800 84 84 84 puts potential quitters in touch with trained advisors who will match individuals with the quit method that’s right for them. Smokers are up to four times more likely to have stopped smoking a month later if they use a combination of stop smoking pharmacy products and cessation services than going it alone.

Another motivation is quitting for the sake of children: in Scotland, up to two in every five children aged about 11 years are subjected to harmful passive smoking in their homes. Other figures also stack up: someone who smokes on average 20-a-day will smoke 7,300 cigarettes annually, and even those who buy cheaper brands will see at least £2,500 go up in smoke every year.

Details about the national campaign, which will run until the end of next month, and support, including interactive webchat, can be found at: www.canstop smoking.com, and for information about health facts and local services visit: www.nhsggc.org.uk/smokefreeservices

The national campaign runs parallel to an ongoing high-profile “Clear The Air” campaign in the Evening Times which is backed by NHSGGC and NHS Lanarkshire.

Follow the Clear The Air campaign on: Facebook by visiting: on.fb.me/clearair and Twitter: bit.ly/etclearair

Make 2012 the year you stub out smoking

Smoking is the most preventable cause of ill-health and premature death

To take a stand against homophobia visit: www.nhsggc.org.uk/homophobia
New categories launched for 2012 Chairman’s Awards

Chairman’s Awards

THE prestigious Chairman’s Award scheme is expanding the category list for entries in 2012 to build upon its growing success.

Last year saw a record number of entries, resulting in eight outright category winners with a single overall Award of Excellence – all presented by Scotland’s Cabinet Secretary for Health Nicola Sturgeon and attracting significant media coverage in the national press.

This year, chairman Andrew Robertson wants to see his awards capture the spirit of the recently launched Facing The Future Together (FTFT) programme and has agreed to two new categories.

The first new category to be introduced is Invest to Save. This is for anyone who has been increasing efficiencies in the way they do their work or deliver services more effectively. A good example is the new Pharmacy Distribution Centre which has freed up more than 40 staff, allowing them to concentrate on direct patient care.

Team Working is the second new category. The chairman wants to hear from teams from different departments, directorates or areas, who are working together in new and co-operative ways to improve the way services are delivered to patients and result in more efficient and effective ways of working. Entrants should demonstrate how – by bridging the gap – they are providing a better, more seamless service.

The four popular categories from last year remain – Clinical Practice, Improving Health, Nursing, and Environmental. In the Clinical Practice category, we are looking for staff to submit an entry which could be anything from the development of a new product that helps and improves the everyday practices in your workplace to an innovative approach to patient care.

Improving Health entries could include anything from Healthy Working Lives ideas, healthy eating, smoking cessation or improving mental health.

The Nursing award will be presented to a nurse or group of nurses who show the best qualities of patient care and the ethos of nursing. This award attracted a huge number of nominations from both staff and patients last year. Such was the quantity of high-calibre entries that several awards were made in this category.

Perhaps you have an innovative idea to help our carbon footprint – if so, the Environmental category will highlight your good work or could help see an idea developed into practice.

Andrew Robertson, left, said: “The awards have grown from strength to strength, with a tremendous range of entries coming in each year. Our introduction of the two new categories builds on the depth of ideas coming from staff, as well as our Facing The Future Together programme. “We want to recognise staff for all their hard work that goes above and beyond the call of duty and I encourage you all to think about entering and share your ideas.”

Visit the Chairman’s Awards section on StaffNet for more information or tel: 0141 201 4558. The deadline is 31 July.

Pharmacy staff do the double

STAFF in our revolutionary Pharmacy Distribution Centre (PDC) have picked up two prestigious awards for innovation.

Gayle Robertson, clinical technical services manager, and her team won the Innovation Award at the Purchasing and Distribution Interest Group (PDIG) Awards. The team picked up the award for the development of the centralised and automated pharmacy distribution centre, which has revolutionised the distribution of medicines across the organisation.

And in the Alliance Healthcare Awards, our chief distribution technician Adriana Orlandi scooped the National Award in recognition of Innovation within a hospital pharmacy setting. Adriana, supported by colleagues within the department, introduced nightshifts in May last year at the PDC and within days there were obvious results in the delivery of significant quality improvement.

Talking about both awards Gayle said: “The scale of the PDC is unique within the NHS and is a great example of how investing in new technology can free up resource and deliver cost savings. “The nightshift staff have really demonstrated encouraging results by combining an improvement in the PDC performance and an increase in staff morale.

The wider team have demonstrated total commitment working in partnership with PDC management to achieve the desired outcomes.”

It was all ‘woof’ the effort!

BIG-HEARTED staff and patients at the Southern General Hospital’s Ophthalmology Outpatient Clinics have donated nearly £2000 towards training a guide dog. Nine-month-old Carter and his puppy walker volunteer Julie Robertson, picked up the cheque when they visited the department.

The cash was collected in the charity’s well-known dog-shaped collection box which sits in the clinics’ waiting room.

Sharon MacCormick, senior charge nurse at the clinic, said: “It’s amazing how many notes and pound coins are put into the collection box.

Children especially love putting money in it.” Carter began his training at six weeks old and it will continue for nearly two years.

For more information about Guide Dogs for the Blind, visit: www.guidedogs.org.uk

To take a stand against homophobia visit: www.nhsggc.org.uk/homophobia
In peak condition!

SPECIALIST physiotherapist Theresa McIntyre is only six peaks away from her self-imposed challenge to climb every Munro in Scotland. That’s an incredible 277 climbs up mountains over 3000ft!

The sheer scale of the task is enough to make most of us dizzy at the thought, but Theresa has enjoyed every step of the journey and plans to complete her mission with a charity fundraising climb up the famous Schiehallion in Perthshire in April this year.

Theresa intends wearing one of our SN Champion T-shirts to make this last climb. But first she will conquer three Munros in Knoydart and two in the Cairngorms.

Based at the Southern General’s cardiac rehab unit, it has taken Theresa just two years to climb 271 Munros. The inspiration came after she had travelled to various corners of the world visiting friends: “It was then I realised that I hadn’t really explored my own country. Working as a physiotherapist, it’s my job to encourage patients to be more active after being diagnosed with angina, having had a heart attack or coronary by-pass. It seemed to make sense that I should keep as fit as I can too and decided to explore Scotland by climbing a few Munros.

I started with one a day, reaching eight on one day, before moving on to the more challenging ones, which meant at times actually climbing and abseiling using ropes and harnesses.”

Until now, the Munro bagging has been a personal challenge, but Theresa plans to make the last one special. She used to love telling her aunt about her climbing while visiting in St Margaret’s Hospice in Clydebank. Sadly, her aunt passed away last year and Theresa is dedicating the last Munro to a charity fundraising climb in support of the hospice.

If you would like to sponsor Theresa, email her at theresa.mcintyre@ggc.scot.nhs.uk

Munro bagger
Theresa set for her 277th hill

Do you have what it takes to wear our “T”?

REQUESTS have come flowing in from staff wanting a unique SN Champion T-shirt to wear as they “do something bold, demanding or different”, either for charity or as a personal challenge.

In a future issue we plan a gallery of photographs showing just how imaginative our SN Champions have been in their exploits – and some of the unusual places you took the terrific “T” to!

But we have more up for grabs to help encourage that spirit of adventure we know you have. We want to hear what you plan to do, whether it’s bungee jumping, parachuting, cycling, swimming with crocodiles or hopping round the coast of Scotland! We also want you to send us pics of whatever it is you get up to.

Why not let us know what you are doing or planning and see if you can earn the right to wear the SN T by emailing your staff comms team on: staffnewsletter@ggc.scot.nhs.uk Just tell us what you plan to do, when you plan to do it and, if you are doing it for charity, let us know how much you hope to raise.

The first person to tell us a unique idea gets the T-shirt.

The more original and challenging the idea the more likely you’ll get your hands on one!

To find out more or to order your registration pack, contact 01259 218888, email: walkatwork@pathsforall.org.uk or visit: www.pathsforall.org.uk

Step up to the pedometer challenge

HUNDREDS of staff stepped up to the plate last year in the great inter-city virtual challenge to walk to Delhi and back to bring the Commonwealth Games to Glasgow.

This year the pedometer challenge is back, with an emphasis on setting personal goals and getting more active – so you are being urged to create your own challenge.

The challenge starts on 8 March and each team should consist of five people. All entries must be received by 17 February.

To take a stand against homophobia visit: www.nhsggc.org.uk/homophobia