

HI

I am positive.

I'm 60 years old with three amazing grown up kids. I worked for 43 years housing vulnerable people.

Now I'm retired, enjoying life and spending time with my two adorable grandchildren.

Staff flu jab is a key part of winter planning

STAFF flu vaccination clinics begin at the end of this month. This is a key part of our preparation for winter to ensure our workforce and our patients are protected.

It is important that staff who have direct contact with patients be vaccinated. The programme of vaccination clinics begins on 29 September, with the first two taking place in the Queen Elizabeth University and Vale of Leven Hospitals.

Boosting the on-site clinics are peer immunisers, offering on-the-spot vaccinations. They will be working with occupational health nurses and local flu champions to promote the importance of vaccination.

Rona Wall, occupational health service manager, said: "Peer immunisation is a quick and effective way to get teams of staff vaccinated without time spent away from their clinical areas."

Jennifer Reid, immunisation programme manager, added: "It only takes a couple of minutes to be vaccinated, but this will protect you for up to 12 months and reduce the potential spread of the virus to vulnerable patients."

Information about the vaccination campaign, including myth busters, will be promoted on StaffNet > Human Resources > Occupational Health, through site specific emails and tweets.

>> For more information, contact Jennifer, tel: 0141 201 4917 or email: jennifer.reid2@ggc.scot.nhs.uk



Work begins to extend car park

WORK has started on the £14.2 million extension to the multi-storey car park on the Queen Elizabeth University Hospital site. This will create an extra 930 spaces when it is completed next July. We are seeking to create up to 4,000 spaces as part of a revised campus master plan. Currently, 3,500 spaces are approved.



MEDICINEMA

The big screen comes to the RHC

YOUNG patients swapped their beds for the big screen when the MediCinema opened at the new Royal Hospital for Children in early August with an opening show featuring the blockbusting kids' movie Minions.

The 47-seat cinema is designed to accommodate six wheelchairs and four hospital beds, ensuring

inclusive access for our young hospital patients to enjoy big-screen movies.

Sheila Pacifico, MediCinema manager, said: "The facilities are fantastic, offering a true cinema experience in a safe, relaxing and sociable environment."

Chairman Andrew Robertson, said: "We have greatly enjoyed our

partnership with both the MediCinema and Yorkhill Children's Charity on this project.

"With the NHS having built this wonderful new hospital and provided the infrastructure for the MediCinema, we are grateful to both charities for their support in the provision of this fantastic amenity for our patients."

Planning ahead for winter healthcare

Plan will ensure appropriate level of services to meet demand

PLANS are already under way to deal with winter pressures on our healthcare services.

In previous years, winter plans involved creating extra "surge capacity", which was stood down when patient demand reduced to normal levels. But there is a growing national trend for patient demand to remain at high levels throughout spring and summer, creating a whole new challenge to meet.

The solution to this will require a "whole system" engagement approach to planning for winter in 2015/16, bringing together the chief officers of the health and social

care partnerships and acute division and their planning teams.

Discussions are planned with the Scottish Ambulance Service and the GP Sub Committee this month and a fully worked-up Winter Plan will be developed for the October meeting of our Board.

Neil Ferguson, head of planning, south sector/women and children's services, said: "Each sector is working with the Government improvement teams and this will deliver further changes in operational arrangements to improve patient flow."

The Scottish Government has

issued guidance for health boards and this includes arrangements for additional winter beds, appropriate discharge of patients at weekends and bank holidays, and taking an approach which involves the whole system, not just emergency care.

NHSGGC's Know Who To Turn To campaign provides information on which NHS services patients should use in an emergency, particularly over the festive period

>> Information can be found on the "Know Who To Turn To" section of our website, visit: www.nhsggc.org.uk/knowwhototurnto

HIV

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Still seeing the positive?

Update what you think you know about people living with HIV visit: www.hivstigma.scot

+vepeople

HIV: are you looking at the positives?

New campaign aims to show staff how their attitude can adversely affect patients who are HIV positive



PATIENTS with HIV say that they can sometimes be made to feel stigmatised by the actions and attitudes of healthcare professionals.

It seems that some of us take actions that are simply not appropriate and take "precautions" that are not required, which can make this group of patients feel unfairly discriminated against.

That's why we have launched a powerful HIV Anti Stigma campaign, which has been created and planned by NHSGCG staff working closely with HIV patients.

The aims of the campaign are to encourage all staff to listen to the views of patients, to get involved in the campaign by discussing issues and learning more about risk... and, crucially, to stop doing things that do not need to be done, such as "double gloving".

The HIV Anti Stigma campaign has at its core a call to think about how we make patients who are living with HIV feel when they come into contact with any of our services.

It is being driven by the real experiences of stigma encountered by HIV-positive patients who tell us that they sometimes face ignorance, fear and even prejudice in the NHS, which can create obstacles to healthcare.

Phase one of the campaign is launched in *Staff Newsletter* and involves roadshows, posters and leaflets to raise awareness of the issues and invite staff to find out more.

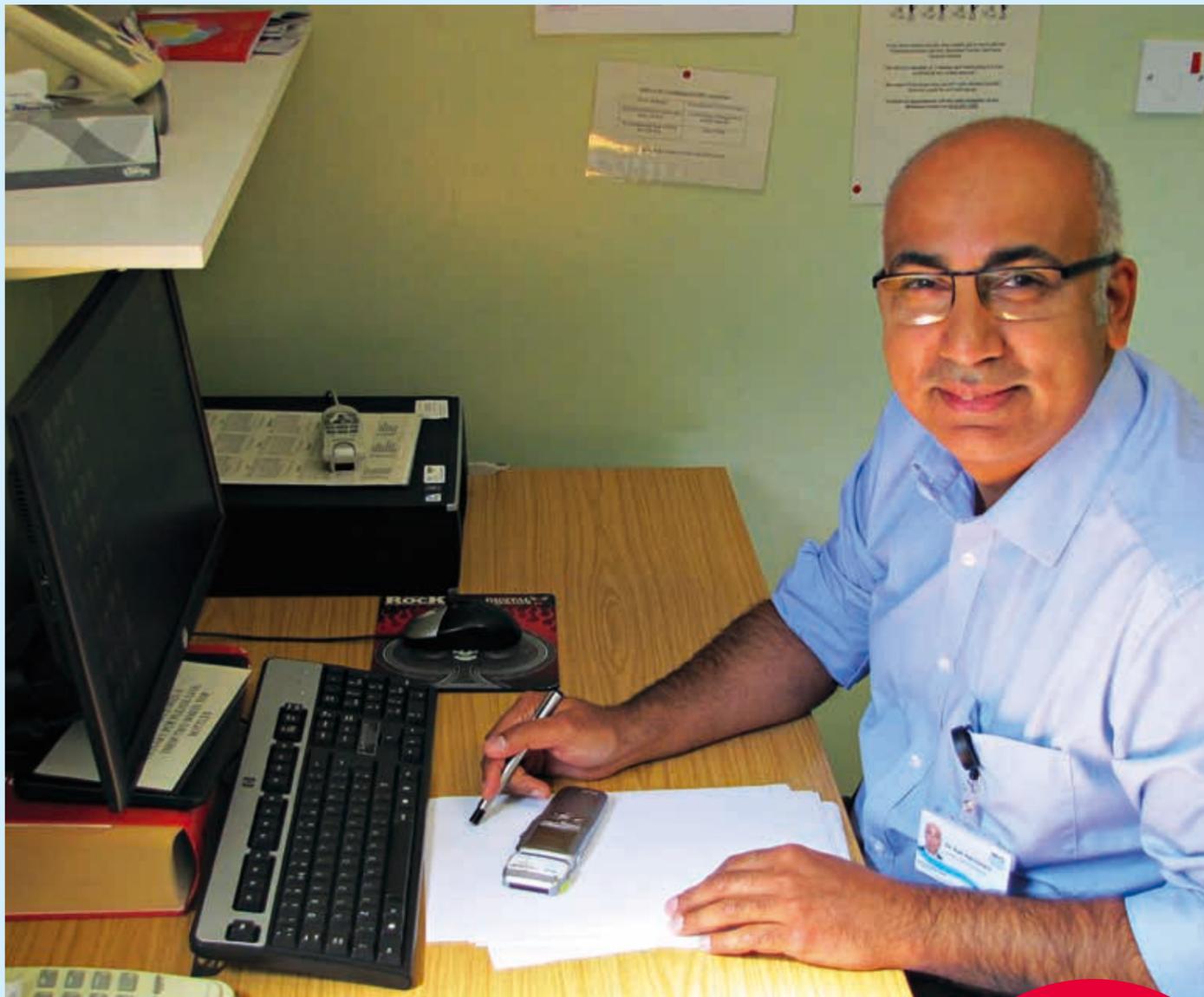
A detailed timetable of roadshow events is available on a dedicated staff campaign web portal: www.hivstigma.scot

The website is also a useful education resource for staff to update themselves with more information on what you think you know about people living with HIV.

The year-long campaign will develop into a second phase of activity covering patient stories aimed at challenging staff about their practice.

The final phase of the campaign in 2016 will promote positive learning with the launch of e-learning modules on the dedicated website.

“
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”



TREATMENT

Advances in treatment mean patients can live a normal life

DR Rak Nandwani, consultant physician in sexual health and HIV medicine at the Brownlee Centre, was working in London when the HIV epidemic began in the 1980s.

He worked as a trainee in large HIV units in London in the 1980s and 1990s, including the Chelsea and Westminster Hospital, which was – and still is – the biggest HIV unit in Europe.

Rak also recruited patients on behalf of the Medical Research Council to the first trials of combination HIV treatment.

Since then, he has witnessed a seismic shift in the treatments for

people living with HIV that have been transforming the lives of those affected for the past two decades.

Now, instead of facing what was once considered a terminal condition, the patients Rak sees at the Brownlee Centre in Glasgow are enjoying normal life expectancies following diagnosis and starting treatment.

Many are working and living in the same way as others with long-term conditions.

Some have lived with HIV for more than half their lives, and the number of people living with the virus is higher than ever because few become unwell or die.

Receiving a positive diagnosis is no barrier to starting a family either. Every pregnant woman is offered an HIV test, and most women who are HIV positive can complete a normal pregnancy with very low risk of transmission from mother to baby thanks to treatment.

The introduction of combination therapy was a major breakthrough in treatment. It uses three or more drugs, called antiretrovirals, which work against the virus.

Rak and his colleagues prescribe most HIV-positive patients only one tablet a day and within three months of treatment beginning,

“
Some patients have lived with HIV for more than half their lives
”

the amount of HIV body fluids is usually undetectable.

Although there is yet no cure for HIV, these drugs have saved lives.

There has been a dramatic drop in HIV-related deaths and illnesses in every country where antiretrovirals are prescribed.

>> To find out more about the roadshows or about HIV, visit: www.hivstigma.scot

CASE STUDY

No different to any other patient

RACHEL was two years old when she was diagnosed as HIV positive and wasn't expected to live long enough to go to primary school.

She said: "Now I live my life like any other 30-year-old woman."

Rachel is passionate about battling stigma and is an active member of the Brownlee Centre Patient Forum.

She agreed to speak to *SN* about her own experience of stigma within the NHS and, by describing what happened to her, hopes to dispel any ignorance and fear staff may have when people living with HIV come to any of our services for treatment.

A few years ago, Rachel had to give a blood sample and a nurse was having difficulty because of the condition of Rachel's veins. Without thinking, the nurse asked her directly if Rachel was an intravenous drug user, which really upset her.

On another occasion at an eye clinic appointment, the doctor discovered her status when he opened her notes.

His immediate reaction was to double glove before Rachel explained that this was unnecessary. Distressed and angry, this time she made a formal complaint.

When they disclose their status, Rachel and other HIV-positive patients can experience a number of unthinking reactions from staff.

One is what they describe as "the look", and the other is pity. Both are upsetting.

Everyone living with HIV should expect to be treated no differently from any other patient when attending any NHS appointments, because stigma can deter them from seeking help for other health issues.

>> Read Rachel's powerful and moving story, visit: www.hivstigma.scot



New training op for staff

Project will help improve communication with patients with language difficulties

COMMUNICATING effectively with patients can often prove difficult. Language is the most common barrier and why we have a comprehensive and easily accessed translation service.

But in many cases, good communication with patients can be challenging if the patient has suffered a stroke, head injury, has a degenerative condition or an autistic spectrum disorder.

That's why a new training course has been made available for NHSGGC staff as part of our Augmentative and Alternative Communication (AAC) Project.

The course helps healthcare professionals to recognise and communicate with patients who have difficulties using or understanding spoken or written language.

Jean Alexander, AAC project manager, explained: "The training teaches staff to use simple language,

give the person time to take in the information they have been given, offer simple choices and, if necessary, ask closed questions. It's important to check that both the patient and staff member understand one another."

The project has already delivered AAC awareness training to a total of 297 catering, domestic, helpdesk and portering staff at Glasgow Royal Infirmary.

Jean added: "The facilities staff were very enthusiastic and engaged well with the training.

"They were keen to discuss challenges they had faced in work situations and they were very interested in how they could develop their knowledge and skills to support patients with communication support needs."

>> To find out more about the training contact Jean, email: Jean.Alexander@ggc.scot.nhs.uk or tel: 07788 923284.



COMPETITION

Win Scottish Homebuilding & Renovating Show tickets

WHETHER you're adding an extension, a brilliant new kitchen or building your own home from scratch, a visit to the Scottish Homebuilding & Renovating Show, sponsored by Anglian Home Improvements, is the ideal place to meet self-build and renovation experts.

We've teamed up with the Homebuilding & Renovating Show in Edinburgh to give away 100 pairs of tickets. Simply go online to enter, visit: www.nhsoggc.org.uk/staffcommunications



IMPROVING SERVICES

We're learning from feedback

OUR third annual report on patient feedback has now been published and is available online for staff to read and take inspiration from the changes made as a result and apply or amend them to their own areas.

Patient and visitor feedback – both good and bad – are valuable opportunities for us to learn how we can improve the way we deliver services for our patients.

The Feedback, Comments, Complaints and Concerns Report for 2014/15 gives a number of examples of positive changes made thanks to feedback from the public and two are listed below.

One example involved changing clinic appointments the day after public holidays to reduce waiting times because of higher numbers attending after the holiday.

And in response to a complaint about smoking, one service is piloting a postcard scheme with a "No Smoking" message and these are placed at bedsides and communal areas within the ward.

The aim is to re-emphasise to our patients and visitors our No Smoking Policy, and if this scheme proves successful, it will be rolled out across other sites.

Welcoming the public responses, nurse director Rosslyn Crocket said:



"Every comment we receive is an opportunity for us to learn how we can better meet the needs of patients and visitors, and deliver even better healthcare for every patient every time.

"I would encourage all staff to take time to read the full report and think about whether any of the changes made can be adapted to improve their own wards and areas.

"I would like to thank everyone who spent time getting in touch to

give their opinions, because in many cases, they lead to beneficial change.

"It's also wonderful when we receive the many complimentary comments from our patients who have experienced our services."

>> The full Annual Report on Feedback, Comments, Complaints and Concerns can be found on our website, visit: www.nhsoggc.org.uk/get-in-touch-get-involved/we-are-listening

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For existing members of the NHS Credit Union pick up the phone and you too can take advantage of the £500 offer. Call: 0141 445 0022

COMPETITION

Win a Kindle HDX 8.9 with wi-fi and 4G option

THIS month, we are giving you a fantastic opportunity to win a 16GB Kindle with wi-fi and 4G option.

All you have to do to be in with a chance to win this super competition is answer the question below:

Question: When do our flu vaccination clinics start?

Email your answer, along with your name and work location, to:

staffnewsletter@ggc.scot.nhs.uk or send to: Corporate Communications, JB Russell House, Gartnavel Campus, 1055 Great Western Road, Glasgow G12 0XH.

T&C

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 30 September 2015.



WALKING CHALLENGE

Blistering finish from walkers

THE well-named “Blister Packs” team from East Renfrewshire Community Health and Care Partnership saw off tough competition to take the title of overall winners of this year’s Walking Challenge.

They faced determined walkers from colleagues in East Renfrewshire, Inverclyde and Glasgow City Councils, but this “partnership” team stole a march on their competitors and earned the victory by walking a formidable 1.4 million steps – the equivalent of walking from John O’Groats to Lands End, a distance of 988 miles.

Competition organiser Chris Kelly, health improvement senior (physical activity), said: “Congratulations to everyone who took part this year and we hope to see the teams, and new entrants, back again for the next challenge.”

TRAIL RACE

Antonine Trail Race invite

ROBERT Sanderson, a technician plumber based at Stobhill Hospital, has organised the fourth Antonine Trail Race and is calling for NHS colleagues to take part. The race is a 13.8-mile off-road event around the Kelvin Valley area, following the route of the Roman Antonine Wall.

>> If you would like to enter the race, visit: www.sportsentrysolutions.co.uk/new_race_page.php?recordID=702

YOUR STAFF MAGAZINE

We’d love to hear your stories

WE love hearing about your achievements and activities for SN – whether it’s at work, sporting success or in aid of charity.

You don’t have to write the article – just get in touch and talk to one of our magazine writers – they’ll do the rest. And please send us a pic!

We look forward to hearing from you: email, staffnewsletter@ggc.scot.nhs.uk or call 0141 201 4558.

TRIATHLON

Claire is ‘tri-umphant’ in international event

SPORTS-MAD pharmacist Claire Coey is celebrating being the top Great British athlete in her age group and fifth overall female in her first international triathlon.

Claire notched up her success at the European Championships in Geneva in July.

Her next endurance test is this month when she flies out to the ITU World Triathlon Grand Final in Chicago, to compete against a line-up which includes 150 of the world’s top Olympic-distance triathletes.

Ex-hockey player and runner Claire, a clinical pharmacist at the Queen Elizabeth University Hospital, only began taking part in triathlons two years ago.

They involve swimming, cycling and running in succession over various distances, with the winning triathlete recording the fastest overall course completion time.



“It was an amazing experience and great fun, but very competitive”

Claire said: “It was an amazing experience and great fun, but very competitive.

“It was particularly hot in Geneva the week I was there, with record temperatures, which added to the challenge.”

Claire trains on average



On the run: pounding the Geneva streets in the running section

12-15 hours a week, usually a combination of four swimming sessions, three runs and three cycling outings.

She added: “I train either six or seven days a week. What drives me is the challenge of improving all the time.”

OPENING

Cabinet Secretary officially opens new Shields Centre

STAFF gathered as the Cabinet Secretary for Health, Wellbeing and Sport, Shona Robison, officially opened the award-winning new £2.7 million Shields Health and Care Centre.

The innovative new centre offers local people in East Pollokshields the ability to see a wide range of community services including two GP practices, district nursing, health visitors, social work and health improvement teams offering a range of services such as smoking cessation support. It also includes a self-sustaining community garden which is managed by a third-sector organisation, Urban Roots.



Staff join Shona Robison at the official opening of the new Shields Centre

The centre opened its doors to patients earlier this year and is a joint winner in the ‘Health’

category of the prestigious Royal Institute of Architects in Scotland (RIAS) Awards.