THE MONSTER IN THE HALL

Highlights of the Scottish Mental Health Arts & Film Festival 2010

Check your details – it will help everyone make the right call
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Tell us what you think in the national staff survey - we listen

The NHSScotland national staff survey takes place from 18 October to 5 November, offering you the opportunity to have your say on the issues which affect you most.

Since you last fed back what you thought about working for NHSGGC, a lot of effort has gone in to improving things and there have been some real changes. The survey is organised around the five commitments of NHS Scotland’s Staff Governance Standard and here’s what we’ve achieved since 2008.

• Well Informed - more than 100 Core Briefs have been issued and improvements have been made to both StaffNet and Staff Newsletter, including a new online version every month.
• Appropriately Trained - a new induction process has been introduced for people who join NHSGGC, to help them settle in. This new approach uses StaffNet and secured a national award.
• Involved in Decisions - several services have undergone successful restructuring such as Clyde mental health services, occupational health, health information and technology. Staff and their representatives have been heavily involved in planning changes.
• Treated Fairly & Consistently - just this month a new Dignity at Work Policy has been launched, encouraging good behaviour in the workplace and helping staff to tackle behaviour they see as bullying.
• Provided with an Improved Environment – the Board was successful in securing funds from the Scottish Government to study

Consultation launched

A FORMAL public consultation on proposed changes to inpatient rehabilitation services in east Glasgow and the possible closure of Lighthorn Hospital has been launched.

The consultation follows proposed changes to the elderly medicine inpatient services in east Glasgow to provide all assessment beds at Glasgow Royal Infirmary and longer term rehabilitation at the New Stobhill Hospital.

The consultation ends on 30 November.

Staff can view the full consultation paper, summary leadlet and submit comments at: www.nhsscotland.org.uk/elderlyrehab

Management genuinely takes notice of the results

Head of staff governance Andy Carter

incidents of violence and aggression and has developed new strategies and training to minimise risks to staff.

This year, the emphasis will be on completing the survey online so you can click through to the weblink to read and choose your responses on the screen. You could even fill the survey in at home – it should only take around 10 minutes from start to finish. Paper copies will also be available via local management/HR where people don’t have ready access to PCs.

In the last staff survey in 2008, 36 per cent of NHSGGC staff filled in the survey – a significant increase on previous surveys. That means about 15,000 employees took the time to share their views on what it feels like to work here. This year we hope to improve on that figure.

Head of staff governance Andy Carter said: “The staff survey really is the opportunity for all staff to have their say on what is happening within the organisation and how they have been affected by any changes.

New childcare voucher supplier for NHSGGC

NHSGGC’s new childcare voucher supplier, Fideliti, will by now have been in touch with all staff who use the current scheme to let them know how they will be able to get their new childcare vouchers.

Childcare vouchers are a tax-efficient way for working parents to pay towards their childcare costs from their salaries. Employees are entitled to receive up to £243 in childcare vouchers each month. These vouchers are paid to registered carers/registered organisations and are exempt from tax and National Insurance.

More than 1200 NHSGGC employees purchase vouchers direct from their salaries each month.

As well as NHSGGC, Fideliti supplies several other NHS organisations, along with Virgin Trains, Heinz and the Metropolitan Police.

_Staff Newsletter is written by staff for staff with the full support of the Area Partnership Forum_

_Please send articles, letters and photographs to: NHSGGC Communications, Staff Newsletter, 10 Russell House, 1055 Great Western Road, Glasgow, G12 0XH_

_Email: staffnewsletter@ggc.scot.nhs.uk Telephone: 0141 201 4995 Staff Newsletter is designed by Connect Communications www.connectcommunications.co.uk_

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“I can absolutely reassure staff that management genuinely takes notice of the results and that it is simply impossible to trace the results back to individuals. “The feedback from the survey is independently analysed and reported back to Boards. The results then go on to influence and inform the Staff Governance Improvement Plan for the next year. And from this, we see the development of new policies for staff and the expansion of staff benefits like childcare vouchers and flexible retiral schemes.”

Employee director Donald Sime added: “It is important that NHSGGC strives to be an exemplar employer but it can only do this if staff feedback what it is doing well and what it needs to work at. I encourage everyone to take the time to fill out the survey.”

This year’s staff survey is online and only takes 10 minutes to complete.

New guide to help you manage money

As part of the nationally supported Working Well Challenge Fund, Human Resources within acute services – in partnership with Health Improvement and Staff Benefits – have produced a Money Management Guide for all NHSGGC employees.

The guide signposts staff to help and advice on money and debt management, highlights our work-life balance policies and provides information on general staff benefits. The guide aims to provide information to any employee who is concerned about debt or who wants to review their current financial arrangements.

To discuss any aspect of the delivery of the Contact Centre or any Telecoms issues, please email karen.mcsweeney@ggc.scot.nhs.uk or stephen.connolly@ggc.scot.nhs.uk

Make sure we’ve got your number... and call direct

To alleviate unnecessary pressure on contact centre operators, a number of key messages have been sent to staff.

In order for the contact centre to operate to maximum efficiency staff are asked to use direct dial telephone numbers to contact colleagues.

To support more direct dialling everyone is being asked to make sure their contact details on the email directory and the staff directory on StaffNet are up to date and correct. It is important that we have accurate information on these databases as we all rely on the information that is made available on them.

We’ve undergone lots of moves recently so there’s been more pressure than usual on the operators at the contact centre. To ease that pressure and ensure that we have the correct contact details for everyone in their new place of work, please check both the directories now for yourself and for your department.

If we can ensure these numbers are correct – and everyone takes the time to use the directory – this will greatly reduce the number of unnecessary calls to the contact centre.

You should only be dialling the operator 1000 number if you need directory enquiries or an international number (including Southern Ireland).

Staff are reminded that all correspondence including letters, email and when leaving messages on voicemail should include a direct dial number.

Emergency calls (2222)

It is also important that staff dialling 2222 relay three important pieces of information to switchboard staff.

1. The HOSPITAL you are calling from
2. The location of your WARD
3. The EXACT TEAM REQUIRED

You should note there has also been a review of the clinical emergency teams. The outcome of this has been the 17 resuscitation teams (working 24/7) across NHSGGC dealing with cardiorespiratory arrest/periarrest situations have been renamed. You MUST use the new names for these teams. Please check StaffNet for the list of new names.

On Call Rotas have also been reviewed and details of new arrangements are on the Telecoms Intranet site.

All other Response Team memberships and procedures have been reviewed and you should refer to the Telecoms Intranet site for updates on these.

The Telecoms Team are keen to ensure that they provide the service that staff need to be able to function and welcome feedback.
The annual Scottish Mental Health Arts and Film Festival is now bigger than ever. NHSGGC is once again a leading partner in the Scottish Mental Health Arts and Film Festival (1-24 October). This is the festival’s fourth year, with nearly 200 exciting and affordable film, theatre, music, literature and participatory events taking place across Scotland.

Now a regular on the arts scene, the festival is an important cultural event, inviting people to think and talk about mental health. It celebrates the artistic achievements of people with experience of mental health issues, promotes positive mental health and wellbeing via the arts and reaches those on low incomes and from ethnic minority communities very effectively.

Director of mental health partnership Anne Hawkins said: “Mental health issues can affect people of all ages and from all walks of life. The festival gives people the opportunity to explore mental health in the broadest sense, participating in the types of event that appeal to them. It reaches all sections of our community and provides Scotland with an unrivalled opportunity to tackle discrimination and change the way people think about mental health.”

The festival’s opening weekend is jam-packed with exciting events throughout Glasgow, including the now annual music gig, Music Like A Vitamin (Sat 2 October, O2 ABC), led by Rod Jones of Idlewild and Emma Pollock with Karine Polwart and friends. This year, the musicians have written and recorded a new album of songs for the festival and will be performing them live for the first time.

The opening weekend also includes a special two-day programme of events at the Centre for Contemporary Arts, Café Improv at CCA (1-2 October), exploring themes of childhood, growing up and memories. The Monster in the Hall (suitable for ages 14+), the latest production from TAG, sees a teenager caring for her dad as she tries to protect her world from change in this new indie musical comedy. It is considered to be an important and timely piece of theatre as currently 30 per cent of people aged 12-16 in Glasgow city live with someone who has a long-term illness, disability, drug or alcohol problem and half of these young people spend time caring for them.

NHSGGC staff are invited to come along and enjoy any of the film screenings, plays, gigs, comedy, talks and exhibitions on offer and participate in discussions and workshops.

Dirty Paradise is a new play by the Tron theatre company.

Full information on all the events in this year’s festival is at www.mhfestival.com or call 0141 572 1662 for a brochure by post.
Glasgow highlights include:

• Dirty Paradise is a new play presented by the Tron Theatre Company from 1-9 October. A charming and heartfelt human story about dealing with inner demons and voices, it creates a beautiful, thrilling and sensory experience.

• The Cynthia Show at Work, a thought-provoking theatre production designed to raise awareness of the relationship between work and mental health, taking place in workplaces for employers and employees.

• Moving Minds 2010 is a fantastic exhibition of people’s stories about mental health, staged at Kelvingrove Art Gallery and Museum from 25 September-31 October.

• HeadSpace is a week-long series of events from 15-22 October in Platform, including Stand Up Comedy for Kids, part of the festival’s childhood theme for 2010.

• Project Ability’s Connect Programme presents a number of visual art events from 7-30 October.

• East Renfrewshire presents events ranging from comedy workshops, community singing events to the stunning YelloWing theatre production.

• Inverclyde also has a full programme including a week-long programme at the Arts Base. Art of Discovery, a unique exhibition from 4-21 October, presents the year-long artwork produced by the patients of Ravenscraig Hospital, Greenock, exploring areas of mental health.

• More than 30 events are taking place across Renfrewshire – from film screenings, theatre performances and talks, to workshops from Paisley’s Schools of Arts, youth events, art exhibitions and music events. The team have taken over a space in the shopping centre to reach people throughout the day, and have events in Paisley pubs in the evenings.
Take control of your bills in Energy Saving Week

As winter approaches, rising energy costs and economic worries mean that it makes more sense than ever to be energy efficient. As part of the Glasgow Climate Change Partnership, we are supporting the Energy Saving Trust’s (EST) Energy Saving Week (25-31 October) aimed at providing practical help to save money and energy.

Here are some of their top tips to help you take control of your energy bills:

• Install a cheap brush or seal on your exterior doors to eliminate draughts. Don’t forget letterboxes and keyholes.
• Draughts also get in through gaps in floorboards and skirting boards. Fill the gaps with newspaper, beading or sealant.
• Each conventional light bulb you replace with a low-energy one can save £40 or more over its lifetime.
• A jacket for your hot water tank pays back for itself within months.
• Loft insulation can save you around £150 a year.
• Cavity wall insulation can save around £115 a year.
• A high efficiency condensing boiler and new heating controls can save up to a quarter on your heating bills.

Recommended logo. EST Energy Saving Trust’s (EST) Energy Saving Partnership, we are supporting the EST’s Energy Saving Week (25-31 October) aimed at providing practical help to save money and energy.

- Double glazing can cut their category.
- Recommended appliances are the most efficient in their category.
- Double glazing can cut your heating bill by around £140 a year.

We’re sharing our success stories online

Showcasing the Best is the area of our website where staff can share examples of best practice with one another and the public. A few of the recent projects added are:

Learning Disability Pathway

In Glasgow Royal Infirmary, a Learning Disability Pathway has been developed and places the patient firmly at the centre of care while in the acute hospital setting. The pathway has been developed to support the care of patients who have a learning disability when they access Day Surgery Units and Operating Theatre Departments in NHSGGC and includes advice on consent and advocacy, main carers, flow charts for use in elective and emergency circumstances, general anaesthesia, local/regional anaesthesia, the recovery area and communication with the patient and main carer.

Nurse-led ear care clinic within treatment rooms

In North Glasgow CHCP the nurse-led ear care clinics within treatment rooms allows a full assessment of the patient and their ear condition. The assessment process allows the nurse to ensure that the patient receives the correct intervention and is referred to the most appropriate services.

It gives the opportunity to educate the patient on how to manage their ear condition. As part of the care, patients receive an ear care leaflet which gives advice on self management, which should encourage the patient to manage their condition in a proactive way.

Releasing Time to Care: protected time for therapeutic group

Ward Four at Parkhead Hospital carried out a pilot study that involved closing the ward at specific times for group work to be carried out without any interruptions. A structured timetable for the groups was compiled and closing the ward allowed ‘protected time’ for therapeutic intervention and group work with the ward-based nursing staff and patients.

The aim of the pilot was to increase the frequency of groups and to ensure that all staff were facilitating the groups as part of their practice, in line with the targets identified in Rights, Relationships and Recovery and other strategies.

Initial review of the results indicate that participation in group work may have had a positive impact on the number of patients on raised level of observations on the ward. A multi-agency approach has also now been incorporated into the programme.

Board nurse director Rosslyn Crocket said: “This website is an excellent way for staff to share information and best practice and the more staff who use the site, the better and more relevant it will get. If you have an example of best practice, tell us about it.”

For the full programme and more advice on taking control of your bills, including grants, contact EST on Freephone 0800 512 012 or visit www.energysavingtrust.org.uk

For more information on these projects and how to have your examples of best practice approved and included on the Showcasing the Best website email: gillian.halyburton@ggc.scot.nhs.uk or pat.spencer@ggc.scot.nhs.uk

Visit the Showcasing the Best website at: www.nhsggc.org.uk/showcasingthebest
Higher trainee Jen Ahrens tells SN about volunteering in Malawi

The Scotland Malawi Mental Health Education Project is a charitable voluntary organisation providing undergraduate psychiatric education to medical students at The College of Medicine, in Blantyre, Malawi, as well as other mental health projects.

The aim of the project is to improve the standard of psychiatric education of all doctors graduating from The College of Medicine, and to encourage the medical students to consider a career in psychiatry.

I have always enjoyed travelling and have worked abroad in the past, so when I realised that I could do this as part of my training I was very keen to participate. There has long been a connection between Scotland and Malawi, which dates back to David Livingston in the 1850s – this explains how it can take 24 hours to travel from Glasgow to Blantyre!

Malawi is one and half times bigger than Scotland, with three times the population. It is a very poor country with little economic product, so most people survive on what they are able to grow.

The project itself lasted for seven weeks and comprised four weeks of mainly classroom-based theoretical teaching followed by three weeks of clinical teaching at Zomba Mental Hospital.

Working with seven volunteers (five from NHSGGC) it was initially quite daunting to think about delivering an entire theoretical and clinical curriculum, but once we started it took on a life of its own. The students had the usual mix of the studious and the slackers, but they were enthusiastic and very competitive. In the beginning, there were a lot of preconceptions about psychiatric patients and also suspicion that we would attempt to impose secular Western values on them. So it was extremely rewarding to see that suspicion of ourselves and the patients dissolve as the course progressed. In fact, by the end the students were able to share some of their own experiences of mental health problems both within their families and among the student body.

Returning from Malawi has made me realise how well-resourced the service we work within is. It also renewed my enthusiasm for my specialty. And, although we worked hard, it wasn't arduous at all – I would encourage anyone to consider volunteering for a similar experience.

Jen Ahrens is a higher trainee in general adult psychiatry at Dykebar Hospital

Why not try something new?

LOOKING for a change in 2010? Then why not volunteer overseas with VSO – an independent international development organisation that works through volunteers to fight poverty in developing countries.

NHSScotland staff have a unique opportunity to volunteer overseas thanks to a scheme aimed at increasing the number and range of public servants who want to volunteer abroad.

A central fund is available so that on return from volunteering an employee can get a payment into their pension scheme that is broadly the same as the pension contributions they lose by going abroad.

This fund is only available to those who secure a volunteer placement by 31 March 2011.

Rules of the scheme and how to apply are on the VSO website at www.vso.org.uk

Trainees take on challenge in the Highlands

SOME of our management trainees and specialist trainees have been rolling their sleeves up and getting stuck into their annual community challenge.

Working with other management and specialist trainees from across Scotland, our own Karen Beattie and Claire McKeen, along with Jesse Dawson and Christina Harry, headed to Applecross in the West Highlands for two days to help out Scottish charity Venture Trust who work with disadvantaged young people.

The group had intended to paint the outside of the charity’s lodge in Applecross – which young people use as a base for trekking, canoeing and sea-kayaking expeditions – but, thanks to typically Scottish weather, they headed indoors to redecorate the centre’s gym.
Two ENPs went from scalds and sprains to the director's cut as they starred in our new minor injuries unit DVD.

Two of our emergency nurse practitioners (ENPs), John Cowie and Pauline Garvey, found themselves in the spotlight as stars of our new minor injury units (MIUs) DVD which is out this month.

John, who works at the New Victoria, and Pauline, from the New Stobhill MIU, have been talking about the role of the new minor injury units – a new, dedicated service that ensures patients with minor injuries are the priority.

Both John and Pauline have been working at the units since they opened last year. Pauline explained: “The MIUs provide another open door to patients. When I was an A&E sister, minor injuries were triaged as a low priority but they can make up a disproportionate amount of patients in A&E. Here, minor injuries are our priority. Patients are seen promptly and go through the unit very quickly. The flow of traffic is very smooth.”

Over at the New Victoria, John agreed: “MIUs are a dedicated service staffed by highly trained nurses who ensure that patients with minor injuries are seen and treated very quickly by staff who know the most appropriate treatment.”

Both units boast excellent facilities as well as being a pleasant environment for both patients and staff. The modern buildings and new equipment is backed up by technical support such as picture archiving and communications systems (PACS), which allow X-rays and scans to be stored electronically and viewed on screen. This means MIU staff can discuss anything of concern with colleagues and specialists from lots of different areas – getting the patient the best treatment plan or referral to attend a specific clinic.

Pauline added: “We really have all the backup we need. Even though we are a standalone unit, we still have links to A&E.”

John is clear about the MIUs’ purpose. “We’ve had staff from the hospital refer ill patients, but that’s not what we are about,” he said. “We are here for patients with broken bones, fracture and sprains, back, shoulder and rib injuries, minor cuts and grazes which we can stitch up and treat. Also infected wounds as well as minor burns and scalds. It’s a full treatment centre for all these injuries.”

You can see John and Pauline talk about the MIUs and view the new MIU DVD at: www.nhs.ggscot.nhs.uk/staffnewsletter