

NHS Greater Glasgow and Clyde

HealthNews

Edition 3



SNOW WHO TO TURN TO

Inside...

4 - 5

Flu vaccination
Get the best protection against the flu.

6 - 7

Getting ready for winter
How to use your NHS over winter.

8 - 9

Your Pharmacy over winter
and all year round!

10 - 11

Farewell to Chairman

12 - 13

Celebrating Success
This year's award winners.

14 - 15

The health of the population
The biennial report from the director
of public health.



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Winter is coming..

As the leaves change colour and colder weather sets in, the risk of catching certain illnesses increases. Colds, asthma, sore throats and flu are just some of the health conditions that are more common at this time of year.

In winter too there are always more deaths than in any other season.

Last year the number of winter deaths in Scotland was at its highest in 15 years.

Between December 2014 and March 2015, 22,011 deaths were registered in Scotland – a rise of more than 3,000 on the year before.

While in many cases of winter mortality, flu will not be the main cause of death, it can aggravate underlying long-term conditions, which may have a significant impact on the sick and elderly.

This is why it is crucial that those with underlying health conditions, those who are pregnant or are older than 65 get a free flu vaccination.

There are also other precautions that we can all take to stay as healthy as possible. With a little preparation, and by following some simple suggestions, we can help ourselves to stay safe and well.

This winter special edition of Health News

gives you lots of tips on how to prepare for winter and protect yourself against the season's biggest illnesses, including norovirus, sore throat and colds.

Unsurprisingly, winter is also a time of extra pressure on the NHS and it is crucial our NHS prepares thoroughly for this time.

We have been working hard to ensure that we can respond to the extra demands on our hospitals and community teams and continue to treat all our patients quickly and effectively.

So if you're unfortunate enough to become unwell this winter you can be assured that we're doing all we can to be prepared too.



Keep safe and warm this winter

Every winter thousands of A&E visits and hospital admissions result from fractures and sprains caused by slips and accidents on the snow and ice.

Winter can present treacherous conditions for us all but the risk of falls increases dramatically as we get older... and the consequences of a fracture become that bit more significant.

There's a lot we can all do to keep ourselves and others safer this winter – and out of hospital!

Wear a hat, flat shoes or boots with non-slip soles and use hand rails whenever possible when the conditions are very wintry.

Take it slowly and allow yourself extra time to get from A to B, so you don't have to make a last minute dash to get somewhere.

Make sure you have supplies of medicines and food in your home so that if the weather is treacherous you can avoid going out. If you have neighbours who are elderly, offer to pop to the shops for them.

It's also important to stay warm and well nourished when you're at home.

Being cold increases the chance of serious health problems, particularly for older people.

Keep food cupboards stocked and take plenty of hot drinks – maybe make up a flask for night-time. Keep at least two rooms warm (21degrees Centigrade is ideal), keep windows closed and close curtains early. Dress for warmth (several thin layers are better than one thick one) and stay active.



Fit for winter

Some health problems are triggered or worsened by cold weather. Here's how to help your body deal with cold weather ailments.

Colds

You can help prevent colds by washing your hands regularly. This destroys bugs that you may have picked up from touching surfaces used by other people, such as light switches and door handles.

It's also important to keep the house and any household items such as cups, glasses and towels clean, especially if someone in your house is ill.

Sore throat

Sore throats are common in winter and are almost always caused by viral infections. There's some evidence that changes in temperature, such as going from a warm, centrally heated room to the icy outdoors, can also affect the throat.

Top tip: One quick and easy remedy for a sore throat is to gargle with warm salty water. It won't heal the infection, but it has anti-inflammatory properties and can have a soothing effect. Dissolve one teaspoon of salt in a glass of part-cooled boiled water.



Asthma

Cold air is a major trigger of asthma symptoms such as wheezing and shortness of breath. People with asthma should be especially careful in winter.

Top tip: Stay indoors on very cold, windy days. If you do go out, wear a scarf over your nose and mouth. Be extra vigilant about taking your regular medications, and keep rescue inhalers close by.

Heart attacks

Heart attacks are more common in winter. This may be because cold snaps increase blood pressure and put more strain on the heart. Your heart also has to work harder to maintain body heat when it's cold.

Top tip: Stay warm in your home. Wrap up warm when you go out and wear a hat, scarf and gloves.

Flu

Flu is a major killer of vulnerable people. People aged 65 and over and people with long-term health conditions, including diabetes and kidney disease, are particularly at risk.

The best way to prevent getting flu is to have the flu jab (or flu nasal spray for children aged 2 to 18). The flu vaccine gives good protection against flu and lasts for one year.

Top tip: Find out if you're at risk of getting flu by asking your GP, or read our article on who should have the flu jab (Page 5).

If you're in a high-risk group, see your GP to get the vaccination.

Get the best protection against the flu - vaccination!



Flu is coming and it can hit everyone hard, even be fatal, and people in “at risk” groups are particularly vulnerable.

The best defence against flu is this year’s vaccine.

This year the Scottish Government flu vaccination campaign is targeting people aged 65 and over, the under 65s with existing medical conditions such as asthma, heart, lung and liver diseases, and pregnant women, to increase their uptake of the vaccine.

The virus can lead to serious complications for people with underlying health conditions which may need hospital treatment.

Pregnant woman can suffer serious health problems if they catch flu, because their immune system adapts during pregnancy to protect both mother and baby.

Mums-to-be who contract flu are five times more likely to have a stillborn baby, and are three times more likely to deliver prematurely.

They can safely receive the vaccine at any point in their pregnancy and evidence shows that the vaccine can help to protect a new baby for up to three months after birth.

And to help raise awareness of the importance of getting the ‘jag’ we’ve teamed up with the Jags players David Amoo and Christie Elliot.

The Thistle teammates joined Dr Emilia Crighton, NHSGGC’s interim director of public health and mascot Kingsley to launch the health board’s annual flu immunisation programme.

Dr Crighton said: “The national flu immunisation programme has begun and I would encourage anyone who is eligible to get vaccinated as early as they can.

“I’m hoping this year will see us vaccinate

more people across Greater Glasgow and Clyde than ever before.

“The vaccine is the best protection we have against an unpredictable virus which causes severe illness and deaths each year.

“The vaccine can take up to 14 days to work so it makes sense for everyone in the eligible groups to make an appointment with their GP now. I would encourage people to get vaccinated before December which is usually the beginning of the flu season.”

It’s still important for those immunised against flu last year to receive the vaccine annually as the viruses can change over time.

Over the last five years around 500 people have died each winter, deaths which can be attributed to, or related to flu, so it is vitally important to be protected against this dangerous virus.

Protection against the winter vomiting bug



The end of the year sees a spike in the so called 'winter vomiting bug' or norovirus which is actually present all year round.

One of the most common stomach bugs in the UK, it strikes young and old, and places extra demand on the NHS.

The virus is extremely infectious and causes vomiting, nausea and diarrhoea. And because the virus continually changes, lasting immunity can't be developed and we are at risk of catching it more than once during the season.

For these reasons alone Dr Gillian Penrice, consultant in public health medicine, urges everyone who develops symptoms not to visit hospitals and care homes to protect the most vulnerable people in society.

Below Dr Penrice answers some of the frequently asked questions about the bug and how people can protect themselves.

Winter vomiting bug Q and A

Q How does it spread?

A Dr Penrice: "Norovirus is easily spread. If an infected person doesn't wash their hands before handling food, they can pass the virus on to others. You can also catch it by touching contaminated surfaces or objects."

Q What precautions can be taken against it?

A Dr Penrice: "The most important step people can take is to ensure good hand hygiene. We should all be washing our hands regularly with soap and water, especially after using the toilet and before eating."

Q What can be done to protect children?

A Dr Penrice: "Again, hand hygiene is very important. If your child has been ill our advice would be to keep them away from school/nursery until they too have been clear of symptoms for 48 hours."

Q How can people help prevent the bug's spread to hospitals?

A Dr Penrice: "Do not visit a hospital if you have symptoms. If you have a hospital appointment please get in touch and, where appropriate, your appointment can be rescheduled.

"Wait until you have been clear of symptoms for 48 hours, as you may still be contagious, even if you feel well.

"If you visit someone in hospital, don't sit on their bed and keep the number of visitors to a minimum at any one time. Never touch dressings, drips, or other equipment around the bed."

Q Is norovirus now more common?

A Dr Penrice: "Norovirus has always been present and, particularly during the winter months as more people are indoors in close proximity to each other, it can be widespread across the UK.

"Awareness of the virus, as well as our ability to diagnose it, has certainly improved, which may contribute to the apparent rise in numbers of cases."

Q What should people do to help ease the symptoms if they fall ill or a member of their family does?

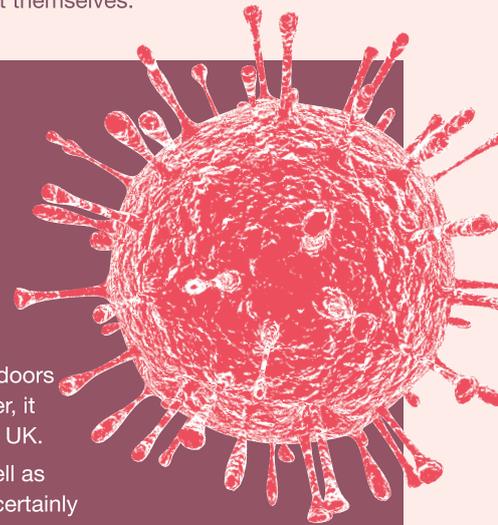
A Dr Penrice: "There is no specific treatment for norovirus. The best course of action is to stay at home and drink plenty of water to ensure you remain hydrated.

"People should also adhere to strict hand-washing techniques to reduce the spread of the virus.

"Don't go to see your GP – norovirus is highly contagious and there's nothing your GP can do while you have it."

Q Where can people find more information and advice?

A Dr Penrice: "NHS Inform."



Getting ready for winter



Nurse treating a patient in a Minor Injury Unit



GP consultation



Community Pharmacist

The NHS works all year round to manage demand on our services.

At winter time this demand increases with greater numbers of emergency patients being admitted to hospital due to respiratory problems and other conditions that are more prevalent in colder months.

The challenge for the NHS is to admit all of these patients quickly and at the same time maintain our busy programme of planned surgery.

Whilst much of the focus every winter – and indeed all year round – is on the ability of hospitals to cope with this rise in activity, the whole system has to gear up to ensure that we continue to deliver high quality patient care throughout the busy winter period.

So as soon as one winter is over, we begin preparing for the next one.

This planning involves our hospitals, GPs, the Scottish Ambulance Service, NHS 24, social work and the third sector coming together to

make sure services are prepared to cope.

Last winter hospitals across Scotland saw a higher number of more seriously ill patients compared to previous years.

This year, therefore, much of our focus will be on creating additional winter beds, ensuring patients can be appropriately discharged at weekends and over the festive period and ensuring patients ready for discharge are not prevented from moving on to a more appropriate clinical setting.

The Scottish Government has given millions of pounds of additional funds to help health boards tackle winter and our detailed plans of how we will do this are published each year on our website.

And for the first time in NHS GGC, this includes specific plans from each of our community NHS and social care partnerships showing how they will respond to peaks in demand over winter and the festive period and helping to avoid unnecessary hospital admissions.

For more information about our plans this winter visit: www.nhs.gov.uk

Know where to turn to in an emergency

Our hospitals are busy and getting busier. Our clinical teams are performing more surgery than before.

Record numbers of patients are being admitted to hospital as emergency cases.

And at the other end ...many patients in hospital beds are waiting too long for an appropriate alternative care setting.

The combined effect of all of this is that at times of peak demand our busy accident and emergency departments can't always access the beds they need to ensure swift admission to hospital.

This is at its most challenging in the busy winter period and every year we work hard to address this to ensure patients are seen and admitted or discharged as quickly as possible.

But the solutions aren't all down to us ...we also need help from you to ensure that only those who need the skills of the emergency team go there.

A recent audit of one of our emergency departments showed that one in ten patients attending the emergency department did not have a clinically urgent condition.

In a separate major survey of patients attending the Royal Alexandra

Hospital's emergency department, only one in four patients stated that the seriousness of an injury was the key reason for their decision to attend.

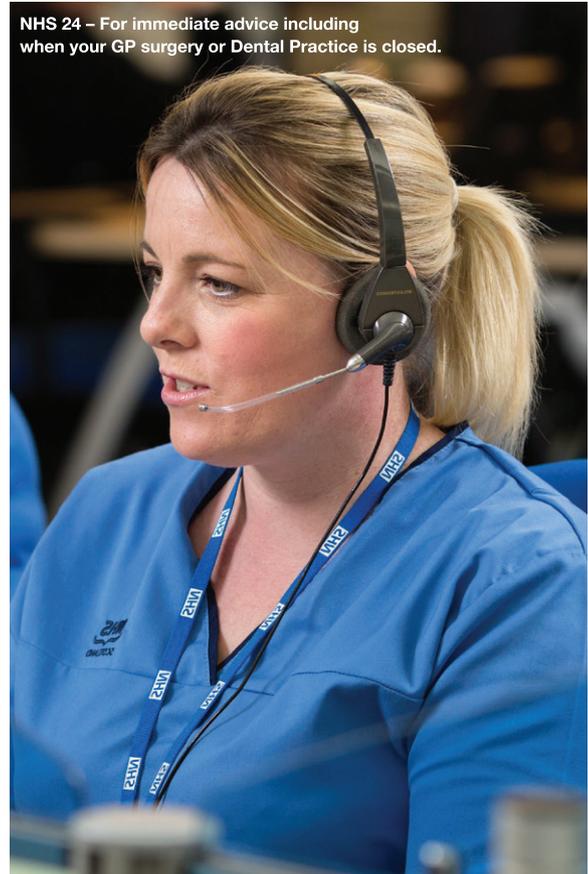
We know too from surveys that many people just don't know what alternatives are available to ensure that people get the best care they need.

Selecting the right service not only ensures that you receive the right treatment in the shortest possible time, it also helps the NHS run efficiently, freeing up emergency and out-of-hours services for those who most need them.

As well as the emergency department, there are a number of different services available to you if you become unwell and need advice and/or treatment. These include self care, your GP, NHS 24, your local pharmacist, Minor Injuries Units and for particular problems optometrists, dentist and mental health services.

The guide on page 7 shows you where to turn to when you're ill.

Keep it handy. It should help you when you make that all-important choice about where to go for help when you are unwell.



NHS 24 – For immediate advice including when your GP surgery or Dental Practice is closed.

WHEN YOU'RE ILL, KNOW WHO TO TURN TO

CHOOSE THE RIGHT OPTION FOR YOUR CONDITION



Self Care

For a speedy recovery, self care is the best option when you have a minor illness or injury. A well stocked medicine cabinet means you'll receive the right treatment immediately.



Pharmacist

Speak to your pharmacist for advice on common ailments including coughs, colds, sore throats and stomach upsets etc. There is no need to make an appointment. Pharmacists can also help with medication that has been prescribed by your GP and other prescriber's



Dentist

For regular check ups, planned routine treatment and emergency care. If you have not registered with a dentist, please do so as soon as possible. Advice and information is available by calling the Dental Advice Helpline on 0141 232 9704. If your dental condition cannot wait until your Dental Practice re-opens, contact the Dental out-of-hours service by calling NHS 24 on 111.



Optometrist

If you have a problem with your eyes visit your local optometrist. All high street opticians have an optometrist who provides NHS services. Out-of-hours call NHS 24 on 111. If you sustain an eye injury that requires immediate emergency treatment go to your nearest Accident and Emergency department. Children under one should attend the Royal Hospital for Children at the Queen Elizabeth University Hospital Campus.



Mental Health

For mental health problems contact your GP who can refer people to Community Mental Health Services in local areas. Crisis services are also available and the out-of-hours Community Psychiatric Nurse service can be accessed through NHS 24 on 111.



Addictions

For alcohol and drug addiction problems either self refer direct to local specialist teams or contact your GP. Crisis services are also available at the Drug Crisis Centre. There are also various voluntary organisations operating in local areas to offer support for those who are having problems with alcohol or drug misuse.



GP & GP out-of-hours service

Contact your GP surgery as normal for any illness which requires the services of your GP Practice. If your condition really can't wait until your surgery re-opens contact the GP out-of-hours service by calling NHS 24 on 111.



NHS 24

For immediate advice including when your GP surgery or Dental Practice is closed and you're too ill to wait until it re-opens call NHS 24. They will put you through to a health professional who will talk to you about your symptoms and arrange for you to see a GP or dentist if necessary. Call NHS 24 on 111.



Minor Injuries Unit

For urgent care of minor injuries such as cuts (including ones that need stitches), broken bones, sprains and minor burns go to: New Stobhill Hospital, New Victoria Hospital, West Glasgow MIU and the Vale of Leven Hospital.



Accident and Emergency

For accidents or serious emergencies such as strokes, heart attacks, head injuries and wounds requiring stitches, go to the nearest Accident and Emergency department or call 999.

Health advice and care on your high street



For many of us a pharmacist is where you go to get medicines prescribed by your doctor.

What people don't realise is that your local pharmacy offers a wide range of services to help with health complaints ...often without an appointment.

And by making the most of your local pharmacist this winter you may not only save yourself time, but you'll also help doctors spend more time with seriously ill patients.

Pharmacists offer free expert advice on a wide range of health issues, support for self-care and medicines to treat common complaints such as coughs and colds, flu, sore throats, earache,

backache, stomach upsets and cuts and grazes.

They also offer a Minor Ailment Service where patients can have a confidential consultation about a problem, without an appointment, and get advice or medicine without having to see a GP. The pharmacist can also refer patients to another healthcare practitioner where appropriate.

The service is available to young people, those over 60 and those on Income Support, Income-based Jobseeker's Allowance, Income-related Employment and Support Allowance, or Pension Credit Guarantee Credit.

Pharmacists also provide a vital role in the run up to and over the festive period when GP surgeries take a well-earned rest.

Many pharmacies are open over the festive period and they can also help with a repeat supply of medication in

advance of the holidays.

And if you forget your repeat prescription before Christmas and run out of important medicines over the holiday period, you can still get help from your pharmacy.

Under the Urgent Provision of Repeat Medication scheme, pharmacists can give an emergency supply of medicine for one month without having to go to your GP.

Pharmacies also supply a wide range of over the counter medicines and vitamins which can help people fight off common winter coughs and colds.

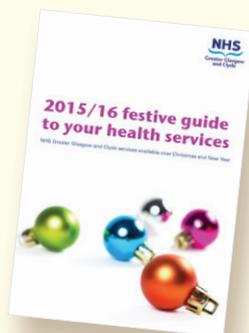
Some also offer other services including oxygen, palliative care and needles exchange.

So if you become unwell this winter, remember your local pharmacy. There's a lot that they can help with.



Get your free NHS winter guide

This year's NHS winter guide will be available from the beginning of December.



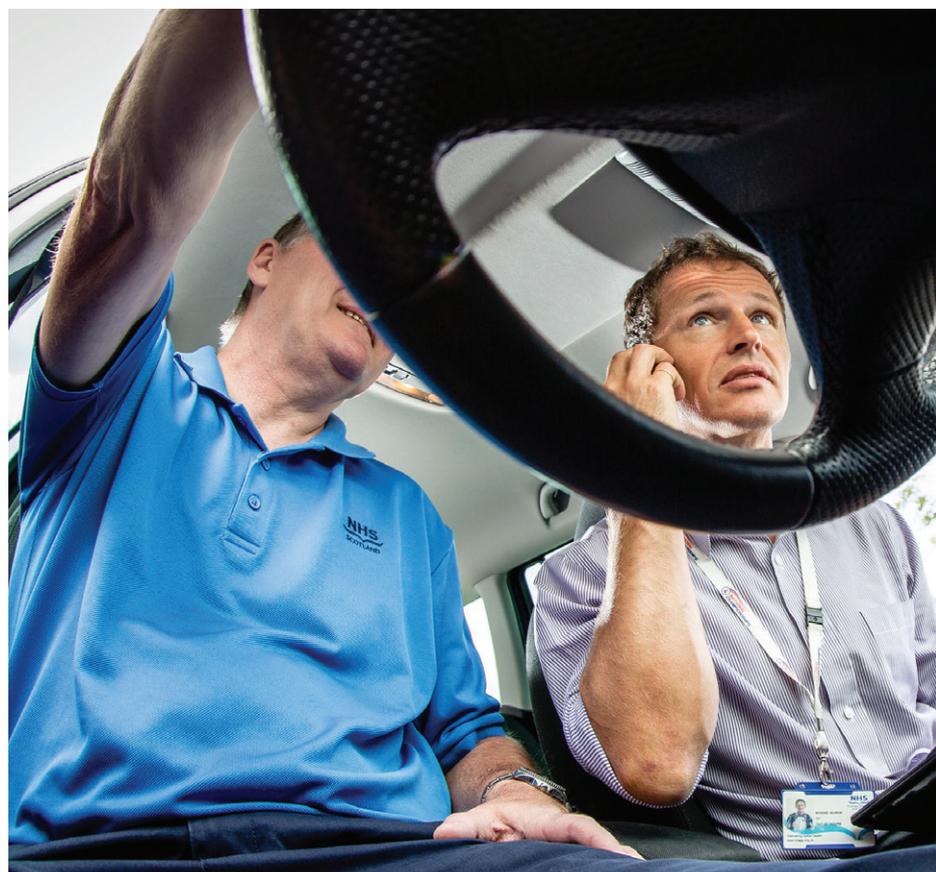
The guide, which explains how to use NHS services in Greater Glasgow and Clyde over the festive period, is produced every year.

It includes vital information such as the opening hours of local pharmacies and how to access a GP when surgeries are closed.

Dr Emilia Crighton, interim director of public health, said: "Whilst GP and dental surgeries close at Christmas and again at New Year, many other health services remain open.

"This guide lets you know what to do if someone becomes unwell and can't wait for the GP surgery to re-open."

Be sure to pick up your free copy from your GP surgery, pharmacy or optician.





Pharmacists offer free expert advice on a wide range of health issues

Out of hours GPs gear up for rush

Out-of-hours team ready to pay a house call

When your GP surgery is closed and you can't wait until the morning for an appointment, there's a team of doctors and nurses on hand that can see you urgently.

The GP Out of Hours service in Greater Glasgow and Clyde is available all year round to treat conditions which are

not life-threatening but need to be attended to before surgeries re-open.

The service plays a vital role in managing winter pressures and in ensuring patients receive urgent care without making an unnecessary trip to A&E.

The GPs are based in one of nine primary care emergency centres throughout Greater Glasgow and Clyde.

Patients are referred to the centres after phoning NHS 24 on 111.

For patients who are too ill to come to a centre, a team are on hand to pay a house call. The service runs a fleet of cars fitted with a computer system which lets doctors access patient records in the vehicle while drivers get them safely to the visit.

After recent bad winters, the fleet includes sixteen vehicles to make sure our out-of-hours doctors can stay on the road in even the worst

weather conditions.

If you become unwell when your GP surgery is closed with a non-life threatening illness and your condition can't wait until your surgery re-opens, contact the GP out-of-hours service by calling NHS 24 on 111.

Please do not attend the out-of-hours service without first calling 111.

Please note that the out-of-hours centre based at the New Victoria Hospital is NOT an A&E department. The A&E department in the old Victoria Infirmary closed in May 2015.

If you have a serious injury or emergency medical problem and you live in the area surrounding the New Victoria Hospital you should go to the A&E Department at the Queen Elizabeth University Hospital.



Farewell to retiring Chairman

Andrew Robertson is retiring as Chairman of NHS Greater Glasgow and Clyde on November 30th after leading the board for the past eight years.

Formerly Vice-Chairman of the Board, Andrew has more than 20 years experience with the NHS. His earlier responsibilities have included Chairmanship of the former Greater Glasgow Community & Mental Health Services NHS Trust, Glasgow Royal Infirmary University Hospitals NHS Trust and Greater Glasgow Primary Care NHS Trust.

Six years ago it was Andrew who persuaded the Board to launch its first Board-wide Staff Awards scheme. He was determined to showcase the very best of NHS staff. These awards became known as The Chairman's Awards and are now held in very high esteem by our staff right across the organisation. It has grown to become one of the highlights of the year and has even attracted media sponsorship. Every year the entries increase in number – although the quality remains the same...extremely high! His personal touch extends to a commitment to take time out of his busy schedule to go and visit the various category winners in their place of work during later that year.



The Chairman alongside NHSGGC apprentices

During his term of office Andrew has championed the cause of the NHS Credit Union and is passionate about financial inclusion. He has helped the Credit Union increase membership to almost 10,000 members over recent years. This passion extends beyond the NHS staff Credit Union into the wider Credit Union movement in Scotland and other related initiatives that assist the most financially vulnerable.

Andrew is also a strong supporter of charity partners and supports the work of SaBRE (Support for Britain's Reservists and Employees) as well as the enhancement of NHS support for the Armed Forces.

In 1994 Mr Robertson was awarded an OBE in recognition of his achievements as secretary and treasurer of the Clydeside Federation of community based housing associations and cooperatives.

In June 2015 he was awarded the honorary degree of DSc from the University of Glasgow for his services to the NHS and in the transformation of healthcare provision across Greater Glasgow and Clyde.

He is a former Solicitor, having been Senior Partner of Social Housing and Charity Law firm, T.C. Young, Glasgow and Edinburgh.

Welcome to new Chairman



John Brown has been appointed Chairman of NHS Greater Glasgow and Clyde and takes up the post on December 1 for four years up until November 30, 2018.

Mr Brown joined NHSGGC as a Board member a year ago and is now going to lead the UK's largest health authority through a period of major health and social care development and ongoing acute services and psychiatric services modernisation programmes.

He has extensive experience of leading large, customer facing organisations through transformational change and

since June 2014 he has been employed as interim Company Secretary of the Student Loans Company.

Prior to this Mr Brown was a Senior Civil Servant and held a variety of challenging leadership roles at HM Revenue & Customs and the Inland Revenue. His early career included a number of jobs across different Government Departments and Agencies, including the Department of Health & Social Security, Benefits Agency, Child Support Agency and the Contributions Agency.

Mr Brown is a Chartered Management Accountant, has an MBA degree from the University of Glasgow and is a Fellow of the Institute of Leadership & Management. In 2010 he was awarded a CBE in recognition of his contribution to improving leadership in the public sector.

The West Glasgow Minor Injuries Unit is on the move



From Friday 4 December 2015 it is relocating to the West Glasgow Ambulatory Care Hospital [the new name for the old Yorkhill Hospital].

The unit treats adults and children aged five and over for a range of minor injuries such as cuts [including ones that need stitches], broken bones, sprains and minor burns.

It is open seven days a week, between 9am and 9pm all year round. Outwith these times, you should attend the nearest A&E.

Children under the age of five with a minor injury should be taken to the Royal Hospital for Children, Govan.

2015 staff awards

Every year we celebrate the success of our staff in our annual Chairman's Awards. We encourage staff to nominate colleagues who "stand out from the rest" and ask patients to tell us who they have found to be outstanding.

The categories for the awards include:

clinical practice; nursing; patient centred care; volunteer/patient ambassador; improving health; and using resources better.

This year the judges of the 2015 Chairman's Awards also recognised the role of healthcare professionals with a new award category of "International Voluntary Service".

In these pages we capture an insight into some of our finest ambassadors and put a spotlight on the first winner of the new international category.

We are also proud to introduce Health News readers to a very special nurse who was nominated by colleagues. Her entry was so outstanding the judges unanimously agreed she merited an overall special award of excellence. For reasons of patient confidentiality we cannot tell the whole story of why Louise McPhail earned this special recognition – but hopefully the short article on these pages will give you an insight to her special qualities.



INTERNATIONAL VOLUNTARY SERVICE

Winner – Gerry O'Hare

This year we introduced a new International Service Award category to reflect the huge amount of voluntary humanitarian and foreign aid work carried out by our healthcare staff in Greater Glasgow and Clyde.

And the winner of this new award was cancer nurse specialist Gerry O'Hare who, over the last few years, has travelled to Palestine on several occasions to work in universities and hospitals delivering teaching and workshops to local Palestinians.

Working alongside other volunteers in this specialist field he is leaving a legacy of knowledge and skill.

Based at our Vale of Leven Hospital in Alexandria Gerry has helped establish links between various UK-based organisations and organised opportunities for Palestinian nurses to come here to develop their skills base.

Gerry is our very worthwhile International Service Award winner 2015.

Gerry with his Palestinian colleagues



celebrate success



SPECIAL AWARD OF EXCELLENCE Winner – Louise McPhail

This year the NHSGGC Chairman's Awards judging panel unanimously agreed to make a special judges' award. This is only the second time in the six year history of these awards that this has happened.

The nomination came in from a colleague who was struck by the compassion, care and thoughtfulness of this particular young nurse. The entry told a story of how this nurse went the extra mile to help support a most vulnerable young mum who had just suffered a heartbreaking bereavement.

The judges felt this entry summed up all that is worth celebrating within the NHS

culture of caring.

The nurse in question worked in the Schiehallion Unit of the Royal Hospital for Children at the time. She has since gone to work in Robin House, a children's hospice on the banks of Loch Lomond but we were delighted to welcome back Louise McPhail to our award ceremony to recognise her outstanding nursing qualities.

Chairman's Awards remaining winners

Clinical Practice

This award recognises the importance of staff innovation which helps and improves everyday practices in the workplace and /or approaches to patient care.

WINNER – Stroke-vision

The team developed and tested an "app" called Stroke-vision, which assesses patients for common stroke-related visual problems and also serves as an information resource for stroke survivors, carers and healthcare professionals.

Improving Health

Commending staff who have a Healthy Working Lives idea or implemented an initiative to improve healthy eating, smoking cessation or improving mental health.

WINNER – West Dunbartonshire HSCP: Care at Home Pharmacy

The Care at Home Pharmacy Service improves medicines compliance amongst older people in the community, visiting them where they live to help them use their medication safely and effectively.

Nursing

This award recognises nurse(s) who demonstrate the best qualities of patient care and the ethos of nursing.

WINNER – Irene Gallagher

Irene was nominated by her peers for her unique thoughtfulness, kindness and care towards her patients and fellow colleagues. She strives to make people feel happy, safe and cared for (a wee cuddle is always there if needed).

Patient Centred Care

For staff from different departments, directorates or services, who are working together in new and co-operative ways to improve the way we deliver services to our patients.

WINNER – Palliative Care Team, Glasgow Royal Infirmary

This unrivalled team go the extra mile taking time with families and patients at a difficult time to explain the sometimes bewildering events that may be overtaking them, with humanity and empathy.

Using Resources Better

Specifically for staff who have increased efficiencies in the way they work or deliver services more effectively.

WINNER – Recovery Housing

An innovative partnership approach providing high quality recovery orientated housing opportunities designed to sustain personal recovery and community reintegration.

Volunteer/Patient Ambassador

Recognising members of the public /staff who provide outstanding help and support through volunteering. People who go that extra mile, contributing tirelessly for the benefit of others.

WINNER – Margaret Millmaker

Margaret's unwavering commitment to patient and service user involvement and her belief in partnership working has earned her the greatest respect amongst senior managers, staff and other volunteers.

Back to basics



Every two years NHS Greater Glasgow & Clyde's director of public health publishes a report on the health of our population.

As well as looking at the health needs of residents, it addresses the findings from our recent Health & Wellbeing survey enable us to review trends in public health across the area.

Crucially, the report analyses what has been achieved in the two years since the previous report thanks to the efforts of many people and services with a role in public health.



Dr Emilia Crighton, our interim director of public health, recently joined forces with Glasgow Warriors players to launch the report – ‘Back to Basics’ – which highlights the ongoing need to tackle key messages around healthy eating and the benefits, both mentally and physically, of participating in sport.

She said: “The report looks at a wide range of public health issues from engaging people to lead healthy lifestyles and tackling long-term inequality to the impact of poverty, and maternity and early years.”



Encouraging active lifestyles

Comparisons with previous surveys show an overall drop of 5% in the proportion of those physically active for 30 minutes five days a week between 2011 and 2014. Just under half (46%) of adults achieved the targets set by the Department of Health 2004 guidelines. However, this was still an overall increase of 9%, and a 16% increase in the most deprived areas, compared to 2008's survey.

Emilia said: "Unfortunately, we continue to see the effects of lack of exercise and poor diets across Greater Glasgow and Clyde and the increasing impact they have on our services in the form of diabetes and cancer.

"People are aware of obesity, but we still have work to do in helping them take the right steps to either avoid it or tackle its effects.

"Despite an increased focus on sport in the wake of the Glasgow 2014 Commonwealth Games and London 2012 Olympics, the proportion of adults taking part in the minimum recommended amount of physical activity has disappointingly shown no improvement."

"We are now moving from problem solving to nurturing and supporting individuals, families and communities make the best use of the resources and skills they already have. We're helping them identify what makes them healthy to improve their wellbeing."



Financial inclusion

Financial inclusion is key to improving the health of our population. NHSGGC plays a vital role in supporting patients avoid any major financial crisis, and the resulting negative effects on health, through early intervention on financial issues.

"One way we are doing this is by combining health services with benefits and money advice to ensure vulnerable patients are better off," Emilia explained.

"Over the last four years our staff have made more than 32,000 referrals to Money Advice Services resulting in a £37 Million gain for many vulnerable patients and families."

Embracing healthy eating

Fewer than 40% of those interviewed met the target of consuming five or more portions of fruit or vegetables a day with people under 25 and those in the most deprived areas least likely to meet this target.

Alarmingly, almost half of those interviewed were overweight while 21% were obese. People aged 55-74 and those in the most deprived areas were more likely to be obese.

Emilia said: "Obesity is having a growing impact on both peoples' lives and the health service.

"We're now focusing on helping people participate in more physical activity, prepare and eat a healthy diet, and manage their weight on a long term basis."



Tackling long-term inequality

More than 1.1 million people – a fifth of Scotland's population – live within the NHSGGC area and our population is predicted to keep growing. Population estimates show 36% of our residents – more than 400,000 – live in the country's most deprived areas.

Emilia said: "Many of our residents are still affected by poverty. One of the biggest challenges for the health service, as a whole, is to improve the health of people suffering the effects of disadvantage due to poverty.

"Socio-economic inequality has a unique impact on our population and we're determined to continue tackling it in order to improve the health of people across the board area.

"We're focused on supporting disadvantaged people engage with us and partner organisations to make positive changes to their lives and their local communities."

Glasgow Community Planning Partnership has agreed a ten year focus on nine neighbourhoods characterised by persistent poverty and inequalities. This targeted approach, called Thriving Places, is refocusing broader programmes of health improvement work by exploring different ways of working and responding more directly to local need.



Maternity & early years

Emilia is particularly keen to highlight maternity and early years as childhood poverty can influence adult and health outcomes such as obesity and unintentional injuries and has an impact on social, emotional and behavioural difficulties.

The rise of obesity in the general population is also mirrored in the increasing number of women being overweight or obese at the start of pregnancy.

Emilia said: "More than 25% of all pregnant women in NHSGGC were overweight with 20% obese or severely obese. Due to the higher risks of developing complications, the rising cost of obesity in pregnancy is placing a greater financial burden on the NHS – £600 Million every year nationally.

"Obese women stay nearly five days longer in hospital than healthy women and their care cost is estimated at five times higher. The costs associated with newborns are also increased as babies born to obese mothers have a three and a half-fold increased risk of admission to the neonatal intensive care unit."

At 20% we had the highest proportion of children living in poverty across all Scottish health boards in 2012.

Parents are the strongest influence on a child's life and key to improving their outcomes. NHSGGC mirrors the Scottish and UK wide picture of decreasing numbers of teen pregnancies, however almost one in ten new mothers in the most deprived areas were teenagers.

Growing Up in Scotland findings suggest teenage mothers are more likely to smoke and consume more units of alcohol during pregnancy than older mothers. They tend to have lower qualifications, employment and income levels with implications for child poverty.

Emilia said: "We have two Family Nurse Partnership teams which work with first time teenage mums. This intensive home visiting programme is delivered by specially trained nurses to pregnant women through to their child's second birthday. It aims to improve maternal health and pregnancy outcomes, improve child health and development, and enhance parents' economic self-sufficiency."

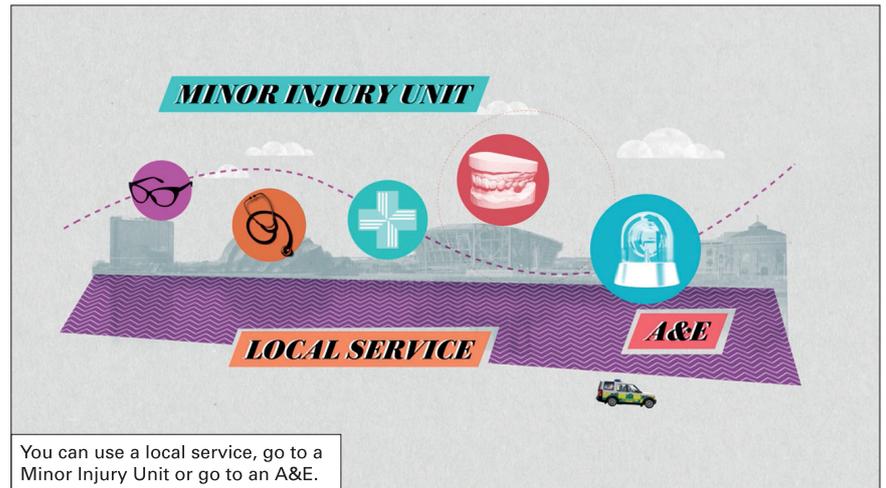
KNOW WHERE TO GO WHEN YOU ARE ILL

Selecting the right service when you are ill not only ensures you receive the right treatment in the shortest possible time it also helps the NHS run efficiently, freeing up emergency departments and out of hours services for those who need it most.

If you live in Greater Glasgow and Clyde and need some help with where to go when you are ill go to: www.nhsggc.org.uk

Our website has a helpful public information video, interactive post-code maps and other useful tips on how to get the best care in the fastest way possible.

When you are ill there are a number of places you can go for treatment...

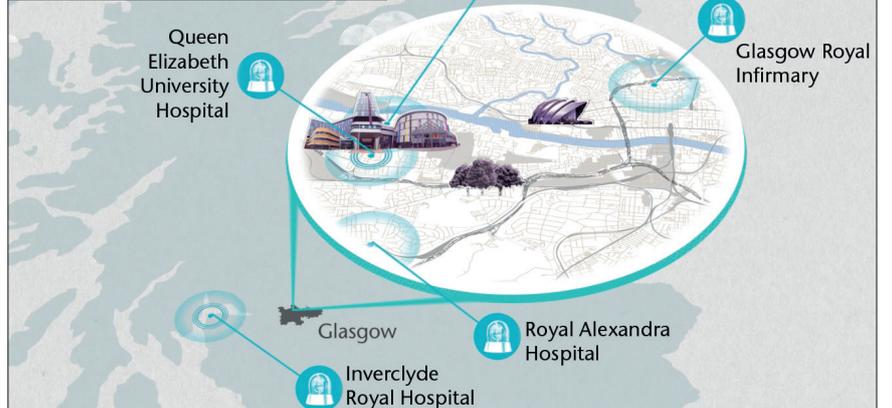


CALL NHS24 on 111

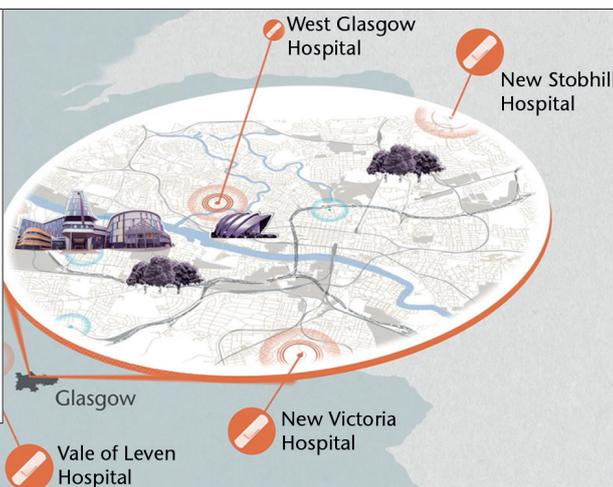


If you are ill & your GP practice is shut call NHS 24 on 111. They can also refer you to the out-of-hours service.

For serious problems there are 5 major emergency departments. But A&E is not always the best place for an emergency...



For minor injuries, you should go to a minor injuries service. There are four dedicated Minor Injury Units, shown here, and a further five are located alongside the five A & E Departments. Remember that a Minor Injury Unit can quickly treat a wide range of problems including sprains, burns and simple fractures. If you have a minor illness you should call NHS 24, go to your pharmacy or call your GP.



Visit our website to find your nearest Minor Injury Unit or A&E.

NHS
Greater Glasgow
and Clyde

Find your nearest minor injury unit or A&E using your postcode
www.nhsggc.org.uk