Kitchen revolution
How Michael won Hospital Caterer of the Year
New policy to support abused staff

MARIE's Story

I want people to know you can come through it'

I THINK anyone looking at me would be surprised to know that I’ve suffered from domestic violence. After all, I’m a health visitor, union activist and last year I was elected to Glasgow City Council. Over the years I’ve also worked and studied hard to get my nursing and health visitor qualifications. For most of that time I was two different people. At work, a professional woman and efficient nurse, a robust and brave wife at home.

I got married at 16 and the abuse went on for 26 years, physically, verbally and sexually. I was told regularly that I was fat, ugly and stupid, yet I was the breadwinner because my ex-husband didn’t work and spent much of my wages on drink.

Twice I ran away to the hospital ward where I worked with a broken nose, and I’ve been to A&E with my head split open – but, of course, I told lies about what had happened and nobody was suspicious. There are different reasons why people don’t leave an abusive relationship. Most importantly for me was fear and also embarrassment, because you don’t want family to know what’s really going on and with colleagues you try to hide it and pretend everything is OK.

When I eventually left, he continued to stalk me and I had to leave my flat and move away from where all her friends lived.

‘Superkitchen’ manager wins the top UK title for hospitals

Catering manager Michael McCall, who took charge of revolutionising catering for patients across the health board, has been crowned this year’s top hospital caterer in the UK.

Michael was instrumental in helping create our two new ‘superkitchens’ to serve the hubs of Glasgow and Clyde, while ensuring that patients still get breakfast, lunch and dinner as the work was being done.

All of his hard work has been recognised, as he was named winner of the national Hospital Caterers Association (HCA) Caterer of the Year award.

Sadegh commented on the massive challenge Michael faced by “keeping the existing kitchens running while at the same time overseeing the change to two kitchens”.

They also noted that “patient satisfaction” with the quality of their meals had increased.

Michael said: “I had been shortlisted for the award for the past three years and it was quite a shock to hear my name announced!”

It was challenging to get both kitchens up and running and I’m very lucky to have a good sewer team and staff members around me.

“Thanks to them and the catering staff across both sites, I believe that we have the best hospital kitchens in the UK.”

“I’ve always believed that food is part of a patient’s treatment and we work closely with local catering managers to ensure that patients’ nutritional needs are being met.”

The two new units at Inverclyde Royal Hospital and the Royal Alexandra Hospital cost more than £30 million and cook approximately 15 million patient meals portions annually, equating to a production run of 8,000 meals a day.

It takes around three hours for a meal to be made, from the time the raw ingredients arrive to the finished product. They are then flown in huge industrial blast freezers which will each freeze 300kg of food, a process which preserves the freshness and taste.

The meals are delivered to 38 individual hospital sites where the food is re-hotted in high-tech mobile ovens.

Mary Anne Kane, general manager, facilities, said: “Michael and his staff worked extremely hard under challenging conditions to make sure that patients received their meals as usual. Meanwhile, behind the scenes, he oversee this massive shake-up of catering services within NHS Greater Glasgow and Clyde.

‘I am delighted that his achievement has been recognised by being awarded one the UK’s top catering prizes.’

‘End of life care pilot scheme shortlisted for award’

An innovative pilot between ourselves and charity Marie Curie Cancer Care has been shortlisted for a national award.

The North East Glasgow Palliative Care Fast-Track Discharge Service has reached the finals of the End of Life category in this year’s Care Integration Awards and was nominated by Marie Curie.

Discharge liaison nurses assess and refer patients with palliative or end-of-life care needs to the service to manage their safe and timely discharge from the hospital or hospice to their home.

Patients can then be supported initially for three days by a team of Marie Curie health and personal care assistants.

The winners will be announced in London on Tuesday, July 9, at the Grosvenor House Hotel.

Staff Newsletter

May is recognized as Gender-Based Violence Awareness month, bringing attention to the issue and encouraging individuals to learn more and support those affected. The theme for May 2014 is “end violence against women and girls.”

The Scottish Domestic Abuse Helpline number is 0800 027 1234. Kate’s story illustrates the struggles and resilience faced by women affected by domestic violence. Kate’s experiences highlight the importance of support and resources available for those experiencing abuse.

The Gender-Based Violence Policy is designed to support staff who have experienced any forms of abuse. It emphasizes the importance of a clear pathway for individuals to report abuse and receive appropriate support. This policy reflects the commitment of the health board to challenge violence and abuse, providing a safe and supportive environment for all employees.

The policy encourages open communication and sets a strong precedent for addressing instances of abuse, fostering a culture of support and understanding within the workplace. By implementing this policy and fostering an environment that encourages open discussion, organizations can work towards creating a safer workplace for all employees.

The policy includes the provision of a confidential support line, allowing individuals to connect with support services without fear of repercussions. This confidentiality helps to empower individuals to seek help and support, ensuring that they feel safe and supported in their decision to seek assistance.

The inclusion of the support line is a crucial aspect of the policy, as it provides a direct line of communication for individuals to report incidents of abuse and receive guidance on how to proceed. This ensures that support is readily available and accessible to those in need.

By adopting and promoting such policies, organizations can contribute to creating a safer, more inclusive environment that empowers individuals to seek help and support without fear of judgment or retribution. The policy not only protects the individuals affected by abuse but also sets a strong precedent for the broader community, encouraging conversations around abuse and fostering a culture of support and understanding.

Catering

Michael and some of the Internatinal Laurel Award winning staff
ZERO TOLERANCE: Smoking on hospital grounds – we’re all sick of it

Bright red ground hatchings and giant posters are clearly marking out zero tolerance zones at the entrances to hospitals as we encourage staff, visitors and patients to go smokefree

“SMOKING on hospital grounds – we’re all sick of it.” That’s the message from our zero tolerance to smoking on hospital grounds campaign which kicked off on 29 May.

Glasgow Royal Infirmary was the first site to have an entrance rebranded with bright red, obtrusive ground hatchings and giant posters creating no smoking zones which, as you can see from the image opposite, are hard to ignore.

Over the coming weeks the roll out of these zones will be completed at all 11 of our other main acute hospital sites.

Smokefree wardens are also patrolling these hospital sites to reinforce the zero tolerance message when people are seen breaching our smokefree policy. The wardens won’t just be asking people to stub out their cigarettes they’ll also be offering smokers information as to how they can access free stop smoking support if they want to quit.

To make sure that people coming to our hospital sites are fully aware that they are not allowed to smoke, we’ve teamed up with Radio Clyde and a series of hard-hitting ads are already on the airwaves and will run for the first three weeks of the campaign.

Plans for our message to go viral are also in train after Clyde 1 DJ and The Scottish Sun columnist Robin Galloway starred in a spoof online video approaching smokers on our site with a megaphone leaving them in no doubt that smoking will not be tolerated on our sites.

NHSGGC Board member and former GP Mustapha Kapasi is the campaign’s ambassador and is passionate about everyone’s right not to have to inhale secondhand smoke in healthcare sites. He said: “I fought long and hard on behalf of the BMA for the ban on smoking in public buildings, but what is the point of having a ban on smoking inside the hospital when, out at the door, smoke is being inhaled on the way in? It’s ridiculous. Non-smokers are in effect being forced into passive smoking and the very last place in the world where this should be happening is on a healthcare site.”

Mustafa is not alone in his support for the campaign. Dermot Murphy, paediatric oncologist at the Royal Hospital for Sick Children, said: “I give my full backing to this ambitious campaign. Smoking outside our hospitals is not just unpleasant but the secondhand smoke moves through windows, air ducts and lift shafts to contaminate our wards. Patients who are already ill should not have to suffer this. We also know that secondhand smoke makes people with breathing problems more unwell.”

Smokeline on 0800 848 484.

Secondhand smoke moves through windows, air ducts and lift shafts to contaminate our wards

THE campaign’s success relies on our staff being ambassadors for good health and promoting our zero tolerance approach to patients, visitors and indeed to other colleagues.

To ensure that staff are fully aware of their roles and responsibilities, guidance is being developed which will support the existing No Smoking Policy.

The guidance document will help to standardise the approach adopted with patients who want to leave hospital premises to smoke.

In line with the current policy, patients should be advised that our sites are no smoking zones, reminded of the No Smoking Policy, that wardens are patrolling sites to enforce our policy and that patients will have to leave the hospital grounds if they want to smoke. Patients who smoke should be offered NRT to manage withdrawal symptoms and referred to the NHSGGC Smokefree Hospital Service for support, if required.

Visitors can also access help and support through Smokefree on 0800 848 484.

The guidance will also make clear that enforcement of the smokefree policy applies to staff just as much as it does to others. Staff can tap into a wide range of free services we offer to help them quit or at least stay smokefree while at work. You can “self-ref” to the smokefree service or be referred by your manager.

Sites in phase 1

Glasgow Royal Infirmary
Royal Alexandra Hospital
Inverclyde Royal Hospital
Vale of Leven Hospital
Gartnavel General Hospital
Western Infirmary
Southern General Hospital
New Stobhill Hospital
New Victoria Hospital
Vicente Ferrer Royal Hospital for Sick Children

For more information and support, staff should email smokefree.staff@ggc.scot.nhs.uk

Staff are secret to success

To ensure that the campaign goes viral, the guidance document will be referred to the NHSGGC Smokefree Hospital Service for support, if required. Support can also be accessed by visiting Smokefree on 0800 848 484.

The guidance will also make clear that enforcement of the smokefree policy applies to staff just as much as it does to others. Staff can tap into a wide range of free services we offer to help them quit or at least stay smokefree while at work. You can “self-ref” to the smokefree service or be referred by your manager.

For more information and support, staff should email smokefree.staff@ggc.scot.nhs.uk

To ensure that the campaign goes viral, the guidance document will be referred to the NHSGGC Smokefree Hospital Service for support, if required. Support can also be accessed by visiting Smokefree on 0800 848 484.

The guidance will also make clear that enforcement of the smokefree policy applies to staff just as much as it does to others. Staff can tap into a wide range of free services we offer to help them quit or at least stay smokefree while at work. You can “self-ref” to the smokefree service or be referred by your manager.

For more information and support, staff should email smokefree.staff@ggc.scot.nhs.uk
Passport helps take the fear out of visits

A NEW three-year campaign – the Healthy Working Lives award – can be contacted on the usual number: 0141 314 0024 or email: healthyworking@ggc.scot.nhs.uk

Meanwhile, the Health at Work team will now be known as Healthy Working Lives Greater Glasgow and Clyde, and can be contacted on the usual number: 0141 314 0024 or email: healthyworking@ggc.scot.nhs.uk

Last chance to enter Chairman’s Awards!

THROUGH the Chairman’s Awards, we have heard some tremendous stories over the past five years about colleagues who have gone the extra mile. We have recognised and celebrated team work, innovation and – most importantly – a commitment to ensure our patients receive the best experience possible when coming to our hospitals

This, our sixth year of awards, is no different. We want to hear from you whether you are nominating a colleague or your own team or innovation. The awards are a fantastic way of not only sharing achievements with the rest of the organisation, but also receiving the recognition deserved.

There is a wide range of categories for staff to enter, whether you want to nominate a colleague or team or perhaps you have developed a programme or established cross-service working which, by bridging the gap, is providing a more seamless service to patients.

Chairman Andrew Robertson said: “As the years go by and the awards go from strength to strength, I am honoured to spend time meeting each of the winners and hear about their innovations and how they go above and beyond to ensure patients receive the highest standard of care.

We are looking to hear about someone’s work or innovation which has made a real difference to the lives of the people using our services, their families, carers and staff. I encourage you all to think about entering and sharing your nominations with us.”

For more details and an application form, visit StaffNet and click on the Chairman’s Awards button on the homepage. Or phone 0141 201 4558 for a hard copy. The closing date is Friday 5 July.

Here to help with all your IT problems

YOU need a sense of humour and the diplomacy skills of Henry Kissinger to work in Health Information and Technology (HI&T). The four desktop teams covering NHSGGC are unfazed when it comes to helping the IT challenged, even when it comes to the more bizarre requests.

These have included the call for help to remove PCs because the 15th floor was being ‘demolished’, or a user who was having problems logging on during a power cut! John Taylor, desktop services manager for South Clyde and South Glasgow, and his colleagues understand that not everyone is IT literate.

He said: “We need PC information and we ask people to give as much accurate information as they can about the problem.

But we understand that they can only give detail based on their understanding of IT. “I use the analogy of someone going to a doctor and telling them they are simply in pain. If the description of the problem is vague, we can’t do a great deal. Specifics are important as to how the problem is going to be fixed.”

The four teams respond to around 300 calls a month and they are not just problem solvers, desktop services also installs new equipment.

If a support analyst doesn’t turn up on schedule, there’s always a good reason, John explained: “We never have a quiet day. Teams look for challenges, even when it comes to helping the IT challenged, even when it comes to the more bizarre requests.”

The Victoria Desk Top team is here to help with your IT queries.

From left: John Taylor, Anji Carson, Gerry Harris, Pete Tidd and Gavin Beveridge

Our equal and fair challenges

A Fresh three-year campaign has been launched to help staff treat colleagues and patients equally and fairly. A Forerunner NHS Greater Glasgow and Clyde 2013-16 – meeting the requirements of equality legislation looks at how we can meet legislation introduced under the Equality Act 2010.

That’s why we need to know what’s expected of us and how we can achieve it.

The Equalities Unit can be contacted by email: catherine.gale@ggc.scot.nhs.uk or tel: 0141 314 0024. for a registration pack, please contact Catherine Gale, email: catherine.gale@ggc.scot.nhs.uk or tel: 0141 314 0024.

The Hospital Passport was developed by psychologists at the RHSC and intends to make children feel more at ease and more involved in their treatment and care and is now set to be rolled out in other children’s hospitals across Scotland.

Health Secretary Alex Neil meets passport creator Dr Janie Donnan (seated) and some of the children who have used the passport at the Royal Hospital for Sick Children, along with heads of children’s and psychology services

Health Secretary Alex Neil meets passport creator Dr Janie Donnan (seated) and some of the children who have used the passport at the Royal Hospital for Sick Children, along with heads of children’s and psychology services

STAFF: at the Royal Hospital for Sick Children (RHSC) have been praised by the Cabinet Secretary for Health Alex Neil for their innovative scheme which aims to help children combat their fear of being in hospital.

The Hospital Passport was developed by psychologists at the RHSC and intends to make children feel more at ease and more involved in their treatment and care and is now set to be rolled out in other children’s hospitals across Scotland.

The passport is jointly funded by Yashiku Children’s Foundation and NHS Education for Scotland (NES).

There has also been interest from other hospitals across Scotland.

Last year’s award winners, with Chairman Andrew Robertson, at the National Children’s Hospital in Dublin to develop their own passport scheme.

Closing Date

Last chance to enter Chairman’s Awards!

Applications are now up for grabs but the deadline is Friday 5 July. For more information, contact Debbie Nelson, email: debbie.nelson@ggc.scot.nhs.uk or tel 0141 314 0024. For a registration pack, please contact Catherine Gale, email: catherine.gale@ggc.scot.nhs.uk or tel: 0141 314 0024. For more information, contact Debbie Nelson, email: debbie.nelson@ggc.scot.nhs.uk or tel 0141 314 0024. For a registration pack, please contact Catherine Gale, email: catherine.gale@ggc.scot.nhs.uk or tel: 0141 314 0024. For further information and an application form, visit StaffNet and click on the Chairman’s Awards button on the homepage. Or phone 0141 201 4558 for a hard copy. The closing date is Friday 5 July.

Cash health grants are up for grabs

Applications are now open for the Staff Health Grant Fund, which supports initiatives to make staff healthier.

This is a great opportunity for staff to develop or run new and different health initiatives. It also helps maintain the Gold Healthy Working Lives award.

www.equality.scot.nhs.uk

APPLICATIONS are now up for grabs but the deadline is Friday 5 July. For more information, contact Debbie Nelson, email: debbie.nelson@ggc.scot.nhs.uk or tel 0141 314 0024. For a registration pack, please contact Catherine Gale, email: catherine.gale@ggc.scot.nhs.uk or tel: 0141 314 0024. For more information, contact Debbie Nelson, email: debbie.nelson@ggc.scot.nhs.uk or tel 0141 314 0024. For a registration pack, please contact Catherine Gale, email: catherine.gale@ggc.scot.nhs.uk or tel: 0141 314 0024. For further information and an application form, visit StaffNet and click on the Chairman’s Awards button on the homepage. Or phone 0141 201 4558 for a hard copy. The closing date is Friday 5 July.

IHSGGC SN
Now’s your chance to bid for funds

GIVING staff a financial boost is not the only good thing about the staff lottery. It also gives staff the opportunity to bid for funds for amenities for the benefit of staff and patients.

If you have a venture which you think could benefit staff or patients, but need funds to pull it all together, now is your time to bid for funding. You have until the end of June to get a submission in.

Ronnie Sharp, Chair of the Appeals Society, said: “Staff can bid for funds for a range of amenities as long as they benefit staff or patients. Previous bids which we have supported include: provision of cycle stores, sports/gym equipment, health promotion projects, art for hospitals and mini buses for patients’ use.”

Each bid for funds should provide full details of the project or purchase and a justification for meeting the expenditure. Priority will be given to proposals that are innovative and which will give benefit to the greatest number of staff and patients.

Applications are considered twice a year. This year, applications submitted by the end of June will receive a decision in July/August, while those submitted by the end of November will receive a decision in December/January 2014.

>> If you are interested in joining the staff lottery, visit: StaffNet > Info Centre > Appeals Society or tel: 0141 211 5885.

COMpetition

Win £500 for a summer holiday!

THE staff lottery Appeals Society has generously sponsored this month’s SN competition.

You can now cut the cost of your summer holiday by winning £500 of Thomas Cook holiday vouchers, thanks to the staff lottery Appeals Society.

All you need to do to enter is simply answer the question and email your answer, 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.

Question: How long has the staff lottery been running?

>> The competition is open to all NHSGGC employees. One entry per person. Winners must be available for a photograph which may appear, with their details, in future issues of SN. The closing date is 30 June.

>> For more information and an application form, visit: StaffNet > Info Centre > Appeals Society.

Rona won the big one…and next it could be you!

FOR just £1.50 per month you could be in with a chance to win £15,000!

Thanks to the staff lottery, you have ample chances of winning between £100 and £5000 monthly, with once a year chances of winning £10,000 or £15,000, all the while contributing to good causes across the organisation benefiting both staff and patients.

Having been in the staff lottery since it started, Rona Bray, who works for support services at JB Russell House, was delighted when she scooped the mega draw’s £15,000 in 2008. She told SN: “I have been in the staff lottery since it started, which has been a long time, so I have probably just about recouped the money I put in! But seriously, I was thrilled to win the mega draw. I saw the windfall as extra money allowing me to do the things I was saving for and hoping to do in the future – enjoying some of life’s little luxuries with a couple of holidays, a new car and motorbike – but I have also been wise with my spending keeping some aside for a rainy day.”

Rona added: “You’ve got to be in it to win it!” So if you are not part of the staff lottery, join today and perhaps you’ll be just as lucky.

The staff lottery has been going strong for more than 20 years and is open to all employees. The money is deducted automatically from your salary and goes directly to funding the prize draw and funding for staff and patient amenities. You can also increase your chance of winning by buying a maximum of 10 chances.

>> If you are interested in joining the staff lottery, visit: StaffNet > Info Centre > Appeals Society or tel: 0141 211 5885.

Ronnie Sharp says amenities must benefit staff or patients for just £1.50 per month you could be in with a chance to win £15,000!

Thanks to the staff lottery, you have ample chances of winning between £100 and £5000 monthly, with once a year chances of winning £10,000 or £15,000, all the while contributing to good causes across the organisation benefiting both staff and patients.

Having been in the staff lottery since it started, Rona Bray, who works for support services at JB Russell House, was delighted when she scooped the mega draw’s £15,000 in 2008. She told SN: “I have been in the staff lottery since it started, which has been a long time, so I have probably just about recouped the money I put in! But seriously, I was thrilled to win the mega draw. I saw the windfall as extra money allowing me to do the things I was saving for and hoping to do in the future – enjoying some of life’s little luxuries with a couple of holidays, a new car and motorbike – but I have also been wise with my spending keeping some aside for a rainy day.”

Rona added: “You’ve got to be in it to win it!” So if you are not part of the staff lottery, join today and perhaps you’ll be just as lucky.

The staff lottery has been going strong for more than 20 years and is open to all employees. The money is deducted automatically from your salary and goes directly to funding the prize draw and funding for staff and patient amenities. You can also increase your chance of winning by buying a maximum of 10 chances.

>> If you are interested in joining the staff lottery, visit: StaffNet > Info Centre > Appeals Society or tel: 0141 211 5885.

Ronnie Sharp says amenities must benefit staff or patients...