Staff Newsletter @SNNHSGGC
Assaults and prosecutions #NHSGGC supports its staff
bit.ly/zx4Kdl
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Breaking News @NewsBreak
Hospital worker fired over #facebook comments about patient
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NEW Personal use of social media policy and guidance

Director of HR Ian Reid talks to SN about the introduction of the new policy

OUR front cover highlights the case of a nurse who was sacked over comments made on her Facebook page about one of her patients.

The nurse in question comes from Michigan, USA, but could as easily have come from Scotland.

Recent figures released to the Guardian newspaper showed that 72 separate actions had been taken by 16 UK health authorities against staff for the inappropriate use of social media between 2008-2011.

One example involved a member of staff having “an inappropriate conversation” via Facebook about a confidential work matter.

Another resulted from staff making inappropriate comments about patient care and a manager on the site. A third case involved a nurse taking pictures of her workplace and posting them on Facebook.

Social media is a growing phenomenon. More than two million Scots use Facebook alone and many of our staff will be amongst those users.

In recognition of this and of the potential risks associated with the misuse of Facebook, Twitter and other sites, a new employee policy and guidance document has now been launched on the personal use of social media.

As Ian Reid, HR director, explains the aim of the policy is to support staff to know the risks involved and to take reasonable action to mitigate these risks.

He said: “A number of high profile cases have shown the often catastrophic personal consequences for individuals who post inappropriate comments either without thinking or in the mistaken belief that their comments are private.

“This has prompted various professional bodies, such as the BMA and the NMC, to produce guidelines for their members on the use of social media.

“Our policy builds on these professional guidelines and sets out a clear statement of the standards expected of our employees when participating in social media. It does not seek to interfere with your personal life but makes clear what your responsibilities are and what you are accountable for as an employee of NHSGGC.”

Under the terms of the policy, employees must not:

- Send information or images about the NHS, its services, facilities, patients or staff which may be considered confidential, offensive, defamatory, discriminatory or illegal.
- Send information which may discredit or call the NHS into disrepute.
- Comment in regards to current or rumoured legal/commercial matters involving the Board.
- Post images of patients, service users or staff in the workplace.
- Discuss work-related issues in a manner which could cause distress to individuals, damage the reputation of the member of staff or that of the Board.

Ian added: “You are considered responsible for all content on your social network page or blog, even if that information comes from another source and therefore the policy advises that staff should monitor the content of their pages and ensure they comply with the standards expected.”

A full copy of the policy and guidance is available on StaffNet and all staff should make sure that they read the policy and are aware of their obligations.

New social media corporate policy launched

THE term ‘social media’ refers to websites and networks where users have an opportunity to share photos, videos, opinions or even reviews and reports on their experience.

There is growing evidence of the potential for social media to offer opportunities for our organisation to engage effectively with patients and communities.

However the misuse of these social networks carries significant reputational, technical and legal risks.

A new Board policy has therefore been developed to provide clear advice and guidance to employees on the use of social media in a professional capacity.

The policy sets out a process for the limited and authorised use of social media for professional purposes to allow the organisation to realise the benefits of social media whilst ensuring the risks are appropriately assessed and managed.

Under the policy, staff can apply to use social media as part of their communication and engagement on specific projects.

These applications will be considered, including any resource considerations, by the relevant Service Director, together with Hi&T, Corporate Communications and HR Directors.

For more information, and a copy of the policy visit StaffNet.
A NUMBER of years ago NHSGGC declared its zero tolerance to violence and aggression toward healthcare workers. Today throughout our hospitals and health centres staff and patients will see the posters declaring our firm stance against such abuses of our staff.

There is solid government support to protect our frontline staff – but there is little visibility given to what happens to those who abuse our staff.

SN decided to research what happens to offenders who have ignored the warnings and have verbally or physically abused our staff at work.

What we discovered was both reassuring and alarming...

Reassuring that in the last three years more than 100 cases of violence and aggression to our staff have been taken to court and that many of those convicted have been sent to jail or heavily fined.

Alarming though that more than 100 of our colleagues have been subjected to such sickening and disturbing attacks or incidents in the line of their work to care for patients.

Here are the facts of cases over the three year period 2008/2011.

In the last two years two people were sentenced to nine months imprisonment and there have been a variety of short sentences and fines ranging from £200 to £500.

Between the same year and 2010, eight cases have been recorded in partnerships, leading to imprisonment, fines and probation.

Most of the charges have been brought under the Emergency Workers Act.

Sheena Gordon, management of violence and aggression co-ordinator, said: “Staff have been threatened with knives, physically attacked and verbally abused and this is completely unacceptable.

“Our staff are entitled to work free of threats, assaults and intimidation and we take very seriously any act of physical or verbal abuse.”

Sheena strongly urged staff to complete a DATIX form, reporting details such as the date and time of the incident, whether it involved verbal abuse (racial etc.), physical assault, stalking or inappropriate behaviour.

Panic alarm systems and response procedures are also in place.

Staff can attend various courses dealing with the management of aggression, depending on where they work.

These include de-escalation techniques and strategies to help build confidence when dealing with difficult situations.

As a last resort patients and visitors who are persistently violent or aggressive can be excluded from acute division sites under the Standards of Behaviour Protocol.

A similar protocol is currently being discussed with partnerships and corporate services.

These incidents are traumatic for the individuals involved and confidential counselling and support is available from occupational health and the free Employee Counselling Service.

Sheena added: “We fully encourage staff in their pursuit of taking the perpetrators of violence against them through the justice system and offer extensive support to any member of staff who has been assaulted either physically or verbally.”

For more information email: sheena.gordon@nhs.net

Or go to the Health and Safety – Violence and Aggression Reduction homepage which can be found under Info Centre on StaffNet.
District nursing under the spotlight
Review will ensure service fit for the future

OUR District Nursing service is undergoing a major two-year review to ensure it is fit to deliver the changing needs of the population in the future.

The review has focussed on meeting patient needs in the face of an increase in patients living in the community with long-term health conditions and is due to conclude by the end of this year.

SN caught up with the former District Nurse who is leading the review – Susan O’Rourke – to find out more about the detailed analysis work she is taking forward to establish how things need to change to make sure the service is sustainable and fit for the future. We also speak with Renfrewshire based District Nurse Alan Foulds about his take on one of the most crucial community based NHS services.

Susan explained the drivers for change: “We are looking to build on the current good practice, knowledge and clinical skills required for a modern District Nursing service. “We also want to support staff development, address variations in practice and gaps in provision ensuring the service is safe, effective and person centred.”

The review is closely linked to improving leadership skills through the national “Leading Better Care” programme for our senior charge nurses, some of whom lead teams of staff nurses and healthcare assistants. It also includes the national implementation of the “Releasing Time to Care” initiative which will free up more time for staff to spend with patients.

She added: “Staff believe that the service does need to change and they are open to considering how they currently work and what changes should be made for the future. “They have already contributed through local engagement events and we have learned lessons from the experience of other district nursing reviews carried out within Renfrewshire Community Health Partnership (CHP) and others outwith the Board area.”

Alan Foulds has been a District Nurse for 20 years and works in the Johnstone area of Renfrewshire CHP.

He has seen many changes to his role, it’s become more challenging, but this means he has the opportunity to apply all of his training and skills.

Alan said: “The patient mix is changing. I’m seeing more people with long term conditions and I’m increasingly involved with palliative care because a lot more people want to stay at home for as long as they can.

“This is a very satisfying part of the job, making someone’s last days or weeks as comfortable as possible and I work closely with hospice staff and GPs to do that.”

As part of his palliative care work Alan will visit a patient following an assessment of their need and increase the visits as the condition progresses.

District Nurses forge close relationships with their patients and carers and are an important link with primary care and integrated teams.

And because of this regular contact they are in a position to quickly flag up any changes in a patient’s condition to the appropriate authorities.

The aim is to have all necessary medication in place to relieve any pain or distress with the minimal of delay, to have a peaceful dignified death.

A typical day for Alan and his colleagues includes administering medications, dressing wounds and making sure that prescriptions are up-to-date.

Referrals may come from GPs, hospitals and other agencies, and District Nurses have knowledge of a wide spectrum of diseases and conditions, through training and development, to answer questions from patients and carers.

Alan summed up: “The variety of the job is something we all like, but sometimes it’s a challenge as well.”

GP John Nugent, who is also clinical director of the North West Sector Glasgow City CHP, said: “District Nurses are an invaluable, if not essential, part of every primary care team and as the demography changes and the chronic disease burden of the population that we serve increases, the district nursing role can only become even more important as time goes on.”

A District Nurse’s knowledge of the patient and family is key when it comes to anticipatory care. It calls for sensitively handled discussions about the progression of a patient’s condition and part of this care, especially in palliative care, is anticipating worsening symptoms caused by the disease process.

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Caption: Alan with Thomas, one of his regular home visits.
SN survey results

WE would like to say a big “thank-you” to everyone who took part in our recent communications survey.

More than 1,000 staff completed the questionnaire to let us know what you think about your monthly staff magazine SN and also the effectiveness of the monthly Chief Executive’s Team Brief and the “real-time” Core Briefs.

This stock take helps us establish what you value and what improvements can be made to make them even more effective.

Chief Executive Robert Calderwood will feed back directly about the comments received on his monthly Team brief within his July Briefing.

The SN survey told us that 81% of staff read the magazine in print and online every month (that’s an impressive 30,400 staff). The results also confirm how popular the online version is with staff with 80% of readers confirming that’s the way they access the articles.

This is encouraging and supports our efforts to reduce print costs and increase e-zine readability.

You also told us that your magazine is covering the types of issues that you want to read about, with the business of NHSGGC and staff achievements and awards being amongst the most popular topics that you want covered.

You also rate strongly the magazine as being informative, interesting and understandable, easy to read and well-designed. A number of you did tell us that you felt that the magazine did not effectively communicate corporate objectives and the role that our staff in achieving them.

You gave us a number of suggestions for achieving this, such as the inclusion of localised content and reports on how staff are actively contributing to the organisation. This is now how high on the agenda for content forward planning.

Some of you also felt the magazine could be more objective but you felt that this could be addressed with more staff opinion pieces and individual contributions.

All feedback will now be taken on board as we continue to improve and enhance communications with staff.

Ally McLaw, director of communications, said: “It’s encouraging to see such positive feedback and to get constructive comment about how we can build on the strengths of SN.

“The Staff Communications team - Margaret Brodie, Susan Carden and Lyn Stirling – work incredibly hard to create well researched, written and designed pages. It is good for them to hear such positive feedback on their work ... but also to learn how they can continue to develop and improve all aspects of corporate communications.

“We were all pleased to hear too that Core Brief was rated as such an important element of the communications channels. Some staff suggested the topic matters could be expanded to include important national or regional news announcements that affect NHSGGC staff as well as local Board information. This has now been adopted as part of the content mix for Core Brief.

“Responsiveness is our mantra in Corporate Communications and we are always pleased to hear ideas for articles, campaigns or comments about how content or style can be improved.”

It’s encouraging to see such positive feedback and to get constructive comment

New BMA Scottish General Practitioners Committee leader

CLYDEBANK GP Dr Alan McDevitt has been elected as the new chair of the British Medical Association’s Scottish General Practitioners Committee (SGPC).

Dr McDevitt, said: “It is a privilege to be elected to lead SGPC at such a challenging time for general practice.

With falling budgets and rising demand it is a difficult financial climate for all parts of the NHS.

“I want to build on the strengths of Scottish general practice and to work with the Government to ensure that GPs have a real say in the development of healthcare policy, both locally and nationally.”

Dr McDevitt will officially take up office in August.

Southern General campus transport

STAFF may recently have seen or heard about Traffic Restriction Order Notices from Glasgow City Council with regards to parking on and near the Southern General site.

These changes will not come into effect until mid 2015 in line with the New Adult and Children’s Hospitals opening. At this time new car parks and public transport links to the site will be up and running.

With exception, minimum restrictions at the Hardgate Road entrance to the new laboratory will be established to assist to keep clear this entry and public transport links to the site.

Click here for more information.

Check before you return

STAFF are being asked to be extra vigilant when emptying procurement containers.

The National Distribution Centre have told us about a number of incidents concerning patient identifiable data being found in procurement containers we have returned to them.

As the property of NHS National Services Scotland it is essential that they should only be used to deliver goods and staff are reminded that before the boxes and trolleys go back they should be double checked and all paperwork removed before being returned to the appropriate department for uplift.

To access a full copy of the Data Breach Policy visit policies and procedures in the info centre on StaffNet or contact the Information Governance Department, tel: 0141 211 1946.
Allotment project taking root

OUR allotment project at Gartnavel Royal Hospital has certainly caught the attention of the media.

The pop-up growing cube initiative generated positive headlines in the Evening Times, Daily Mail and the Greenspace Scottish website.

Also allotment worker Catriona Renfrew, director of corporate planning and policy, was interviewed about the scheme by BBC Radio Scotland’s “Out of Doors” programme.

The garden kit has already been installed and the growing space is now ready.

Once funding is in place the next phase will involve project management and planning and soon staff and patients on the site will be eating fruit and vegetables they have grown themselves!

The green scheme is a partnership between ourselves and urban gardening charity Sow and Grow Everywhere (SAGE) which itself is a joint venture between public arts charity NVA and landscape architects ERZ.

SAGE allotment at Gartnavel Royal

No-one got the pip on Fruity Friday!

“FRUITY FRIDAY” went down a treat with staff who indulged themselves in the Healthy Working Lives foodie event.

Fruit and smoothies were on the menu at West House on the Gartnavel Campus and at a special lunch at Caledonia House. Included amongst the dishes on offer were low fat turkey roll ups with beansprouts, Omega 3 and 6 mackerel and wholemeal pitta shards, all washed down with smoothie shots.

Last month’s healthy eating day also offered smoothie recipes and demonstrations. Continuing the health theme the West House organisers also held a sun awareness room with resource packs from the British Dermatology Society and a power point presentation about sun awareness.

To check your skin type and read more about different skin cancers, visit: http://www.bad.org.uk/site/574/DesktopDefault.aspx

Staff enjoy Fruity Friday at West House

Five Boards join forces to drive up quality and best value

SPECIALIST staff groups are playing a vital role to ensure that Health Boards in the West of Scotland are buying the highest quality products at the best prices.

A total of 84 Technical User Groups (TUGs), made up of expert staff from across the region have been set up to decide on the best value products to be used.

With NHSGGC’s “shopping” budget of around £400m these groups will increasingly form an essential part of ensuring we spend it wisely.

Expert staff from the five boards involved – NHSGGC, Ayrshire and Arran, Lanarkshire, Dumfries and Galloway and the Golden Jubilee National Hospital – are allocated to each TUG.

The teams of clinical and non-clinical staff use their skills and practical knowledge to develop specifications and then assess the quality and value of proposed goods and services.

Their job is not just about price and the product – they need to ensure boards get the right customer service support plans and quality assurance too.

Gordon Beattie, head of procurement, said: “These groups cover a whole range of products, from cannulas to cleaning products. They make decisions about the best value products and services which their services use and are on our ordering catalogues.”

Gordon went on: “The bottom line is making sure we get best value products fit for purpose.

“Competition is not limited to multi-nationals, a high proportion of small and medium enterprises have been successful in winning business.

“This central, collective approach creates standardisation and consistency of products and services for the whole of the West of Scotland, as well as delivering best value.”
HUSBAND and wife podiatrists Graham and Karen Pirie are preparing for one of the most emotional half marathons they have ever entered. The keen runners will be taking part in the Toronto race in October and are fundraising for Alzheimers Scotland in memory of Graham’s mum Pauline, who died in Leverndale Hospital after being diagnosed with the condition. And Graham, who works at Parkhead Health Centre, is also using a landmark birthday to raise cash for the charity.

He and two other friends are having a joint party to celebrate their 50th birthdays later this year and Graham is asking family and friends to make donations rather than buy him presents.

Graham’s mum, Pauline Pirie, died of the condition. He and two other friends are having a joint party to celebrate their 50th birthdays later this year and Graham is asking family and friends to make donations rather than buy him presents.

He said: “My mother was only in her early fifties when she was diagnosed and she died in 1993. “She had become a shell of the easy going person who used to be there and the impact of losing someone in this way is very sad for families and carers. “So I thought that since I’m going to run in Toronto it is going to be for a cause very close to my heart and that is to raise the profile of this charity.”

Spurred on by Karen, who bought him a running club membership for his 40th birthday, Graham has since taken part in around 20 half marathons.

Karen, who works with the Learning Disability Team at Berryknowes Centre, has been a marathon fan for around 11 years and has pounded the streets in Prague, New York, London, Edinburgh and around Loch Ness, she said: “I wouldn’t say I am the fastest, but I always finish!”

For two podiatrists marathon running can have its distractions, as Karen explained: “I always end up chatting to people and when they discover what we do, some of our fellow runners ask us for advice about the kind of shoes they should be wearing and also how they should be looking after their feet!”

The Piries have set up a JustGiving page and people who would like to donate should visit: www.justgiving.com/Graham-Pirie

Podiatrist couple put best feet forward in memory of late mum

Celebrations for 115 Years of Blawarthill Hospital

STAFF, patients, carers and friends gathered at Blawarthill Hospital to celebrate and give thanks for 115 years of Blawarthill Hospital with a Service of Celebration.

The theme of the celebration, conducted by hospital chaplains, was ‘Places and Times in Life have Particular Memories’ with songs of celebration and prayers of thanksgiving to celebrate the significant years of caring at Blawarthill.

A small, temporary cairn was created to mark the 115 years with a stone placed representing significant moments in the hospital’s history from it’s opening in 1897 to it becoming part of the NHS in 1948 up to the present day with services transferring to Drumchapel Hospital.

Keith Saunders, lead healthcare chaplain for the west sector, said: “Patients, volunteers and staff shared their personal memories of the hospital, reminisced about staff, the groups who visited to entertain patients and the support from the chaplains and local faith communities.”

“The service and the placing of the stones was a poignant and meaningful yet enjoyable moment with everyone sharing their memories and a perfect way to celebrate and say thank you for the 115 years of care at the hospital.”

Healthcare chaplains provide skilled listening and a supportive presence for patients, carers and staff on their journeys of illness or caring. The NHSGGC Chaplaincy Service works in all wards and units to deliver or facilitate spiritual care and a chaplain is always available.

To contact the Chaplaincy Service, visit: StaffNet > Acute > Rehabilitation and Assessment > Chaplaincy

Win a fun packed weekend ticket to the Glasgow Show

The Glasgow Show returns to Glasgow Green on July 21 and 22 with an amazing weekend of family fun.

Packed with top entertainment, live music, rides and games the Glasgow Show promises something for everyone in Glasgow’s oldest park. Do not miss it!


Our friends at Glasgow City Council Land and Environmental Services are offering a full weekend ticket for two adults and two children, which you can’t buy, as a prize in this easy-to-enter competition.

For your chance to win the ticket, simply answer the question below and email it, along with your name and work location to: staffnewsletter@ggc.scot.nhs.uk or send it to Corporate Communications, JB Russell House, Gartnavel Campus, 1055 Great Western Road, Glasgow G12 0XH.

QUESTION: Where is the Glasgow Show being held?

The competition is open to all NHSGGC employees. 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 Friday 13 July.
Paris to London cycle challenge

FROM the Eiffel Tower to the London Eye, clinical scientist Andrew Robb pedalled the streets for around eight hours a day over three days, raising more than £4,000 for the National Autistic Society (NAS) Scotland social programme.

Back home safely, Andrew has thoroughly enjoyed his adventure.

Speaking to SN, he said: “The trip was great, the challenge was super and I have met some great people along the way.

“And to top it all off I’ve managed to raise a substantial amount for NAS.”

Andrew was inspired to raise funds for NAS Scotland’s social groups programme by childhood friend Sandra Buckley who is NAS Scotland’s social programmes manager.

Most of us take days out in the company of friends for granted but people with autism often encounter significant barriers in communication, social situations and making sense of the world around them.

Andrew said, “When Sandra told me about the radical difference social groups can make to the isolation and loneliness experienced by many people with autism, I just knew I had to help. “

In the run up to his epic cycle, Andrew worked hard to raise as much funds as possible including a car boot sale, a Stobhill Hospital coffee morning and a ‘breakfast club’, where people donated to the NAS in return for piping hot coffee and bacon sandwiches.

There is still time to donate. If you would like to contribute to Andrew’s justgiving page, visit: www.justgiving.com/Andrew-Robb

NETBALL was a popular addition to the annual Healthy Working Lives’ sports calendar with six teams battling for the prize to become NHSGGC’s first champions.

The inaugural event was at Holyrood Sports Complex with Northside 1, who all work in mental health, the victors, winning all of their five matches and Northside 2 runners up.

Anyone who would like to join the winning team should contact Gillian Reilly on 0141 211 8480.

North West Sector radiographers picked up the honours in the seven-a-side football tournament held at Glasgow University playing fields, defeating Leverndale 1-0.

After securing three wins and a draw they overcame Stobhill in a penalty shoot-out to reach the final.

In the other half of the draw penalties also decided the semi-final between JB Russell and Leverndale.

The hockey event produced a highly competitive final with the reigning holders playing the previous champions GRI who took back their title with a 2-0 scoreline.

Thanks go to Ronnie Martin for assistance with umpiring, and all participants for making the event such good fun.

Anyone interested in playing mixed hockey next year should contact Brenda Wilson at brenda.wilson@ggc.scot.nhs.uk

The third HWL Golf Event was held at Gleddoch Golf Club with 20 teams from across the Board competing.

This year’s winners came from the Royal Alexandra Hospital with Mark Tavit, Michael Todd, William Wallace and Ray Thompson producing an exceptional nine under par score.

Runners up were Dale Speirs, Colin Walker, George Adams and Stephen Irvine representing Yorkhill, who improved on last year’s third place, and Ian Agnew, Pat Cannon, Jeff Tipling and Jim McGeochan from Inverclyde Royal Hospital finished a creditable third.

Chief executive Robert Calderwood thanked all participants and congratulated team and individual prize winners.

Robert expressed his gratitude to all the HWL groups throughout the Board and commended them on their ongoing work which had seen them attain the bronze award, progress through silver and were now working towards gold.