MORE than 2000 of our staff took less than three hours to snap up a free-ticket invite to see George Michael in concert at Hampden Park in June.

His management team called the press office three days before the gig to make the offer ... it was promptly posted on a first come, first served basis on StaffNet.

Proof if ever it was needed that keeping a close eye on the intranet is well worthwhile.

Babies were being born as explosions rang out on hospital grounds

As Glasgow found itself at the centre of a terrorist attack, the RAH came under intense scrutiny. With the world watching on, and the world’s media camped out in the hospital car park, colleagues at the hospital maintained a ‘business as usual’ approach. Turn to pages 8 & 9 for the full story of how RAH coped on the week that terror came to Scotland.

CALA prize draw
Win £250 with CALA Homes

Take part in our prize draw with CALA Homes to win £250. The prestige house builder which re-developed the Canniesburn Hospital site is offering all staff the opportunity to win cash in a free prize draw. See inside, page 11 for more details and how to apply.
The new parking policy now coming into force at the Western and Victoria Infirmary, Cartervale and Yorkhill Hospitals isn’t only about introducing charges - it also signals radical changes to the way car parks are to be managed.

CP Plus, a well-established specialist car park management company, has been appointed to run Greater Glasgow and Clyde’s hospital car parks. The contract, like the associated physical improvements to car parks and ‘green travel’ measures for staff, is being financed from income generated by the car parks – there will be no impact whatsoever on funds allocated towards patient care. CP Plus will employ 60 staff to look after our hospital car parks. Their duties will include continual security patrols of the sites and the new staff come on board.

New parking permits were activated at NHSGGC’s HQ, Dallan House, on 2 July and at the hospital sites on the 29 July. Staff entitled to receive a permit will pay £5 a month if they earn less than £10,000 a year, £25 a month if they earn between £10,000 and £30,000 and £40 a month if they earn more.

General charges for visitors and the public have been pegged at £1.00 for the first two hours, £1.50 for two to three hours, £2.50 for three to four hours, £4.00 for four to five hours and £7.00 for five hours and over.

The parking policy and the new management arrangements will be rolled out at all other NHSGGC hospital sites in the coming months. The next stage of this will be the introduction of charging at the Southern General and Stobhill Hospitals in November.

Up to date information is available to staff on Staffnet and at www.nhsggc.org.uk/parking
Switch on for new hospitals’ webcams

Director of Facilities Alex McIntyre says it’s a practical innovation. “Throughout the design and building process for both new hospitals we’re making the best possible use of new technology, and the webcam is just another example of that.”

The webcam forms part of a special homepage of the NHS Greater Glasgow and Clyde website devoted to the hospitals:

www.nhsggc.org.uk/newvictoriahospital
www.nhsggc.org.uk/newstobhillhospital

Liam Gallagher is a busy man. Officially the Acting Site Facilities Manager for Gartnavel and Western, he is currently involved in coordinating the transfer of the Beatson at the Western to the new West of Scotland Cancer Centre, and recently could be found helping track down a family of foxes on the Gartnavel site for BBC Springwatch.

When he’s finished dealing with all of that, he is also busy giving away money in his role as Chairman of the Appeals Society. The Appeals Society is the charitable aspect of the Staff Lottery which is open to all staff across the system. The money raised from all who join in the Lottery is split evenly between staff lottery winnings and any amount of worthwhile causes.

The latest group to benefit from the Appeals Society Staff Lottery is the Eurospital Football Tournament due to take place in September. This event involves a host of healthcare workers from across Europe – Denmark, France, Spain, Germany and Ireland.

Liam explained: “We have recently donated £25,000 – one of the largest amounts we have ever given out in one go - to the Eurospital Tournament to try and offset some of the costs involved in hosting the tournament in Glasgow.

“This is a huge event for NHSGGC and one that hopefully lots of people will enjoy and get involved in so we are delighted to help out in this way.”

The team representing New Victoria Hospital site, who have been playing together since 2003 and have played four times before in the Eurospitals tournament.

The Appeals Society urges all staff to get behind the boys and cheer them on at this year’s event to be held on 1 September at the Garscube Sports Complex. (For more information on the team and the tournament itself, see the back page).

Although the Eurospital event is a one-off, the Appeals Society works hard to support a range of causes from toy donations in waiting areas to arranging tai chi classes for older patients.

Liam said: “The purpose of the funds we give away is to fill the gap where there is no normal revenue available. We give money to pay towards projects that provide a social benefit to staff and/or patients so all the things that you would not expect to see benefiting from any normal revenue source.

“For example we commissioned local artists to use their talents to lighten up a drab corridor and also provided money to do up the atrium windows in CRF’s centre block.”

Other recent donations have benefited younger adolescent patients who have been treated in adult ITU departments: “We donated enough money to buy a range of games consoles, CDs and DVDs to help them fill some of the time they are in hospital.”

Hospital radio at the Victoria and the Southern have also received substantial funds to help buy music equipment, studio gear, and other portable gear to help make life easier. “We tend to steer away from estates work but we will give money to help with enhancements to what’s already there,” explained Liam.

The Appeals Society has also helped with donations to create several gardens in care of the elderly settings. “It gives older people somewhere to sit that’s safe and brings a touch of greenery to their surroundings. It’s a small thing but something which helps to enhance quality of life.”

The Appeals Society meets twice a year to distribute donations. Anyone can apply to the society for any amount of money from as little as £200. As Liam said: “We often find it is the small awards that make the biggest difference so we are happy to consider small donations as well as larger ones. It is sometimes a difficult choice as we can’t meet the requests of everyone despite giving away £70,000 to £80,000 every six months.

“We do receive many more applications than we have funds for so it is often a difficult choice especially as one or more people often ask for the same thing though we are beginning to see a more diverse range of requests coming in!”

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

Join the Staff Lottery

By joining the staff lottery you could win up to £5000 on the ordinary draw and twice a year take part in the mega draws of £15,000 in March and £10,000 in September.

For a small fee each month (£1.50 for each number and you can buy as many numbers as you like) you could win easy cash and help out a range of causes.

Join the Appeals Society

The Appeals Society relies on volunteers and is currently looking for more people across the organisation to join them.

Currently the Appeals Society is looking to change its Constitution to take account of the introduction of Clyde into what used to be NHSSG. More reps from across Glasgow and Clyde are needed. If you are interested in sitting on the Committee and helping to decide which causes deserve funding, contact Liam.

Applying for funds

Applications for funding are invited every six months. Initially you should contact your local rep, explain what you need funding for and how much you are looking for. This application is then considered by your General Manager. CHPs/CHCPs can also apply for funding.
**Disability symbol**

MHSGC has been awarded the Disability Symbol for its work in meeting the five commitments regarding employment, retention, training and career development of disabled employees.

Given by Job Centre Plus, the Disability Symbol is an important contribution to help us achieve a more diverse workforce. By using the Symbol, we can make it clear to disabled people that we welcome applicants from them and are positive about their abilities. In addition it shows existing employees that their contribution is valued and that they will be treated fairly should they become disabled.

As holders of the symbol, this means we must:

- interview all disabled applicants who meet the minimum criteria for a job vacancy and consider them on their abilities
- ensure there is a mechanism in place to discuss, at any time, but at least once a year, with disabled employees what can be done to make sure they can develop and use their abilities
- make every effort when employees become disabled to make sure they stay in employment
- take action to ensure that all employees develop the appropriate level of disability awareness needed to make these commitments work
- review the five commitments and what has been achieved each year, plan ways to improve on them and let employees and Jobcentre Plus know about progress and future plans.

Human Resources and the Corporate Inequalities Team has put together a project to assist with the annual review of the award - by the Disability Employment Advisor from Jobcentre Plus - as well as to emphasise our commitment to this award.

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**Summer’s here – so it’s time to get ‘winter-ready’**

With flowers in full bloom, midges in the air and another Federer victory at Wimbledon, summer is upon us once again. Winter seems a long way off but planning is already underway to ensure that we are ready for the expected peaks in demand over the festive period.

- Discussions kicked off in April with representatives from acute services, community, NHS24, the Scottish Ambulance Service, pharmacy and NHS GEMS coming together to reflect on last year’s experience and plan for this winter.
- Planning Manager, Janis Hughes (pictured), is co-ordinating this year’s winter plan. She explained: “Last year saw an increase in A&E attendees across Greater Glasgow and Clyde during the winter period. There was also an increased number of admissions to the highest levels since 2000/01.

  > “Despite this, thanks to the efforts of staff, we were able to continue to meet our waiting times targets and see on average 94% of A&E attendees within the target of four hours.

  > “There is much to learn from our experiences last year and over the summer we will be working with colleagues to identify what worked well and what could be improved to help us cope with this year’s winter pressures.

  > “As we work on these plans, it will be important to communicate them to colleagues – so that we all can be winter-ready. Updates will be provided on Staffnet and in Core Briefs. Look out too for the posters and flyers telling you about this year’s flu vaccination programme.”

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T**he way staff in some of our busiest hospitals order and supply items for their wards is undergoing massive restructure.**

The new Ward Product Management (WPM) system and team means frontline staff in our busiest wards will no longer have to take time out from caring for patients to fulfil orders for supplies.

WPM is being introduced across the whole system in six phases:

- **Western Infirmary / Yorkshire**
  - July 2007
- **Inverclyde Royal / Vale of Leven**
  - August 2007
- **Royal Alexandra / Renfrewshire**
  - October 2007
- **Gartnavel General / Stobhill / Dental**
  - November 2007
- **Glasgow Royal Infirmary**
  - February 2008
- **Southern General / Victoria Infirmary**
  - March 2008

All wards will be allocated a level of WPM so a more comprehensive supplies service can be allocated to individual areas depending on the amount of goods used and the type of ward being supplied.

Project Manager Syd Smith explained: “We have been successfully trialling the WPM System at the Western over the last four months.

- “Service levels are categorised as Levels One to Four. Level One offers a service set-up, check stock, order, delivery, put-away on shelf, stock rotation and review visit from the Ward Product Manager. This service covers intensive care units, theatres, labour suites and A&E where demand on nursing staff to care for seriously ill patients can be greatest.

  - “Level Two offers service set-up, check, order, delivery and review visit from Ward Product Manager but still relies on staff to put stock on shelf and maintain stock rotation. This covers most acute wards.

  - “Level Three covers most smaller clinical services and non-acute wards where we will agree ordering levels and arrange a review visit from the Ward Product Manager. Lastly, Level Four is non-clinical departments such as admin support which order their own goods.”

Syd added: “The majority of staff probably won’t notice any difference to their delivery service but we hope by bringing in Ward Product Managers that we enable staff, especially those who often care for critically ill patients, to have more time to do just that. This service should free them up more to do that vital work.*

Sister Linda Courey from Ward G4 at the Western has been involved in the pilot project of WPM. The ward is an acute medical ward and a Level Two in the ward management system. Sister Courey said: “This has the potential to be a fantastic system with great benefits for staff. Like all new ways of working, there were a few teething problems in the early stages but I think overall it has been immensely beneficial.

> “There has been pretty positive feedback with the overall consistency of the programme and once we have a regular Ward Product Manager, I’m sure any problems can be sorted. The WPM staff are very helpful and friendly which helps a lot.”

These changes to ordering and supplies and the introduction of WPM is part of the Logistics Strategy to reduce costs and improve service. It is estimated this will save the NHS up to £50 million a year by March of next year.

The strategy has also seen the development of the new National Distribution Centre (NDC) based at Cardershie Toll in Larkhall which has replaced the old stores systems and will supply many locally stocked items from one distribution point across the whole NHS.

With supplies now coming from this one main point, a number of central and local stores which previously supplied NHSGGC will now become ‘Area Receipt Points’ where goods will be brought from the NDC for internal delivery.

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*Staff Newsletter*
With the RAH at the centre of scrutiny following the Glasgow Airport terror attack, Staff Newsletter takes a look at how the hospital coped during a week which sent shockwaves reverberating across the Globe...

At 3.15pm on Saturday 30 June 2007, terror came to Scotland for the first time. Two men in a blazing Cherokee Jeep rammed into the entrance at Glasgow Airport. The jeep contained gas canisters and clearly could have caused terrible injuries to many innocent people.

Never before had there been such an attack on Scottish soil and we all hope that we never see the likes again.

In the aftermath there have been many heroes - the now infamous John Smeaton who has risen to worldwide fame as a folklore hero, Michael Kerr who broke his leg tackling one of the suspects and was treated in our Southern General Hospital, PC Stewart Ferguson - the off duty cop who was captured on camera hosing down the smouldering terror suspect.

And then of course, the emergency services.

Another group who have been publicly praised have been all the staff at the RAH.

The hospital workforce found the eyes of the world upon them when it was dramatically thrust into the media spotlight. Less than 30 minutes after the attack, one of the two terror suspects was rushed to the hospital for treatment but as we are now aware, that was just the beginning for staff at the RAH.

As these events emerged the media's presence on the site grew and grew. NHSSGCC’s media team counted the presence of around 100 different media outlets on one afternoon alone. They ranged from TV stations from India, Germany, Canada and America, UK and Scottish national media through to the Paisley Daily Express. The eyes of the world really were focused on the RAH.

Whilst being under siege by the media, staff were also faced with a significant police security presence on the site. It is therefore testament to the sheer professionalism of every single member of RAH staff that, in the face of such incredible disruption, not one operation was cancelled and with the exception of two instances of disruption to A&E, all other services to patients continued throughout.

Babies continued to be born at the maternity unit, even though at one point labouring women had to be brought in through an underground walkway whilst controlled explo- sions were carried out above. During the initial three days of the incident, whilst the disruption was at it’s peak, some 13 babies were born.

A memorable highlight was the birth of one Liam McLaughlin on Sunday 1 July. Liam’s father, RAH A&E Charge Nurse Gerry McLaughlin, worked tirelessly to support services on the Saturday night as part of the Incident Control Team and then dashed to the hospital’s maternity unit on the Sunday morning to witness the birth of his third child.

Meanwhile the outpatient department continued to deliver care to 898 patients and 462 people attended the Accident and Emergency Department with everyone being treated within the four-hour guaranteed waiting time.

Robert Calderwood, Chief Operating Officer of NHSSGCC’s acute division said: “The achievement of staff at the RAH in sustaining services is quite remarkable considering the stresses and challenges imposed on them at the time. We should all share the pride I have in this team for dealing with such unusual circumstances in such a pragmatic way.”

His comments echo those of the Cabinet Secretary for Health and Wellbeing, Nicola Sturgeon who visited the RAH in the aftermath of these events. She paid tribute to the resilience and professionalism of the Paisley team and met many of those who were involved at a special reception. At the time she said: “NHS staff work under constant pressure, but the serious events of last weekend have put an additional pressure on staff which they have dealt with tremendously. I have been very impressed by the determination and commitment they have shown in continuing to deliver services, and I am delighted to pay tribute to the staff personally.”

As has been well played out in the media, and as staff are aware, the RAH experienced the closure of A&E twice. The first time was due to the discovery of a suspect item found in the A&E (this was tested and later found to be safe). The second was due to the main entrance to the hospital being cordoned off after police carried out a controlled explosion on a suspicious vehicle in the hospital’s car park. It would later be the case that a further two controlled explo- sions would be carried out on the hospital grounds as part of the police investigation.

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New age thinking

As we become increasingly aware of the specific needs of older and younger people in accessing health care, we need to ensure that all our services take account of their requirements. Despite established equality and diversity work, anecdotal evidence and research undertaken across the UK indicates that people do not always get the services they require, being treated poorly because of their age or not fulfilling their potential. It also acknowledges that different treatment, particularly for those under 18 is necessary to meet different needs. To access the Bill, visit: www.communites.gov.uk and click on consultations. Staff have until 4 September to comment.

Fair for All Age is a partnership between the Scottish Executive Health & Wellbeing and Fast Forward. It is an equal initiative working across health services to improve equality practice and information for healthcare staff.

For more information, visit: www.fastforward.org.uk

The future of learning

What is your idea of learning? Bodies slumped over desks and chairs, while the trainer imparts wisdom in regulated chunks? It doesn’t have to be like that, and for many people, it’s more successful if they can use less formal situations, choose their own time and place, and seek out the new information and skills they need for themselves, with advice and support available.

NHS Education for Scotland Knowledge Services has launched a new Virtual Learning Centre at: www.learningcentre.scot.nhs.uk to help you access this less formal kind of learning. Provided in partnership with LearnDirect Scotland, this new service aims to support knowledge and learning needs which are common to all healthcare staff. It focuses on the following areas:

- understanding your own learning needs
- and preferred style of learning
- IT and information handling skills
- core skills of numeracy, literacy and communication
- life skills to support personal wellbeing and help you to fulfil your personal development potential
- core management and leadership skills
- a Shared Space service to help you to share resources and experience with others with similar interests
- links to e-Library resources with information about healthcare topics, and workforce issues such as pay modernisation, equality and diversity etc.

As well as offering LearnDirect courses, your personal and professional development planning is supported by a dedicated KSF Support Portal. This enables you to browse and search for learning opportunities, websites and other electronic resources related to all Dimensions of the KSF. If you wish to know more, contact: elibrary@nhs.scot.uk

Libraries

As well as the new virtual learning centre, special e-libraries are now available for the following staff groups:

- Community Pharmacy staff (www.elib.scot.nhs.uk/pharmacy)
- Dental staff – including the full range of dental care professionals (www.elib.scot.nhs.uk/dentistry)
- Estates and Facilities staff (www.elib.scot.nhs.uk/estates)
- Workforce Planners (www.elib.scot.nhs.uk/workforce)

These new Special e-Libraries were designed following extensive consultation and needs analysis with the relevant staff groups. Each dedicated e-Library serves as a single point of access to best evidence, information, learning resources and tools for sharing knowledge and services for keeping up to date.

Health Information Portals

Members of the public can also benefit from the Patient and Public Health Information Portals. Developed in partnership with NHS24, these Portals support self-care, health improvement and shared decision-making by patients and professionals and are designed to offer a one-stop-shop for quality assured information.

For more information, visit:

- Health Information (www.healthinfoplus.co.uk)
- Stroke Information (www.strokeinfoplus.co.uk)
- Diabetes Information (www.diabetesinfoplus.co.uk)

FREE PRIZE-DRAW

Prestige housebuilder CALA Homes (West) Ltd has been instrumental in re-developing the former Canniesburn Hospital site into one of the most sought after residential developments in Glasgow.

The former NHS site has proved a major attraction for buyers with more than two thirds of the development already sold. The unique Canniesburn Hospital ‘Art Deco’ buildings have been sympathetically transformed into modern contemporary apartments and penthouses. New build townhouses have been added in keeping with the design.

CALA is gearing up for new major housing developments in Glasgow and other parts of the area and has been instrumental in creating high quality housing on sites in Newton Mearns, Paisley and Jackton during late 2007 and early 2008.

Sales Manager, Aileen McLaws said: “Demand at the top end of the housing market continues to grow and we look forward to launching our latest designs in the Canniesburn area over the coming months.

“Our new range of homes are really exciting and innovative with bright open plan design maximising light and space, a truly contemporary home for flexible family living.”

To see details of the latest CALA developments visit: www.cala.co.uk

NHSSGCC Communications Directorate teamed up with CALA to offer our 44,000 Staff Newsletter readers a chance to win £250 worth of CALA prize-draw in the subject field…

Or send a letter or postcard with your name and contact details to: Staff Newsletter, Communications, Dalian House, 350 St Vincent Street, etc.

The prize-draw is open to all NHSSGCC staff and all entries will be forwarded to CALA Homes sales and marketing team who will draw at random one lucky winner and issue a cheque for £250 directly to them.

The winner will be chosen from entries received by 21 September, 2007.
Leading the way in nursing

All nurses, midwives and AHPs who have an interest in leadership following completion of the successful Royal College of Nursing (RCN) Clinical Leadership Programme can now join a pan-Glasgow Clinical Leadership Forum.

Following completion of the programme, many clinical leaders have voiced the need for a leadership forum to continue the valuable support and networking opportunities experienced as participants on the programme. The forum is known as ‘The Glasgow Clinical Leadership Forum’ (GCLF) and has a clear set of objectives for its future.

**Aims of GCLF**
- To act as a leader in Glasgow
- To raise the profile of the Forum and Clinical Leadership in Glasgow
- To be involved in the formation of local and national policies in Clinical Leadership
- To provide education/professional development
- Support/networking
- To raise political awareness – have a national voice
- To maintain and enhance a professional support group to all staff working in clinical patient centred approach (PPPI)
- To encourage interest and further knowledge of clinical leadership within the Nursing/Midwifery and AHP Professions

**Educational events**
- 21 August 2007 5.00pm - 8.30pm (Light buffet available) NLP (SILVER Technique)
- 28 November 2007 12mid - 4.00pm (Lunch available) Strategic Leadership
- The venue for the above events will be the Training Department, Management
- Atrium, Southern General Hospital. Nearest these dates there will be a return flyer - slip sent out. If you would like further information about the Glasgow Clinical Leadership Forum contact:
  - Fiona Wylie, Chair, Glasgow Clinical Leadership Forum, tel: 0141 211 1511
  - or email Fiona.Wylie@sgh.scot.nhs.uk

**Targeted recruitment**

Recruitment is entering a new era with nursing teams heading out and about to raise the profile of their departments and tell potential new staff about options and opportunities in their specialties.

In the first of several specific recruitment events held for nurses, more than 870 qualified nurses travelled from as far away as Manchester and Orkney to hear more about our job opportunities. Staff from addictions, mental health, paediatrics, medical, surgical, elderly and rehabilitation, theatres, ICU/HDU, community nursing, sexual health and diagnostics were on hand to meet the candidates and answer questions about working within our services.

A similar event is planned for 9 August in the Argyle Street Job Centre with staff representatives from pharmacy, laboratory medicine and medical records on hand to meet job hunters and discuss the opportunities in their area.

For more information on recruitment opportunities, or to find out how your service can get involved in targeted recruitment, contact Noelle Mackay tel: 0141 211 3610

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**Annette is our cleaning champion!**

The domestic services manager of our biggest hospital is setting the hygiene standards for clinics in some of the poorest and inaccessible areas of Indonesia.

Annette McCafferty from the Southern General Hospital is currently in the Jambi, South Sumatra and Papua provinces of the country advising on cleaning and hygiene. She spent six weeks earlier this year in the area, auditing the cleaning and hygiene regimes in more than 140 Community Health Clinics, known as puskesmas.

Annette was selected through the UK Association of Domestic Managers for the SCHS EC funded project which is working to improve standards in clinics in the provinces.

Working closely with an Indonesian expert from the Institute of Housekeeping, Annette had made a list of suitable equipment and produced a simple and practical training manual for domestic working in the clinics.

She is now putting together an easy to follow DVD showing cleaning techniques which will be distributed to clinics in the three provinces.

Annette said: “The people are very proud of their clinics but have no real knowledge of infection control and believe that a wipe with a duster is all that is needed to clean a surface.”

“I have made recommendations about how to clean, what equipment is needed for high quality cleaning, and how regularly this should happen.”

Sally O’Rourke and Fiona Wylie, Chair, Glasgow Clinical Leadership Forum, tel: 0141 211 3610

Some of the clinics are so remote that there are problems getting supplies to them.

“The priority is treating the patient,” said Annette, “but a lot of the equipment is very old. There are no handwashing facilities, people just use a bowl. The Indonesian staff said that they wanted the same standards as the NHS, so I am always promoting Scotland and the Southern General!”

Malaria is the major health problem in Indonesia, but mosquito nets are in short supply in the clinics.

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**Blooming marvellous**

The theme was A Night at the Opera and a team of club members, including Wendy and May, worked on a design based on the opera Aida. Wendy and Club Chairman Lynne Smith assembled the design at Chelsea and won a Bronze Award.

To make it all possible, sponsorship and fundraising came from a number of local businesses, Local Provost, family and friends and the many colleagues of Wendy and May, who contributed to the Club’s ‘Sponsor a Petal for Chelsea!’ poster.

The event itself was very exciting but it was an intense few days. Wendy said: “We met flower arrangers from all over the world and got a real buzz from being part of the world’s premier flower show. Quite apart from work with flowers we also acquired a new skill – that of driving a transit van.”

Should this be logged under KSF?”

May added “We agree the whole event was the most marvellous experience which we would not have missed and would love to repeat some time in the future.”

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RAH in global spotlight after airport terrorist incident

As seen on pages 8&9, the RAH was the focus of intense media scrutiny following the incident at Glasgow Airport on 30 June. Events kicked off at 3.40pm on Saturday 30 June when the on-call press officer was called to the RAH. For the next seven days, the press team provided a round-the-clock press liaison service to worldwide media hungry for information. At least 120 journalists and camera crews from as far afield as Australia, the United States, the Middle East and continental Europe came to the Paisley hospital, as part of their continuing coverage of the incident. It was the job of the press team to ensure that this presence did not impact or intrude upon patient services. Staff worked hard throughout the aftermath of the incident to ensure that the work of the hospital continued and that disruption to patient care was minimised as far as possible. The huge professionalism and skill shown by all staff was acknowledged by senior politicians and NHS representatives across the UK. For more details on this story, see pages 8&9.

Cut in car parking charges for staff, patients and visitors

The completion of the review of car parking charges attracted widespread media coverage, across national and local newspapers and broadcast media. The cut in charging levels for patients and staff was well received, with the news of the sliding scale of staff charges being widely welcomed. Another key improvement to the parking policy was the announcement that around 30% of patients and visitors would qualify for free parking – increasing significantly the number who will park for free.

For more details on this story, see page 2.

IRH Breast Service Review makes national news

Following the announcement that an immediate review was to be carried out into the work of breast services at the IRH, demand for information and reassurance was very high from print and broadcast media throughout the UK. Prior to the announcement, an urgent review of health records was carried out and a helpline and clinics were set up for those being recalled for further assessment. Staff were able to contact the majority of women who were affected in the 24 hours leading up to the public announcement.

This meant that, in our announcement, we were able to reassure the vast majority of women that they had nothing to worry about and had arrangements in place to support the 198 patients affected. Chief Executive Tom Divers and a number of senior medical colleagues were quoted across the media as part of an effort to get clear facts out to as many people as possible. The helpline number set up to offer advice and information was also widely publicised. In media coverage, NHSGGC was subsequently praised for its speedy handling of the issue and for its openness.

Fresh perspective on Rowanbank’s imminent opening

The opening of the new Rowanbank Clinic in July was preceded by some well-balanced press coverage. Following the decision to build the new medium secure care centre at Stobhill, the centre was often described in the media as a ‘mini-Carstairs’ which would put local residents at risk from violent patients. Staff have worked hard to change this impression and this has paid off. The tone of media coverage has changed considerably.

Recent coverage welcomed the new £100million unit reporting that it will offer the most modern facilities of its kind in the UK. Prior to the opening, Rowanbank was personally visited by the local newspaper – which had previously been one of the most outspoken opponents of the centre. This visit was the basis of a very clear and well-informed feature, which it is hoped will help contribute to a good relationship with the local community.

Reassurance offered over pregnancy test recall

News that three of our hospitals were among almost 60 in Europe to receive a small number of pregnancy testing kits that may have been faulty was widely covered by media. In June it was discovered that Stobhill, the GRI and the Southern General hospital pharmacies took delivery of 1000 pregnancy testing kits earlier this year from a batch of 83,000 that may have contained up to 44 faulty kits.

As well as prominent coverage on the front page of www.nhsggc.org.uk, the media was also used to help alert women within Greater Glasgow and Clyde to the slight possibility that anyone tested at the three affected hospitals between April and the first week of June may have received a false negative result.

Director of Public Health Dr Linda de Caestecker advised women through the media and NHSGGC’s own website that the chance of this was extremely low, but offered advice for any women who were concerned.
The battle for victory to represent us in this year’s Eurospital Football Tournament saw four teams from Dalian House, the Southern General, Stobhill and Yorkhill Hospital sites fight it out at Garscube Sports Complex at the end of May.

After six thrilling matches and some impressive football skills, the team that topped the league was Yorkhill. They will now play against teams from France, Italy and Germany in the international tournament at the beginning of September.

The team from Yorkhill have been playing together as a side since 2003 and this will be their fourth year in the tournament.

Stevie Irvine is the team captain and both he and the boys are thrilled they will be representing NHS Greater Glasgow and Clyde in this year’s tournament.

He said: “We were all delighted to win the knockout tournament and represent Scotland at this year’s event. We have been training hard and are hoping for a victorious tournament.”

The guys also play charity matches around the West of Scotland to raise money for good causes but the Eurospital Tournament is set to be the highlight of the year.

The tournament takes place at Garscube Sports Complex on Saturday, 1 September.

Robert Calderwood, Chief Operating Officer, Acute Division is encouraging staff and their families to come along and cheer on our team.

He said: “While we would like to win the tournament as the host nation, this is a chance for our staff to get together and have some fun.

“We hope we get a good response from our staff at the tournament and it should be a fun day out where staff can bring along their families and friends to cheer our team on.”

The winners of this year’s Scottish NHS Charity Golf Classic are the Southern General team of Frank McGuire, Joe Sweeney, Doug Small and Sean Kelly who have now won the tournament two years in a row.

Victory was even sweeter this year as they beat Robert Calderwood, Chief Operating Officer for the Acute Division’s team (and their boss!) into second place.

Robert said: “It is a great day out but there is a serious side to the tournament. It raises a considerable sum of money for charity and we hope that next year’s event will attract even more teams giving the Southern team a good challenge.

Through gritted teeth, he added: “Congratulations to the boys for winning again this year.”

Glasgow golf team bags hole in one!


Front Row, Left to Right: Anthony Brown, Paul Day, Stephen Irvine (Captain), Gary Russell, James Kidd and Hugh Munro.

Great Scottish Run 2007

The fresh’n’lo Great Scottish Run 2007 takes place on Sunday 2 September.

Once again participants will be able to choose to take part in either the 10k or half marathon.

The race starts in George Square and will take runners past some of Glasgow’s most famous attractions and features the hugely popular run over the Kingston Bridge, before finishing up in Glasgow Green.

Participants of the 10k must be aged 15 or over and 17 or over for the half marathon.

To register, tel: 0845 2700 166 or email: run.glasgow@csglasgow.org

Closing date to register is 17 August 2007.