Preparations in full swing...
Read the first monthly staff update on the NSGH
See pages 2, 3 & 4
"SN" will deliver key monthly staff updates on migration issues to the new South Glasgow hospitals. These briefings will supplement local site and team staff communications and roadshows. This is the first of those updates...

**Staff update**

**New South Glasgow Hospitals**

By Robert Calderwood, chief executive

ON 26 January we will be given the keys to the impressive new South Glasgow Hospitals and three months later, after commissioning work is complete, we will see the first patients arriving for treatment and the hospitals becoming fully operational by June 2015.

The buildings themselves are truly impressive and will provide the very best acute healthcare facilities in the country.

Between now and then the preparation for the migration of more than 9,000 staff will be driven forward at a pace.

The need for clear and consistent communications to all the various staff groups is essential and along with other key directors I will use Staff Newsletter as a monthly platform to provide high level staff briefings.

These articles will supplement the more detailed specific site or staff groupings communications activities.

If there are communication issues that you want to see addressed please let us know by contacting the SN staff communications team and we’ll try to resolve them.

I and the senior management team are committed to working with all staff groups to ensure the transition process is as smooth and efficient as possible. To help this process we will be recruiting around 200 extra staff in October to enable us to cope with double running issues – maintaining services on sites due for closure while staff are released to familiarise themselves with the new hospitals campus and the re-designed services.

Staff roadshows are now underway and will explain details of the timings for staff and service migration. The roadshows will also explain wider related issues such as transport.

I will ensure all our corporate communications channels - including StaffNet, Core Brief and Team Brief and this newsletter - are used to enhance and supplement local site and staff group communications throughout the months ahead.

Spring is in the air and the window cleaners are out in force at the new hospitals. These workers are cleaning the glass fronts of the stylish office pods...a clear sign that the construction phase is nearing an end and internal works and commissioning will be the next priority before we take the keys and prepare to open to patients.
Staff update:
Planning Medical / Clinical Services in the new hospitals
By Dr David Stewart, lead director for acute medical services

CLINICAL services in the new hospitals are being planned through the following On the Move work streams:
- Elective in-patients
- Emergency Patient Flow
- Outpatients, Day cases and Ambulatory Care
- Paediatrics
- Clinical Support Services
- Co-ordinated Patient Pathways

These work streams include a range of key clinical and managerial staff and are cross directorate, to enable joined up decision making.

In addition a Clinical Executive Group, comprising of senior clinicians, has been established to assess the Clinical Pathways, review Medical, Nursing and AHP workforce requirements and to ensure cross directorate issues are discussed and agreed e.g., anaesthetic provision, Hospital at Night arrangements etc. This group will be responsible for decision making regarding any service models.

The Clinical Executive Group recently organised a workshop which was attended by 110 senior clinicians and managers from across NHSGGC together with GP and post graduate representatives.

At the workshop, delegates received updates on the individual work stream plans that have been developed and discussed the potential impact on other key services.

A series of presentations were delivered describing the clinical models and patient pathways for the new hospitals that have been developed to date and the next steps.

Delegates were able to provide their input on the work done to date and discuss what further actions are required and this input will be taken forward through the Clinical Executive Group.

Significant progress has been made via the work streams and they have now developed clinical models and patient pathways for the following services:
- Elective pathways – pre-op admission / same day admission / theatres / elective inpatient beds
- Emergency – acute receiving / emergency department / high dependency / cardiology
- Paediatrics – emergency department majors and minors / clinical decision unit / acute receiving / inpatients
- Clinical support services – imaging / nuclear medicine and laboratory services / facilities management / pharmacy services / HI&T – health records, infrastructure / applications and decommissioning
- Medicine for the Elderly
- Stroke services
- Outpatient / day case and ambulatory - scope of services and managing patient flows.

A recent aerial photo of the New South Glasgow Hospitals
I HAVE been given the opportunity from the NHS Board to help deliver one of the largest change management projects within the United Kingdom.

More than 9,000 staff within the Board area will be affected by the exciting transition to the South Glasgow Hospitals and whilst this is a fantastic opportunity to continue to provide our high standards of patient care, in state-of-the-art facilities we also recognise that many of our staff have worked on existing sites for many years and the change to the new South Glasgow Hospitals may be personally challenging.

Many services are currently being redesigned and will require discussions in partnership with our Trade Union and Professional Association colleagues particularly around any changes in Terms and Conditions of employment.

The majority of our staff will effectively just be changing location; there will however be other staff where there may be a harmonisation in shift working, a change in the reporting structures within teams and the adoption of new skills and practices.

All of these will be worked through and agreed in consultation with staff. This will be developed through our workforce Advisory Group which has a Human Resources Sub Group.

Our Acute Partnership Forum and its representatives will be fully engaged in any guidance and policies we develop. Some of our partners include Unison, Unite, RCN, RCM, GMB and the BMA.

I want to assure all staff that we are working with the current Managing Workforce Change Policy and commit that every employee will have the opportunity to continue to work within the Board.

Communication and regular engagement will be key to the success of this project. I will be launching a series of staff roadshows this month (May) which will continue right through to the opening of the hospitals in May 2015.

These roadshows will be an opportunity to share current information on build and migration programmes but will also be an opportunity for you to ask questions and seek assurance on any concerns that you have.

Local directorate management teams are also out and about across all our Acute sites undertaking more specific directorate roadshows or drop in sessions for particular staff groups.

A Q&A fact sheet will be available shortly through StaffNet. It is our aim to ensure that all our policies, processes and any discussions regarding working patterns and changes in roles are concluded by the end of 2014 ensuring that our focus in 2015 is the migration onto the site. Along with the focus on the two new hospitals, there is also the new Teaching and Learning Centre which is a joint initiative with the University of Glasgow. The Teaching and Learning Centre will provide state-of-the-art, modern facilities for not only Undergraduate and Postgraduate programmes but also to support our nursing, AHPs, administrative and support services staff in core training programmes. The Centre will be used by staff across Greater Glasgow and Clyde.

I do not underestimate the fact that many staff are feeling concerned about the change and I hope to work with the senior management teams across all directorates and the local human resources teams to ensure that we make this change as seamless as possible with our ultimate aim to enhance the patient experience.

More than 9,000 staff within the Board area will be affected by the exciting transition to South Glasgow Hospitals.

Click here to read the timetable for the ‘On The Move’ roadshows.
Let’s celebrate International Nurses Day

NURSING has changed dramatically over the years and today the role of the nurse has evolved so much that nurses are leading more and more changes in patient care both in the acute and community care settings.

Monday 12 May is International Nurses Day and to celebrate this edition of Staff Newsletter focuses on one nurse who is leading the way on how patients are discharged from hospital.

Breige Cohen has been nursing for 12 years and is a charge nurse in respiratory medicine at the Victoria Infirmary. There are three wards which treat respiratory patients and Breige has been involved in work which has changed the discharge process for patients.

Patients who are ready for discharge sometimes have to wait for a final review by medical staff. However, a pilot project introduced last October across the three respiratory wards is allowing nursing staff to discharge patients through a delegated discharge process.

Breige said: “When patients are admitted a delegated discharge form is completed by the consultant and ward team for those patients identified as appropriate and specific criteria for discharge are set. The patient continues their treatment plan and when they reach the criteria for discharge the nursing staff can discharge the patient home without awaiting confirmation from the medical staff.

“Obviously if there are any concerns about the patient’s condition then nursing staff discuss this with the medical staff.

“On average we have 33 per cent more patients in the three respiratory wards being discharged in the morning rather than having to wait well into the afternoon through the project. This in turn is freeing up beds quicker allowing other patients to be admitted to the wards.

“The project has been fully supported by the whole multidisciplinary team and I am really proud of the way we have worked together to improve the care of our patients.”

Pamela’s a master of her profession!

OUR nurses and midwives are being given support to take up research under a new partnership with local universities.

The NHSGGC Nursing and Midwifery Research Strategy has been developed in collaboration with principal academic partners Glasgow, Caledonian and the West of Scotland Universities.

Its aim is to enhance the status, profile and research contribution of nursing and midwifery staff across NHSGGC.

Pamela de Freitas, a staff midwife at the Southern General Maternity Hospital who finished her Master’s degree in Maternal and Child Health last year at the University of the West of Scotland, tells SN about the difference her academic work has made for patients and her career.

During a practice development secondment Pamela organised workshops for midwives within NHSGGC aimed at perineal management during second stage and perineal repair.

The workshops were very well attended and gave Pamela the idea for her research topic. Pamela’s research then explored the midwives’ views on second stage perineal management, perineal repair and subsequent training following the workshops.

Pamela, said: “Working towards my degree has given me great satisfaction and it has been a huge personal achievement. My midwifery skills have improved tremendously and I have also been fortunate to link in with other skilled professionals that have improved my midwifery knowledge and practice”.

Pamela carried out her degree work through distance learning and she summed up: “I would definitely encourage other nurses and midwives to do this, it is an amazing feeling on the day you graduate and receive your certificate!”

For more information, contact Mari Brannigan, nurse director – Partnerships and corporate lead for the strategy, email: mari.brannigan@ggc.scot.nhs.uk or Dr Rhona Hogg, email: Rhona.Hogg@ggc.scot.nhs.uk for information and support.
Learning disabilities
staff consultation

A STAFF consultation is launching this month regarding the redesign of services across NHSGGC for those with Learning Disabilities.

Leading the consultation process on behalf of the Board is East Renfrewshire CHCP director Julie Murray who explained that the objective was to adapt services to the changes that have taken place over recent years and to ensure consistency of service for all service users in Greater Glasgow and Clyde.

While there are great examples of superb services in the Board area more needs to be done to remove inequalities of service delivery.

Clearly staff who work within the Learning Disabilities (LD) Service will have major input to this consultation but LD change programme manager Tom Kelly is keen to ensure that staff from other services get involved too.

There are more than 5,600 adults in our Board area with severe, profound or mild learning disabilities and for this patient group there are different leading causes of death than the rest of the population, different ranges and patterns of disease... And despite the fact that most tend not to smoke or drink alcohol very much they also tend to die between 20 and 30 years earlier.

Nowadays service users are more involved in planning their own care; services need to meet the needs of different communities; there is less money to spend on these services; and the number of people with LD is increasing.

The challenge is to change things to ensure we support this group of patients to be equal and active members of society with control of their lives and that they are safe – and feel safe. Another primary objective is clearly to help ensure they have good health and wellbeing.

A lot of detailed information of changes and how staff can comment or get involved is now in place on the NHSGGC website. A good starting point for those wanting to find out more is to view the video of LD director Julie Murray on this issue on www.nhsggc.org.uk/ldr review.

Alternatively contact LD change programme manager Tom Kelly by email: tom.kelly@ggc.scot.nhs.uk or tel: 0141 232 0030.

There are more than 5,600 adults in our Board area with severe, profound or mild learning disabilities
NHSGGC team wins major UK award

OUR lead/principal physiotherapist, Dr Mhairi Brandon, and her colleagues have won a major UK award for their project to make it easier for people to access foot rheumatology care.

The team won the Allied Health Professional Federation award for integrated care delivery within the 2014 Advancing Healthcare awards for allied health professionals, healthcare scientists and those who work with them.

Since 2009, the AHP-led rheumatology day service facility based at GRI has offered patients direct access and fast track to specialist rheumatology AHPs. Foot patients, however, had to see a doctor and embark on a process which took around 24 weeks.

Now streamlined systems incorporating diagnostic imaging and clinical assessment into a treatment plan usually mean a one-stop visit.

This has enabled the team to increase the capacity for new patients by 50 per cent, to over 2,000 patients per year, reducing the number of appointments needed from five to one. The patient journey is now just four weeks.

Other areas are copying the idea, giving more patients the opportunity to be seen and treated more rapidly. The judges thought this was a fantastic example of a redesigned service which achieved groundbreaking change with no funding.

Delighted at winning the award, Dr Brandon said: “It has been great to receive this recognition. The team have worked hard to make this new process a success, which is benefitting staff and patients and we are all thrilled to win this award.”

Confidential alert line extension

THE confidential alert line, set up to give NHS Scotland staff easy access to independent advice from legally trained experts on whether and how to raise concerns, is being extended for a further two years.

Director of human resources Ian Reid said: “It is vitally important that all staff feel that they can raise any concerns they may have about patient safety and malpractice.

“The extension of the confidential alert line for a further two years provides staff with the opportunity to receive accurate advice or raise concerns.

“Our internal processes encourage staff to raise concerns about their employment through the Board’s Governance Procedure, and about wider issues through the Board’s Whistleblowing Policy. The NHS Scotland Confidential Alert Line gives a further safeguard.”

Initial evaluation has shown that in the first eleven months, 159 NHS Scotland employees contacted the helpline.

Of the calls received in the first eleven months, 90 anonymously raised concerns about NHS practices and six of these calls have subsequently been referred to Healthcare Improvement Scotland (HIS) for further investigation.

The other callers were offered appropriate advice on how to progress their concern.

In addition, 69 calls were received relating to personnel or contractual matters. The current helpline has been fully evaluated, and the new contract will make a number of enhancements to the current service. These include rolling out a package of training measures aimed at educating management and staff on the complex issues and support mechanisms surrounding whistleblowing.

It will also provide dedicated advice on protections afforded to whistleblowers through the Public Interest Disclosure Act (PIDA) 1998 and a mechanism to inform health boards of the number of cases of bullying and harassment reported through the line relating to their area.

The contract will also ensure more information is provided on the outcomes of cases received, including those referred to regulators.

The Confidential Alert Line can be contacted on: 0800 008 6112.
Glasgow consultant is training Malawi medical staff in lifesaving treatment

A GLASGOW consultant is preparing for a third trip to Malawi to train local clinicians to carry out life-saving endoscopic treatment using equipment donated by NHSGGC.

Dr Adrian Stanley, a consultant gastroenterologist at Glasgow Royal Infirmary and Honorary Clinical Associate Professor at Glasgow University, specialises in stopping upper gastrointestinal bleeding, a common cause of death in Malawi, where it is related to Schistosomiasis infection.

His latest visit will involve teaching at Mzuzu Central Hospital, the main hospital in the north of the country.

Dr Stanley said: "This is a relatively simple but lifesaving treatment because there is a high mortality rate from bleeding related to this condition.

"However once the bleeding is stopped and the cause treated, usually varices which are large blood vessels in the gullet, patients have very good outcomes.

"Malawi has a relatively young population with a life expectancy of 49 years, so it's important that patients who are the breadwinners for their families get well and return to their farms and communities.

"In addition we have taught the local clinicians to place endoscopic stents in patients with oesophageal cancer, which significantly alleviates their symptoms."

After two previous visits which involved training local clinicians in the main cities of Lilongwe, Blantyre and Mzuzu, he is now preparing for a third visit to Malawi to continue teaching at Mzuzu Central Hospital, the main hospital in the north of the country.

In October last year Dr Stanley spent several days at Mzuzu Central Hospital training senior surgical clinicians and endoscopy nurses on training lists including many patients with gastrointestinal bleeding and others with oesophageal cancer.

He then travelled south to Blantyre to help run a UK approved three day therapeutic endoscopy training course for regional endoscopists.

The course was undertaken in conjunction with two consultant colleagues from Liverpool and Belfast and was co-ordinated by the Malawi-Liverpool Welcome Trust, with support from the British Society of Gastroenterology.

Endoscopy equipment, no longer used by NHSGGC but still fully functional, had already been shipped out courtesy of Glasgow City Council.

Dr Stanley’s visit was funded by a grant from the Davies Fund of the Royal College of Physicians and Surgeons Glasgow.

Community Health Services at your fingertips

A NEW community health web and mobile app has been created to give essential telephone numbers and information for GPs and clinicians.

Developed by Glasgow City Community Health Partnership (CHP) – South Sector, it provides a single point of information to a range of frontline community health services.

Key features include simplified access to advice from one professional to another and a search function using a patient’s postcode or name of a patient’s registered GP.

As well as the desktop version, the app is available to download to mobile phones via apple store/google store free of charge.

The app supports busy clinicians in practice, on the move, or in hospital settings and gives information about how to access intermediate care and additional community health seasonal resources.

It also means that patients, carers and families can have their health and care needs met in the most appropriate healthcare setting.

Dr Graeme Marshall, GP, said: "An extremely useful application for a busy GP to have, particularly in the Out of Hours period. Saves a lot of phoning around”.

For more information contact Natalia Hedo, tel: 0141 276 6709.

Visit: http://desktop.chpapp.com
A GROUNDBREAKING new service has made Glasgow the first place in Scotland where all cancer patients are automatically offered financial, emotional and practical support.

In a UK-first, social care services are working with the NHS to make sure cancer patients in the city can access all the help they need – by making just one phone call.

The new service will see every newly-diagnosed cancer patient in Glasgow receive a letter offering a visit from a dedicated one-to-one support worker.

Those who take up the offer will receive a Holistic Needs Assessment. Based on the results, the assessment officer will then put together a care plan to make sure the patient gets all the help they need, from benefits advice and emotional support to help at home or child care.

Those behind the new service, including Macmillan Cancer Support, Glasgow City Council, NHS Greater Glasgow and Clyde, Cordia and Glasgow Life, say it's desperately needed.

Around 20,000 people in Glasgow are currently living with a cancer diagnosis and this is expected to rise to 35,000 by 2030 as more people survive cancer.

While there are a growing number of services available to help cancer patients, many people don't know what support is available or how to access it.

Macmillan, which has invested £3million in the new project, believes the service will be a real help to everyone living with cancer in the city.

Chairman Andrew Robertson, said: “We welcome this opportunity to work with our partners to provide a person-centred service for our patients. Being diagnosed with cancer can have a tremendous impact on a person’s life – not only in terms of the effect it will have on their health but also in how it affects their everyday lives. This innovative approach of providing financial, emotional and practical support may help ease the burden both on the patient themselves and their family and loved ones.”

To find out more about the Improving the Cancer Journey service, tel: 0141 287 7077.

Are We Positive About Disability?

WE want NHSGGC to be a place where disabled staff feel able to tell their managers about their impairment and where managers understand the benefits of a workplace that supports disabled people.

We know from our staff surveys that disabled staff who have explained their situation to their manager and received appropriate support, are among the happiest in the workforce. By contrast, those who haven’t are among the least content.

As part of our new Release Potential campaign, we would like to talk to disabled staff about how things can be improved. For example:

- What support would you like from your manager?
- Do you think NHSGGC is positive about disability?
- What has helped you to stay at work?
- What would make things better?

Please get in touch if you can come along to one of the discussion sessions below. Email: CITAdminTeam@ggc.scot.nhs.uk or tel: 0141 201 4560.

Stobhill Hospital, Seminar Room
13 May, 12.30pm to 1.30pm

Gartnavel General, Board Room
15 May, 12.30pm to 1.30pm

Victoria Infirmary, Ebeneezer Duncan Lecture Theatre
20 May, 6.00pm to 7.00pm

Royal Alexandra Hospital, Lecture Theatre
21 May, 6.00pm to 7.00pm
Fundraisers take on Memory Walk

SANDRA Shields, Alzheimer Scotland dementia nurse consultant, based at GRI, has been furiously fundraising and training for a once in a lifetime adventure to the Great Wall of China.

With her intrepid trek in the pipeline, her latest fundraising effort was to organise a walk for friends and colleagues from Kirkintilloch Marina to Bishopbriggs and back.

Sandra spoke to SN about her impending trek: “We leave on 11 May and each person needs to raise £3,100 in advance to take part in the trek and raise funds for Alzheimer Scotland, so I’ve been busy arranging many different events to help reach that target.

“From dinner parties, zip slides and walking events, the fundraising has been great fun and my friends and I have thoroughly enjoyed our busy social calendar.

“Most importantly the fundraising is for an excellent cause. As I work with people who have a diagnosis of dementia I am fully aware of just how important fundraising for Alzheimer Scotland is.”

Sandra who is going on the trek with two of her sisters and a colleague from NHS Western Isles, will spend 10 days soaking up the culture and spectacular scenery while raising all important funds.

If you would like to sponsor Sandra, visit: www.justgiving.com/ASchinatrekers

Competition

Win £300 of gift vouchers for Auchrannie Resort

COULD you do with a relaxing day or two away from the hustle and bustle of city living? If so, we have just the prize for you!

Together with the Staff Lottery and Appeals Society, Staff Newsletter is giving you the fantastic opportunity to win £300 worth of gift vouchers for Auchrannie Resort on the Isle of Arran.

All you need to do to be in with a chance of winning is answer the question below and email you answer, along with your name and work location, to: StaffNewsletter@ggc.scot.nhs.uk or send to: Corporate Communications, JB Russell House, Gartnervale Campus, 1055 Great Western Road, Glasgow, G12 0XH.

Question: In which village on the Isle of Arran is the Auchrannie Resort?

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 editions of SN. The closing date is: 31 May 2014.

Queen’s Baton Relay - Scotland

Sign up to the NHSGGC 2014 Pedometer Challenge now!

Visit: www.activestaff.worldwalking.co.uk or tel: 0141 201 4876

The challenge commences on Monday 9 June and each team (of five) can upload and track their steps using a new Android and iPhone app.

The 680 mile long route will take you to 29 of the 32 local authorities the Queen’s Baton is visiting, taking approximately 1.6m steps.

There are lots of prizes to be won, including ‘Love to Shop’ vouchers, Trespass jackets and iPods.
People with type 2 diabetes inspired by Glasgow 2014 to improve their health

MORE than 60 people with type 2 diabetes have signed up to our 2014 Commonwealth Games Beat Diabetes Challenge. With support they will work hard over the next six months to become more physically active and see how their diabetes control improves even to the point of living without any medication.

A series of motivational and exercise try out sessions will run until the conclusion of the programme. Participants have already tried out jogging at one Commonwealth Games venue - the Scotstoun Sports Centre running track (pictured right) - and next they will try out pedal power at the Emirates Sir Chris Hoy Velodrome.

Win tickets to Gardening Scotland 2014

IT might be spring right now, but you can still make a date with summer for Friday 30 May as that’s when Gardening Scotland 2014 opens in Edinburgh.

The national celebration of gardening and outdoor living is now in its 15th year and for three days the grounds of the Royal Highland Centre will be transformed into a paradise for plant lovers.

Top nurseries from across the UK will fill the New Hopetoun Gardens Floral Hall, while out in the David Wilson Homes Show Garden Avenue leading designers and landscapers will be creating gardens that are packed with clever features, inspired planting and lots of ideas for visitors to try out at home. More than 400 exhibitors will take part in this year’s event, offering every possible kind of gardening accessory and essential, from the latest styles in patio furniture to top quality tools, greenhouses and garden sheds.

Schools and nurseries will be packing plants and big ideas into mini plots in the Scottish Gardeners’ Forum’s ‘Pallet Garden Challenge’ while in the Living Garden, the RSPB, Buglife Scotland and more than two dozen other environmental organisations will be spreading the message about caring for the wild creatures and native plants that are essential to the wellbeing of our surroundings.

Add to that a huge craft marquee, a food fayre and a cookery theatre with a line-up of top chefs, plus appearances on Saturday, 31 May by Scotland’s top rock bagpipe stars, the Red Hot Chilli Pipers and Gardening Scotland has something for everyone.

To enter answer the question right and email it 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.

Q. Chillies are part of which plant family?
   a) pansy
   b) pelargonium
   c) pepper

Visit: www.gardeningscotland.com

For full T&C’s visit: SN Online. The closing date is Monday 19 May.