Turning art on its head
Images bring a quirky touch to hospital signposting – p2&3
Bumblebee – Amy Crawford
Amy’s story is rooted in her love of nature and animals. She finds a bumblebee in a hospital corridor, which she believes is dead, but on returning she discovers the bee is still alive, so picks it up and takes it to her workspace. Placing the bee on a plate, she makes up a sugar solution to see if she can revive the bee.

On The Move: staff update

STAFF NEWSLETTER
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, JB Russell House, Gartnavel Royal Hospital Campus, 1055 Great Western Road, Glasgow G12 0XH
Email: staffnewsletter@ggc.scot.nhs.uk
Telephone: 0141 201 4558
Staff Newsletter is designed by Connect Publications www.connectcommunications.co.uk

“The latest on our new South Glasgow hospitals”

By Dr David Stewart, lead director for acute medical services
As the handover date of the new hospitals draws closer, we have established a Clinical Migration Logistics Group to take forward the detailed logistics planning for the moves. This group, which I chair, has representatives from all directorates, nursing, the new hospitals project team, staff partnership, procurement, human resources and the Scottish Ambulance Service.

The remit is to be the main Operational Forum to develop a logistics plan for the migration of clinical services into the new adult and children’s hospitals and all other associated moves.

The Group currently meets fortnightly, although it will meet more frequently as the handover date gets closer.

“We have now allocated key estates posts for the new South Glasgow hospitals”

By Anne MacPherson, workforce director

PROGRESS continues at a pace on the Workforce Plan for the new South Glasgow hospitals.

The estates process is well under way and we have now allocated key estates posts for the new South Glasgow hospitals ensuring that some of our estates colleagues can start their training programmes for the new plant and equipment from the end of August 2014.

I continue to work closely with all directors in the acute services division and professional leads, including the Board’s nurse director and medical director, to ensure that the plan reflects the service changes within the two new hospitals (South Glasgow University Hospital and Royal Hospital for Sick Children) and also takes into consideration the impact across remaining sites.

It remains our aspiration that all leaders identified for the new hospitals would be confirmed in their roles by the end of October 2014.

In the middle of August, we began the process of communicating directly with senior charge nurses across the five sites involved in the migration (Victoria and Western Infirmaries, Southern General, RHSC and Mansionhouse Unit) and with our heads of nursing colleagues and directorates, ensuring that everyone is allocated a role within the new hospitals.

To support anyone who may be displaced as a result of the process, we have appointed Colleen Ferguson (from the facilities directorate HR team) as transition advisor and Jennifer Hardy (from our city partnership HR team) as workforce co-ordinator. Both will ensure staff are given appropriate support.

All correspondence issued to staff during this process has been agreed with our main trade union organisations representing our Acute Partnership Forum.

Within the coming weeks, we will see a further range of posts particularly around our emergency department and facilities that will be confirmed and allocated within the new hospitals.

Further services will come on board on a rolling programme to not only ensure that all our key leadership posts are confirmed by the end of October 2014, but also to ensure we remain on target to confirm employee posts by the end of December 2014.

If you have not had an opportunity to attend any of our roadshows, please come along. Dates and times of these are featured on StaffNet and opposite.

As the handover date of the new hospitals draws closer, we have established a Clinical Migration Logistics Group to take forward the detailed logistics planning for the moves.

This group, which I chair, has representatives from all directorates, nursing, the new hospitals project team, staff partnership, procurement, human resources and the Scottish Ambulance Service.

The remit is to be the main Operational Forum to develop a logistics plan for the migration of clinical services into the new adult and children’s hospitals and all other associated moves. The Group currently meets fortnightly, although it will meet more frequently as the handover date gets closer.

“All correspondence issued to staff during this process has been agreed with our main trade union organisations representing our Acute Partnership Forum.”

Within the coming weeks, we will see a further range of posts particularly around our emergency department and facilities that will be confirmed and allocated within the new hospitals.

Further services will come on board on a rolling programme to not only ensure that all our key leadership posts are confirmed by the end of October 2014, but also to ensure we remain on target to confirm employee posts by the end of December 2014.

If you have not had an opportunity to attend any of our roadshows, please come along. Dates and times of these are featured on StaffNet and opposite.
The picture of health!

OUR cover image shows part of the stunning Yoga image (shown right in its full glory), which is one of a collection of distinctive art works to be used within the new South Glasgow University Hospital and in the new Royal Hospital for Sick Children as part of the “Podium Way Finding” project.

These large sculptural images will be positioned at key decision-making junctions in the new hospitals to assist with “sign posting” and finding your way around the new surroundings.

“Turn left at the lady standing on her head” could be part of your directions to your clinic?

There are 21 quirky and unique, non-clinical landmark images providing clear destinations to aim for.

Each artwork is based on stories about treasured memories from staff who will work in the hospital.

The Yoga image results from a conversation with lead cardiology nurse Liz Thomson, who has been practising yoga for more than six years. Her enthusiasm for the art of yoga is infectious and she is dedicated to her journey of always improving her yoga and achieving more difficult poses.

Described as the “king” of all poses is the headstand, which Liz has, to date, only achieved once with the support of her yoga teacher.

The stories from our staff were related to Glasgow-based artist Rachel Mimiec in one-to-one sessions then interpreted by a local writer/poet and drawn by artists based at Graphical House in Glasgow’s Merchant City. The lead artist was Alison Unsworth. Other artists were Ian Richards, Emma Varley and Frances Priest.

SN can share just a few of these images in this issue due to space, but we will bring you more in the months ahead... along with other art initiatives.

Bath in garden – Sarah Barr
Sarah’s story takes place in her grandmother’s Forestry Commission cottage garden situated in the Borders, a countryside retreat for all her family, where Sarah spent many amazing and informative times with her grandmother, and now her own children are having the same rich experiences of being close to nature and growing their own food.

Web portal will have all the info you need
A SIGNIFICANT amount of staff information already exists on various platforms within our StaffNet and our website on the New Hospitals.

HR has developed a lot of material, including sections highlighting staff roadshows and the sort of questions staff are raising at those events.

The project team has supplied construction updates and progress reports accompanied by photographs showing the rapid progress toward completion of the hospitals, learning centre and research buildings and even the car parks.

Now the focus is on pulling all the key aspects of information covering every aspect into a one-stop shop web portal, which staff can access via StaffNet while they are at work or via the website when they are off duty or simply don’t have access to the intranet system.

This portal is under construction and should prove an invaluable source of regularly updated information.

Staff urged to complete IT survey
NHSGGC is taking part in a national survey looking into the use of technology at work. It will evaluate if and how staff are already using technology in day-to-day practice, the support and training available to staff and how staff feel about using technology more often within the workplace.

The survey is completely anonymous and will take no more than 10 minutes to complete.

To take part now, visit: www.surveymonkey.com/s/TELbaseline
Steve Bicknell, a consultant physician at Gartnavel General Hospital and the Western Infirmary, tells SN about his own experience of being struck down by the flu and why he is advocating that all staff be vaccinated.

"For many years I did not take up the offer of the annual staff flu vaccination, basically because I felt it wouldn’t happen to me. In late November 2009, during the swine flu epidemic, I did consider obtaining the vaccination, but left it very late and could not find the time to attend the vaccination clinic.

"Over the course of a day or two, I developed a profound flu-like illness and a viral mouth gargle was positive for swine flu. I received a course of Tamiflu tablets and stayed off work for approximately one week, during which I felt very run down and also developed a cough with green sputum production, for which I received a broad spectrum standard antibiotic.

"I had been expected to be on call for the weekend during this period and several colleagues had to step in and cover my shifts at short notice. After a week, I returned to work, working together with other NHSGGC services and local authority education department partners, is currently taking on the massive challenge of vaccinating 98,000 primary-age children throughout GGC.

"This is the first time the seasonal flu immunisation programme has been extended to protect all children in Scotland aged between two and 11 years.

"Youngsters aged between five and 11 years will be offered the vaccine at school and parents should have received consent forms in their child’s school bag.

"Parents of children aged two to five years, estimated to be around 42,000 in the Board area, are being urged to make an appointment at their local GP surgery from October onwards.

The majority of children will be immunised in October and November and for most, this will be administered as a nasal spray rather than an injection.

Alternative forms of the flu vaccine are available for children who cannot have the nasal spray.

"Syed Ahmed, immunisation co-ordinator, said, “Children often pick up flu from other children at schools, nursery and playgroups and then spread the infection to their family members.

"The vaccine helps to protect children from flu and remove them from being the source of infection to their family and relatives. This vaccine cannot give anyone the infection, so they can’t get flu from the vaccine.

"Flu can be very serious, sometimes leading to hospitalisation, and can be fatal.

"Even healthy children can become seriously ill and spread it to others. Young children are more likely to be affected than adults because they have had less time to build up any protection from previous infections.”

Any side effects are minor and usually disappear within a couple of days.

This immunisation programme will be introduced in phases over the coming years until it is eventually rolled out to all children aged two to 17 years old in Scotland.

For more information about the programme, visit: www.immunisation.scotland.org.uk or contact NHS Inform, tel: free phone 0800 22 44 88 [textphone 18001 0800 22 44 88].
Peer immunisation key to staff vaccination programme

**PEER** immunisation will be a critical factor in the success of this year’s staff flu vaccination programme.

The emphasis on peer is a direct response to one of the issues flagged up by a staff survey this year with the aim of finding out what was the motivation and barriers to being vaccinated.

Nearly 4200 staff responded to the survey following the 2013/14 programme, with 73 per cent having received the seasonal flu vaccination.

Being vaccinated in their ward or area was one of the top four reasons staff gave to motivate them and remove barriers to receiving the vaccine.

Other main motivating factors would be quicker registration, personal experience of flu and more information about the illness and the vaccine.

Jennifer Reid, immunisation programme manager, below, said: “Accessibility is a big issue and staff need to be given the opportunity to access the programme while meeting service needs.

“As a result, we wish to increase the number of peer immunisation sessions in response to the feedback of the survey and to assure staff that they can do this in their own areas.

“We can support peer immunisers in a variety of ways, including giving a step-by-step guide to organising a session, providing a list of FAQs and posters to advertise dates and times of sessions.

“We will be working closely with heads of nursing, associate medical directors and lead nurses to try to ensure that peer immunisation is available in as many areas as possible.”

Meanwhile, the usual vaccination clinics will be held across various sites and Jennifer and her team have been liaising with facilities managers to try to ensure clinic venues are as accessible as possible.

It is also planned to have a breakdown of uptake site by site and Jennifer and her team have been liaising with facilities managers to try to ensure clinic venues are as accessible as possible.

Information about the vaccination campaign will be promoted on StaffNet and by site specific emails. These have proved to be the most effective channels for staff to hear about the programme, together with conversations among colleagues.

---

For information, including details about peer immunisation, contact Jennifer, tel: 0141 201 4917 or email: jennifer.reid2@ggc.scot.nhs.uk

---

Steve in his respiratory clinic with an X-ray taken at the time of his pneumonia

“I can entirely understand the feeling of ‘it won’t happen to me’, but I know from personal experience that it can”
This year’s NHSScotland Staff Survey is now under way and will be live until 6 October. The questionnaire is shorter and easier to complete and all responses are completely confidential. The majority of the questions remain consistent in theme to enable a direct comparison between results with those of the previous survey. For NHSGGC this year, there are two additional questions about Facing The Future Together and our six Board Values. Donald Sime, employee director, urges everyone to have their say: “It is important to hear staff views to gauge the ‘health’ of our organisation. We should view it as a regular check-up to ensure we are taking care of ourselves and enable us to take remedial action where necessary.”

The survey can be completed online. Paper copies are also available, or you can speak to a researcher over the phone. All staff who have an email address on our global address list should have received an individual email from survey managers CAPITA, containing a unique password and an invitation to complete the survey online. The survey can be completed in multiple sessions, automatically saving responses ‘as you go’. Staff who want to think about the questions, or are interrupted, can return to the survey later. The password works from any internet connection, so the survey can be completed from a personal smart device or a home PC. Anyone choosing to complete the survey by phone with a researcher should dial the freephone number 0800 587 3115.

Paper copies of the survey are available in packs at our main sites – anyone with difficulty getting a copy should contact Gillian Hardie on 0141 201 4487. The packs contain a postage-paid return envelope to CAPITA.

>> Contact the team, email: ScotlandNSSSTeam@capita.co.uk

Do you want the best possible NHS?

ACCORDING to the recent Scottish Health Council report ‘Listening and Learning’, many members of the public remain unaware of how to give feedback about an NHS experience and how feedback would then be used to drive improvements.

If you had patients, their relatives or carers tell you they are unhappy about treatment, would you know where to send them? Did you know that the Citizens Advice Bureau (CAB) provides a service that can help with this? The Patient Advice and Support Service is independent and provides free, confidential information, advice and support to anyone who uses the NHS in Scotland. It advises and supports people who wish to give feedback, make comments, raise concerns or make a complaint about treatment and care.

> For more information, contact Catherine Bradley, East Dunbartonshire CAB manager, tel: 0141 775 3220 or visit: www.patientadvice.scotland.org.uk

Strawberry Tea in aid of breast cancer

FUNDRAISER

THE Infection Control Team based in the Southern General Hospital held a very successful Strawberry Tea fundraising event on behalf of Breast Cancer Care.

The team baked strawberry-themed cakes, scones and other delicious treats, which were served alongside tea and coffee to a large number of supportive staff.

The Strawberry Tea, together with a tombola and raffle, raised a fantastic £855 for Breast Cancer Care.

Well done to all the team for organising such a successful event!

National staff survey now live!

Have your say on the health of the NHS

THIS year’s NHSScotland Staff Survey is now under way and will be live until 6 October.

The questionnaire is shorter and easier to complete and all responses are completely confidential.

The majority of the questions remain consistent in theme to enable a direct comparison between results with those of the previous survey. For NHSGGC this year, there are two additional questions about Facing The Future Together and our six Board Values. Donald Sime, employee director, urges everyone to have their say: “It is important to hear staff views to gauge the ‘health’ of our organisation. We should view it as a regular check-up to ensure we are taking care of ourselves and enable us to take remedial action where necessary.”

The survey can be completed online. Paper copies are also available, or you can speak to a researcher over the phone. All staff who have an email address on our global address list should have received an individual email from survey managers CAPITA, containing a unique password and an invitation to complete the survey online. The survey can be completed in multiple sessions, automatically saving responses ‘as you go’. Staff who want to think about the questions, or are interrupted, can return to the survey later. The password works from any internet connection, so the survey can be completed from a personal smart device or a home PC. Anyone choosing to complete the survey by phone with a researcher should dial the freephone number 0800 587 3115.

Paper copies of the survey are available in packs at our main sites – anyone with difficulty getting a copy should contact Gillian Hardie on 0141 201 4487. The packs contain a postage-paid return envelope to CAPITA.

> Contact the team, email: ScotlandNSSSTeam@capita.co.uk

>> Contact the team, email: ScotlandNSSSTeam@capita.co.uk

Do you want the best possible NHS?

ACCORDING to the recent Scottish Health Council report ‘Listening and Learning’, many members of the public remain unaware of how to give feedback about an NHS experience and how feedback would then be used to drive improvements.

If you had patients, their relatives or carers tell you they are unhappy about treatment, would you know where to send them? Did you know that the Citizens Advice Bureau (CAB) provides a service that can help with this? The Patient Advice and Support Service is independent and provides free, confidential information, advice and support to anyone who uses the NHS in Scotland. It advises and supports people who wish to give feedback, make comments, raise concerns or make a complaint about treatment and care.

> For more information, contact Catherine Bradley, East Dunbartonshire CAB manager, tel: 0141 775 3220 or visit: www.patientadvice.scotland.org.uk

Strawberry Tea in aid of breast cancer

FUNDRAISER

THE Infection Control Team based in the Southern General Hospital held a very successful Strawberry Tea fundraising event on behalf of Breast Cancer Care.

The team baked strawberry-themed cakes, scones and other delicious treats, which were served alongside tea and coffee to a large number of supportive staff.

The Strawberry Tea, together with a tombola and raffle, raised a fantastic £855 for Breast Cancer Care.

Well done to all the team for organising such a successful event!
Update on our Dignity at Work Policy

We’re working to create a culture of mutual respect

BULLYING AND HARASSMENT

OUR revised Dignity at Work Policy has a new emphasis on trying to stop situations escalating into bullying and harassment.

The aim is to spread a positive culture of mutual respect by focusing on our values and behaviours and emphasising a zero tolerance to bullying and harassment.

It also ties in with our Facing The Future Together programme, our commitment to improving how we support each other to do our jobs and provide an even better service to patients and communities.

Three tiers, or stages, have now been defined within the policy – developing a positive workplace culture; dealing with disrespectful behaviour and, finally, addressing bullying, harassment and victimisation.

“Our aim is to develop a positive culture and minimise instances of unacceptable behaviour”

Donald Sime, employee director, explained: “There is a lot of work we can do before a situation reaches bullying and harassment level, because if it gets to this point then we have failed.

“We are now clear about our definition of bullying and harassment and believe that the majority of cases that have gone to grievance have not meet this criteria and could have been resolved earlier.

“By focusing attention on workplace culture and dealing effectively with disrespectful behaviour whenever it happens, I would expect that cases of bullying, harassment and victimisation will become much more isolated.”

Under the policy, bullying is defined as systemic verbal assaults over a six-month period, while harassment is negative actions towards someone with a protected characteristic.

Personal feedback can play an important role by showing appreciation or making the other person aware of the impact of their behaviour and the policy includes tips about giving and receiving feedback.

Finally, mediation can be brought in if conflicts remain unresolved and this will involve an independent arbitrator.

Donald summed up: “Ultimately, our aim is to develop a positive culture and minimise instances of unacceptable behaviour occurring in the first place.”

The Grievance Policy adds to the Board’s desire to encourage openness and transparency and encourage a climate where staff feel able to raise concerns.

All of these policies can be accessed through StaffNet.

In relation to whistleblowing, advice is also available to all NHS staff in Scotland through the Scottish Government’s free telephone confidential alert line on 0800 008 6112.

To view the new policy in detail, the Code, and all other policies, visit: StaffNet > Human Resources > Policies

CODE OF CONDUCT MAKES IT EASIER TO REPORT CONCERNS ABOUT OUR SERVICES

The Dignity at Work Policy adds to the Board’s policies that enable staff to raise concerns.

The Grievance Policy and Procedure enables concerns relating to employment to be addressed, and the Whistleblowing Policy, which is part of the Board’s Code of Conduct, is the means by which staff can raise concerns relating to patient safety, malpractice, or illegal acts.

These policies support the Board’s desire to encourage openness and transparency and encourage a climate where staff feel able to raise concerns.

All of these policies can be accessed through StaffNet.

To view the new policy in detail, the Code, and all other policies, visit: StaffNet > Partnerships > Family Nurse Partnership or visit: www.scotland.gov.uk/family-nurse-partnership

Successful roll out of Family Nurse Partnership

THE Family Nurse Partnership (FNP) is now rolling out in Renfrewshire, East Renfrewshire and Inverclyde to offer intensive, structured, home visiting to women who are 19 and under at their last menstrual period and expecting their first baby.

The programme is delivered by specially trained nurses to pregnant women from under 28 weeks’ gestation through to their child’s second birthday.

It’s already proved successful across Glasgow, East Dunbartonshire and West Dunbartonshire, supporting more than 200 young pregnant women.

The team for this next phase is now in place following the appointment of an FNP supervisor, six FNP nurses, a data manager and a child protection officer. They will be based in Renfrew Health and Social Work Centre, with hot desk space within East Renfrewshire and Inverclyde.

Anne Burns, supervisor for FNP explained: “Family nurses will work alongside midwives in the antenatal period and after the baby is born.

“The programme aims to improve maternal health and pregnancy outcomes, improve child health and development and improve parents’ economic self-sufficiency.”

If any member of staff knows a woman who fits the criteria, please contact the team, tel: 0141 207 7448 or email: FNP@ggc.scot.nhs.uk for advice on how to access the programme.

Further information on FNP is available on StaffNet > Partnerships > Family Nurse Partnership or visit: www.scotland.gov.uk/family-nurse-partnership

Left to right: Family Nurses Debbie Rankin, Kirsteen Begg, Margaret Lang and Jacqui Milligan have joined the FNP team.

NHSGGC SN ~ 7
The Games are over, but the legacy is just beginning!

Many staff are already taking up the challenge of the Commonwealth Games legacy by signing up for Active Staff groups.

A beginners’ jogging course is taking place on Tuesdays and Thursdays at 5.30pm at the New Victoria Hospital and yoga and Metafit classes are already established at the Southern General and Gartnavel General Hospitals respectively.

Cyclists will be rewarded for their enthusiasm on Cycle to Work day on 4 September when activators from the Active Staff scheme will be handing out tea and coffee vouchers for Aroma cafés at bike shelters on acute sites between 8-9am.

For more information about Active Staff, tel: 0141 201 4629 or email: activestaff.legacy2014@ggc.scot.nhs.uk

Meanwhile, there was European medal success for our Scotland touch rugby players, Joanne Campbell, a sister on ward 52 medical high dependency at Glasgow Royal Infirmary, and Jennifer Kieran, a GP trainee based at the hospital.

Both picked up bronze at the European Championships when their teams finished in third place in their categories.

Joanne was making her debut for the women’s 27s, and Jennifer played for the women’s open side.

COMMONWEALTH GAMES

Ggc staff were delighted to represent the NHS at the Commonwealth Games closing ceremony as part of the emergencies services who took centre stage on the night.

This month we bring you two fantastic competitions

This is your first step to this year’s Great Scottish Run

Maybe you were inspired by our Commonwealth Games 800 metre silver medallist Lynsey Sharp and the all-conquering Usain Bolt to get more active?

If so, then this competition might be just the thing to get you on track! Our health improvement colleagues have secured sought-after tickets for this year’s Great Scottish Run family event on Saturday 4 October and the 10k and half marathon races on Sunday 5 October.

Up for grabs are four free entries for each of the categories of race.

Which man won gold in this year’s Commonwealth Games marathon?

Bank of Scotland Great Scottish Run

The best place to play!

Just in time for Christmas, we are bringing you a fantastic competition to win the hottest games console on the market, courtesy of the Staff Lottery and Appeals Society.

Not only are we giving away a PlayStation 4 console, we also have game of the moment The Last of Us Remastered – winner of more than 200 Game of the Year awards – to give away.

The Last of Us has been specially rebuilt for the PlayStation 4 system, featuring full 1080p, higher-resolution character models, improved shadowing and lighting, in addition to several other gameplay improvements.

Simply answer the question below:

How many Game of the Year Awards has The Last of Us won?