The key to world-class healthcare
WE have now officially taken ownership of the stunning new £842 million south Glasgow hospitals.

At a special ceremony, Balfour Beatty Multiplex handed over the keys to Robert Calderwood, marking the construction of Scotland’s largest ever NHS hospital project which was delivered under budget and five weeks ahead of schedule.

The new campus, with maternity, paediatric and adult hospitals all integrated on a single site, offers a gold standard in acute hospital provision.

Speaking at the ceremony, Robert Calderwood said: “I am delighted that our partnership with NHSGGC, the work begins to fit the work over the coming weeks.

All staff moving to the new hospitals will be offered a place at a orientation session once they have received a letter confirming their new work location.

The orientation process will support staff to familiarise themselves with their new workspace.

A total of 157 sessions offering 11,000 places will be held between 3 February and 30 April, with a variety of start times to suit the different service needs.

The sessions will run from Monday to Friday and on certain weekends between the hours of 8.30am and 8.30pm.

Each session will include the screening of a 30 minute DVD covering topics such as the scope of the campus, changing facilities, outsourcing, transport, retail and catering and fire procedures.

Booking via the STO allows access to the work area facilities, wayfinding, transport, scope of the campus, changing facilities, retail and catering and fire procedures.

Roadshows are being held across our Glasgow hospital sites to give staff information about the new facilities. Staff are requested to submit any questions to the appropriate departmental head in advance of the sessions at their local site.

For tickets and reservations, please contact Cathie Bannerman, tel: 0141 201 5829 or email: cathie.bannerman@ggc.scot.nhs.uk

The Victoria Infirmary 1890-2015

To celebrate 125 years of laughter, tears, and memories that will never be forgotten and friendships that will last a lifetime, we are hosting a Grand Ball. All staff past and present welcome.

Saturday, 27 June 2015 Crowne Plaza Glasgow • Tickets £50

For more information, please see the On The Move StaffNet page.

From left: David Loudon, project director; Anne MacPherson, workforce director; Fiona Jack, director of facilities; Robert Calderwood, chief executive; Alastair Reid, facilities director; David Loudon, project director.
The latest annual NHSScotland staff survey results are out and an NHSGGC working group is carrying out an analysis of the views expressed by those members of staff who responded.

There was a five per cent increase in the response rate compared to the last questionnaire, with 72 per cent of staff taking part. Another positive is that out of the 40 questions asked, we have improved on 36 of the responses from the previous survey.

There was no movement in four of the remaining six, but two questions scored lower, with 23 per cent of respondents who reported discrimination saying that they were not satisfied with the response, an increase of three per cent.

There was a drop from 80 per cent to 77 per cent to the question of whether the respondents had had health and safety training. We will be concentrating on improving on these issues.

However, there is no complacency and chief executive Robert Calderwood said: “There has been an increase in positive feedback, some significantly. For example, there has been a 14 per cent increase from respondents who believe that patient care is our top priority. “Of those who completed the survey, 15 per cent more would recommend NHSGGC as a good place to work.”

Another plus point came via our FTFT (full time fixed term) additional questions, with 36 per cent of staff feeling that they have been able to play a part in improvements in their workplace, the equivalent of more than a third of those who responded.

However, there are areas where challenges remain. Robert added: “While the positives are up, there are still some areas where we are not doing as well as we would like to.”

Because this year the bottom five scores reflected a sustained lack of consultation around changes at work, attention will also focus on this issue.

Robert Calderwood, chief executive: “There has been a 14 per cent increase from respondents who believe that patient care is our top priority”

Donald Sime, employee director: “I appreciate the time taken by staff to complete the survey and so it is new incumbent on the Board to respond where staff have highlighted challenges.

“It is anticipated this will be taken forward on a Board-wide basis through the Area Partnership Forum and its staff survey action planning group. I would expect the local partnership forums to analyse the survey and produce action plans to meet these challenges locally.”

Ian Reid, director of human resources, added: “The Area Partnership Forum will be considering the results and assessing whether current initiatives are addressing issues arising from the staff survey or whether we need to consider additional actions. We will continue to keep staff informed and advise of progress.”

Donald Sime, employee director: “It is now incumbent on the Board to respond where staff have highlighted challenges”

As the responses to the NHSScotland survey are analysed, the good news is that we have improved in the majority of areas – but there is still work to be done.
**NEWS IN BRIEF**

**Information Centre prizewinners**
The lucky winners of the Information Centre’s competition, featured in last November’s Staff Newsletter, are:
- 1st prize: Louise-Anne Wason, Glasgow Royal Infirmary (£100 restaurant vouchers)
- 2nd prize: Catherine Mills, Solicitors Health Centre (£50 theatre ticket vouchers)
- 3rd prize: Angus Kerr, Smoketree Priory, Southern General Hospital (£25 Restaurant Choice vouchers)

**Staff flu vaccination update**
According to the latest figures, 32.4 per cent of staff have been vaccinated against the flu either at mass vaccination clinics, by peers or at their GP practices since October. Staff flu vaccination update

**Correction**
In last month’s issue, we were supplied with the incorrect email address to contact SPPA about your pension. The correct email address is pensioninformation@nhsggc.scot.nhs.uk

**SHIFT**

**Do you speak my language?**

British Sign Language is used by many deaf people, but often staff aren’t aware we have an Interpreting Service

WITH a population of deaf people in Greater Glasgow and Clyde whose first language is British Sign Language (BSL) at approximately 4000, it is crucial that staff make themselves aware of how to use BSL for deaf patients. BSL is the first language of many deaf and hard of hearing people in Scotland, but those who use the language do not have access to the same information as the hearing population.

A new Bill presented to the Scottish Parliament by Mark Griffith MSP has highlighted this. There is already provision within the Equality Act and the Patient Rights Act to ensure that access to BSL interpreters is available to patients’ use of our services. However, despite this and local policies (for example, in NHSGGC; we have an Interpreting Policy), there can be poor provision due to lack of staff knowledge of the need for BSL interpreters for deaf people. The presence of this has complicated, as Jac Ross, corporate inequalities manager, explained. “Staff might not come across many deaf people and may have misconceptions about deafness and the need for interpreter.”

“The Bill will offer an opportunity to take additional action and raise the profile of BSL with NHS staff and managers.” BSL interpreters are booked through our Interpreting Service, tel: 0141 347 9811.

For more information on the Bill, visit: www.scottish.parliament.uk/parliamentarybusiness/35389/35384.asp

**NHSGGC is committed to challenging all forms of hate crime as part of our zero tolerance approach to abuse of staff, patients and visitors and will launch a Hate Crime Policy with associated Staff Guidance next month (March). Our policy and guidance will highlight the many guises hate crime can take, the impact it can have if left unchallenged, and the support available for staff to tackle it. We also plan to launch a hate crime e-learning module later in the year.

We are working in partnership with a range of local and national stakeholders to develop a consistent and robust response to all incidents and to ensure there is no hiding place for hate crime. Alastair Low, planning and development manager for Corporate Planning and Policy, tells SC why it is crucial that we as an organisation take a stand against hate crime: “Evidence shows that hate crimes are often characterised by greater degrees of physical and psychological brutality than may ordinarily be the case.” In the most violent hate crimes in the community, stamping on the head of the victim and kicking, resulting in severe injury, or death, are not uncommon.

“Where there is no actual physical assault, crimes can too easily be dismissed as ‘low level’ or minor. The tragic case in England of Fiona Pilkington, who took her own life and that of her disabled daughter in 2007 after suffering years of low-level abuse, shows how this trivialising response is flawed. This case shows hate crime is not just an isolated problem. It is a serious issue and can have serious consequences. It is important we continue to raise awareness and educate the public.”

“With a zero tolerance approach, we can make a difference. We are working with the Scottish Government to launch a Hate Crime Policy in March, which will include Staff Guidance and Support.”

Alastair Low, planning and development manager for Corporate Planning and Policy

**No hiding place for hate crime**

A new policy is being introduced that will help NHSGGC staff to understand what hate crime is and how we can support patients and colleagues who are victims of discrimination.

**Visit the new Equalities in Health website**

A new look NHSGGC Equalities in Health website is now live, with a wealth of information on how we are making our services fairer for everyone.

With clearer menus and improved navigation, it is now even easier to find the advice, resources and information you need. Whether you want to know more about working with deaf or hearing-impaired patients, how to access our interpreting service, getting support for money worries, how to organise an event that is accessible to all, or the evidence behind our current equalities work, visit our website:

- From age to gender, there are numerous characteristics protected by law. To find out more and how many protected characteristics there are, visit: www.equality.scot.nhs.uk
- We are committed to challenging all forms of discrimination. From age to gender, there are numerous characteristics protected by law. To find out more and how many protected characteristics there are, visit: www.equality.scot.nhs.uk
- Our new responsive site also means that you can easily visit us on your mobile or tablet too.

The Scottish Government defines hate crime as a crime motivated by “hatred or ill will” towards a recognisable identifiable group. Currently in law this covers incidents motivated by prejudice against someone because of their:
- race
- sexual orientation
- disability
- religion
- transgender identity.

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BY simply paying £1.50 a month (35p a week for staff on weekly pay), you could be in with a chance of winning a whopping £15,000 in the NHSGGC Staff Lottery!

If you sign up on a monthly basis, you will be in with a chance of winning varying amounts, between £100 and £5,000. And twice a year, you will enter a mega draw, with the potential of winning £10,000 in September and £15,000 in April.

It couldn’t be simpler... all you need to do is log on to StaffNet and click on Staff Benefits, or telephone 0141 211 5885. You’ll need to have your payroll details to hand and supply a signed consent form. Of course, it’s not just you who could benefit from the Staff Lottery – the Appeals Society funds a variety of amenities to benefit staff and patients. Previously, staff have submitted bids for a range of products, including gym equipment to create a gym for staff in Renfrewshire CHP, sensory garden equipment enabling patients to get involved in gardening activities in a therapeutic environment; and an iPad providing a facility to show films to children with cerebral palsy undergoing treatment. If you have a good idea or venture that will benefit staff or patients and can’t be funded through normal channels, why not fill in an application form, available on StaffNet.

Win one of five £100 vouchers for the NHS staff shopping event

On Thursday 26 March, East Kilbride Shopping Centre, in association with NHS Staff Benefits and the Staff Lottery, is hosting an evening of discounts and offers for NHS staff, just in time for pay day. Take advantage of the free parking, late-night shopping and exclusive discounts by bringing along your staff ID card. To make the night extra special, we’re giving five lucky entrants the chance to win £100 worth of shopping centre vouchers – a great excuse to treat yourself. Keep updated about the event at NHS Staff Benefits Roadshows or sign up to the mailing list, visit: www.nhsstaffbenefits.co.uk

Q. How much is the first prize in the Staff Lottery April mega draw?

HOW TO WIN

Email your answer, name and work location to: info@nhsstaffbenefits.co.uk or send to: CompEK, NHS Staff Benefits, Dykebar Hospital, Graharnston Road, Paisley PA2 7DE.

T&Cs: The competition is open to all NHSGGC employees. Only one entry per person. Winners must be available for a photograph, which may be printed with their details in future issues of SN. The closing date for entries is 28 February 2015.