Employee payroll details from the NHS, councils, police and others are being cross-referenced with housing and council tax benefits, pensions and students loans as well as the Home Office for expired visas or failed asylum seekers among others to check for possible fraud.

The National Fraud Initiative (NFI) is run every two years by Audit Scotland. Leading the project for NHSGGC is fraud liaison officer Alan Lindsay, who explained how and why we must submit employee information to Audit Scotland to assist in the prevention and detection of fraud.

Alan said: “The good news is levels of fraud in NHSGGC are very low, but we still take any cases of fraud very seriously and are never complacent.

**FRAUD - JUST NOT WORTH IT!**

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Continued on page three

### STAFF SURVEY

You should receive your copy of the NHSScotland Staff Survey from 20 October. The survey gives you the opportunity to share your thoughts on what it’s like to work for NHSGGC.

Paid for by the Scottish Government, this year’s survey includes, for the first time, 10 questions set locally so they are specific to what is happening in NHSGGC.

This is the first Staff Survey since we became NHSGGC and your chance to give your views on working for the new organisation.

Head of staff governance Andy Carter has the task of getting the Staff Survey out to us. Andy explained: “As the largest healthcare organisation in the UK and one of Scotland’s biggest employers, we take the Staff Survey seriously.

“It’s a very useful opportunity to find out from staff what they think we’re doing well and want to see more of, and also where staff would like to see improvements being made.

“Last time round, only 27 per cent of staff completed the survey. I would like to see a lot more staff taking part this year.

“We analyse and report the results by service area and we plan improvements accordingly. “Since our workforce was last

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surveyed, there have been a number of new initiatives in staff communications, learning and education and the development of new HR policies.”

Andy continued: “In the last survey, we were told that less than a third of staff were confident that their ideas and suggestions were being listened to.

“Following this feedback, we introduced the Ideas in Action Award Scheme so staff have the opportunity to communicate ideas at any time. Three great ideas were celebrated in the last edition of Staff Newsletter.”

This year’s Staff Survey is shorter than previously and should take no more than 10 minutes to complete, but as many responses as possible are needed to ensure the views acted on are representative of all staff. All staff are urged to complete and return the survey ASAP and before the 21 November deadline.

The survey will ask for your views on a range of issues such as training and development, pay and benefits, as well as work-life balance. Feedback on these issues will help us to see where we are doing well and also where further changes need to be made to improve our ways of working.

Andy added: “The feedback from the Staff Survey informs the Staff Governance Action Plan for the next year so it does have far-reaching implications which staff should be aware of.”

“That Action Plan prioritises a programme of work around people management policies and practices. This is not a tick box exercise, it’s an important piece of work which we in Staff Governance are proud to be leading.”

All staff should take time to fill in the questionnaire online through StaffNet or via the paper copies that will be circulated.

The Staff Survey is supported by the Area Partnership Forum. Royal College of Nursing lead steward Ross McCulloch said: “NHSGGC will be going through substantial change over the coming years and it’s important for staff to let us know how they want to be kept up to date with developments and how they want to be treated as progress is made. Completing the Staff Survey will help us to help you.”

Employee director Donald Sime added: “This is the perfect opportunity for staff to feed back to the organisation directly and to influence progress and change, so that NHSGGC becomes an exemplar employer.”

This is not a tick box exercise, it’s an important piece of work which we in Staff Governance are proud to be leading

Andy Carter

Have you discussed and agreed your KSF based PDP with your Manager?

All staff covered by Agenda for Change must have their Personal Development Plans in place by 31 December 2008.

If you still don’t have your PDP agreed (or have the meeting date organised), speak with your manager in the first instance and contact either:

June Livingstone tel 0141 201 4303 (14303) or email june.livingstone@ggc.scot.nhs.uk

or Marion Henderson tel 0141 201 1292 (61292) or email marion.henderson@ggc.scot.nhs.uk for further information
Health staff urged to set example and protect themselves from the virus

Big push to beat the flu menace

ALL healthcare workers are being urged to have their annual flu jab to set an example to vulnerable patients as part of the Scottish Government’s annual winter flu campaign.

As a major target of the Scottish Government’s flu campaign this year, all staff are reminded that preventing flu among healthcare workers also helps to prevent the spread of the virus around healthcare premises, protect patients and ensure a healthy NHS workforce during the winter months.

The theme of this year’s campaign is “Protect yourself – flu is more serious than you think” and is part of a new three-year campaign strategy which aims to raise awareness of the seriousness of flu and encourage an increase in uptake of the vaccine.

The flu vaccination is free for healthcare workers, so if you are involved in the care of patients at GP practices, in hospitals or in residential care homes, contact your occupational health department about having a jab. If you work in primary care or social care, speak to your employer.

Our own occupational health service (OHS) is offering everyone the opportunity to get their jab at clinics open from 9am until 4pm Monday to Friday across NHSGGC.

For general information about the flu vaccination, visit: www.infoscotland.com/flu or contact the NHS Helpline, tel: 0800 22 44 88 (8am-10pm, seven days a week).

Fraud is a serious issue. This initiative is specifically looking for those who commit fraud against public bodies

Alan Lindsay

secure way electronically. No information is kept or sent on disk.”

Once all public sector organisations have submitted their information, Audit Scotland begins to look for “matches”. Any matches found will be reported back to NHSGGC in January next year.

“We have a duty to investigate any matches that show up with any of our employees and this can be anything from benefits claims, applications for the blue badge disabled scheme, or claiming sickness benefit from another organisation while working for the NHS,” Alan explained.

“The majority of cases have perfectly innocent explanations and are normally cleared quite quickly. However, while we received positive assurance from the NFI last time that NHSGGC had few cases of fraud in the organisation, a couple of matches did result in further investigation and the dismissal of the employees involved.

Alan added: “Fraud is a serious issue and this initiative is specifically looking for those who commit fraud against public bodies. If it is proven that they have, then they could face disciplinary action. If you commit fraud, make no mistake: you are going to be caught.”
A PIONEERING NHSGGC research project, which could revolutionise the diagnosis and treatment of stroke patients, has received a major funding boost from Scottish Enterprise.

The work, which is being taken forward by a team based at the Institute of Neurological Sciences on the Southern General site, involves a new way of using MRI scans to identify healthy brain tissue. If successful, the technique could open up the possibility of using a whole new range of drugs to treat stroke rather than the existing treatment, which simply opens up the blood vessels to increase blood flow.

It also has the potential to improve the diagnosis and management of other conditions such as heart attacks, cancerous tumours and epilepsy.

Dr Celestine Santosh, the consultant neuroradiologist who is leading the research, said: “When people have a certain type of stroke, the blood supply to the brain is cut off and the brain tissue starts to die due to lack of oxygen.

“At the moment, we can’t accurately pinpoint which tissues are still alive or in the process of dying using MRI.

“However, we have found that if we give people oxygen during an MRI scan we can monitor changes in the way their brain tissue reacts to the oxygen which tells us whether the tissue is alive or dead.

“If we can identify live tissue we can then target treatment using certain drugs which help protect the brain cells or neurons.”

Initial results using oxygen inhaled through a mask have been very promising and the team now want to see if they can replicate this success by using an alternative technique which involves injecting people with a special oxygen-carrying liquid called PFC.

Dr Santosh said: “The £245,000 ‘Proof of Concept’ award from Scottish Enterprise will allow us to employ a full-time researcher to carry out further research using PFC. If this is successful, we could start patient trials within the next few years.

“This project is a real team effort and we simply wouldn’t have got to this exciting stage without the ongoing support of Scottish Enterprise, Glasgow University, Scottish Health Innovations and colleagues within the Diagnostics Directorate, Clinical Physics and Research and Development.”

To find out how Scottish Health Innovations Ltd (SHIL) could help you develop and market a new treatment, service or product, contact one of their advisers, tel: 0141 248 7334.

Dr Celestine Santosh is leading the pioneering MRI research project.
NHSGGC is determined to address the stigma and discrimination associated with mental health problems, and to address the inequalities in mental health and wellbeing that are experienced by the whole population.

“The arts provide a way of exploring mental health issues in depth, challenging misconceptions, and engaging us emotionally.

“The festival has helped us to forge meaningful links with a wide range of arts and voluntary organisations. We are delighted with the range of events that are taking place across Greater Glasgow and Clyde this year using film, theatre, literature and music.

“It is heartening to see the wide involvement from later life groups, children and families and ethnic minority communities all participating in creative partnerships.”

A full programme of events is available by visiting: www.mhfestival.com

Like a vitamin
On 9-10 October, the festival features Rod Jones (Idlewild) with Norman Blake (Teenage Fanclub), Sons and Daughters and Twilight Sad. Also featured are Kenny Anderson (King Creosote), Emma Pollock (Delgados), Future Pilot AKA vs Concerto Caledonia, featuring Duglas T Stewart (BMX Bandits) and Alasdair Roberts, Jenny Reeves’s Strike the Colours, The Phantom Band and Kim Edgar at the ABC, Glasgow.
New training plan for dental students

TRAINEEs

AN innovative two-year fixed-term programme will now see dental nurse trainees benefit from practical experience.

This will take place within community dental clinics, the Glasgow Dental Hospital and general dental practices while they attend the West of Scotland Centre for Postgraduate Dental Education on day release. All dental nurse trainees will now have clinical exposure to primary and secondary care services, supervised by the Oral Health Directorate team and supported by NHS Education for Scotland (NES) teaching staff.

Thirty dental nurses started the programme at the beginning of September with annual intakes of 30 planned for the future, enhancing the supply of dental nurses who can work in a variety of settings.

As General Dental Council (GDC) registration is now mandatory, all our trainees will meet GDC requirements by completing a record of experience in clinical practice and passing the National Examination Board for Dental Nurses examination at the end of the programme.

Win with SN

For a chance to win the £1000 giveaway with SN this month, just tell us:

Q When does the Staff Survey run from?

Email your answer (you’ll find it inside this issue) to: staffnewsletter@ggc.scot.nhs.uk by 27 October.

Lynn’s on her bike!

LYNN MacDonald from the Dental Hospital is jumping on her new bike – courtesy of SN and Dales Cycles, which offered us a brand new Giant Rock bike to give away in the June-July issue.

On top of this, Cyclescheme, which operates our cycle to work scheme, has also given Lynn £200 worth of cycling accessories.

Our lucky runner-up was Donna MacKenzie from the Western who won £100 worth of vouchers from Alpine Bikes.

Congratulations and happy cycling to both!

Your chance to grab a grand!

COMPETITION

YES folks, we’ve another £1000 to give away, thanks to our fantastic sponsors at the Appeals Society and Staff Lottery.

Staff Lottery has been giving away money to its monthly lottery winners and gearing up for the next big draw when one lucky person could win £15,000!

Joining couldn’t be easier. For a small fee, you can buy up to 10 numbers which gives you the chance to win every month. Twice a year, two mega draws are played when you can win up to £15,000.

For more information on the lottery, visit: www.nhsstaffbenefits.co.uk

To join or increase your chances of winning if you are already in the draw, contact Isobel Huk, Staff Lottery, Room 420, Walton Annex, GRI, tel: 0141 211 8580 or email: isobel.huk@ggc.scot.nhs.uk

New dental trainees (from left): David Stirling, Clare Dempsey, Aimee McMonagle and Laura Mangan

Meeting patient needs

EQUALITY PLAN

OUR newly published Communication Support and Language Plan is now ready following consultation. It aims to help those patients who have difficulty explaining to staff what is wrong with them or a member of their family.

There are many reasons why someone might find themselves in this situation:

• English is not their first language
• they have a visual impairment, are deaf or hard of hearing
• a condition such as a stroke or having learning difficulties makes communication hard
• they have difficulty reading.

“We would like to thank everyone who has taken part in the consultation process and the plan will continue to be developed,” said Jac Ross of the Corporate Inequalities Team.

“Communication difficulties can have real consequences for patients’ health and the services they receive. Many patients miss appointments or are unable to access services because of the language barrier. It is also frustrating for staff who find themselves unable to communicate with their patients.”

The plan aims to ensure a more efficient and co-ordinated approach to provide communication support. The areas for action are currently being agreed. These include:

• ensuring that patients are assessed for their communication support needs
• increasing the availability and range of interpreting, translation, and communication support services
• improving the availability and range of patient information in accessible formats.

The Communication Support and Language Plan is available on the Equalities in Health website at: www.equality.scot.nhs.uk

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Lady luck is smiling

Sandra lands £8000 jackpot and then volunteers to share it out

Sandra McDonald is wearing a bigger smile than usual following her £8000 win in the WRVS national raffle.

Sandra, who has volunteered in the information and guiding services at the hospital for the past two years, was originally in line for a brand new car but decided to take the money instead so that she could share her good fortune. She said: “I just could not believe it when I was told I had won the prize draw. I wanted the money instead of the new car so that I could share it with my family, as this will give me just as much pleasure as spending it on myself.

“Don’t get me wrong, I will still find plenty of time for a few trips to the shops and I am sure my husband and I will also go away somewhere exotic for a holiday. I love helping people. I worked as nursing auxiliary at the Vicky for more than 26 years and when I retired I wanted to give something back and felt joining the WRVS would help me do that. I would recommend volunteering to anyone.”

Joan Dudley, WRVS project manager at the Victoria Infirmary, was delighted that Sandra had the winning ticket.

Docs said I might not walk after bike horror but I’m proving them wrong

GUTSY is the perfect word to describe Kirsten Murphy, aged 11, from Dennistoun in Glasgow, who, despite serious spinal injuries as the result of a cycling accident, has amazed doctors by taking her first steps.

Kirsten has been treated in the Southern General Hospital and her care is continuing at the Royal Hospital for Sick Children, Yorkhill. The plucky youngster, who was wearing a helmet at the time of the accident, is now a bike safety campaigner.
African trip to remember

Tough going, but the girls are keen to return to Tanzania

OCCUPATIONAL THERAPY

TWO adventurous occupational therapists from the CHCP world have now returned from East Africa after spending some time learning about new occupational therapy (OT) practices for children with learning disabilities.

Linda Fitzpatrick from South East Glasgow CHCP and Fiona McConachie from East Glasgow CHCP spent a couple of nights in Nairobi before starting work, splitting their trip into two parts, visiting a children’s home then a hospital.

At the children’s home in Tanzania, they spent time with three children in particular who had varying degrees of learning disabilities. Linda explained: “This was a particularly challenging task due to the language barrier. However, some of the older children who spoke a little English helped us out.”

The second part of the trip was spent at the Kilimanjaro Christian Medical Centre. Linda explained: “Apparently you have to be fairly well-off to be able to see an OT in Tanzania, who often also end up incorporating speech and language as well as physiotherapy interventions into their treatments.”

Fiona added: “I would like to return to Tanzania, possibly next year. I thoroughly enjoyed my time and found the people to be very friendly – I even learned some Swahili!”

Full of eastern promise as pedal power pays off

STAFF from East Glasgow CHCP Adult Learning Disability Teams have raised £450 for local charities by completing Pedal for Scotland. Registered as Team East CHCP, clinical team leader Raymond Doonan and practice team leader Joe Marlin, both based at Accord Resource Centre, and clinical team leader Paul Brady, based at Riddrie Resource Centre, cycled the 55 miles from Glasgow Green to Victoria Park in Edinburgh.

Congratulations to Team East CHCP and all NHSGGC staff who took part in Pedal for Scotland, as well as those who took part in the Glasgow half marathon and 10k to raise money for various charities.

Don’t forget to let us know if you and/or your colleagues are taking part in any sporting events either for charity or just for fun. Contact: staffnewsletter@ggc.scot.nhs.uk with details.

Launching into a healthy working life

HEALTHY Working Lives came to Caledonia, Dalian and Tara Houses with a series of successful breakfast and lunch launches.

The initiative aims to help and encourage staff to obtain and maintain a healthier lifestyle. We are aiming to go for the Bronze Award by the end of the year and then work towards the Silver and Gold Awards.

Linda de Caestecker, director of public health and chair of Healthy Working Lives, said: “We had really good attendance at all of our launches and are delighted so many staff came along to find out more about what Healthy Working Lives is all about.”

Meanwhile, acute staff have been attending a series of roadshows on healthy eating, stress, mental health and back awareness.

More than 200 staff attended the healthy eating event at GRI canteen. Similar events also took place at Lightburn Hospital and Stobhill.

In the next issue...

WATCH out for our feature on the special paralympics games for spinal injury patients organised by the therapy team at the Southern General National Spinal Injury Unit in the November issue of SN.