Staff flu jab – the big push is on
How flu can kill
FLU can be fatal and the most common cause of influenza deaths involve viral pneumonia.

Simply, the virus moves from the upper respiratory tract to lower and then infects the lung tissue causing Acute Respiratory Distress Syndrome (ARDS), which results from a combination of the flu infection and the body’s inflammatory response. The lungs quickly fill with fluid and become very stiff.

This stiffness, combined with severe difficulties extracting oxygen through the fluid, creates a need for mechanical ventilation, and can, tragically, lead to death.

September 2012

Target 50%
Flu champion Gerry Wright tells why he volunteered

GERRY Wright has first-hand experience of how serious flu can be - he has suffered from the virus and was a member of an emergency response team during the H1N1 flu outbreak.

With those memories still vivid, the Western Infirmary lead nurse for emergency and acute medicine didn’t have to think twice about becoming a flu champion.

Gerry said: “After those two events no-one had to sell it to me, I always bought into the vaccination programme after that and now I am vaccinated every year.”

Having the flu was “a horrible experience” and he went on: “The reality is that it is really uncomfortable. It’s difficult to sleep and you wake up in the middle of the night sticky with sweat.

“I thought I’d had flu before, but it was obviously a common cold. When I did get the virus I thought it must have been something else because it was so bad. Flu is far worse than a cold and lasts longer.”

As one of the Board’s flu champions, Gerry is now making it an agenda item for every meeting he has with team leaders and charge nurses.

He is also making a point of speaking to staff during his regular round of visits to clinical areas.

“I explain what flu is and encourage staff protect themselves” said Gerry, “I will tell them that it is very contagious and that they should think about protecting the people in their care who are already vulnerable because of underlying health conditions.”

He is also very aware of misinformation surrounding the virus: “I’ll also be debunking myths such as the vaccination gives you the flu. Why protect people from the flu by giving them the flu? I want to stop such myths getting out of hand.”

Increasing the number of peer immunisers will be key to staff immunisation uptake says Gerry, because they will make it easier for staff to access the vaccine if they are not able to attend the regular clinics.

He added: “If someone tells me that they are not going for their vaccination and give me a spurious reason, then I will tell them about my experience of the flu.”

Lead nurse Gerry Wright
NEW guidance to help spot signs of human trafficking

NEW guidance has been issued to help staff spot patients who may be victims of the horrors of human trafficking.

It is a very real problem in the west of Scotland with gangs or individuals tricking men and women to enter this country with false promises of work, only to end up as modern day slaves, or coercing them into prostitution.

Systems and protocols are already in place covering child and adult protection, but this new guidance has been drawn up specifically to help staff identify and respond to patients aged 18 and over whom they believe may have been trafficked.

Director of corporate planning and policy Catriona Renfrew encouraged staff to look out for potential telltale signs of trafficking.

She said: “Trafficking exists in Scotland and contact with a health worker may be the one chance for a trafficked person to get help and protection.

“This is a cruel trade in human lives and staff can play an important role by picking up on injuries or behaviour and help people contact the police or other appropriate authorities and services.”

Any combination of a number of factors could indicate that a person has been trafficked.

This includes injuries from assault or scars, signs of rape or sexual abuse, or post-traumatic stress or psychological disorders.

The patient may be from a migrant community, accompanied by a “minder” who speaks for them and they defer to, and have their passport or documents held by someone else.

If staff suspect that a patient has been trafficked, they should take a number of steps including arranging to speak to the person privately and arranging for interpreting services if needed.

If trafficking is disclosed a risk assessment should be carried out and the patient offered referral to Archway or to the Migrant Helpline to arrange a place of safety.

If no clear disclosure is made but concerns remain the Migrant Helpline should be contacted to discuss options and agree the next steps.

And if there are fears that the patient and others are at risk of immediate harm then the police should be contacted.

For more information, visit:

Find out some of the signs to look out for on Page 5

Staff sponsored row for human trafficking awareness charity

FOUR Brownlee Centre staff have taken to the River Clyde to raise money for a charity close to their hearts.

Senior charge nurse Gillian Mulholland, staff nurse Elaine Rarity, counsellor Eadie Khan and receptionist Janice Breslin took to the water and raised £675 for Glasgow-based Trafficking Awareness Raising Alliance (TARA).

This was topped up to £775 thanks to a donation from a former patient.

None of the quartet had rowed before and thanks to generous support from the Glasgow Rowing Club (GRC) the four received free lessons and the support of the club crew.

Gillian said: “We wanted to get fit and at the same time do something different and raise money for charity.

“The GRC said that they would waive taster session fees and get us fit in time for the 10K.”

She went on: “We have a huge range of clients from around the world and there has been, on occasion, some women who have been trafficked.

“We know that this is something that is not going away and we wanted to do something to raise awareness of TARA and help some of the clients we have been seeing as well.”

Intrepid rowers from third left onwards, Janice Breslin, Gillian Mulholland, Eadie Khan and Elaine Rarity.
NHS staff are in a unique position to identify and support people who have been trafficked by being aware of some of the health problems and behaviours suggesting trafficking.

Here Dr Sharon Doherty, consultant clinical psychologist, talks to SN about some of the signs to look out for.

A MEMBER of the NHSGGC Compass Team, a service which provides mental health care to asylum seekers, refugees and trafficked people, Dr Sharon Doherty has been seconded to the Trafficking Awareness Raising Alliance (TARA), a charity which gives crisis help and support to women trafficked to work in the sex trade.

Dr Doherty said: “Trafficking does exist in Glasgow and traffickers have been able to use the fact that health professionals and other agencies may not be fully aware of the issue.

“In some cases people are being held captive for many years in a locked room or house.

“Others may have some freedom but are still under the control of traffickers. It is akin to slavery.

“I think that increasing awareness amongst health staff will make it increasingly difficult for traffickers to use the UK as a destination.”

A combination of factors can set off alarm bells that a patient has been trafficked. Unaccompanied asylum seeker children are frequently trafficked and adults and children who are trafficked may show signs of emotional and physical abuse, while others may have untreated medical conditions.

The person may appear nervous, give short answers to questions, are unwilling to volunteer information and also vague about their links to the “relative” they are staying with.

Dr Doherty went on: “Staff should try to make the most of an appointment, as they would when there is a background of suspected domestic abuse and tell the patient verbally that help is available by giving them the TARA project and Compass numbers, as well as offering them another appointment.”

Staff should always use a contracted interpreter rather than a “family” member and interview the patient alone, indicating that this is normal practice.

At this point they should try and find out as much as possible about the patient’s living circumstances but without pressure to disclose, because this could put them at further risk of harm.

Dr Doherty added: “If staff have the courage to raise questions in their minds about the situation their patient may be in, this might make the world of difference to the person sitting in front of them.”

Staff who suspect that a patient is being trafficked should pass on the following contact information – Compass, tel: 0141 630 4985 or TARA, tel: 0141 276 7724 – and also use these numbers themselves for advice and support for patients.
Facing The Future Together - Robert Calderwood introduces a focus on teams in NHS Greater Glasgow and Clyde

Robert Calderwood

FACING The Future Together (FTFT) is about us taking a fresh look at how we support each other to do our jobs, provide an even better service to patients and communities and improve how people feel about NHS Greater Glasgow and Clyde as a place to work. Supporting team working has been an essential part of FTFT since it was launched late last year. Over the next few months we will have a focus across the organisation on improving team working and I wanted to share with you my thinking on why this is so important for us all.

Good team working is critical to the quality of care and services. I have worked for the NHS for over forty years as part of many different teams and I have seen at first hand how different disciplines, nurses, medics, AHPs, managers and support staff deliver so much more by working together. Mutual respect, good communication, understanding the perspectives of others and sharing skills and experience enable us to achieve our best and deliver more for our patients. I reflect on changes I have been part of and how effective teams have been central to success. Whether the challenge was to redesign ward catering services, in the early part of my career, to bringing together the Southern and Victoria Trusts or planning the new South Glasgow Hospital, I have always relied on working with others to deliver.

Whatever our job, it is when we work effectively with each other that we deliver the best for patients. I believe that good team work matters in every part of our organisation, whether it is across my corporate management group; on a ward; in our facilities services; in health records or in primary care.

As the NHS has become more complex teams have become even more vital for patient and staff satisfaction. Team working is particularly important when we are working under pressure and have so many changes to deliver. We all know how obvious it is to patients and their relatives when team working is not effective and services feel fragmented.

Team development tools are now on the FTFT section of StaffNet and I recommend everyone watches the short video showing how some of our people are working to strengthen their team. This is also hosted on the FTFT pages. We have set out the material under five themes:-

- Our patients get the best from us when we work as a team
- Being part of a good team makes this a better place to work
- Who needs to be part of your team?
- What makes your team work well?
- Working well with other teams is really important too

Over the next 12 months I want to encourage you all to review the opportunities to build even stronger teams. Wherever you work, whatever your job, please find some time to look at the material and think about the team you are part of and how you can contribute to achieving the best teams across NHS Greater Glasgow and Clyde. I will be working with my directors to reflect on how we can be a more effective team, I would like everyone to discuss with the people they work with how well they are working together and to think about how good are relationships with other teams.

If we all commit to play our part to make even better teams we will deliver better services and a better place to work.

Click here to watch a short video on team working.
"Clinical environments can play such an important part in the recovery of patients of all ages. Simply making them smile and feel comfortable can make their hospital stay and treatment less stressful."

Meanwhile Jennifer and colleagues are asking their young patients to post “ground rules” on the doors of their hospital rooms for doctors and nurses. The strict do’s and don’ts for staff are based on American scheme, “Lauren’s List”, although the RAH version is called “What Matters to Me.”

Jennifer said: “If you think about it, when you are in hospital much of the control you have over your body gets taken over by clinical staff so it is very important to give patients as much control as possible over their care and ‘What Matters to Me’ is a great way to achieve this, especially for young patients.”

Zoe said: “My dad and I chose the colours and it’s really colourful and friendly looking and it cheers me up when I see it.”

SEVE said that working on the design helped distract his daughter from her treatment: “Zoe had been in hospital for around seven weeks and we had been doing a lot of drawing. “I came up with the idea to show her how to make maps and scrolls and when Jennifer asked if we wanted to get involved in the competition, we said yes. “You don’t always get a chance like this to say ‘thank-you’ to the ward and staff for everything they have done.”

Zoe’s work of art

Above: Zoe pictured with her dad Seve, beside her scroll.

STAFF on the Royal Alexandra Hospital children’s ward are celebrating picking up an unusual Scottish award - helped by their young patients.

Ward 15 is the proud winner of NHS Scotland’s “The Most Improved Door” prize, aimed at making ward doors more inviting for patients and visitors.

The challenge to brighten clinical entrances was launched by Derek Feeley, Directory General Health and NHSScotland Chief Executive and Jason Leitch, Director of the Quality Unit, Scottish Government.

Senior charge nurse Jennifer Rodgers and her team surveyed patients and their parents, and Zoe Smith (6) and dad Seve came up with the idea of a colourful scroll for the ward door.

Jennifer said: “Zoe is a regular visitor to the ward and is often in hospital for long periods receiving treatment for juvenile rheumatoid arthritis.

“She and her dad took on the project with gusto and the nursery nurses came up with the idea of ‘welcome’ stickers for the doors in 13 different languages.

Congratulations to all involved of the young patients. “Clinical environments can play such an important part in the recovery of patients of all ages. “Simply making them smile and feel comfortable can make their hospital stay and treatment less stressful.”

Meanwhile Jennifer and colleagues are asking their young patients to post “ground rules” on the doors of their hospital rooms for doctors and nurses.

The strict do’s and don’ts for staff are based on American scheme, “Lauren’s List”, although the RAH version is called “What Matters to Me.”

The US initiative is based on the experiences of young cancer patient Lauren Sampson who had been hospitalised more than 50 times by the age of seven and had grown tired of the constant flow of clinical staff entering her room and treating her like an object.

Jennifer said: “If you think about it, when you are in hospital much of the control you have over your body gets taken over by healthcare staff so it is very important to give patients as much control as possible over their care and ‘What Matters to Me’ is a great way to achieve this, especially for young patients.”

Above: Zoe pictured with her dad Seve, beside her scroll.
Ground-breaking breast cancer campaign launches in Scotland

WITH the startling fact that one in nine women will be diagnosed with breast cancer in their lifetime, more needs to be done to inform and educate women on spotting the possible signs of breast cancer.

A new Scottish Government Detect Breast Cancer Early programme has been launched which aims to improve cancer survival rates by increasing the proportion of Scots diagnosed in the earliest stages of the disease when a better range of treatment can be made available to patients.

Frontline healthcare workers will be key to this campaign by clarifying and educating patients on the symptoms of breast cancer, as research has indicated that many women are not aware that lumps are not the only sign of breast cancer. This all helps to ‘normalise’ the discussion around breast cancer in a way that gives women confidence to acknowledge, discuss and seek help about their concerns.

Central to the new campaign is a groundbreaking TV advert, which features a well known Scottish actress and is a UK-first – using images of breasts from real women who have experienced breast cancer.

The images all show different signs of breast cancer including rashes, bleeding from nipples, puckered skin and inverted nipples. The end strapline is “Lumps aren’t the only sign of breast cancer".

It’s hoped the advert will give women the confidence to talk about cancer by providing them with facts, figures and knowledge on how to spot signs and symptoms. Members of the public will be encouraged to act quickly if they notice any unusual or persistent changes to their body or health and make an appointment with their GP at the earliest opportunity.

Campaign adverts will appear across TV, radio, press and magazines over September and October. The activity is also supported by a national roadshow on mainland Scotland at the same time.

NHS Scotland, leading clinicians and Scottish charities have given their support to the campaign and healthcare professionals across Scotland are being urged to promote the importance of detecting cancer in its early stages to patients.

To find out more about cancer and the signs of breast cancer, contact NHS Inform by phoning 0800 22 44 88 or log on to www.nhsinform.co.uk

High priority health campaigns given STV digital treatment

NHSGGC has launched three high profile health campaigns on STV online.

The campaigns are being piloted to test the potential of the Scottish commercial television station’s bold ambitions to establish a major “one-stop-shop” of information for the Greater Glasgow population covering everything from cinema, sport, events, housing, concerts and film to health.

The STV Glasgow site will be advertised and promoted intensively on the television station for the next few months and visitors will be guided to locally generated information about Smoking Services under the campaign title “Blow The Smoke Away”; Talking Sexual Health and also Detect Cancer Early.

Health improvement leads have worked to create locally useful information and the NHSGGC site features interviews and stories about our staff and stories from our patients and others who have used the three areas of service.

Our press office has worked closely with STV journalists to co-ordinate content and articles which will complement existing methods of enabling easy access to service information.

Ally McLaws, NHSGGC director of communications, said: "The beauty of this pilot is that it will enable users to drill right down to local level services to find out what is on their doorstep. “The other clear opportunity that a significant and wide spectrum of people using the STV Digital website for a wide range of activities will be given high profile opportunity to dip into information about locally based NHSGGC smoking and sexual health services and also get more local information about the national Detect Cancer Early campaign." The pilot will run until the end of the year.

NB: Staff may be prevented from accessing the STV Digital “Glasgow platform” from their workplace PCs. It can be accessed via your home PC or handheld device using:
http://www.nhsggc.org.uk/content/default.asp?page=s2

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FOISA/EIR E-Learning module

A NEW module has been added to the suite of E-Learning facilities available through the on-line LearnPro platform, to provide general awareness training for staff on Freedom of Information (FOI) and Environmental Information legislation. It has been designed to give staff a general understanding of the Freedom of Information (Scotland) Act 2002 (FOISA) and the Environmental Information (Scotland) Regulations 2004 (the EIRs) so that they recognise requests for information and know the appropriate action to take if they receive a request or are involved in providing a response to a request.

Alison Flynn, FOI manager, who created the module in conjunction with Robert McIlreavy, E-Learning advisor, said: “I am delighted that we can now roll this module out to all staff within the organisation. Complying with FOI and EIRs is an organisation-wide requirement and staff must be aware that we all have that responsibility.”

Chief executive Robert Calderwood also endorsed the new E-Learning module. He told SN: “I cannot stress enough my determination that we respond to these types of requests within the timescales laid down for us.

“Delivering face-to-face training across an organisation as large and complex as NHSGGC is a considerable task, so having the FOISA/EIR E-Learning module will mean that we can significantly raise the awareness of our staff and be far more efficient in the resources we use to do this.”

More information about accessing E-Learning modules is available on StaffNet > Human Resources > Learning and Education > E-Learning. For more information on FOI, visit: StaffNet > Info Centre > Freedom of Information.

Money worries can be at the heart of patients’ health issues

THERE is strong evidence that money worries can contribute to ill health... and in some cases create health problems. This evidence has inspired our Financial Inclusion Group to compile guidance for staff to help them offer information on finance issues that may arise when treating a patient.

Some parts of the organisation have been asking and responding to patients’ money and debt worries for a number of years and we are now encouraging all areas to offer assistance to patients who may be facing financial difficulties.

The guidance tells you where you can find out about free, high quality services on debt advice, benefits and budgeting that are available within NHSGGC.

It has been shown that referring patients to these services not only improves their financial situation but can result in improved mental health and reduce stress.

Dr Noreen Shields, planning and development manager, said: “Sometimes just a simple word about money advice can be just what the doctor ordered.”

The guidance covers information on how to enquire and respond to financial issues and also provides advice for staff who themselves might be experiencing financial difficulties. For more information visit: http://www.equalitiesinhealth.org/Moneyworries.html

Win a three course dinner for two at Zizzi

STAFF Newsletter has teamed up with Zizzi Glasgow to give you the opportunity to win a delicious three course meal for two plus a glass of prosecco each.

What’s more all staff can take advantage of a 20% discount on food. Just simply take in a valid ID badge or payslip. For parties of 10 or more you can take advantage of a 25% discount on Zizzi’s set menus when booking in advance.

For your chance to win, simply answer the question below 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.

QUESTION: What type of food is served at Zizzi restaurants?

Set on the top floor of Scotland’s most unique dining environment on Buchanan Street, top Italian restaurant Zizzi serves up delicious cuisine to tantalise the taste buds.

Serving everything from a light lunch while you’re shopping to a delicious dinner before venturing out on the town, their balcony seating is great for people-spotting and a great place to relax after a long day.

They also have tables situated within the main restaurant which are ideal for larger parties and give you the opportunity to watch the chefs cook up a storm.

T&C: The competition is open to all NHSSGC employees. One entry per person. Winners must be available for a photograph which may be printed with their details in future issues of SN. The closing date is 30 September 2012. Your meal and discounts can be used between now and 1 December 2012 at the Zizzi Ristorante in Princes Square.
On the starting blocks for the Olympics and Paralympics

It was a busy few weeks for Margaret-Ann MacLachlan as she fitted in officiating for the first time at the Olympic and Paralympic Games around her daughter’s wedding!

Margaret-Ann, a litigation and risk manager based at William Street, Glasgow, was in no doubt which was the highlight: “Of course it was Sarah-Jane’s wedding in Aviemore!”

This was closely followed by being a track official at races involving record-breaking athletes and gold medal winners Usain Bolt, Mo Farah and David Rudisha.

As an official, Margaret-Ann’s role was to make sure that competitors did not infringe the rules such as switching lanes or pushing and shoving one another.

Describing her Olympic experience she said: “It was phenomenal being there and I was only a few metres from the finishing line of the big races.

“THERE were more than 80,000 people there urging on the athletes and I’ve never heard noise like it in my life.

“I felt very humbled to be one of the track officials. I just can’t believe how lucky I’ve been.”

It was because of Sarah-Jane that Margaret-Ann qualified as a UK Athletics Official Coach which led to her being chosen as a track and athletics official at two of the world’s top sporting events.

She said: “My daughter was a member of Kilbarchan Athletics Club when she was younger and I would go along as a volunteer, raking pits or keeping scores.

“When Sarah-Jane stopped running I felt a bit lost and so contacted the Scottish Athletics and asked if they were looking for volunteers and things just blossomed from there.”

Margaret-Ann completed training courses and passed exams and became Head of Discipline Track for Scotland.

Surprisingly she is not sporty herself: “The joke is that I am fit by proxy, I have very fit kids in the shape of Sarah-Jane (31), Christopher (29) and Stephen (20)!”

Don’t dare tell Helena and Peter to buzz off!

THERE’s a bit of a buzz around Westward House in Paisley these days, probably because two colleagues have around 24,000 bees between them!

Strong environmental “beeliefs” led Helena Jackson-Boyd, from NHSGGC’s HI&T business and resource management, and Peter Welsh, Renfrewshire CHCPs’ information manager, to take up the hobby.

Helena said: “I am a keen gardener and also very interested in creating an environmentally-friendly eco-system in my garden.

“In fact I’m very green-orientated and my interest stemmed from this.”

A chance meeting with a bee keeper at Ayr Flower Show inspired Helena’s interest in keeping bees and she completed a number of courses to make sure she can look after them properly.

Despite being stung a number of times, one honeybee was so “angry” its sting pierced the leather protective glove Helena was wearing, she remains committed to her new hobby.

Paired with a mentor, Helena gained experience about looking after and handling bees, before receiving her own.

She said: “Amongst the primary things you need to know are how to handle the bees, how to house them and monitor their temperature and check them for disease.”

Peter attended a six-week course designed to promote bee-keeping delivered by Kelvin Valley Honey, a community owned social enterprise organisation.

“My partner and I decided it would be good for nature and the environment to have bees and it’s also an interesting hobby.

“I signed up for the course and at the end went home with my starter colony of bees, hive and protective clothing. After two years you decide if you want to continue and if you do you pay for all the equipment at cost price, if not, you hand everything back.

“The only stipulation is that you hand over half of all your honey to the organisation which they can sell on to raise funds.”

And despite the buzzing and steady hum in his garden Peter added: “I actually find looking after the bees quite relaxing.”
Lee’s life has its ups and downs!

THE thought of jumping off the 120ft high Killiecrankie Bridge would be bad enough for most of us... but for Lee Flannigan there was an added dimension of fear.

The fact that Lee is terrified of heights just made the charity challenge just a little bit scarier for the intrepid finance management trainee.

After his leap of faith Lee pulled on his SN Champion T-shirt and described the feeling: “It wasn’t until they took us up onto the platform walkway that the nerves kicked in once I saw just how high it was.

I realised then my fear of heights was more a fear of jumping and the bungy cord snapping.

“To be honest when I was standing with toes over the edge my stomach was churning. I was really nervous but knew I really couldn’t get out of it now.

“But once they gave me the countdown '3-2-1-bungy!' and within a fraction of a second the nerves disappeared and the feeling was unbelievable, and so much fun!”

Lee is one of a number of NHS Graduate Management Trainees in Greater Glasgow and Clyde who are helping raise funds to support the make-over of a Women’s Aid refuge garden.

Putting fun into fundraising

THE weather might have been damp but the nurses’ spirits certainly weren’t at the ‘It’s a Knockout’ tournament.

Dressed in their SN T-shirts and covered in foam and water, the team of nurses from HDU at the Victoria Infirmary took on the challenging assault course to raise funds for the Prince and Princess of Wales Hospice.

Staff nurse Jodanna Wong signed up a team of nine colleagues to join her for the competition. She said: “I heard about the Hospice’s challenge through a friend who was telling me what a great time she had at a similar event.

“A few of us have known someone who has used the Hospice’s services and we were keen to support its fantastic work.

A family friend of mine spent some time at the Hospice and it made such a difference to her quality of life so we’re glad we can do something to support it.

“And what a great time we had! We all thoroughly enjoyed ourselves and managed to avoid injury with our only complaints being a few aches and pains the next day.”

The team have so far raised about £2000 for the hospice and are still hoping to raise more funds.

You can sponsor the Victoria Infirmary HDU team at: www.justgiving.com/victoria-HDU

Staff nurse Jodanna Wong, second from left, with colleagues ready for the challenge.