IT’S OUR BIG BREAK ON TV

Nina and the Neurons find out about fractures. See page 3

Why senior charge nurse Louise is Our Hero

WIN TICKETS TO SEE ANDY MURRAY IN ACTION AT THE DAVIS CUP

FIND OUT HOW WE CELEBRATED INTERNATIONAL NURSES DAY

SEE PAGES 4-5 SEE PAGE 6 SEE PAGE 7
As part of our drive to reduce costs with minimal impact on frontline staff and services we are exploring a new approach to create greater working flexibility for staff. Called “Agile Working”, the project will look at a range of issues to increase efficiency and effectiveness, while reducing travelling time and costs.

This could involve staff “hot desking”, spending part of their week working from home and making better use of our buildings. The move follows a detailed review commissioned from BT looking at how groups of staff work as well as how office space is used. Taking this work forward are a newly established Programme Group and small Project Team.

The Group is chaired by Catriona Renfrew, director of corporate planning and policy, who said: “A number of other organisations have already replaced the traditional style of fixed office working with teams working flexibly supported by new technology, office layouts and different approaches to people management. “Experience has shown that many benefits can be gained including increased productivity, reduced travel time and costs, better use of office space, property rationalisation, property disposal, reducing pollution and greater employee satisfaction.”

Eleanor Naismith, who has extensive facilities management experience, has been appointed programme manager and will be based with the health information and technology team at Stobhill Hospital. Latterly site facilities manager at Stobhill, Eleanor was heavily involved in the planning and moving of services to Glasgow Royal Infirmary.

The BT study has provided an evaluation of the styles of workers within certain groups; a survey of how office buildings are currently used; a high level of design of future ways of working, including the required policies and property requirements to support it; and an initial assessment of the potential savings. Catriona added: “Staff working in the areas being looked at will be fully informed as this work programme develops over the next few months. “We will also develop a framework to roll out the flexible working approach with a clear set of principles, defining key issues such as what technology people can access and what IT support is available.”

**Updated policy now covers smartphones**

According to new research, four in ten men and one in three women in the UK have a smartphone. Smartphone ownership almost doubled between May 2009 and May 2010, leaping 81 per cent from 7.2 million users to 12.8m.

NHSGGC has now updated its mobile phone policy to give advice on the use of this fast-growing technology within our hospitals and clinics – including guidance on the use of camera and video functions on these devices.

Kenneth Fleming, head of health and safety, said: “Since we last updated the policy in 2009 to allow the use of mobile phones in non-clinical areas, we’ve seen the use of new smartphones and other digital technologies, such as Bluetooth, rocket.

“We therefore felt it was important to update the policy to reflect this. “We also reviewed guidance on the areas where mobile phones can and cannot be used and these remain the same – with one important exception. “It has now been agreed that medical staff can use mobile phones in clinical settings in exceptional circumstances, when the risk of not being contacted would be greater than the risk of using the phone.”

The revised policy is now available on the HR section of StaffNet. This includes a printable version of the poster to be used in ward and clinic areas advising the public of mobile phone restrictions.

WHERE MOBILE PHONES CANNOT BE USED*

- Intensive care units
- Coronary care units
- Renal dialysis units
- Theatres
- Recovery areas
- Ward areas
- Outpatient areas and other areas where sensitive electro-medical equipment may be used.

WHERE MOBILE PHONES CAN BE USED:

- Main entrances and all corridors and offices external to ward areas
- Catering and dining room areas
- Administration areas
- Estates and facilities offices
- Finance and records departments
- Staff changing areas.

*The department of clinical physics and bio-engineering is continuing to carry out risk assessments to determine restricted areas throughout our premises, so this information may change.
New SIGN app is here

A new app created by the Scottish Intercollegiate Guideline Network (SIGN) is now available to clinicians not just in NHSGGC, but around the world!

Professor John Kinsella, Honorary Consultant at Glasgow Royal Infirmary, Professor of Critical Care at Glasgow University, and Deputy Chairman of SIGN, said: “This development will make the guidelines even more readily available to the clinician in the workplace.”

The app is free and can be downloaded via the SIGN website or app store and so far there has been downloads in 57 different countries, including the USA and Vietnam.

Royal Infirmary consultant takes a starring role in Nina and the Neurons

When BBC Scotland children’s science series Nina and the Neurons wanted to make a programme about bones, they got in touch with us.

The approach was made to Mr Bryn Jones, a consultant orthopaedic surgeon based at Glasgow Royal Infirmary, and soon after that “Nina” and two of her “experimenters”, plus camera crew, came along to the fracture clinic to film an episode explaining what a fracture is and how it’s treated.

Mr Jones said: “The programme-makers had obviously carried out their research and came with a script already prepared for me. I was very impressed.”

“I spoke about identifying bones in the body and explained that sometimes when you come into hospital a picture called an X-ray is taken.”

“We also demonstrated how a plaster cast is fitted. I think this programme will be a very good introduction to what happens to a youngster if they break a bone and what to expect when they come into hospital.”

Sister Maria Chalmers, the nurse in charge of the clinic, played a small part, albeit off camera: “I put the cast on the ‘fractured’ arm of one of the youngsters featuring in the programme.”

Quite a few youngsters with fractures attend the GRI clinic and staff have developed their own approach to allaying any fears that young patients can have, as Sister Chalmers explained: “We show the patients the cast that will be used on their fracture and, using the PACS system, we can show them their X-rays. “We then show them the saw that will be used to cut off the cast because it is quite noisy and can be frightening for some of the younger patients.”

The programme-makers left very happy with their footage and appreciative of the co-operation from the clinic. The GRI story is scheduled to be broadcast in September.

I think this programme will be a very good introduction to what happens to a youngster if they break a bone and what to expect when they come into hospital

Bryn Jones, consultant orthopaedic surgeon
Our staff are caring, innovative and committed.

**Scoop for Southern nurses**

Two nurses from the Southern General picked up a prestigious award recently at the British Journal of Nursing Awards.

Gillian Heirs, senior ward sister, and Jennifer Campbell, staff nurse, travelled to London to take the runner-up spot in the Intravenous Therapy Nursing category from TV’s Dr Christian Jessen.

Gillian was delighted with the accolade. She said: “The award recognises the high standard of delivery at the hospital and the high number of policies which are in place to keep our incidences of drug errors very low.

“To be nominated, let alone receive runner-up prize was a real honour for the unit, the hospital and the organisation.”

**Scottish Government funding for bespoke intervention training**

Training created by a small team within NHS GGCC has been recognised by the Scottish Government who have awarded us funding to roll it out to other Boards following a successful pilot.

The core team behind WISH (Widening access to Self-Help and psychological interventions) is led by Professor Chris Williams of Glasgow University, honorary consultant psychiatrist, and programme manager Liz Rafferty.

Based on long-established working practices drawn up by Chris and his colleagues, the money will allow them to not only support teams in other Boards as they sign up to the programme but train more of our own staff.

For the past 18 months WISH has been successfully piloted in NHS Dumfries and Galloway, Highland and Lanarkshire, and along with ourselves NHS Lothian are now on board for the initiative which will run until March 2013.

Liz said: “The scheme provides practitioner training in the use of a highly adaptable, low-intensity guided cognitive behavioural therapy (CBT) approach.

“This includes educating the new practitioners about available resources and developing low-intensity support structures.”

**Louise Bell is our humble, caring and committed Senior Charge Nurse**

Louise Bell at the Royal Hospital for Sick Children has picked up this year’s top Daily Record Our Heroes Award.

Murray Foote, Daily Record and Sunday Mail deputy editor, said: “I spoke with Louise on the night and told her, despite her pleadings to the contrary, that she was a proper hero.

“She was great. Incredibly humble and a fantastic ambassador for Yorkhill and the NHS.”

Louise was nominated by Yorkhill Children’s Foundation for the dedication and support she shows to not just her patients but their whole families. She goes out of her way to make sure her patients’ stay is as comfortable as possible and...
d... and these awards prove it!

**WAYS**

**Awards**

**Excellence Gold for health eating project**

A healthy eating project for adults with learning disabilities delivered by Glasgow City CHP, South West sector, and Glasgow City Council has won a CoSLA Excellence Gold Award.

The project picked up the Tackling Health Inequalities and Improving Health award for helping people with learning disabilities understand primary prevention healthy eating messages.

One of the programme’s main aims is to have an overall benefit on the patient’s wellbeing, particularly in weight reduction and management.

Obesity is a major health problem for adults with learning difficulties. Once people in the target group understand these basic messages, they can begin to access mainstream health programmes locally, supported by their carers.

Adult services manager with Glasgow City Community Health Partnership Rhoda Macleod said: “We’re delighted the project won this award. It’s testament to the hard work of the project team to bring it to fruition.

“The project was set up because we recognised that many people with learning disabilities can’t read and write well (many not at all), and don’t benefit from the wealth of traditionally produced health information that’s out there.

“Around 2 per cent of the Scottish population has some form of learning disability and in Glasgow that equates to around 5,000 people. People with learning disabilities are known to be more at risk of certain illnesses and conditions such as being overweight or obese, coronary heart disease and epilepsy. Up to 80 per cent may also have poor sight.

“So we produced a project pack that puts across healthy eating messages in a more easily understandable way: we used simple messages and lots of images.

“Feedback has been very positive.”

**Proof we’re Investors in Volunteers**

**This is such an honour. However, it is the children on the ward who are the real heroes**

Louise Bell

**We’re delighted the project won this award. It’s testament to the hard work of the project team to bring it to fruition**

Rhoda Macleod

Excellence Gold for health eating project

From left: Margaret Burns, Sheena Morrison, Dorothy Morrison, Rhoda Macleod, David McLean, Jim McMichael and Jackie Bird (who presented the awards).

NHSGGC can now proudly use the ‘Investors in Volunteers’ logo after being presented with the award for our commitment to volunteering and volunteers.

We have over 700 volunteers working directly with our services in more than 40 different roles across our hospitals and in the community – with many more who work for voluntary organisations in our services.

Volunteers are valued within the organisation and this award reaffirms that. Roslynn Crocket, director of nursing, said: “Winning the Investing in Volunteers Award is a testament to not only the many volunteers involved with our services but also to our staff and how they support volunteers in their roles.

“We recognise that volunteers play a major role in our organisation and their dedication is second to none.”

NHSGGC was assessed against a set of standards on how we recruit and support volunteers in their roles. The Investors in Volunteers assessors visited in February.

As part of the assessment some of our good practices were highlighted, including the range of roles available to volunteers and the way we adapt tasks to suit individual skills and interests.

Ways constantly strives to keep her patients happy.

Louise, who works in the hospital’s cardiac/respiratory ward, said: “It is such an honour to receive this award. However, it is the children on the ward who are the real heroes.”
Yorkhill medics have joined forces with our health improvement team, the Royal Society for the Prevention of Accidents (ROSPA) and local B&Q stores to offer safety guidance when using a trampoline at home.

The campaign has been launched as new statistics reveal that more than 200 children were treated for trampoline injuries at the Royal Hospital for Sick Children last year.

Dr Neil Wilson, consultant orthopaedic surgeon at Yorkhill, said: “Trampoline injuries can often be extremely significant. We see broken arms, broken legs, strains, bumps and bruises. Last year, approximately 42 per cent of children injured using play equipment were as a result of trampoline injuries at home. “This safety guide covers tips and simple rules that will allow children hours of safe fun. “Simple things like ensuring the trampoline is on soft ground and away from hazards like trees, fences or washing poles, make playing on a trampoline so much safer.”

Staff Newsletter is offering three lucky winners a pair of tickets for the Davis Cup tie between Great Britain and Luxembourg at Braehead Arena between 8 and 10 July! It’s the third time that a Davis Cup tie has been played at the arena and these passes will give access to every match of the tournament.

The competition is open to all employees of NHSGGC. Only one entry per person. Winners must be available for publicity and their details may be printed in a future issue of SN.

The tickets are being offered courtesy of the Braehead Arena management.

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Stay safe on the bounce

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British number one Andy Murray welcomes the news that the Cup is returning to Scotland.

He said: “It makes such a difference to have a sell-out crowd behind you in these matches. “I know the team will get great support and that’s what Davis Cup tennis is all about. I’m looking forward to the tie and helping the team.”

Congratulations

Well done to our lucky winners of last month’s competition, who won a pair of tickets to the Scottish Homebuilding and Renovating Show at the SECC. The show provided the winners with an opportunity to speak with experts, browse different designs, find out how to source products and what pitfalls to avoid. The lucky winners were:

- Jon Cuthbertson, Dykebar Hospital
- Elspeth Laird, Inverclyde Royal Hospital
- David Mannion, Westward House
- Kathleen Masterson, Gartnavel General
- Liz McClusky, Victoria Infirmary
- Kim McLean, West Dunbartonshire CHCP
- Kirsty Murray, Clarkston Clinic
- Edward Scott, Glasgow Royal Infirmary
- Cameron Sellars, Glasgow Royal Infirmary
- Eve Strange, JB Russell House
- John Toner, Abbeymill Business Centre.

To enter the competition, just answer the simple question above and send your entries to staffnewsletter@ggc.scot.nhs.uk or post them to Corporate Communications, JB Russell House, Gartnavel Campus, 1055 Great Western Road, Glasgow G12 0XH by Monday 20 June.

The competition is open to all employees of NHSGGC. Only one entry per person. Winners must be available for publicity and their details may be printed in a future issue of SN.

The tickets are being offered courtesy of the Braehead Arena management.
Our staff and patients are being asked to nominate a nurse or nursing team that has gone the extra mile for a special Chairman’s Award.

And, in testimony to the quality of care provided by our staff, nominations are pouring in.

The award was launched as part of our celebrations of International Nurses Day on 12 May – one of the many ways that the day was celebrated across NHSGGC.

One highlight was the presentation of the Imelda Colton Award to Pauline McNeary, a district nurse at Johnstone Health Centre. Imelda was a highly respected nurse for older people and dedicated her career to promoting the highest standard of nursing care.

Pauline received the award for the exceptional care and compassion she demonstrates.

Rosslyn Crockett, director of nursing, said: "Pauline is an inspirational nurse. She has displayed utter dedication to ensuring that the experience of patients and their families is the best it can possibly be. There is no doubt that Pauline and her nursing team routinely go that extra mile for their patients.

"Testament to her skills is the volume of letters we have received praising both her clinical expertise and her compassion. In one letter, a grieving family tells how Pauline helped them come to terms with the loss of their loved one."

Meanwhile in Greenock, community staff nurse Christina Bell dressed up as the pioneering nurse Florence Nightingale. Also in costume were Christina’s daughter, Justine, and her friend Jaimie McTiernan, who are both student nurses.

Old medical equipment, including an old nursing bag and old surgical instruments, were on show and members of the public filled in a questionnaire about Florence Nightingale.

Christine said: "We got a fantastic response – 147 people took part in our questionnaire and received a piece of fruit in return. I was very pleased."

NHSGGC also launched a new Celebrating Nursing website, which had more than 1,000 visitors in its first few days.

Staff can leave comments at www.nhsggc.org.uk/celebratingnursing

If you want to nominate a nurse or team of nurses who show the best qualities of patient care and the ethos of nursing, go to www.nhsggc.org.uk/chairmansaward
People

Shape up for less!

The first eight-week Shape Up diet and exercise programme designed to help you lose weight, feel great and enjoy life has just come to an end, but staff looking to take part can now enrol in the next session.

The Shape Up team understand the hurdles you might face in trying to lose weight, so has designed a simple but effective programme to help support you to become the person you want to be forever.

All NHSGGC staff are being offered a 25 per cent discount, so if you are a Glasgow Club member you will only pay £34.12 or £48.75 for non-members.

In any areas where 10 or more staff would like to take part in Shape Up, they may be able to have Shape Up delivered in-house.

Get on your marks for the Great Scottish Run

Staff have a real incentive to lace up their running shoes for the Bank of Scotland Great Scottish Run on Sunday 4 September.

The organiser, Glasgow Life, is offering a fantastic discount to NHSGGC staff who register for the run, which attracted a record-breaking 20,868 entrants last year.

It applies to both the 10k and half marathon events and is as follows: £15 for the 10k (a saving of £5 on standard entry fee) and £19 for the half marathon (a saving of £10 on standard entry fee).

The discount can only be redeemed online at www.runglasgow.org/GSR-2011 and must be used by the end of July.

The following code – GSRGGNHS – has been created for staff online entries to generate the above discounts. Please note that the discount does not appear until the final checkout and payment screen.

Any queries about the entry system should be directed to the Glasgow Life website www.runglasgow.org.

The race is the largest mass participation sporting event in Scotland, regularly attracting more than 20,000 runners.

Dr Linda de Caestecker, director of public health, and a keen runner herself, said: "This event is a great showcase for Glasgow and I would encourage staff to sign up for it. "It’s a race for people of all abilities. Not every runner is super-fit, and the important thing for the majority of participants is the real sense of achievement of simply taking part, running at their own fitness levels and – for many people – raising money for charity.

"I hope many staff will this year join the ranks of runners and improve their own health as well as enjoying what is a great day out."

Entry to the Bank of Scotland Junior Great Scottish Run, taking place on Saturday 3 September, 1.5k and 3k races have also been frozen at £6 each. Glasgow Young Scot and Glasgow Kidz Card members will receive a 50 per cent discount. The closing date for entries is Friday 19 August.

Meanwhile the Men’s Health Forum Scotland is holding its 10k on Father’s Day, 19 June, at Bellahouston Park in Glasgow.

We’d like members of staff who are taking part to get in touch with Staff Newsletter (contact details on page 2) and tell us your 10k tales – did you meet your personal goals? And we’d like pictures as well!

For more information, freephone 08000 270 470 or visit glasgow.club@glasgowlife.org.uk

We’ve got a great discount offer for staff who want to take part, so come on…