Scotland's Biggest New Build Challenge!

T'S undoubtedly the biggest hospital construction challenge the NHS in Scotland has ever faced ...

The creation of a £550m campus on an existing hospital site which will continue to deliver services to thousands of patients.

The new south Glasgow hospital campus is the single largest part of the complex acute services modernisation plan that will serve Glasgow for generations to come.

The engineering, construction and design aspects are as daunting. The challenges for 7000 staff to keep delivering services as this vast project gets underway and is delivered over the next six years are immense.

Some specialist areas of the current Southern General campus will remain, such as the Neurosciences wing and the Spinal Injury Unit.

The existing maternity unit of the hospital remains, but will undergo a transforming £8m upgrade and re-design, which gets underway this year and will have to incorporate the ability to become integrated with the new £100m children’s hospital being built on-site, with the aim of being delivered within four years.

The unit will become part of a complex providing modern, fit-for-purpose facilities; equipped and designed to meet the challenges of leading-edge, clinical care in a safe child and family-friendly environment.

Continued on page 3

New Campaign Launched

NHS GGC has launched a brand new recruitment drive. Find out more about the striking new ad campaign on page 3 and the 'Revolution in Recruitment' on pages 8 and 9.

Start dreaming now!

What would you spend £10,000 on? That’s what you could win in the Staff Lottery. Information about this and other staff benefits on page 13.

Inside this issue

- Car Parking Update
- Staff Survey Results
- RAH Staff on Alert

page 4
page 5
page 10

Also....New Mailing rules....Credit Union....Press Office....Sports
Views Sought on Inverclyde Children’s Services

Maternity Update

Meetings have been held with maternity staff to discuss the opening of a new ward at the Princess Royal to care for mums considered “at high risk.”

The transfer of around 160 women in the highest risk categories will result in the closure of 16 beds at the Queen Mother’s and the opening of 18 additional beds at the Princess Royal. This follows recommendations from the Calder Group which stated: “While the Queen Mother’s is not unsafe, high risk mums should not deliver there.”

In the first instance staff will be asked to volunteer to transfer from the Queen Mother’s Hospital to the Princess Royal Maternity. The transfer process will be undertaken in full partnership with Trade Unions and professional organisations, and it is anticipated that around 16 posts will transfer to the Princess Royal.

Providing ‘Uniformly great careers’

Recruitment is big business in NHS Greater Glasgow and Clyde. The organisation, with around 44,000 staff on the payroll, is one of the country’s largest employers and HR colleagues are right at the forefront of taking on the substantial challenges that brings.

Key to our success is the retention of our best staff … but inevitably the future will rely on our ability to attract the best staff to deliver frontline and support services.

Increasingly we are moving to a more modern approach to recruitment advertising by marketing the huge array of career opportunities in the UK’s largest health system and creating a web-based bank of job profiles and application options.

To support this objective, our Recruitment Department has created a striking ad campaign which was recently published in the Society section of The Herald newspaper – the rather smart advert “Uniformly great careers” (pictured).

Further support this, our website hosts an improved one-stop shop for job vacancies and, in every edition of the NHSGGC Health News, two pages are devoted to highlighting the benefits, challenges and rewards available from working within this organisation. Eventually job seekers will be able to apply online for jobs – but at this stage that’s “work in progress”.

A specially created NHSGGC recruitment CD-Rom is also being developed by our own communications staff in conjunction with HR colleagues.

Staff News will keep you up-to-date with progress on the recruitment CD-Rom … due out sometime later this summer. See pages 8 and 9 for more on our new admin, nurse and support services banks.

Hospital construction challenge

Continued from page 1

Then there’s the creation of the new adult acute hospital – the biggest in the UK and with up to 60 per cent of patients being treated in single rooms – that will be achieved in a phased programme of works ensuring continuity of service provision.

Roads will be re-aligned, new car parks created, even the Helipad will move! One constant will be the famous clock tower – a listed building that is recognised as an SGH landmark and will continue to be so in the new era that is about to arrive.

The existing canteen goes too – but don’t panic, it’s not for quite some time yet!

The challenge facing the newly appointed Project Director Alan Seabourne is to keep clinicians, patients, the Health Dept … and hungry staff happy throughout this process!

Specific sections of the NHS website and intranet are to be introduced to ensure staff can keep fully informed as developments progress.

Other information will continue to be published in Staff News and more frequently via Core Brief.

Staff are being asked to give their views on a six-week consultation on paediatric children’s services in Inverclyde.

Launched on June 16, 2006, the consultation’s proposals centre on developing and improving outpatient and day care case for children at Inverclyde Royal Hospital (IRH) and enhancing our paediatric community services.

There are also plans to create a dedicated Inverclyde Children’s Centre, which would bring together a wide range of community and specialist services for children.

The proposals would guarantee longterm retention of all local paediatric services in Inverclyde with one exception: IRH’s Acute Assessment Unit – which on average sees fewer than one child a day – would be relocated alongside similar services at the RAH in Paisley. The combined unit would offer 24-hour, seven-day-a-week care as opposed to the Monday to Friday, 9am to 5pm service currently offered at the IRH.

Leaflets explaining the reasoning behind the proposals and how you can put your views across are available. There will also be meetings held with Inverclyde staff and these will be publicised via Core Brief (distributed by managers or on StaffNet) and locally.

Further information can also be got via our website: www.nhsccg.org.uk/inverclydechildren
Results in from Staff Survey

The latest Staff Survey results are in and it appears that the majority of people are still planning to be with us at NHSGGC for the next 12 months at least!

The survey results for NHSGGC were split into the old boundaries of NHS Greater Glasgow and NHS Argyll and Clyde, but the two were quite close in views and fell into line with NHSScotland overall.

The majority of staff reported that they believed they had the information necessary to do their job well – 75% in Glasgow and 73% in Argyll and Clyde – and 80% from both also said they were clear about what they were expected to achieve in their job.

Twenty-six per cent in Greater Glasgow and 21% in Argyll and Clyde described communication as effective between management and staff in their NHS Board. Email was seen as the most effective way on communicating with staff (57% in Greater Glasgow and 47% in Argyll and Clyde).

However, other staff members feel less confident about information and communication from senior management, with only 26% of Greater Glasgow staff and 18% in Argyll and Clyde believing senior management are ‘open and honest’ in their communication with staff.

The majority of staff – 64% Greater Glasgow and 63% Argyll and Clyde – say they understand why changes, such as Agenda for Change, are taking place in their board.

Of most concern is the number of staff who have reported feeling bullied, harassed or discriminated against within the organisation by either a member of the public, by a senior or line manager, or by another colleague. More than half of staff responded that they felt able to report such incidences without worrying that it would have a negative impact on them.

The survey showed that 29% of staff had personally experienced a violent or aggressive incident, but the majority of staff - 60% - considered their working environment safe.

New approach to drill and fill

NHGGC’s new £1.8m dental decontamination unit at the Dental Hospital has taken a major step towards completion with the delivery of two sterilisers and five washer disinfectors.

The project team had to consider two options for the delivery: either digging a hole in the car park and lowering the equipment into the building, or closing Sauchiehall Street and craning the equipment in through a window in the prosthodontics clinics three floors above ground level.

The photograph shows the delivery of one of the sterilisers through a hole in the dental hospital’s car park - the project team having decided this was probably less disruptive than closing Sauchiehall Street!

The completion of building work and the start of the installation, commissioning and validation of the equipment marks a significant step towards finishing the project. The unit is expected to open for business in late July.

Winner of the Staff Survey

The very lucky winner of the Staff Survey is Heather Scott from the Southern General. Congratulations to Heather who wins £200 worth of travel vouchers from Barrhead Travel, £200 cash from Raddisons and £200 worth of shopping vouchers.

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A new era in PPSU

A unified Pharmacy and Prescribing Support Unit (PPSU) was established earlier this year to deliver NHSGGC's pharmaceutical and prescribing support.

Involving staff who were previously part of primary and secondary care pharmacy, public health pharmacy and prescribing support across Glasgow, the new unified service now also includes staff from Clyde.

The new look PPSU involves approximately 1000 staff who link with community pharmacies, Community Health Partnerships, mental health services and all the hospital sites within Greater Glasgow and Clyde.

Head of the new PPSU, Dr Kate McKean, said: “This is a wonderful opportunity to create a new approach to delivery of pharmaceutical care.

We are moving our focus from the product to the patient and supporting other professionals who work with medicines. Our aim is to ensure that the resources available to us are harnessed to maximum effect to ensure that medicines are used safely, effectively and efficiently.”

The stakes are high: the expenditure for medicines for NHSGGC alone in 04/05 was £225m. A much wider group of professionals now have authority to prescribe medicines.

Even though it is early days, there are already examples of the benefits for patients emerging from this single system approach to providing pharmacy and prescribing support. Examples of good practice are being shared between staff who have never worked together yet have geographical neighbours.

Community pharmacy in particular will change beyond recognition in the next 18 months with the introduction of a range of new NHS services, focussing on public health, minor ailments and chronic disease management.

Everyone involved in the new look PPSU is excited at facing the challenges ahead. As Dr McKean put it: “The journey has just begun, but it is exciting to have embarked upon it.”

Go StaffNet for ‘Total Info’

A new online telephone directory called ‘Total Info’ is now available to NHSGGC staff.

The new directory has been pulled together to make it easier for staff to find each other throughout NHSGGC - especially at this time when many staff are being relocated.

It provides common contact details such as name, email, telephone and fax numbers, job title and place of work for all NHSGGC staff on the telephone system.

To access Total Info go to StaffNet, click on the Phone Directory button and you'll be taken to the site, where you can type in the name of the person you wish to contact (you can also do this by job title) and click on ‘Go’.

Staff are being asked to ensure their own entry is present and correct. To look at yours, type in your name and click ‘Go’. If you can't find yourself, you may add your details by clicking on ‘Add Person’. If any of your details are incorrect, click on your name, scroll down to ‘Change Details’ and click to go to the electronic change form. Delete and rewrite the correct details in the spaces allocated. Make sure you fill in who changed the details and why at the bottom of the page before pressing ‘Submit Details’. Your details will be corrected as quickly as possible after that. Due to the recent launch of the directory, it is anticipated that there will be numerous requests, therefore corrections and additions may take slightly longer than usual.

Return to Sender - it will be if you don't price in proportion!

Y
es folks, with new regulations being implemented by the Royal Mail in August, postal costs need to be watched!

Royal Mail has announced new cost structures based upon size and weight. These new cost structures - known as Pricing in Proportion - cover the size of the envelope and the weight of the envelope and will affect your domestic home postage as well as NHSGGC postage.

Currently an A4 sheet of paper could be sent by first class post in a large envelope for a cost of 30p. Under the new cost structures, the same A4 sheet of paper in the same sized envelope could potentially cost 94p: a potential three-fold increase in cost.

If a hospital has an annual budget of £200k for all postal services, the potential for a three-fold increase in costs has severe implications - £600k worth of implications!

These implications will only be severe if we use inappropriate envelopes.

How can we control cost increases?

• We should all look to see if it is possible to fold letters and to accommodate the C5 and smaller envelopes. A C5 size envelope will take up to six sheets of A4 paper folded before incurring additional costs.

• When printing letters, we all should investigate whether we can utilise our printers to print on both sides of a sheet. This should be possible through the “Properties” button on your print command menu when printing. This would have the benefit of reducing the number of sheets of paper required!

• Departments should utilise our internal mail systems around NHSGGC rather than automatically posting envelopes via the Royal Mail.

• The Procurement Department will shortly be issuing new rationalised lists of core catalogue envelopes, which are available via the normal departmental ordering process. Envelopes C5 size (229mm x 162mm) or smaller will be available. These will classify as ordinary letters. There will be only one envelope within the core catalogue which will be larger than a C5 size. Should an envelope Outreach the core range be required, then it will still be possible to obtain, but will require specific business reasons for the purchase. The Procurement Department will take the appropriate steps before approval to purchase.

New Cost Structures

From August 21, 2006, all mail will have to be sorted into three separate formats to accommodate weight and size and still have the subdivision of First and Second Class delivery rates. These three formats are, Letter, Large Letter, and Packets.

For more information on costs, go to the Royal Mail website: www.royalmail.com and search for Pricing in Proportion.
Revolution in Recruitment

How we recruit staff has undergone a revolution recently with the integration of all of NHSGGC’s recruitment staff into the one unit.

The Recruitment Shared Services Centre services the recruiting needs of the whole organisation and means applicants are able to apply for any post within NHSGGC with one single application form rather than having to apply to different divisions.

Recruitment staff have also introduced a new online application form for certain vacancies within NHSGGC’s Partnerships (eg the CHPs and the Mental Health Partnership) via our website: www.nhsggc.org.uk (click on jobs). This form will soon be available for all our vacancies.

The online form is different from any other system currently available as it does not require the completion of either a MS Word or PDF application form for email submission. Online applicants fill in data screens and the information is immediately submitted to the database for forwarding for shortlisting. This project is still in its pilot stage, but the long-term aim is to roll this facility out to all of NHS Scotland in due course.

Banking on staff – Saving on agency costs

The revolution continues with the development of several banks of staff who are able to work anywhere within NHSGGC.

The most recent ‘bank’ to be created is the new Internal Bank of Administration Staff (IBAS) which has been set up primarily to help fill admin and clerical vacancies within NHSGGC’s Partnerships (including mental health, learning disabilities, health centres, and other community healthcare settings).

Launched in April this year, the aim of the new bank was to save NHSGGC money on agency staff.

And it’s already working! Since the launch, the bank has saved NHSGGC more than £4000 on agency costs and is well on its way to reaching its annual savings target of £50,000 by the end of March next year.

Providing grade 2 to grade 4 staff working within the bank – ranging from clerical officers to medical secretaries and administrators - and the IBAS team are in the process of recruiting some more.

Developed and overseen by Gerry Kelly (Resource Manager), the bank is managed by a team of four: Katrina Truten (Office Manager), Heather Rae (Administration Officer), David Prentice (Clerical Officer) and John O’Connor (Recruitment Assistant).

Gerry said: “We’re already delighted with the success of the bank. On average, the bank is saving NHSGGC £100 per person per week on agency costs. That equates to more than £4000 between April, when the bank was launched, and July.

“Our aim is to make savings in the region of £50,000 and £60,000 by the time the bank celebrates its first birthday next year.”

Gerry revealed that on average there are around 32 admin vacancies within the Partnerships every week. He said: “We’ve successfully recruited a range of bank staff to help fill these vacancies and we’re actively recruiting more. If you or a friend or family member is interested in working for the bank, we’d like to hear from you.”

Working for the bank is a good way of getting a foot in the door. Gerry said, and Admin Bank staff have all the benefits of other NHSGGC staff.

He said: “It’s a good way for a prospective employee to find out whether or not they would like to work for NHSGGC and if it could also lead them to a full-time position within the organisation. Bank staff have access to StaffNet and the internal vacancies bulletin and have a right to apply for any position within NHSGGC.

“We’ve got people in the bank on a full-time basis and part-time. We’ve got people of all ages and skills, from students who are looking for a job outside term time to mothers wanting part-time positions and older people.

“With pay rates starting at £6.00 per hour and assignments ranging from one morning a week to full-time Monday to Friday positions, anyone joining the Admin Bank has the freedom to work when and where they choose in a range of locations across NHS Greater Glasgow and Clyde.”

If you, a friend or family member is interested in working for the bank, contact John O’Connor tel: 0141 211 3747 or email: john.o’connor@gartnavel.glacomen.nhs.uk and he’ll send you details.

Nurse Bank

The Admin Bank was developed – alongside new nursing and support services banks - as a direct result of the success of the existing Nurse Bank based at Stobhill Hospital, a service which provides nursing staff to cover short and longer term vacancies.

The Nurse Bank itself is expanding to reflect the citywide unification of NHS Greater Glasgow and Clyde and is currently in the final planning stages to provide Bank Nursing Staff, both qualified and Nursing Auxiliary Staff, to all hospitals across the city. If you would like an application form to join our Nurse Bank or for more information, tel: 0141 201 3366.

Support Services Bank

The Support Services Bank provides domestic staff working on an “as and when required” basis to hospitals and health centres throughout the Greater Glasgow area and specialises in providing early morning, evening and weekend staff to our sites. We also have a number of permanent part-time vacancies available across the city. For more information on permanent vacancies in your area and/or an application form to join the Support Services Bank contact Sharon McIlwraith tel: 0141 211 3579 or email: sharon.mcilwraith@gartnavel.glacomen.nhs.uk

For all NHSGGC vacancies, go to: www.nhsggc.org.uk (click on jobs).

Heather Rae, John O’Connor (left) and David Prentice.
A numeracy pilot project introduced as part of an Intravenous Drug Administration Course at the Southern General and Vicky, has highlighted the importance of such support for healthcare workers.

Nurses studying for the IV Drug Administration course have to pass a mandatory assessment, demonstrating their competence in calculating specific intravenous drug dosages. According to course co-ordinator Elaine Traynor, this is an area that causes participants the most concern. She said: “Numeracy is very topical at the moment with healthcare staff – there is currently a consultation looking at identifying and supporting the numeracy needs of healthcare staff in Scotland. “During the IV course we noticed that if our nurses were worried about working out calculations, it caused them much anxiety which possibly affected their performance in the assessment. We decided to introduce a dedicated session on calculation to enhance their calculation skills. It proved to be very popular and resulted in almost 60% of participants successfully completing the assessment within three months of the dedicated session, but, more importantly, it helped build nurses’ confidence when calculating drug dosages.”

The numeracy course was delivered by the Workers’ Educational Association (WEA), which also provided a numeracy tutor, and funded by the Glasgow Learning Initiative.

If you would like more information on literacies and health in the NHS, contact Catriona Carson, Senior Development Officer for Literacies and Health, tel: 0141 232 0163 or email: catriona.carson@gghb.scot.nhs.uk

The course was developed in Portsmouth in 2000 and is intended to teach healthcare staff how to anticipate, recognise and prevent critical illness at an early stage. This will help to prevent unnecessary cardiac arrests and improve the quality of care for these patients who may subsequently require admission to a critical care facility.

Maureen Boyd, Resuscitation Training Officer at the RAH, said: “A lot of time and effort has been put in by staff to develop an enjoyable and well-received course. Through a mixture of lectures and real case studies-based scenarios the course teaches a structured and prioritised system of patient assessment and management.

“Since we started teaching the course in 2004, more than 400 people have taken part. Staff are taught by a wide range of senior medical and nursing staff from critical care areas within the hospital. The courses run every month and are offered to all Junior Doctors, Hospital at Night Practitioners and ward nursing staff.”

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RAH on ALERT

The RAH has been named the first (and only) ‘training for trainers’ centre in Scotland for the ALERT (Acute Life-threatening Events Recognition and Treatment) course.

This accreditation allows NHSGGC staff to teach the concepts and presentation of the course to other resuscitation departments throughout the country. This will enable other sites to be set up and develop their own local ALERT courses.

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Women and Kids’ Clinical Guidelines On-line

The NHS GG Women & Children’s Directorate Clinical Guidelines website was launched in April.

The site houses all local and national guidelines relating to clinical practice for women and children’s health. It is aimed at health professionals and is currently available through the Yorkhill Intranet site, under policies. In the near future, the site will be fully transferred over to StaffNet and we hope that the pages will be available for use by staff throughout the whole of NHS Scotland.

Jennifer Layden, Clinical Guideline Reviewer and Project Lead, said: “The site evolved as part of a project to collate and standardise clinical practice within the Royal Hospital for Sick Children and The Queen Mother’s Hospital. We hope that other areas within the new Directorate will become involved with the project. To do this, we need clinical staff from a range of disciplines to review their guidelines and make them available through the Intranet.”

If you have any queries or would like information on the project, please contact Jennifer Layden, Royal Hospital for Sick Children, tel: 0141 201 0754 or email jennifer.layden@yorkhill.scot.nhs.uk

Stanza Guidelines

The NHSGGC Women & Childrens’ Directorate will become involved with other areas within the new Directorate will become involved with other areas within the new

Glasgow Hosts First Practice Nurse Conference

For the first time ever in Scotland, Glasgow hosted the Practice Nurse Development Conference.

The conference took place in June and 150 nurses from across NHSGGC attended.

The event kicked off at Hampden Stadium with Terry Findlay, Director for West Glasgow Community Health and Care Partnership, discussing the future directions of health in the community via Community Health Partnerships (CHPs).

The event was a great success and gave the practice nurses the chance to discuss where they see practice nursing in NHSGGC going post 2006.
Staff Benefits – More for You

Cash for Liberia

Congratulations to NHS GGC’s Virtual Virgins who raised a whopping £1500 during the recent Women’s 10K.

The Virgins – a group of health professionals who are all based at the RAH – aim to raise £5000 which will help RAH Consultant Obstetrician, Dr Eileen Reilly, set up a maternity service in Liberia with the charity, Scottish International Relief.

Dr Jim Robins, another of our Obstetricians, and his band played at Glasgow University Union last month to raise funds for Dr Reilly.

Information and to donate: www.justgiving.com/virtualvirgins

More Success for Glasgow Eye Teams

Your financial stress-buster!

W
ant to get to grips with your money? Then the West of Scotland NHS Employees’ Credit Union may be the answer.

Offering a range of financial services to NHS staff including savings, loans and insurance, the Credit Union is open to employees of NHS Greater Glasgow and Clyde, NHS24, NHS Ayrshire and Arran and NHS Lanarkshire.

Its common bond also allows staff working for private contractors within the NHS to join as well. And 4000 of us are already reaping the benefits – members currently have a combined savings total of more than £4.2 million!

How it works is straightforward, as Debbie Barr, General Manager, explained: “Members of a credit union pool their savings, also known as shares, and they provide a ‘pot’ of money from which loans can be made to other members.

Members who borrow from the credit union pay interest on the money loaned to them. The interest rate is capped at one per cent on the reducing balance of the loan.

“The money earned in interest is added to the ‘pot’, allowing the credit union to issue more loans and to pay running costs.”

There is a £2, one-off, membership fee, but the credit union does not charge setup fees or any other charge for services.

The benefits are varied, ranging from Instant Access Savings Accounts, Flexi-Loan Accounts, and Junior Membership Accounts.

Members’ savings are protected in a variety of ways, including being authorised and regulated by the Financial Services Authority (FSA), to which they must submit regular financial reports.

For more information about benefits and how to join, log onto the website at: www.nhscreditunion.com or tel: 0141 886 7246.

The Credit Union will be running specific product promotions in Staff News so look out for more information in the next issue.

The South Glasgow Ophthalmology Department was celebrating earlier this year after receiving the £5000 runner-up prize in the Glaucoma Achievement Awards held in Manchester.

The award was presented for the team’s service innovation and redesign of the glaucoma service. This has created a new glaucoma diagnostic clinic using trained and accredited hospital optometrists and orthoptists, leading to a reduction in waiting times for patient referrals.

South Glasgow’s award follows the success of Dr Donald Montgomery and his team at Glasgow Royal Infirmary, who were also placed second in last year’s awards.

The awards have been running for three years by Allergan, the pharmaceutical company, and were set up to recognise innovation and excellence in the field of clinical glaucoma care.


donations are invited for the RAH – aim to raise £5000 which will help RAH Consultant Obstetrician, Dr Eileen Reilly, set up a maternity service in Liberia with the charity, Scottish International Relief.

Dr Jim Robins, another of our Obstetricians, and his band played at Glasgow University Union last month to raise funds for Dr Reilly.

Information and to donate: www.justgiving.com/virtualvirgins


can also find out more by going to: www.protectchild.co.uk

I
n the home and car can be two of the most likely places where a child might be injured.

NHS GGC is one of the partners in producing a new guide to help parents and carers take a few simple steps to help keep children safe.

The Scottish Good Egg Guide to In-House and In-Car Safety is being handed out at nurseries and you can also find out more by going to: www.protectchild.co.uk

£10,000 reasons to join the Staff Lottery

The team also runs the Staff Lottery every month. Join up now for a chance to take part in the £10,000 Cash Megadraw in September. Contact Isobel tel: 0141 201 4116 or fill in the form on the website and send back to Staff Benefits at Stobhill Hospital.

Staff are welcome to visit the Financial Advisors at Room 83, Treasury Building, Stobhill Hospital or you can arrange for them to visit you at home. Contact the team tel: 0141 201 4132/4024/3883 or email info@pssb.co.uk

New look website with cashback shopping service

Featuring a range of staff discounts and services, the Staff Benefits website – StaffNet (click on: Web Links, then Staff and then Staff Benefits) or from the Staff Benefits – More for You page on the website at: www.nhsstaffbenefits.co.uk - now offers more with the Staff Benefits shopping service. When you access selected store websites through staff benefits, Staff Benefits guarantee to pay you cashback on your purchases. So you and your family can now save even more with the Staff Benefits Service. Click on the site through StaffNet (click on: Web Links, then Staff and then Staff Benefits) or from the Staff Benefits – More for You page on the website at: www.nhsstaffbenefits.co.uk - now offers more with the Staff Benefits shopping service. When you access selected store websites through staff benefits, Staff Benefits guarantee to pay you cashback on your purchases. So you and your family can now save even more with the Staff Benefits Service. Click on the site through...
It’s Your Comms Department

With all the upheaval of staff moving around, it’s natural that some of you might have lost track as to where your local communications team is and what we do.

So here’s a wee guide to who we are and what we do and, more importantly, how you can contact us.

Last year, the Communications teams from the Board and the Glasgow acute and primary care divisions joined forces to become one single system. This April, Clyde communications staff joined the team to create NHS GG Communications.

We’re all now based at NHS GG’s HQ, D Allan House. The Communications Directorate’s role within NHS GG is multi-functional. As well as handling all media enquiries 24/7, the Comms team:

- write, edit and design Health News and Staff News
- design and develop the website
- produce the Core Briefs, Partnership Briefs and Transition Briefs
- develop and implement publicity campaigns (eg last year’s HAI awareness campaign)
- organise ministerial visits
- respond to press and media requests under the Freedom on Information Act
- organise the Patient Focus Public Involvement ‘Our Health’ events
- and organise, promote and publicise NHS GG’s AGM/annual report

We like to be as pro-active as possible. We are very keen to get as many good news stories out there as we can about the different types of work you do in our hospitals and other healthcare settings.

So how do you know who to go to for what?

If you are contacted by a journalist:

- for a condition check on a patient
- permission to film or photograph on our premises.

DON’T GIVE THEM ANY INFORMATION. Politely ask the reporter to contact the Communications Department’s pressdesk and let your manager know what has happened.

If there’s:

- a major incident
- a Public Health issue
- a VIP visit.

Remember to let us know as soon as possible.

If you have:

- a good news story you’d like to publicise
- something you’d like to see in either Health News or Staff News.

Contact us as soon as you can! If you can, give us as much notice as possible.

Phone:

Pressdesk (press inquiries or stories of potential press interest) – 0141 201 4429

Publications Desk (Health News, Staff News etc) – 0141 201 4912

We are very keen to get as many good news stories out there as we can about the different types of work you do in our hospitals and other healthcare settings.

So how do you know who to go to for what?

Communications Department

NHSGGC in the Headlines

HOW WE’RE MAKING THE NEWS!

Southern General Hospital Theatre

An operating theatre at the Southern General Hospital came under press scrutiny when a member of staff raised concerns about potential infection risks.

The Comms Department issued a statement to reassure the public that remedial action, already scheduled, was to be taken within weeks to improve the theatre.

E-coli Outbreak

The Royal Hospital for Sick Children at Yorkhill was under siege from the media when youngsters struck by a strain of E-coli at a Fife nursery were transferred for treatment.

Staff in the Comms Department received a barrage of calls from journalists asking to interview both parents and staff, but observed patient confidentiality and parents’ requests not to release information about the condition of the children.

Lifesaving CT Scanner

A new state-of-the-art CT scanner installed at Inverclyde Royal Hospital has been credited with saving five lives every week.

The equipment, which cost £750,000, is the best in Scotland and the only one in the country capable of recording such fine detail offering up to 64 images at one time. One member of staff compared it to “driving a Micra and then being handed the keys to Concorde!”

Amongst the patients benefiting from the new scanner are those with cancer, blood clots, brain bleeds and those with serious injuries following road traffic accidents.

Ombudsman Report into DVT

The regrettable failure to spot deep vein thrombosis in a 23-year-old student from Langbank in Renfrewshire by both the Royal Alexandra Hospital and Edinburgh Royal Infirmary was the subject of a complaint upheld by the Scottish Public Services Ombudsman.

NHSGGC issued a statement expressing our sincere condolences to the patient’s family. We also acknowledged our acceptance of the Ombudsman’s recommendations and will be looking in detail at implementing those recommendations.

Malawi mission for Beverly

Victoria Infirmary orthopaedic nurse Beverly Wellington made the news when she made a second trip to Malawi to train local nurses.

Beverly was based at the Cure International Hospital and also took part in outreach clinics held in villages. Her special interest in the African country led to an invitation to the Malawi conference hosted last year by First Minister Jack McConnell at the Scottish Parliament.

Praise from Health Minister for Waiting Times Reduction

Health Minister Andy Kerr praised a revolutionary Glasgow scheme which has cut waiting times for people with joint injuries.

Waits have been reduced thanks to two podiatrists who have received extra training to diagnose and treat common complaints.

Mr Kerr reckoned the development was an example for the rest of Scotland and hoped to see similar initiatives set up in other board areas.
Glasgow Royal Infirmary's (GRI) Emergency Department football team (pictured above) has triumphed in the inaugural Casualty Cup.

The team of doctors, nurses and radiographers - aided and abetted by reinforcements from the Western Infirmary - were 6-3 winners over the Victoria Infirmary at the recent match on Glasgow Green. The scorers for the Royal were Ryan Connelly (2), John McLelland, Fraser Magee, Danesh al-Sami and Paul Kane.

The teams are hoping to expand the competition to all interested Departments within NHSGGC later in the year, so if any Departments fancy some 11-a-side football, contact: neil.dignon@northglasgow.scot.nhs.uk

GRI Win Casualty Cup