KEEP CALM
AND
TURN IT OFF AND ON AGAIN
SEE PAGES 4&5
Mental health nurse is ‘humbled’ by MBE award

A “HUMBLED” Pat Spencer has been awarded an MBE in the Queen’s New Year’s Honours List for her tireless work to raise the profile of nursing.

The senior mental health nurse is also chair of both the Area Nursing and Midwifery Committee and Area Clinical Forum, influential groups which pursue the interests and concerns of health professionals.

A nurse for 31 years, Pat trained at Stobhill Hospital, gaining her Registered General Nurse qualification, before beginning her mental health nursing studies in 1988.

She made the move because of her interest in pursuing equality and holistic care, in addition to being an advocate for people with mental illness in accessing all services for their physical as well as mental health.

Pat said: “When I got the award letter, I was first of all embarrassed and I wondered ‘why me?’ I’ve been very fortunate to have worked with many inspirational colleagues who have shaped my dedication to health care and the ethos of the nursing profession.

“I do firmly believe that nursing is a keynote profession when it comes to delivering quality patient care. Receiving the award is humbling, but it also recognises the nursing profession in NHSGGC, which I consider an honour to be part of.

“It is wonderful to get recognition from colleagues and I am very grateful.”

Pat will learn later this year when she will be presented with her medal.

Important pension information

The Scottish Government has set out proposals to implement the second annual increment of the UK Government’s proposed employee contribution increases for the Scottish NHS Superannuation Scheme with effect from 1 April 2013, as indicated in the table right.

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<th>Full-time pay</th>
<th>2012-13 Contribution rate (gross)</th>
<th>2013-14 Contribution rate (gross)</th>
<th>Contribution rate increase (% points)</th>
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<tbody>
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<td>Up to £15,278</td>
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<tr>
<td>Over £110,273</td>
<td>10.9%</td>
<td>13.3%</td>
<td>2.4</td>
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</table>
Hundreds of staff are already reaping the health and financial benefits by going green and signing up for one of our “green” travel schemes. And now we’re asking you to consider dumping the car to cash in on health and wealth.

Douglas McIntosh, travel plan and systems manager, said: “We want staff to leave the car at home and to help them, we have a range of alternative travel initiatives that they can investigate to do just that.”

Hundreds of staff are already using the annual interest-free loan Strathclyde Partnership for Transport (SPT) ZoneCard scheme and making repayments through their salary.

The ZoneCard is a flexible season ticket for travel by rail, subway, ferries and most buses, and may be used wherever the logo is on display.

Another option is the Cycle to Work scheme, where staff can buy bikes at a reduced rate and then make repayments through a Salary Sacrifice Tax Reduction.

It’s estimated that a total of £153,000 will be saved this year by staff who have signed up for the cycle initiative, which is run jointly by the Department for Transport and Her Majesty’s Revenue & Customs and designed to encourage members of staff to choose an active form of transport to get to work.

The amount saved depends on the cost of the bike and the individual’s tax rate.

This scheme has been so successful that we are the only NHS board to be included in the national Cycle to Work Top Ten.

Two new options have been added, with staff now able to apply for both Scotrail and/or Calmac annual tickets through the salary deduction scheme.

Douglas added: “Car Share Permit schemes are being piloted at both the Royal Alexandra Hospital and Southern General Hospital and, if anyone car shares on either of these locations, you may be eligible to gain a parking permit through the pilot.

“The schemes will also help reduce your carbon footprint and cut congestion.”

For more information about our “green” travel schemes, staff can email Douglas at douglas.mcintosh@ggc.scot.nhs.uk or travel plan office assistant Graeme Condie on graeme.condie@ggc.scot.nhs.uk

Help us to deliver our 2020 vision

The Scottish Government is developing a 2020 Workforce Vision which is looking at how we will deliver NHS services in the future.

This Vision is that, by the year 2020, everyone is able to live longer and healthier lives at home, or in a homely setting, and a new healthcare approach needs to be developed to meet this challenge.

Staff are central to achieving this change and the Government wants to hear your views before publication of the Vision in June this year. This work complements our local Facing The Future Together initiative.
From keeping computers running smoothly to supporting innovations in healthcare, the Health Information and Technology (HIT) team is providing a vital service to staff across NHS Greater Glasgow and Clyde – and ultimately supporting services that help patients.

Meet the HIT

New HIT director Robin Wright and his team manage services across more than 1000 premises.

IT experts have been spoofed in cartoons and television sitcoms, but our own Health Information and Technology (HIT) team is a world apart from the geeky stereotype. Not many people may understand the scale and scope of the team whose remit covers a workforce of about 1360 highly skilled individuals delivering a vast array of services which keep the NHSGGC operation delivering every day. This includes delivering and supporting services across 1000 premises, not only covering hospitals, health centres, GP and dental practices and pharmacies, but also schools and other non-NHS locations where healthcare services are accessed or provided.

And as well as running the administration behind health records and many clinics, HIT also runs our library services. On top of all this, our team is responsible for the technology and technical support which delivers the West of Scotland renal and chemotherapy systems. Taking the helm of this crucial team is new HIT director Robin Wright, who spoke to SN about his ambitions for the directorate.

He said: “The challenge of leading the team behind one of the biggest and most complex HIT systems in Scotland was one of the attractions of taking this job. Over the next few years, the team and I will be reviewing the priorities for HIT and how it can better support clinicians and patients.”

Robin anticipates developments in telehealth and telecare to support self-care and monitoring of patients with long-term conditions, reducing the number of visits to outpatient clinics and GPs.

He also predicts an increase in services online, using secure internet-based appointment booking using mobile phones.

HIT Factfile

- Our three referral management centres manage on average 400,000 new appointments and one million return appointments annually.
- IT services critical to clinical care are supported 24/7, 365 days of the year.
- There are approximately 35,000 users of IT services and the directorate is responsible for 33,000 PCs, laptops and mobile phones.
- On average HIT receives 225,000 service requests and reports about issues each year through the IT service desk.
The Health Information and Technology team is providing services that help patients.

Robin continued: “I am currently looking at how the HI&T agenda is governed and prioritised and channelled into areas where it will have the greatest impact.

“Dependency on HI&T is increasing and, as a directorate, it is our challenge to make sure it is widely available and meeting the needs of clinicians and patients.

“The biggest challenge is clinical engagement and getting this right is key to the success of technology enabled projects.

“I am talking to staff about what they need to make their job better and, as a result, enable improvement of services that underpin patient care.”

Robin already knew many of the NHSGGC team through having led the national eHealth Leads Group and his membership of the eHealth Programme and Strategy Boards.

Our HI&T are not just driven by the challenge of the technology. Robin added: “They are here because they care about the public sector ethos and deliver a very patient-focused HI&T service.

“This is what gets them out of bed every day – their contribution to patient services.”

Top award goes to screening stars

Congratulations go to a multidisciplinary team within HI&T, led by service delivery manager Eleanor McColl, who were the overall winners of their local Facing The Future Together awards.

The team worked together to develop and implement an IT system to support pregnancy and newborn blood spot screening which is now used by clinicians across NHSGGC.

The screening programme aims to identify abnormalities in newborn babies which can lead to problems with growth and development. Screening information is now recorded and stored electronically in a central repository, ensuring that the screening history of pregnant women is available for clinicians at the point of care. Performance information relating to screening can now be accurately provided and, for the first time, there is accountability to ensure that women and newborn babies follow the complete screening pathway by the use of clinical alerts.

Eleanor said: “It was remarkable how everyone came together to make this project work. At the time we were implementing the system, the service was undergoing significant change and was wary of new ways of working. However, the HI&T team worked incredibly hard to ‘persuade’ staff of the benefits of the system not only for clinicians, but for pregnant women and newborn babies too.”

Meet the HIT Squad

Left to right – Eleanor McColl, Alison Clark, Marilyn Horne and Marian Stewart

Test your HI&T knowledge and win a 16gb Kindle Fire HD!

All you need to do to enter is simply answer the questions below and email your answers, along with your name and work location, to: Staffnewsletter@ggc.scot.nhs.uk or send to Corporate Communications, JB Russell House, Gartnavel Campus, 1055 Great Western Road, Glasgow G12 0XH.

T&C: The competition is open to all NHSGGC employees. Only one entry per person. Winners must be available for a photograph which may be printed with their details in future issues of SN. The closing date is 28 February 2013.

1 What is the name of the directorate responsible for medical records and information technology – is it IMBT, ICT, IT, HI&T or eHealth?

2 Which directorate runs our libraries?

3 On average, how many new appointments do our three referral management centres handle?

4 How many PCs, laptops and IT devices are there across NHSGGC?

5 Annually, how many service requests and reports of issues do HI&T receive via our service desk?
Support for cot death families

OUR midwives are working on a pilot to help parents who have experienced the tragedy of a cot death to offer practical and emotional support during their next pregnancy.

The “Next Infant Support Programme” (NISP) has been developed by the Scottish Cot Death Trust and is being tested across all of our maternity units. NHSGGC is working with the Trust by identifying women who have suffered the anguish of a cot death and are pregnant again.

Trust referral forms are available at all booking-in clinics and, once completed by the expectant mum and signed by the midwife, are sent to the charity.

Cathy Harkins, lead midwife, explained: “During the year-long pilot, which runs till September, parents will receive information and regular support from the Trust and be able to access resuscitation and basic first aid training provided by the British Red Cross before the baby is born.”

“The resuscitation training can include grannies, older brothers and sisters who would be involved in looking after the child, as well as the baby’s father.”

Maternity staff are also helping new mums use apnoea monitors, loaned by the Trust, by attaching them to the baby while they are still in hospital, and supporting them and building their confidence in using the breathing detection machines. The Trust can also link them with a befriender to offer additional support.

Cathy said: “By facilitating this contact, we hope that parents who have been through this awful experience will feel more prepared and reassured when they take their new baby home.”

Lynda Bathgate, the Trust’s community services nurse, said: “We hope this programme will help relieve some of the anxiety felt by mums and their families and allow them to enjoy their next pregnancy a little more easily.”

For more information contact Lynda on: lynda.bathgate@ggc.scot.nhs.uk or tel: 0141 357 3946.

A Most Curious Detour
Scottish Youth Theatre
Saturday 2 March, 7.30pm

A Most Curious Detour is a true story about Stuart Hepburn who had a massive stroke some years ago and now lives with locked-in syndrome. It covers Stuart’s life before his stroke, through to the stroke itself, his time in hospital and his life after stroke.

For tickets, contact:
Tron Theatre Box Office
0141 552 4267
www.tron.co.uk
Tickets cost £10
For more information, visit: www.stroke.org.uk/scotland

WAKE-UP trial for stroke treatment

NHSGGC is at the forefront of a ground-breaking study, WAKE-UP, which is looking into strokes which occur without the onset time being clear – most commonly when they happen during sleep.

In partnership with the University of Glasgow, NHSGGC is the UK National Co-ordinating Centre for this EU-funded trial, led by Professor Keith Muir, right, the Southern General’s professor of clinical imaging and consultant neurologist.

Every year, some two million people suffer a stroke in the EU, with up to 20 per cent waking up with stroke symptoms. Currently, these patients are excluded from thrombolysis “clot-busting” drug treatment – the only approved specific treatment available for acute stroke – as this must be administered within four-and-a-half hours of the stroke symptoms starting.

This new study will test the safety and effectiveness of thrombolysis in patients who wake up with stroke symptoms, or where the onset time is unknown, by using brain scanning with MRI to identify whether the stroke happened within the four-and-a-half hours timeframe.

Keith said: “WAKE-UP will address a major and growing health problem in the EU and will provide evidence for whether treatment with thrombolysis is effective in a large group of stroke patients whom we currently cannot treat in this way. If we can find similar effects of thrombolysis in these patients to those in other trials, this will influence clinical practice and improve the treatment of acute stroke.”

For more information contact Lynda on: lynda.bathgate@ggc.scot.nhs.uk or tel: 0141 357 3946.

>> Look out for more information on the trial in the coming weeks.
SN reporter Susan puts on the style for glossy mag

**STAFF** communications officer Susan Carden was persuaded by a friend to put herself forward for a glossy magazine makeover... and ended up with high-class pampering sessions both in Glasgow and London before a professional film shoot.

Susan said modestly: “It was to highlight how women of a 'certain' age could boost their self-confidence by making a few style changes to themselves and their clothes... "I have to admit my email to Good Housekeeping magazine was rather tongue in cheek and I nearly died with embarrassment when they replied to say I was one of three women they wanted to feature.”

A top hair salon in Glasgow gave her a new style then it was a jet plane to London for the rest of the make-over, including expert advice on clothing styles.

Good Housekeeping were happy to allow SN to use the images from the January issue of the magazine.

Susan said: “I am not a natural when it comes to posing for a camera, but I did feel very confident and have come away from all of this with a real self-confidence boost.

“I learned a lot about the styles that suit me but I think I’ll draw a line when it comes to the killer high heels!”

Help us to reduce our carbon emissions

**STAFF** are being encouraged to “make a difference” by flagging up sustainability issues to local energy representatives and managers.

Alan Gallacher, NHSGGC’s lead on carbon & energy management, said: “NHSGGC was one of the first NHS Boards to take a systematic approach to tackle climate change by preparing a Carbon Management Plan. This plan identifies the carbon reduction target the Board has agreed to achieve by 2015.

“Staff can help make a considerable difference by telling their local Energy Group representative, site facilities manager or by calling the local estates office helpdesk if there are problems with the temperature in their workplace, faulty lighting, draughty windows or leaky taps.”

“For every degree we heat our office accommodation above the recommended temperature of 19 degrees, we increase our carbon emissions to the atmosphere.

“Within the home, this would increase our energy bills by approximately four per cent.”

Meanwhile, roadshows are being planned for our acute hospitals during Climate Week, the UK’s biggest campaign to create a sustainable future, which runs from 4-10 March, when staff can find out about energy saving tips.

> For more advice about saving energy in the workplace, contact a member of our Energy Team on 0141 211 4708 or 0141 211 8751 or for saving energy within the home, log on to the Energy Saving Trust on [http://www.energysavingtrust.org.uk/scotland](http://www.energysavingtrust.org.uk/scotland)
Personalised pregnancy and parenting advice on the go!

NHSGGC, in partnership with NHS Health Scotland, has launched Scotland’s first pregnancy and parenting smartphone app.

The Ready Steady Baby! app – an extension on the hugely popular Ready Steady Baby! book – has been created to make it quicker and easier to access pregnancy and parenting information.

The initial idea to develop the app came from our midwives who, following a Rapid Improvement Event, wanted to create something to make it easier to communicate with patients.

The personalised app lets pregnant women and their partners see how their babies are developing week by week, making every week an exciting new chapter in their pregnancy. Interactive features also mean users can:

- receive prompts straight to their phones, such as reminders to take folic acid or vitamin D supplements
- watch short practical videos showing real parents interacting with their babies, which can help to answer some common questions
- keep personal checklists of things to consider for a new baby’s arrival, or for the first year.

Linda McMillan, midwife at the Southern General Hospital, was one of many NHSGGC staff who advised on the app’s development.

She said: “The Ready Steady Baby! app is great because it gives the public information they can trust when they need it. It can be used before getting pregnant, in the early weeks of pregnancy and in between antenatal classes and health visits. “As a midwife, I’m confident it will reinforce the advice we give to pregnant women at their antenatal appointments, and will help support them after their babies are born.”

Nominations open for military awards

There’s still time to nominate a colleague in the Military and Civilian Health Partnership Awards.

The awards aim to promote and publicly recognise the efforts of health professionals across the UK in providing care to service personnel, veterans and their families.

Are you aware of the work of an individual or a team who you think should be nominated?

Or perhaps your team’s unique contribution deserves to be recognised?

There are eight categories covering a wide range of skills that health and social care staff demonstrate, sometimes in extreme circumstances and environments, and now’s your chance to nominate them for a special award.

Application forms and further information on the awards are available at: www.militarycivillianhealthpartnerships.org

The closing date for nominations is 21 February 2013.

Facebook, Twitter, YouTube... don’t get yourself onto thin ice

Where would many of us be without these sites and services? They’re an everyday part of life for most of the workforce but there are risks involved. Risks to your own reputation and risks to NHSGGC’s reputation too if you don’t think carefully about what you write/do and if you don’t think that a wider audience will see it.

The Area Partnership Forum agreed a brand new policy in November 2012 — Personal Use of Social Media Policy. The policy can be found at StaffNet > Human Resources > Policies

The policy is only five pages long and aims to help employees stay safe online and help them avoid making errors of judgement which would require management investigation. The bottom line with this new policy is — imagine that anything you post is going on the notice-board!