Roll out the Red Carpet:

Follow in the footsteps of this year’s Oscar®-winning best actress Tilda Swinton at film festival

Ever wondered what it would be like to walk up the red carpet of a major international film festival? Well, wonder no more as your Staff Newsletter has teamed up with the Edinburgh International Film Festival (EIFF) to offer you the opportunity to do exactly that.

Follow in the footsteps of some of Hollywood’s biggest stars and experience the thrill of the final night of the 62nd film festival taking place in the Capital.

Continue on page 11.

Join in the big plans

HERE are big plans to celebrate the 60th anniversary of the NHS this year.

In Scotland the celebrations and activities will be in three tiers:

Firstly, NHSScotland is planning a website to host details of local events and capture some highlights of activity during the 60 years of development and service delivery. Also planned is a 60th themed conference at Glasgow SECC on 24 June, a service in St Giles Cathedral in Edinburgh and a specially themed 60th NHS awards ceremony.

Find out what NHSGGC has planned and get involved with your own event. Continued on page 2.

Got an idea – get it into action!

The Ideas In Action award aims to recognise those staff or groups of staff who have taken the initiative, developed an idea and put it into action to improve the way we do things.

The award aims to highlight how the simplest of ideas can often lead to a better service for patients or an improved working environment for staff. It may also be an idea which has encouraged a greener approach to waste and recycling or identified a way to save money.

Whatever it is – if you, or someone you know – has thought of something which has made things better for you and where you work, for patients or for NHSGGC as a whole, then let us know.

Find out more, page 6.
Join the big plans

Greater Glasgow and Clyde has ambitious plans along with media partners Radio Clyde and Evening Times to create an NHSGGC “archive website” dipping into the rich photographic files of the newspaper and our own archives.

We will also produce a special 32-page Health News anniversary edition and a series of other linked publications aimed at promoting health in the run up to the anniversary date of 5 July. On the big day itself a large-scale event will take place in the Royal Concert Hall, Glasgow highlighting the proud past, the bold future and some examples of milestones in our development. Following the event we also plan to produce a special 60th anniversary edition of Staff Newsletter which will feature news and views from the big day as well as feedback from your local events.

In conjunction with the Evening Times and Radio Clyde we expect one highlight to be a local awards ceremony recognising staff and volunteers. The public, via the Evening Times and our website, will be asked to nominate NHS staff or volunteers for special recognition. Staff are also invited to nominate individuals or teams of staff or volunteers. You can send your nominations to: nhsdiamonds@ggc.scot.nhs.uk.

Locally, throughout NHSGGC teams of community staff, site based hospital teams and individuals are planning all sorts of local events to help celebrate and recognise the worth and values of the NHS in this Diamond Jubilee Year. Send details of anything you have planned to: anniversaryevents@ggc.scot.nhs.uk.

Our media partners at Radio Clyde and the Evening Times are fully on board to help promote and give editorial coverage to what’s going on at local levels whether it’s a coffee morning, open day, sponsored run, or a dance.

The NHSGGC website will host details of all local events and we’ll also ensure our media partners are made aware of them too.

What’s more, we will link in with the NHSScotland website to make sure all that’s going on in Greater Glasgow and Clyde is highlighted nationally.

You will hopefully have noticed the new 60th NHSGGC logo on StaffNet and our website already. Our key publications Health News and Staff Newsletter will now feature the 60th NHSGGC logo for the rest of 2008. Any staff wishing to use the logo for other publications, leaflets, banners etc can download PDF versions from StaffNet under InfoCentre > logos and templates.

For further info and regular updates check the 60th anniversary sections on StaffNet or our website.

StaffNet update

Almost 500 staff have now been trained to post information on StaffNet - the NHSGGC intranet. If you would like to find out who is responsible for updating information for your service or undertake training to become an intranet author contact Sarah Jane McCready tel: 0141 211 0347 or email: sarahjane.mccready@ggc.scot.nhs.uk.

Work is also underway to redesign StaffNet to improve its overall look and make it easier to use. Intranet Project Manager Sarah Jane McCready explained: “We’ve achieved a great deal over the last year however we are keen to build on this success by improving the design of the intranet and training even more staff to ensure there are authors for all of our services and departments.”
Changes to pension scheme

NHS Scotland provides a high quality pension scheme for all its staff. Additional improvements to the current scheme, which applies to existing members or anyone who joins before 1 April this year, have been introduced to make it an even more attractive benefit for staff.

Improvements to the current scheme:
- A new option for members to “top up” their tax free lump sum to up to 25% of their total pension fund
- Partner pensions for eligible unmarried partners
- Opportunity for paying into the pension scheme for a total of 45 years regardless of age
- A new option for topping up pension which will replace added years
- Multiple nominations for death benefits
- More flexibility in the run up to retirement
- Earnings caps will be removed for service from 1 April 2008

There will continue to be a 1/80th final salary scheme and your pension will be calculated on your highest pensionable rate in the last three years of paying into the scheme. The normal pension age will remain at 60 (or 55 for special cases).

New pension scheme
A new pension scheme will now be offered to any new staff who choose to join up from the beginning of this month. The key features of this scheme are:
- Normal pension age of 65
- Pension benefits based on final salary
- Higher accrual rate of pension of 1/60th final salary
- Partner pensions for full service

Changes to contribution rates
From 1 April 2008 members’ contributions for both schemes will be based on whole time pensionable earnings as set out in the table below. (NB for the first year of operation the contribution tier will be based on pensionable earnings received in 2007/2008 and will not be adjusted during the financial year.) There is no change to the employer rate which remains at 14%.

<table>
<thead>
<tr>
<th>Annual Pensionable Pay (Full time equivalent)</th>
<th>Current Contribution</th>
<th>New Contribution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to £19,682</td>
<td>5% (manuals) or 6%</td>
<td>5%</td>
</tr>
<tr>
<td>£19,683 - £65,002 (Linked to AIC pay point 17)</td>
<td>5% (manuals) 6%</td>
<td>6.5%</td>
</tr>
<tr>
<td>£65,003 - £99,999 (Linked to AIC pay point 49)</td>
<td>6%</td>
<td>7.5%</td>
</tr>
<tr>
<td>£100,000 plus</td>
<td>6%</td>
<td>8.5%</td>
</tr>
</tbody>
</table>

Changes to your scheme

Members of the current pension scheme can choose to transfer to the new pension scheme on the basis that they will take all of their service with them.

By early 2009, a choice exercise will take place when all members of the current scheme will be provided with the information necessary to make an informed decision.

While neither NHS employers nor the Scottish Public Pensions Agency (SPPA) can give financial advice to employees, staff benefits via the Financial Planning Clinic will be able to offer independent financial advice to those who want it.

Members with deferred benefits in the current scheme who return to NHS employment on or before 30 September 2008 will rejoin the current scheme as amended.

Those returning from 1 October 2008 after a break in their NHS employment of less than five years will also be able to choose to remain in the current pension scheme or join the new pension scheme.

For more information on pensions and the changes outlined above, visit: www.sppa.gov.uk

Green Light for Southern General Maternity

Glasgow City Council has approved plans to extend and refurbish the Southern General Maternity Unit, marking the latest milestone of an ambitious strategy to redesign maternity services across the city.

The plans, which have now been submitted to the Scottish Government for final approval, include a major new three-storey extension that will increase existing capacity and create links with the planned new children’s hospital. Other key features include a new labour suite, state-of-the-art intensive care services and two new obstetric theatres. Existing facilities will also be completely refurbished to provide modern, attractive accommodation for day care, assessment and early pregnancy advisory services.

Over the last few months, estates staff have co-ordinated a programme of work to prepare for the new building. This has included the demolition of ward 40 and piling work to prepare the foundations. Building work on the new extension is expected to start in April 2008 and will be completed by the end of 2009.

Director of Women’s and Children’s Services Rossslyn Crocket said: “This planning approval not only gives the green light for a state-of-the-art facility for mothers and babies in Glasgow, but also the creation of a national centre which will treat women and babies from across Scotland.

“Clinical staff from all the relevant specialties have been closely involved in developing the plans over the last few years and we are confident that these new arrangements will deliver the best possible care for mothers and babies.

“Redeveloping and extending what we already have minimises the disruption for staff and allows us to carry on caring for women and children throughout the construction phase. When the upgrade is complete by the end of next year, services will transfer from The Queen Mother’s Hospital to the Southern General and the Princess Royal Maternity hospitals. This will allow The Queen Mother’s Hospital to close as planned and complete the move from three Glasgow maternity units to two.”
Meet the customer services team

As part of the re-organisation of the procurement department a dedicated customer services team based at Glasgow Royal Infirmary has been set-up at the department’s central office. The team will deal with all enquiries from staff regarding supply of products across Glasgow.

When the centralised department was created it was recognised that, as most sites would no longer have a locally based procurement team, there was a real need to create excellent communication links to the central team.

The customer services team will answer all calls, faxes and e-mails sent to them. They will try and resolve immediately any simple issues and will allocate more complex issues to the appropriate member of the department. They’ll also make sure the query is dealt with and the member of staff is contacted with an answer. To help with this, better telephone and new IT systems have been installed, additional resource allocated and the offices redesigned.

Team Supervisor Grace Hill explained: “There is a high use of this service by staff covering enquiries ranging from missing goods to advice on using the purchasing systems. We’ve a good team who always try their best to sort out the enquiry as quickly as possible.”

Feedback from questionnaire

In our last issue we asked you to give us your feedback on Staff Newsletter – how you accessed it? if you had problems getting a copy and so forth. We also wanted to know about what you wanted to see in the magazine and what you thought about the news and features we include.

We are currently looking at changes to the magazine and how we distribute it across the organisation as delivering copies to 44,000 members of staff is no easy task relying on the services of facilities and porters on many sites.

The good news is that according to what you’ve told us the majority of you who responded found our current style “easy to read online but we also had comments that sometimes there was too much text so pages looked cluttered so that is something we will take on board in future issues.

Nearly everyone who responded said Staff Newsletter was a good source of information which pointed you in the right direction for more details if you needed them. You also liked finding out what was happening in other parts of the organisation and felt that it kept you informed with what's going on elsewhere. “Gives a BIGGER picture of what is going on across NHSGGC” was one comment.

As for what you wanted to see more of – well, more competitions was quite popular and we do aim to bring you at least one in each issue. You also wanted more people stories and to find out more about awards and achievements of people who work in the organisation so let us know if you’ve entered for or won any awards lately and we’ll be delighted to feature you.

With the launch of our new Ideas in Action awards, there should be plenty of scope. Find out more about the awards on page 6.

Thank you to all of you who took the time to let us know your thoughts and in the coming months there will be changes to Staff Newsletter both in its paper format and online which we hope you will take a look at. We do welcome your input and this is YOUR Staff Newsletter so let us know what you think, email: staffnewsletter@ggc.scot.nhs.uk

The winner of the Stevenson Sharpe prize of £250 for filling in the questionnaire is Carol Young.

Modernising laboratory services

Our laboratories modernisation programme continues with news that funding of £11 million has been secured for the refurbishment of the University Tower Building at Glasgow Royal Infirmary.

Once complete, the newly refurbished building will house Microbiology for the East and North of the City, Virology and Microbiology reference laboratories.

This is the next stage of a programme which has already seen the completion of a new three-storey laboratory building at Gartnavel General Hospital providing Immunology for the West of Scotland.
Gene detector scoops national award

A trio of health experts from the RHSC have won the prestigious Scottish Health Innovations award for developing a faster method of identifying which genes might be carrying mutations which cause a genetic disorder by quickly ruling out healthy genes.

Consultant Clinical Scientist and Head of West of Scotland Regional Molecular Genetics Service Susan Stenhouse, Consultant Clinical Geneticist Victoria Murday and Senior Genetic Technologist Daniel Ellis beat off stiff competition to land the prize at the annual Scottish Enterprise Scottish Life Sciences Awards.

Susan said: "Winning the SHIL award for best innovation from NHS Scotland is thrilling. We are honoured to have been recognised for our work that can make a huge difference to the diagnoses of genetic diseases. We’re very grateful to everyone who has assisted with this project."

For further information on SHIL and details of how they could help you develop and promote new products and services visit www.shil.co.uk

New home for West Glasgow antenatal services

Antenatal services currently provided at The Queen Mother’s Hospital are to transfer to a new base on the Western Infirmary site.

The former Beatson Outpatient building has been identified as a suitable base for the next five years while a permanent location in the West End is identified.

It will provide a range of high quality care for local women including all routine antenatal and postnatal services, scanning facilities and access to parenthood and education support.

Director of Women and Children’s Services Rosslyn Crocket said: "We made a commitment to develop suitable alternative antenatal provision before the closure of The Queen Mothers Hospital in 2009 and are delighted we have now identified a building which meets the needs of local staff and service users.

"Work will now be undertaken with local staff to develop plans and agree timescales for transferring antenatal services from The Queen Mother’s Hospital to the new base at the Western Infirmary."

Staff give new hospitals the thumbs up

When staff transfer into the new Stobhill and Victoria Hospitals next summer, they’ll find their working environment has been totally transformed.

For the hospitals have not only being designed around the needs of patients... high quality staff amenities are a key factor too.

There will be staff changing facilities with showers, rest rooms and a choice of eateries in both hospitals, including a dining room, coffee bar and vending facilities for those working out-of-hours. For staff at Stobhill, there will even be a roof garden with views overlooking the nearby golf course and the Campsie Fells in the distance.

High-tech education and library suites will ensure staff can regularly maintain and update their professional skills.

Staff security will also be important with extensive CCTV coverage and a swipe card system in operation throughout the hospitals.

Extensive car parking, improved transport links and secure cycle stands will make it easy for staff to get to and from the hospital.

Modern, light and airy surroundings – including interior courtyards - and millions of pounds of new equipment will complete the package on offer.

In recent weeks, tours have begun for those staff that will work in the new hospitals. So far, they’ve been giving the hospitalsthe thumbs up.

Commissioning Manager, Margaret Campbell, is leading the tours of the New Stobhill Hospital.

She explained: “The first reaction from staff is generally one of surprise at the sheer size and scale of the new hospitals.

"Once they get used to this, colleagues are generally very impressed with both the clinical areas and the staff amenities. By the end of each tour, there’s definitely a buzz of excitement about the prospect of coming to work in the new hospital.”

Karen Connelly, Commissioning Manager for the New Victoria, experiences the same reaction from colleagues. “Staff are understandably a bit cautious about what to expect. But when they go round the hospitals, they are very pleased with the facilities. ‘A big improvement on current facilities’ and ‘a lovely place to work’ are just some of the typical comments I get.”

For health and safety reasons, places on the tours are currently restricted, however, you can see for yourself how the hospitals look inside by taking our virtual tour. Visit our website at: www.nhsforg.co.uk and go to the New Hospitals section.
New ‘Ideas in Action’ award

Your ideas – your award

A brand new award scheme for staff has been launched to highlight your good ideas and help share good practice.

The new ‘Ideas in Action’ award is open to all staff so if you, your team or department has come up with a good idea then we want to hear from you.

NHSGGC Chairman Andrew Robertson explained: “We recognise that, when it comes to improving services, some of the best ideas and initiatives have come from our own staff. Many of these have proved so successful they have been rolled out in other areas and several have scooped major awards.”

He added: “Up until now, however, we had no way of recognising this good work internally which is why we’ve decided to introduce this new award.”

What type or projects and ideas are eligible?

We’re looking for any projects, ideas or initiatives which have made a positive difference to the organisation, staff or patients. Has your idea improved facilities for patients or staff; helped improve the quality of care we provide or improved the health of local people?

Perhaps you have identified a new or different way of doing things which has helped protect the environment, reduce wastage or save money. Have you been involved in introducing a new initiative to improve quality or increase safety?

Have you been involved in piloting a local initiative which has been so successful it is now being rolled out in other areas? Whatever your good idea is we would like to hear about it. You can also use the scheme to feedback suggestions on any changes or improvements you would like to see in the future and we will pass these on to the relevant managers.

We are seeking suggestions from clinical staff and from administrative and support staff so whatever your idea is, let us know.

How do I apply?

Simple, just fill in the short online entry form in the Ideas and Action section of StaffNet or alternatively you can print out a hard copy and post your completed entry form to:

‘Ideas in Action’ Award, Staff Governance Department, NHS Greater Glasgow and Clyde, Dalian House, 350 St Vincent Street, Glasgow G3 8YZ.

General comments and suggestions can also be emailed to: ideasinaction@ggc.scot.nhs.uk

If you need a copy of the entry form posted to you, tel: 0141 201 4431/4487

Awards will be made on a quarterly basis and the deadline for nominations for the first quarter is Friday 27 June 2008. The winners will be selected by a panel made up of representatives from staff governance, HR, internal communications and staff partnership. Award winners will receive a framed certificate presented by our Chairman Andrew Robertson. Details of all the winners will be posted on StaffNet and featured in future issues of Staff Newsletter.

For further information, including video clips of some of the good ideas which have already been singled out for praise, visit the new ‘Ideas in Action’ section on StaffNet.

Facilities celebrate success

Staff within the Facilities Partnerships have achieved the prestigious Investors in People Standard for the third time.

To celebrate, a recognition event was organised at Kelvingrove Art Gallery and Museum.

The event recognised the contributions made by a wide range of staff including those with perfect attendance, more than 30 years service, personal exam success or recent promotions. Several public partners were also invited.

Photographed are some of those present at the event including General Manager, Facilities Partnerships - David Pace and Director of Facilities - Alex McIntyre holding the Investors in People flag.

The Investors In People standard provides a practical support for developing the skills and experience of staff.

For further information visit www.investorsinpeople.co.uk

Rachael is Young Scientist of the Year

Rachael Birch, a Clinical Molecular Geneticist at the RHSC, has been awarded Young Healthcare Scientist of the Year, for developing genetic testing for Severe Myoclonic Epilepsy of Infancy (SMEI).

This major breakthrough means that diagnosis of SMEI, which often took up to two years in the past, is now confirmed within eight weeks - well within the Department of Health guidelines.

Very few laboratories throughout the world carry out the testing and the creation of this facility in Glasgow has resulted in Rachael being inundated with DNA samples to be tested from across the UK and abroad.

Su Stenhouse who is the Consultant Clinical Molecular Geneticist at the RHSC and nominated Rachael for the award explained: “The importance of this service is demonstrated by the fact that earlier diagnosis allows the correct treatment to be given which results in a reduction in seizures. If left undiagnosed, seizures become more frequent resulting in autism and learning difficulties.

“This service has been praised by staff and parents alike for the difference it has made to the lives of the patients which wouldn’t have happened without Rachael’s dedication and enthusiasm.”

Award-winning Rachael added: “Laboratory staff tend to work behind the scenes so to speak so it’s lovely to be recognised and honoured for my work by winning this award.”
A brush with art helps the medicine go down!

The benefits of art therapy in hospitals has long been recognised but tends to be more associated with care of the elderly or those on long-term medical wards. Recently, however, staff decided to try out the art experience in one of our renal dialysis units - helping to lift the boredom factor for patients who have to undergo lengthy dialysis treatments three times a week.

A two-month project at Inverclyde Royal has proved to be so popular that it is now being considered for roll-out across Greater Glasgow and Clyde.

Julia Little, general manager for regional services for cardiothoracic, renal, plastic surgery and burns explained: “This idea is unprecedented in any renal unit. Although many patients were a little sceptical about taking up a paintbrush at first, once the project got started they were keen to get involved. It has been extremely beneficial to everyone involved and helped encourage those who wouldn’t normally try such things to have a go.”

When the eight-week pilot finished, many of the newly discovered artists had their work framed and displayed along the corridor within the unit. Two calendars were also produced featuring some of the collection created in the unit.

Dr Mun Woo, the consultant who came up with the idea, explained that being diagnosed with chronic kidney disease and then starting treatment is a major disruption to a patient’s lifestyle. “Patients can get quite depressed, and the project aimed to provide a distraction to the often mundane experience of being connected to a dialysis machine for long periods of time.

They have responded so well. In fact some have said that they are looking forward to coming in for their five hours of dialysis because the art sessions were taking place, and that is unheard of!”

This project was funded from endowment funds and charitable donations.

“The first reaction from patients ranged from ‘I’m not very good’ to ‘my last experience of art was at school. But once approached by the professionals, patients became really enthusiastic. It gave them something to keep themselves occupied and talk about during treatment. “I’ve even heard one patient express surprise that their treatment had ended so quickly because they hadn’t finished their picture!”

To gauge the benefits patients were asked to fill in a validated Quality of Life questionnaire at the start of the pilot, and again at its end. This showed a positive improvement in the mental well-being of participants.

Dr Colin Geddes, the unit’s lead consultant, has been equally impressed at the affect the project has had on patients: “I have been working in dialysis for 15 years and have not seen anything have such a positive impact on patients.
Our workforce

NHS Greater Glasgow and Clyde is striving to develop a workforce profile which demonstrates we are sensitive to inequalities and do not tolerate any form of discrimination and harassment in the workplace.

Our recruitment adverts now carry the banner ‘Tackling Inequalities’. We want staff and service users to experience a culture of fairness and inclusiveness, where policies and protocols are fit for purpose and satisfy the need for which they were created.

The profile of our workforce has recently been under scrutiny. As a public service we are required by law to record and display the breakdown of our workforce in terms of a number of categorisations including gender, age, race/ethnicity, spiritual belief, sexual orientation and disability. We are also legally required to report on areas such as access to training, career progression and involvement in misconduct investigations by demographic profile.

Associate Director of HR Andy Carter explains: “Our recruitment practices capture an applicant's profile where the applicant feels comfortable in sharing this. This is recorded on Equal Opportunities Forms. The information is held securely within the new Recruitment Shared Service at Tara House and used for purposes such as workforce planning, developing policies which meet specific needs like phased retirement or parental leave and also for evaluating how attractive we are as an employer to different segments of society.

“We also have data from those staff who were good enough to fill in our workforce questionnaires which have been issued twice over the last four years. Some staff may know these as SWISS surveys which stands for Scottish Workforce Information Standard System. In all, we have this type of useful data for around half of our workforce. It would be great if we could increase this figure and learn more about the composition of our workforce.”

Members of staff who never received this survey or were too busy to fill it in at the time, may now wish to contact: Workforce.information@ggc.scot.nhs.uk to request a survey, explanatory letter and pre-paid return envelope.

“Even if employees don't wish to disclose this detailed personal information which is their right, it would help the organisation legally if they declared they didn’t want to share it on these forms,” added Andy.

Proportion of workforce with known ethnicity

| Ethnicity information available | 46% |
| Information not available | 54% |
If anyone is interested in finding out more about SWISS, then www.eyou.scot.nhs.uk/ is a useful website.

Some examples of the type of data collected are shown on these accompanying graphs and further breakdowns of the workforce are available to view via a page on our external website www.nhsggc.org.uk/content/default.asp?page=s941.

Website pilot launched for deaf people

A new pilot scheme to improve the health of deaf people has been launched. Around 30 video clips are now available on our website using British Sign Language (BSL) to give health information to deaf and hard of hearing people.

The short video clips feature deaf presenters offering information on topics ranging from how to find a GP, make a complaint or find out about recruitment opportunities. The aim is to make it easier for deaf and hearing-impaired people living within Greater Glasgow and Clyde who rely on BSL to access information and support. There are currently more than 163,000 people living in our Board area who are deaf or hard of hearing.

Establishing a pilot BSL microsite shows our commitment to providing equal access to healthcare for all people with disabilities, as well as our desire to communicate as clearly as possible with all service users. Around 300 staff have also completed specialist courses in Communication Tactics to learn how to communicate better with deaf and hard of hearing patients.

Corporate Inequalities Manager for Disability Jac Ross explains how important it is to provide information in a way the deaf community can understand: “For deaf people who communicate by signing, English simply isn’t their first language - BSL is. It can be harder to find information when it’s written in English, and harder to seek help, so it’s particularly important to make health information available in BSL.

Expecting a deaf person to deal solely in written English is putting unnecessary barriers in the way.

“Evidence shows that ultimately this has a negative impact on the health of deaf people. They tend to have more health problems and don’t go for help as promptly as hearing people.”

The scheme is supported by Deaf Connections, Scotland’s oldest charity for deaf people. Chief Executive Gordon Chapman said: “There is considerable evidence to show that deaf people do not have access to important information that can help them make decisions which affect their health. As a result, many deaf people suffer poor health.

“By giving health information in the language that they understand, we will go a long way towards empowering deaf people and helping them to make decisions which will have a direct impact on the quality of their lives.”

Jac Ross adds the scheme will be thoroughly evaluated to make sure it provides the best service for the deaf community: “By making these initial 30 clips available online, we hope that deaf people will find it easier to get the help and information they need. We will be closely monitoring the pilot scheme and how it’s being used. In time, we hope that our BSL microsite will become the first place deaf people turn to for health information in Greater Glasgow and Clyde, and that it helps to improve their health.”
Keeping track of new technology

The world of technology is being embraced by NHS staff and, in particular, staff at the Royal Alexandra Hospital, who are getting help to keep track of equipment with WiFi technology.

The RAH is the first hospital in Scotland to introduce WiFi technology and is already saving staff time by tracking life saving equipment such as infusion pumps and blood pressure monitors as equipment is moved about the hospital.

There are currently 60 monitors being tracked through discrete tags with unique identification numbers. The tags constantly send out this id number using radio-waves allowing staff to identify quickly where equipment is being used.

The strength of the signal is so low that the technology does not interfere with medical equipment and infection control issues with the tags have been overcome relatively easily.

Clinical Scientist Jason Britton and his team have been responsible for introducing the new technology and Jason believes that the initial investment of around £70,000 will more than pay for itself in staff time.

Jason said: “I first had this idea when one of my Medical Physics colleagues mentioned at a meeting that considerable amounts of time were being wasted by technical staff in finding medical devices for routine maintenance.

“The technology we have introduced uses tags, with unique identification numbers, which constantly send out this number using radio-waves to the readers or receivers.

“The readers can then tell the location of tagged equipment from the received signals, and staff can call up a floorplan of the hospital which will pinpoint the location within five metres.

“The technology can improve efficiency considerably because it should reduce the amount of time clinical staff spend trying to find portable medical devices which move between different areas of the hospital and therefore use this more effectively in caring for patients.”

Jason added: “Maintenance staff also benefit from knowing exactly where equipment is when it is time to undertake planned preventative maintenance of portable medical devices.”

General Manager of Diagnostics for Clyde Marie Martin said: “This is an exciting advance because we are using technology to locate equipment so that it is available for repair, maintenance, or for direct patient care.

“I am sure in the future we will wonder how we ever managed without this type of technology.”

Complying with FOI

Acting Head of Administration for Mental Health Partnership John Dearden explains why we need to comply with FOI.

The Scottish Freedom of Information (FOI) law came into force in January 2005. It provides a right to anyone to request information from public bodies like NHS-GC and we are – subject to certain rules – required to provide it. It is a wide ranging right where the person requesting the information does not have to say why they want information or what they intend to do with it – although they do have to give us some basic contact information so that we can reply to their request.

Once we receive a request for information, there is a requirement to provide that information within 20 working days unless the organisation is of the view that the information should not be disclosed. We have an absolute obligation to respond to requests within this timescale – seeking an extension is not an option.

We would normally aim to respond positively to requests. To withhold information we have to show that our refusal to provide all or some of the requested information is legitimate as defined by the law. We cannot, for example, provide personal details about another person which would breach their right to privacy under the Data Protection Act 1998. Each request has to be considered on its merits.

In responding to Freedom of Information requests it is always useful to see if the information is already contained in our Publication Scheme available through our website. This has recently been updated and we welcome suggestions for the inclusion of additional information on the Board and its services.

It is also important to remember that in responding to requests, the response has to be for the whole organisation – not just the area where you may work (unless it is specific to this). A frequent problem we face in responding to a request is finding where, in the various parts of the organisation, we hold bits of the information requested – a major task given the size of NHS Greater Glasgow and Clyde.

Revised guidance to staff in dealing with freedom of information requests has been published on StaffNet. This guidance must be followed in responding to formal requests. It contains suggested wording to use in correspondence and gives the right of individuals to seek an internal review of any decisions taken on the release or withholding of information and the right to submit an appeal to the Scottish Information Commissioner if they are dissatisfied with the Board’s response.

Often people will seek information from the organisation which does not need to be progressed as a formal request under the Act for example handing over a leaflet but it is important to recognise those requests which require a formal response and to seek guidance on how to respond in these cases. Such guidance is available from the Board’s Freedom of Information Officer, Alison Flynn tel: 0141 201 4461 or from the Heads of Administration for the Board, Acute Services or Mental Health Partnership. As usual, all requests for information from the media should be referred to the Communications Directorate at Dalian House. Relevant contact details appear on StaffNet.

Also included on StaffNet are two separate guidance leaflets – one applies to the Board, Corporate and Partnerships and other to the Acute Services Division.
Experience the red carpet treatment

This year’s Edinburgh International Film Festival (EIFF) takes place from 18 – 29 June and will be awash with visiting film stars from home and abroad. Stars who have attended the Film Festival in recent years include Oscar®-winning actress Tilda Swinton, Sean Connery, Ryan Phillippe, Charlize Theron, Elijah Wood, Franz Ferdinand, Billy Elliot star Jamie Bell (pictured below, right), Leslie Mann and Seth Rogen from Knocked Up (pictured right) which was a European premiere at last year’s festival.

You and a friend can walk down the red carpet and attend the closing night film of the EIFF 2008. The film itself has yet to be confirmed so lookout for the full programme to be announced on 7 May. The box office will open on the 9 May, so be sure to book early to avoid disappointment.

As well as experiencing the full Hollywood glamour of the red carpet, the winner will receive a Cineworld Unlimited Card, so they can enjoy free films for a year at a Cineworld Cinema near you.

The lucky winner and their guest will also receive an EIFF goodie prize of a t-shirt, delegate bag, catalogue and poster.

For more information on the Edinburgh International Film Festival, visit: www.edfilmfest.org.uk

Register as a free EIFF Web Member and you’ll have access to the ‘members’ only area, where free tickets are up for grabs and advance notice of ticket offers are available, visit: www.edfilmfest.org.uk/register

Enter now!

To enter this once in a lifetime competition, simply email your contact details to: staffnewsletter@ggc.scot.nhs.uk

The lucky winner will be chosen at random, and we’d love to hear all about your experience in a later issue of Staff Newsletter.

This competition is exclusive to NHS Greater Glasgow and Clyde staff. All applicants must be 18 years old or over, and it’s one entry per person. The closing date is Friday 30 May.

The winner of the Hilton Short-break was Louise Wilkie from the Western Infirmary.

The winner of the Stevenson Sharpe £250 cash prize was Carol Young.
New assessments for needlestick injuries

Staff working in A&E, health centres, clinics or the community who have been injured by a needlestick will now be assessed by specially trained senior nursing staff.

Around 100 senior nursing staff have been trained to carry out an assessment of colleagues who have been injured and gauge the health risk including sexual exposures to bloodborne viruses such as hepatitis B and C and HIV.

The aim of the scheme is to encourage more staff to report needlestick injuries for their own health and safety. Senior Sexual Health Adviser at the Sandyford Initiative Gwyneth MacDonald explained: “We want to raise peoples’ awareness of needlestick injuries and through this reduce incidents of this kind.”

An assessment can also be carried out if a member of staff has received a human bite that breaks the skin.

Following an incident, tests will be carried out and once test results are available, discussions can then take place about any follow-up treatment.

Improving IV training

Education and practice development staff have undertaken a project to improve the numeracy skills of health professionals attending the study day for administering intravenous (IV) medicines.

Lead Nurse in Specialist and Advanced Practice Margaret Connolly, who is also the project lead, explained: “There is a continual need to emphasise the level of preparation required to administer IV medicines and the excellent numeracy resources we have available to individuals.

“Anecdotal evidence suggests that health professionals who attend the study days are more aware of the pre-course work required to prepare them for the calculation session and testing of their calculation skills. We hope that by adopting this adult approach to learning will generate more numerically competent and confident future candidates.”

This project, which was funded by NHS Education Scotland (NES), has improved the numeracy support available to staff prior to and during the study day. This approach has helped harmonise the content, delivery, assessment and support material for the programme across all the main Glasgow acute sectors.

It has also helped develop a more extensive approach to numeracy with many positive benefits for those taking part.

Roll out of new MS training

The MS Society Scotland’s training programme for health and social care professionals is being rolled out in Greater Glasgow and Clyde for the first time this year. The specialist training offers professionals who come into contact with people affected by Multiple Sclerosis the opportunity to find out more about the condition and how it impacts on people’s lives, as well as learning more about the support that the MS Society can offer to professionals with their work.

The programme has been developed in partnership with professionals and is based on the needs of people affected by MS and the training needs analysis of staff who work with them. The resulting training programme has been hugely successful, with more than 550 health and social care professionals having benefited from it.

Karen Howe, the MS Society Scotland’s Training Co-ordinator, said: “We are pleased to be able to extend this high quality training to Greater Glasgow and Clyde for the first time. We will be working with health and social care professionals to develop the training and support them to better meet the needs of people affected by MS in their area.”

The training days will cover a range of topics and are open to all health and social care staff. All training is free.

For more information visit: www.mssocietyscotland.org.uk/for_professionals/training/index.html or email: profttraining@mssocietyscotland.org.uk
Deadline for KSF

Do you have a KSF based Personal Development Plan (PDP) yet?

If not, your manager will be meeting with you to discuss and agree one before the end of June.

We find out more from KSF manager June Livingstone.

What is KSF?

The Knowledge and Skills Framework (KSF) is part of the Agenda for Change agreement. It’s about making sure that all staff have the opportunity to continue to learn and develop at work.

Much has been done in the last three years to develop and agree KSF post outlines in partnership at local level. This will ensure that all staff have the same opportunity for development and regular review through their annual KSF-based PDP meeting.

KSF is linked to pay progression through “Gateways” on each payband. In common with other Health Board areas, NHS GGC is preparing for full gateway activation, however at the moment, the focus is on everyone having a KSF based PDP.

How will it help me?

Every employee covered by Agenda for Change will have a KSF-based PDP meeting every year with a review meeting every six months. It’s essentially about helping you learn at work so that we can continue to deliver high quality services for patients and the public.

This is an excellent way of ensuring that all staff, whatever their job, whether working full or part time during the day, nights or weekends have the opportunity to learn and develop throughout their working lives.

This view has been echoed by Head of Learning and Education, Lyndsay Lauder, who added: “We aim to provide a wide range of learning programmes and activities. Don’t forget to speak to your manager about the many opportunities available within NHS GGC and check StaffNet regularly.”

KSF Staff Side Adviser Ross McCulloch also encourages staff to get involved with KSF and recommends speaking to your Trade Union/Professional Organisation for more information.

When is it happening?

All staff must have a KSF based PDP in place by the end of June this year. This means that a one-to-one meeting with your manager/reviewer must have taken place by this date to discuss and agree your development needs and how they will be met for the next 12 months.

What is e-KSF?

e-KSF is a web based system which supports KSF implementation in a variety of ways including recording all Personal and Development Planning and Review (PDP and R) activity.

However, it is not necessary to record all KSF based PDP activity on e-KSF in order to meet the June 08 timescale. There is a phased rollout of training underway to support Managers to use e-KSF for this purpose.

The important thing is that you have a KSF based PDP in place by the end of June and paper based recording is fine for now.

What help is available?

There is a KSF Lead for each Directorate/Partnership (details on Staffnet) and Learning and Education Advisers can also help.

e-KSF Manager Ishbel Whitters along with the e-KSF support team (Valerie, Gillian and Alfie) are there to help and advise on any aspect of e-KSF. It is important that everyone applies for their user name and password to access the system, email: eksf@ggc.scot.nhs.uk or tel: 201 0082/0482.

Staffnet provides more information on KSF and can be accessed through the following link:

http://staffnet/Human+Resources/Learning+and+Education/The+and+Knowledge+and+Skills+Framework/default.htm

Getting Ready to Lead

Over the next year more than 450 staff will complete the biggest management development initiative ever undertaken in Greater Glasgow and Clyde. The programme, which is known as Ready to Lead, aims to help staff, with line management responsibilities in all areas of the organisation, become effective leaders.

Staff who wish to take part must be nominated by their line manager. Participants for this year have already been identified and will begin training shortly.

The initiative has been designed to be as flexible as possible to develop training and access to action learning or mentoring support.

Five leadership competency areas will provide the main focus for training. These are:

• emotional intelligence
• leading team effectiveness
• leading teams through change
• the organised leader
• introduction to continuous improvement and redesign

Those who participate in Ready to Lead can access these in any order at any time during a 12-month period but all modules must be completed in this time.

For more information, visit StaffNet > Human Resources > Organisation development (http://staffnet/Human+Resources/Organisational+Development/OD_course Desc_RA_250607.htm) or contact your local OD adviser.

From left to right e-KSF Manager Ishbel Whitters, e-KSF Administrator Gillian Wallace, KSF Manager June Livingstone, e-KSF Administrators Alfie Butterfly and Valerie Wallace.
Public opinion swings in favour of RAH hotel decision

When a front-page headline appeared in a local paper stating "RAH Sends Patients to 3-Star Hotel", including an angry quote from an unnamed member of the public, the story was immediately picked up by other media outlets.

Further reading of the story, though, revealed a more balanced picture. All articles included an NHSGGC statement pointing out the exceptional circumstances that led to the three patients being accommodated in a hotel the night before an operation.

However, the story took a further twist in subsequent days when two separate letters appeared in national newspapers from members of the public praising the decision. Both commented that the decision made – albeit an unusual one – was positive in the circumstances.

Sign language video clips win mainstream attention

An attempt by NHSGGC to make health information more accessible for deaf people was widely covered by both specialist and mainstream media (see page 9).

Around 30 video clips are now available at www.nhsggc.org.uk, all presented in British Sign Language. These were officially launched to widespread coverage in mainstream broadcast and print media, and also attracted the interest of the BBC’s See Hear website – a major source of information for deaf people.

The close working relationships that were already in place between NHSGGC and Glasgow-based Deaf Connections helped in ensuring the success of the project, with the charity’s Chief Executive and a deaf Health Promotion worker providing quotes for the news release.

South Glasgow hospital campus developments win praise

The multi-million pounds redevelopment plans for the Southern campus featured heavily in broadcast, print and online media when NHSGGC’s Board presented the outline business case for the new adult and children’s hospitals, as well as a major new lab development.

An undoubted highlight of the positive coverage was a front-page headline and double-page spread in the Evening Times, complete with impressive images.

Further progress days later – the City Council’s approval of plans for the £28 million upgrade and extension of the SGH maternity unit – won yet more positive coverage. Details of the services the Unit will offer mothers and babies from Glasgow and beyond were accompanied by brand-new artist’s impressions that were unveiled for the first time.

Pictures boost coverage of planned Renfrew Centre

When NHSGGC’s Board approved the full business case for the new £18 million Renfrew Health and Social Work Centre, the good news was welcomed both by local people and local media. Advance planning by the Press Desk and Renfrewshire CHP colleagues helped to increase the positive attention this received.

Artist’s impressions of what the new health centre will look like were prepared and made ready in advance. As soon as the announcement was made, these were then made available to journalists, which helped to secure substantial coverage in local and regional media.

First Minister officially opens New Beatson

The official opening of the new Beatson West of Scotland Cancer Centre by First Minister Alex Salmond and attended by Cabinet Secretary for Health Nicola Sturgeon was a milestone marked by broadcast, print and online media across Scotland. The event also highlighted how high-profile events can be held in clinical areas without compromising patient wellbeing.

So-called “pool” arrangements were in place for the opening, whereby only one print reporter/photographer and one broadcast crew actually attend the event, but agree to make their footage freely available to other media outlets.

This is not unusual for events on NHS premises, where infection control and other clinical reasons can make it sensible to restrict the number of visitors to a clinical area.
**Update on Liftshare**

Since the launch of Liftshare at the beginning of March, we’ve so far had more than 130 members of staff sign up. Liftshare is the UK’s largest free car sharing and transport information service and is now available to all staff.

All those who signed up in the first month were entered into the Prize Draw. 1st prize was a free MOT and service up to the value of £199 courtesy of Kwik Fit. The 2nd Prize was an AA Emergency Car Kit.

The lucky winners chosen at random were:

- **1st Prize:** Kevin Hill, Director of Oral Health, Townhead Health Centre
- **2nd Prize:** Beverly Montgomery, Secretary, The Queen Mother’s Hospital

During a patient’s two-week follow-up appointment he informed me that he was having trouble with one of his medications.

“Which one?” I asked.

“The patch, the nurse told me to put on a new one every six hours and now I’m running out of places to put it!”

I had him quickly undress and discovered the man had over fifty patches on his body! Now, the instructions include removal of the old patch before applying a new one.

Dr. Richard Bynes, Seattle, WA

Dr. Rebecca St. Clair, Norfolk, VA

**Guilty Secrets**

OK, so we all know that doctors have their own way of communicating what they really think of some patients.

Below are a few ‘medical shorthands’ which appeared in the Guardian newspaper recently, do any of these sound familiar?

- **UBI** – Unexplained Beer Injury
- **LOBNH** – Lights On But Nobody Home
- **PAFO** – P*ssed And Fell Over
- **GPO** – Good for Parts Only
- **GLM** – Good Looking Mum
- **GOK** – God Only Knows
- **TEETH** – Tried Everything Else, Try Homeopathy
- **NFN** – Normal For Norfolk (or Neilton?)
- **FLK** – Funny Looking Kid
- **TLR** – Two-Legged Rat (refers to a patient undergoing experimental or extreme treatment)
- **DBI** – DirtBag Index (number of tattoos multiplied by number of missing teeth as an estimate of the total number of days patient has gone without a bath)
- **NQR** – Not Quite Right
- **CTD** – Circling The Drain

Have you any others that you are brave enough to share?

email us at: staffnewsletter@ggc.scot.nhs.uk

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**Only in America (We Hope!?)**

Doctors across the Atlantic have been sharing their own experiences of patient interaction.

Just imagine George Clooney in his ER days and Gray’s Anatomy’s McDreamy and this will be a real treat.

At the beginning of my shift I placed a stethoscope on an elderly and slightly deaf female patient’s anterior chest wall.

“Big breaths,” I instructed.

“Yes, they used to be,” replied the patient.

Dr. Richard Bynes, Seattle, WA

During a patient’s two-week follow-up appointment he informed me that he was having trouble with one of his medications.

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Dr. Rebecca St. Clair, Norfolk, VA

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**On your Bike!**

After the success of Bikeweek last year and the continuing success of the Cycle to Work scheme, NHSGGC is again looking to play its part in this nationwide event. Bikeweek 2008 will be run in conjunction with Cycling Scotland from the 16 - 22 June.

A week of information roadshows on the following hospital sites are currently being arranged. These are:

- Monday 16 June - Stobhill, Coffee Lounge/Canteen area
- Tuesday 17 June - Gartnavel General, Area at the Main reception
- Wednesday 18 June - Southern General, Room on Canteen corridor
- Thursday 19 June - Vale of Leven, TBC
- Friday 20 June – Yorkhill site, area outside the main entrance.

In addition to these events, we are also planning to hold a number of events on other sites to help raise awareness of the benefits of cycling across the organisation and provide useful information.

We hope to involve many organisations at our events including Strathclyde Passenger Transport, Strathclyde Police, Glasgow City Council. Along with these public bodies, one of our approved Cyclescheme vendors will be in attendance with a variety of demo bikes and helpful information on bike maintenance and safety.

**More details will be available via StaffNet. For more information contact The Travel Plan office, Douglas McIntosh at: douglas.mcintosh@northglasgow.scot.nhs.uk or Graeme Condie at: graeme.condie@northglasgow.scot.nhs.uk**

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East Dunbartonshire’s big adventure

East Dunbartonshire is gearing up for the G66+Live Adventure Challenge to be held in and around the G66 postal code area during June. Leading the way in preparations is Stobhill shift maintenance plumber Robert Sanderson who runs the Stobhill Hospital Hillwalking and Rambling Club.

Robert explained: “The G66+Live Festival is held in and around East Dunbartonshire in June and involves local community groups representing their town and village in a range of music, art and craft, theatrical and sporting events.”

It is the sporting events that Robert is most interested in and he hopes to include an Adventure Challenge to make people in that area aware of what they are capable of achieving through sports and other outdoor activities.

“The main thing is to get together teams representing different clubs, schools, community groups, hospital wards or departments or just groups of friends to take part.”

The challenge will involve three disciplines - run, mountain bike and paddle. There are other small fun challenges in the event which we try to keep secret from the teams so they learn more about the environment surrounding them.

Robert added: “It all adds to the fun and helps slow down the faster teams in the event. It’s about using your brain not your brawn.”

The event is open to all NHS staff and members of the public and not just those in the G66 area.

Anyone interested in taking part can, if they choose, help raise money for the new Marie Curie Cancer Care Hospice in Glasgow.

For more information, visit: www.stobhill-roughnecks.org.uk or email: info.adventurezone@googlemail.com

A lasting legacy for Scotland

A consultation paper had been launched to give you the opportunity to have your say on how we identify and deliver the maximum benefits from the Commonwealth Games coming to Glasgow in 2014.

Hosting the Games gives us a real opportunity to maximise the health benefits and secure a lasting legacy for the people, not just of Glasgow, but across the country.

The Consultation asks four key questions:

• are the benefits you would like from the Games covered in this paper?
• is there anything else we should be doing?
• how can we, individually or collectively, best achieve these aims?
• do you have any other comments to offer on what should feature in the final games benefits and legacy plan?

To support the consultation, the Scottish Government is running a series of free consultation events that will take place across Scotland in May and June.

For more information about the sessions and the Glasgow 2014 - Delivering a lasting legacy for Scotland consultation process, Visit: www.scotland.gov.uk/glasgow2014legacy

Responses to the consultation must be in by Friday 9 May 2008.