Seeing new opportunities

Ophthalmic degree developed for nurses
Out and about with the chairman

BY JOHN BROWN, CHAIRMAN

OVER the past few weeks I’ve continued to visit front-line staff across NHSGGC. These visits are helping inform my understanding of who we are, what we do and what we need to do to continue to deliver the quality healthcare that our patients deserve.

I’ve visited the National Child Inpatient Psychiatric Service at the Royal Hospital for Children, the emergency departments at Glasgow Royal Infirmary and the CRI, the Beatson and Lighthouse Hospitals. At all of those visits I was impressed by the commitment and hard work of all staff involved in delivering services to our patients.

I’ve also met with some of our staff who are taking forward initiatives to improve our services. This included the In SPHERE project at Glasgow Royal Infirmary’s ICU. This is led by Tara Quasim and Joanne McPhade and is developing a new approach to supporting ICU patients following discharge from hospital. I also spent time with Carrie Howlan and John Geldie who work in our Addiction Services and are leading the work on the Employability Public Social Partnership that supports recovering addicts in finding jobs. Another interesting group that I spent time with were the Health Improvement Team, including Lisa Buck and Angela Ingram, who introduced me to the Healthy Working Lives Initiative. These are three great examples of what can be done by staff to develop new approaches to improving the quality of life for people in Glasgow and Clyde.

Over the coming weeks, I will be visiting Cumbernauld Royal Hospital to gain a better insight into our Mental Health Services. I’ve arranged to spend some time in a GP practice in West Dunbartonshire. I’ll also be back at Glasgow Royal Infirmary to see how we deliver our medical services in a hospital environment. I’ve already had first-hand experience of this as I was an in-patient in the Royal recently. I was very well looked after by everyone involved in my care and this has let me see some of our services from the patients’ perspective.

Following last month’s request for places to visit, I’m arranging to visit the Centre for Integrative Care and the Diabetes Service in the New Victoria.

For more information, visit: staffcomms@nhsggc.scot.nhs.uk

Maternity and neonatal services review

A REVIEW of maternity and neonatal services in Scotland is currently under way with the review group due to report its findings to Ministers in the summer.

Made up from a range of professional interests, academics, third-sector representatives and service users, the group aims to:

• examine choice, quality and safety of maternity and neonatal services in light of current evidence and best practice
• consult with the workforce, Boards and service users
• make recommendations for a Scottish model of care that contributes to the Scottish Government’s aims of person-centred care which provides the right care for every woman and baby every time and gives all children the best start in life.

Local events are currently under way across health boards to ensure the group can capture the views of people who recently used maternity and neonatal services and those who deliver them.

Jane Grant, NHS Forth Valley chief executive, who is chairing the group, said: “The services we currently provide to women and babies are excellent and safe, but changes to the birth rate, demographics, and seven of our staff are among the first in Scotland to study for a full degree.

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The Glasgow Caledonian University one-year OPHTHALMIC OPPORTUNITIES

An eye on a new nursing degree

THREE of our senior ophthalmic nurses have been instrumental in developing a new academic course that will further expand the clinical role of our colleagues.

The Glasgow Caledonian University one-year course enables ophthalmic nurses with a diploma to study for a full degree. Shirley Hardman, lead nurse, ophthalmology, along with two senior charge nurses, Margaret Sharkey and Margaret Grant, developed the course, and seven of our staff are among the first in Scotland to study for the qualification.

Shirley said: “Due to the increase in demand for ophthalmic services, nursing staff have developed roles which were traditionally delivered by medical staff. “I helped to develop this course because for many years there has been no provision within Scotland to allow ophthalmic nurses to gain an accredited qualification for their role.”

The course involves online and classroom modules and allows ophthalmic nurses to develop clinical knowledge and practical skills with time spent in the university’s eye clinical skills laboratory. RAH based Suzanne Elder is one of the seven on the course. She told SN she was enjoying learning new skills.

SHR-based Karine Moore is also studying the qualification. She told SN: “It’s a wonderful opportunity to undertake formal learning and achieve a qualification at the end.”

Ophthalmology nurses in Greater Glasgow and Clyde have always been in the vanguard of clinical development. We were the first board in Scotland to introduce a nurse-delivered intra-vitreal injection service (directly into the eye) to treat sight loss and maintain vision for a variety of conditions, mainly macular degeneration.

“We now have five nurse injectors delivering this service across NHSGGC.”

A successful first year for new-look web

IT’S been a year since the launch of our revamped website – www.nhsggc.org.uk – and the response has been phenomenal!

We have streamlined all service information so that patients, staff, and visitors know it is a one-stop-shop for all NHSGGC information.

The new website is a finish design which is supported by a modern technology platform making it responsive to users’ needs and mobile devices. It also integrates with our Twitter @NHSGGC and YouTube www.youtube.com/ nhsggc.

Developments include a modern content management system providing flexibility for users, editors and the organisation, and a new interactive Postcode Finder feature, allowing you to locate your nearest accident and emergency or minor injury unit.

The new site is proving highly successful with page views up 66 per cent on the previous year to 3.5 million and our new Postcode Finder has been used over 25,000 times.

Requests for all website developments for services and facilities must be requested through corporate communications. This will ensure all NHSGGC information is hosted in the same place and in the same corporate style.

More information is available on StaffNet, visit: www.nhsggc.org.uk/webteam.

We rely on services to keep us updated, please get in touch if you have any queries about content or training, email: www.nhsggc.org.uk/webteam.

© Back, from left: Suzanne Elder, Isabella Brannigan, Shirley Hardman, Sarah Doughty, Karine Moore and Emma Stalker. Front, from left: Margaret Gray and Margaret Sharkey. Not in the picture but also attending the course are Julie McIlrath and Francesca Simpson.
The importance of feedback

LED by our nurse director Margaret McGuire (right), we are stepping up ways in which to gather and evaluate patient feedback... and just as importantly the comments of carers and relatives of patients too.

We firmly believe that listening to the experiences of patients and those close to them is the best way we can drive up satisfaction levels and promote person-centred care at every level of our business.

We already have a number of ways of gathering qualitative feedback and now the key challenge is to analyse and use that information to reinforce where things are going exceptionally well and replicate them across NHSGGC... and where things could be better.

A study of some of our patient stories and the comments from carers tell us just how vital every member of staff is to the patient journey and making that individual feel respected and at the centre of their care plan.

The person who answers the telephone to a worried patient, the measuring smile from the porter who is pushing the patient through the hospital corridors, the ward staff who speak to worried relatives and the way our nurses and doctors and other health professionals talk to patients... each and every one of us makes a real difference to the experience during a patient pathway.

The communications team are working with community engagement colleagues and nursing and staff governance leads to script a series of short films promoting the importance of patient feedback. One of the films will encourage patients, carers and relatives to get involved and tell us their stories and experiences. Another will be aimed at our staff to emphasise how important feedback is and how we must listen and use any feedback.

The short films will be part of a new marketing drive to raise awareness of all the various methods of gathering patient feedback and boost our awareness of the importance of using the information properly. The campaign films will be supported with a series of posters and direct public and staff marketing through social media, traditional media and via our website and StaffNet.

It is expected this public and internal campaign will launch around April/May.

Find out more about becoming a Board Director in NHS Greater Glasgow and Clyde

BEING a non-executive director (NED) on the Board of NHS Greater Glasgow and Clyde is a rewarding and challenging opportunity. While employees are not eligible to become Board members, perhaps you are thinking of retiring, or maybe you have a family member or know a friend who would be interested.

The board currently has 27 directors – all appointed by the Cabinet Secretary for Health and Wellbeing and they usually serve for a minimum of four years.

What kind of person becomes a non-exec director? Current and recent non-execs have a varied professional backgrounds.

All have a lot of experience in their respective areas of expertise to bring to the table. Some have worked in the voluntary sector or have experience in social work or as community workers. Others come from a financial or educational background. Others are retired healthcare professionals or held senior civil servant positions. We also benefited from the experience of retired chartered accountants and retired church leaders.

There's plenty of support to bring new board members up to speed with the complexities of NHSGGC. There are also opportunities to join the important and influential Health and Social Care organisations and guide the integration agenda in our six local authority areas.

Over the next few months there will be several opportunities for new directors to join us. The time commitment required can vary, but is usually about three days a month.

If you know someone who would be interested in finding out more, please telephone head of board administration John Hamilton on 0141 291 4808.

WE are very proud of our volunteers who give up their time to provide support to our patients, staff and visitors.

And now staff who are coming up for retirement are being encouraged to think about becoming volunteers themselves.

Former members of staff who have already returned as volunteers spoke to SN about how much they get out of the work and to encourage others to join them.

Liz McQueen, a retired RAH nursing assistant, is now volunteering in a medical ward at her old hospital wearing the distinctive red top and name badge.

It’s a real family affair with daughters Vicky, a nursing assistant, and Dawn, a staff nurse, both working at the same site.

Liz said: “I only do a couple of hours a week but I really enjoy it and I want to keep giving something back after all those years of service.”

“I will sit and read a newspaper to someone, help them with a crossword, or go to the shop with them. I get a lot of enjoyment out of volunteering and I will have a lot of friends among the staff. It does a lot for me as a person and volunteering has given me more confidence.”

At Inverclyde Royal Hospital (IRH), Anne Hayburn and Anne Stewart – nicknamed simply “The Two Annes” – are known not only by their bright red tops, but also for their bubbly personalities.

With nearly 70 years of NHS experience between them, they work as a team on a medical ward and they are friends as well as former auxiliary nurses at the IRH.

Anne H said: “I was looking for something to do and saw an advert for volunteering opportunities at Gourock Health Centre. “We helped people in our old jobs and it’s something we really enjoy. We listen to patients talking about their lives. We all enjoy a good chat and we can relate to the patients because of their age group.”

Anne S added: “When Anne told me about the advert I thought I would go it a try as well. The patients tell us their life stories, talk about their families and where they stay. “Because we were born and brought up in the area, we have a lot in common with the patients.”

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WHO TO CONTACT TO FIND OUT MORE

HARRY B /CHI is our volunteer services manager.

“Our volunteers do a tremendous job by complementing the roles of our paid professionally trained staff. They all have one thing in common, the desire to make a difference, and they do!”

The main role is a social one, perhaps spending time with patients who do not receive many visitors. While volunteers do not serve meals, they can encourage patients to eat, help to cut up their food, and ensure that they are hydrated by having plenty of water beside them or making tea.

All volunteers receive training, support and supervision appropriate to their role, are entitled to claim out-of-pocket expenses and are covered by CNRS insurance while carrying out their duties.

For more information about becoming a volunteer contact Harry, tel: 0141 201 5310 or email: harry.balch@ggc.scot.nhs.uk

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Almost 625 staff have been awarded through the Staff Bursary Scheme.

The Staff Bursary Scheme has been established to support learning needs of NHSGGC staff and to contribute to the learning and development of the workforce. The scheme is open to all current NHSGGC staff who have been employed by the organisation for 12 months or more.

Applicants are eligible for funding for a range of qualifications and educational materials. The scheme is intended to support learning that is relevant to their role and will enable them to learn new skills and improve existing ones.

The Staff Bursary Scheme is available to staff from all grades and service areas and provides a valuable opportunity for staff to gain educational qualifications and undertake courses of study relevant to their role and personal development.

Two members of staff who have received a Bursary Award are Gillian Brown, energy manager, QEUH, and Kenneth Brawley, healthcare support manager, QEUH, and Kenneth.

Staff are encouraged to take up the Scheme to develop their skills and knowledge, both for themselves but also to the teams and services where they work.

The Staff Bursary Scheme is just one way in which we are supporting staff's development and applying that learning in practice to key in continuing to improve the quality of our services.

You can apply for up to £1,500 towards course fees, so if you're thinking about undertaking a qualification/formal course to support your learning, you could be eligible for funding through the Staff Bursary Scheme.

The Staff Bursary Scheme has been vital in enabling me to pursue further education and it's made me feel valued as an employee. Now ideas and approaches to helping people with mental-health problems are always being introduced and it's important to keep informed about these to provide high-quality care to service users.

Last year the prestigious Chairman’s Awards were presented at our second Celebrating Success event, recognising the achievements of colleagues who have demonstrated outstanding levels of skill, dedication and professionalism in patient care.

Last year also saw the presentation of a Special Judges’ Award of Excellence for only the second time in the six years the Chairman’s Awards has been running. The nomination came in from a colleague who was struck by the compassion, care and thoughtfulness of this 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 judging panel were so impressed by the entry, for Louise McPhee in the Floating Care category, they unanimously agreed the entry was worthy of award. It was also the first time we introduced the International Service Award and the standard of entries was exceptional, but just one entry made it to Gold standard and that was Gerry O’Hare. Gerry travelled to Palestine to educate nurses who have severely limited access to educational materials about the latest advances in cancer care.

Gold winners were awarded in each of our seven categories with 14 silver awards handed out.

So whether you are nominating a colleague, team, project or one of our many volunteers we want you to tell us about them.

Chairman John Brown is asking everyone to nominate their hard work, but we rely on you to tell us about them.

The judging panel were so impressed that was specifically related to her job and was keen to do something that would challenge her as well as being of benefit to the Board.

Gillian said: "I am learning new ways to do parts of the role, making things more efficient and improving results for the department. It is nice to see that the Board cares about its staff, providing financial assistance and this support has been mirrored by my own department in terms of further funding and supported time for study."
A NEW campaign to encourage more women to get active has won backing from NHS Greater Glasgow and Clyde’s interim director of public health Dr Emilia Crighton (right).

Scottish Women in Sport (SWiS) is a charity promoting equality across the sporting sector for women and aims to attract women of all ages to join in sports activity through a new WomenActive@Work campaign.

It already has the support of Judy Murray, mother of Scots tennis sensation Andy, Scottish Government and has also won lottery funding.

The aim is to encourage women to come together at work and take on, some or all eight challenges.

Now Dr Crighton has given full support too. “I really welcome this campaign to improve women’s health. The message is simple – being involved in sport or simply increasing activity for 30 minutes a day is one of the best things we can do for our health.

“One of the best ways to keep motivated is to enlist a friend or work colleagues. By doing this you can support each other and make sure you don’t let each other or yourself down.

“Being active also has a positive impact by reducing the risks of health conditions such as high blood pressure and cancer.”

Research has shown that many young women stop taking part in sport activity on leaving school and entering the workplace. One of the aims of the campaign is to target the workplace as an ideal starting point to bring like-minded women together to commit to taking part in sport together.

SWiS founder Maureen McGonigle explained: “We’d love to see as many women as possible take advantage of the coming light nights to set themselves a goal and enjoy some sport.”

“If you’re in a group or just with a friend, whether you try all eight challenges, just a few or create your own, it’s your choice, help make happiness happen by sharing a pic on social media with #Womenactive and charting out your progress.”

For more information about WomenActive@Work please visit: www.womenactiveatwork.co.uk and for more about Scottish Women In Sport www.scottishwomeninsport.co.uk

Competition time!

THIS month we are giving you the opportunity to win a fantastic iPad Mini 4, 16GB, wi-fi and cellular!

iPad Mini 4 puts everything you love about iPad into an incredibly sleek and portable design. It’s thinner and lighter than ever before, yet powerful enough to help take your ideas even further!

And all you need to do to be in with a chance of winning is simply answer the question below and 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.

Question: Which university delivers the ophthalmic nurses course?

>> 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 31 March 2016.