‘Simply superb’

response to fire

See page 3
OUT OF HOURS

Proposal to move GP OOH Service from Drumchapel to Gartnavel

An information and awareness engagement is currently underway to hear views on the proposed move of the GP Out of Hours (OOH) Service from Drumchapel Hospital to Gartnavel General Hospital (GGH).

These two centres currently provide GP OOH Services for the population of North West Glasgow and the neighbouring areas of East Dunbartonshire and West Dunbartonshire.

However, the transfer of Older People’s services from Drumchapel Hospital to Gartnavel General Hospital (GGH)

Two centres currently provide GP OOH Services for the population of North West Glasgow and the neighbouring areas of East Dunbartonshire and West Dunbartonshire.

However, the transfer of Older People’s services from Drumchapel Hospital to Gartnavel General Hospital (GGH) and the OOH Service is set to be moved.

The new service would be staffed by GPs, nurse practitioners, and would be supported by home visiting GPs.

Rebooting the service from Drumchapel Hospital to GGG would also allow for better access to nearby on-site support for patients who become unwell, including an on-site Medical Emergency Team, who are able to offer immediate support in life threatening situations.

The engagement runs until Monday 13 June 2016.

If you have any questions or would like to comment on the proposal, email PatientExperience@ggc.scot.nhs.uk.

Propose to move GP OOH Service from Drumchapel to Gartnavel

SECOND HIV CAMPAIGN

Second HIV anti-stigma survey launched

The second staff HIV anti-stigma survey is now live, and the closing date for responses is 17 June.

It is a follow-up to the 2013 survey aimed at finding out what staff know about HIV, their attitudes towards those living with the condition, awareness of discrimination, and staff training needs.

The survey is part of the HIV Anti-Stigma Awareness Campaign which has included workshops, printed material, and education sessions.

To take part in the survey, visit https://www.surveymonkey.co.uk/r/ nhsggcantiHIVstigma

Paper copies are available from Jo Zinger, health improvement lead, on 0141 211 0326.

Meanwhile, the next training sessions are taking place on Monday 27 June in seminar rooms 1, 3, ground floor, labs building, Queen Elizabeth University Hospital.

Staff are encouraged to pop along at any of the following times: 09:30-10:30, 10:45-11:45, 12:00-13:00, 13:30-14:30 and 14:45-15:45.

Staff can approach managers for time off for this training in the same way as requesting attendance at any other PDP sessions, and managers are encouraged to accommodate these requests.

We are also looking to organise an alternative data for their team or colleagues should contact Jacquie McCreadie, tel: 0141 211 8634 or email: Jacquie.McReadie@nhsggc.scot.nhs.uk.

The engagement runs until Monday 13 June 2016.

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12 May was no ordinary day for thousands of our nurses – it was a day to mark International Nurses Day with celebration and pride!

Nurse Director Margaret McGuire made a short video, the Board broadcast details of events on Twitter, many of our nurses were specially commissioned “happy international nurses day” sticker badges, messages were broadcast on plasma screens throughout hospitals and community settings... and there were even period nurse uniforms from a long-gone era and a birthday cake display.

Here we highlight what the day meant to some of our most senior nursing colleagues and also put the spotlight on “day in the life” of one of our staff – midwife Avril Marshall.

**Time running out for entry to Chairman’s Awards**

**THE CLOSING Date for the 2016 Chairman’s Awards entries is 31 July.**

If you haven’t already, you should think about identifying a project, person or team you think deserves to be recognised and put together your nomination now.

Our awards recognise some of the best examples of service innovation, patient care, clinical and staff dedication. They aim to capture the spirit of our Facing The Future Together (PTT) programme with seven categories in total: Clinical Practice; Improving Health; International Service; Nursing; Patient Centred Care; Patient Ambassador/ Volunteer; and Using Resources Better.

“Sensational work is the best about the NHSGGC, celebrating our successes and sharing best practice are central to developing patient confidence in our services and staff professional pride. Carole Miskin was part of last year’s winning team from Recovery Housing Project, in the Using Resources Better category. She said: “It was fantastic to have our work recognised in the Chairman’s Awards last year.”

It gave a boost to the whole team to know that the judging panel recognise the hard work involved in pulling a project like the Recovery Housing Project together, particularly as we need to engage with a hard-to-reach, disadvantaged group of people.”

Once again it is planned that the winners will be presented with their awards at a glittering Celebrating Success event in November.

**Sots cervical screening programme is changing**

SCOTLAND will see changes in its cervical screening programme from Monday 6 June this year, bringing Scottish policy in line with practice elsewhere in the UK.

The key changes are:

- The screening age will increase from 20 to 25 years – so women between 20 and 24 will no longer be screened, unless they have already been invited for screening under the age of 25 before the 6 June.
- Women will be screened until 64 years (currently 60 years).
- The frequency will continue to be every three years from ages 25 to 49, but will change to be every five years for women from age 50 to 64.
- Some women on follow-up will be invited over the age of 65. This will be where a woman’s last test was non-routine. Women who have had changes identified during screening will be invited up to the age of 70 years (currently 68 years).
- Carol Colhoun, national co-ordinator screening programmes at National Services Division, said: “Changes have been decided based on a review of evidence about the effectiveness and benefits of screening women across age ranges.”

Data shows that screening women below the age of 25 has little or no impact on rates of invasive cervical cancer.

For women over 50, five-yearly screening offers adequate protection and women up to the age of 65 can benefit from cervical screening.

“Women will continue to be invited for screening by receiving a letter and leaflet automatically sent from the Scottish Cervical Cancer Register (SCCR) if eligible. Participants may also opt out of being invited.”

There will be cases when a woman aged between 20-24 years is invited on or after 6 June 2016 because she has previously been invited as part of the programme before the changes were implemented.

“Health professionals should refer to the SCCRS before a smear test is taken to ensure the woman is eligible.”

Sots women have cared for in the past come back with a story of their own and to say “another addition to their family!”

**Midwife Avril takes us through her day**

A day in the working life of a midwife is both challenging and rewarding... it is also often highly unpredictable.

And while it is almost impossible to outline a “normal day”, we put a spotlight on a more typical day in the life of staff midwife Avril Marshall who works in ward 50 of the Queen Elizabeth University Hospital.

Avril’s day begins at 7.30am in the 16-bed postnatal ward when she attends the staff handover.

On occasion she’ll stand-in for the senior charge midwife at the safety brief or “huddle”, and feedback to ward staff any potential issues which may impact on the unit.

Then it’s time to go and meet the mums and babies she will be caring for. Avril dresses up personal care plans, gives advice to the mums and has to deal with any questions they might have.

Afterwards, she will carry out newborn and postnatal examinations, advise on baby care and give information about community midwife visits.

During her shift Avril will also admit and discharge patients, and in some cases, discharge a mum and her baby just six hours after birth, if all is well.

Towards the end of her shift, 7.45pm, Avril will be checking if there are any other women who are eligible to go home, and checking that the mothers and babies in her care are being given the appropriate help, support and advice that they need.

Finally, she prepares the staff handover for the night-shift midwife.

Summing up her day, Avril says that the workload in midwifery “is unpredictable and varied,” but adds: “Seeing women grow in confidence as the day goes on and any worries that they had at the beginning of the shift have alleviated is very rewarding.”

“A highlight for me is seeing women I have cared for in the past come back with another addition to their family!”

**Comming to a small screen near you**

Some of you may have noticed filming taking place recently on a number of our sites.

It has been carried out by Pukka Films, which has been commissioned by us to produce three films for internal and external use to celebrate the improvements in patient cared which have been made as a result of patient feedback.

The documentary-style films will feature interviews with clinicians, senior managers, staff, volunteers, carers and patients, plus interviews with the director of nursing and our chairman.

Look out for more details about the content of the films in future issues of SN.
You’re helping us make it A Fairer NHSGGC

We all want the same things

It’s our needs that are different

EQUALITY

issues affect every one of us – both personally and in how we deliver all of our hospital and community services.

A Fairer NHSGGC 2016-20 – which reports on how we’re meeting the requirements of equality legislation – has now been published.

This is our third “Fairer NHSGGC” report. Since the first report was published in 2009 we have taken huge steps forward in meeting the needs of people from equality groups who rely on and use our services.

We have the largest in-house interpreting service in the UK which provides communication support for 450 patients a day.

In the last year alone, 13,397 NHSGGC staff received training on aspects of inequality – nearly a third of our workforce.

We have engaged with hundreds of people from equality groups to understand better what action we should be taking to improve access to our services.

We have established a new Staff Disability Forum which is raising awareness of how best to support disabled members of staff.

We have helped our £37 million for patients through referral to money advice services and advice with debt worries.

We have carried out 360 Equality Impact Assessments to ensure that we are planning services to meet the needs of all of our patients.

The report highlights what we want to achieve over the coming years and the views of colleagues have been valuable in helping shape these priorities.

Jackie Erdman (pictured right), head of inequalities, said: “We had a great response to our ‘Fairer NHSGGC’ survey at the beginning of the year and these views, along with those of our patients, help us develop our actions for the coming years.

“IT’S clear that most NHSS staff recognise the link between inequality and health and want us to do more to tackle discrimination.”

Going forward our priorities include:

• Providing communication support for British Sign Language users at all times
• Improving access to hospital services for our vulnerable populations, such as those experiencing poverty, disabled people and migrants, refugees and asylum seekers
• Ensuring managers know how to support their disabled staff by making reasonable adjustments
• Challenging discrimination towards lesbian, gay, bisexual and transgender patients and staff

“We want to do more than just meet our legal requirements for equality in NHSGGC,” said Jackie. “Simple acts like asking what help a patient might need or speaking up for a colleague who’s being discriminated against can make all the difference – and every one of us is in a position to do that.”

A staff leaflet is currently being distributed which summarises the report and includes information on how we are all affected by equality law, what’s happening in NHSGGC and what you’ve been telling us.

> To read the full ‘Fairer NHSGGC 2016-20’ resource, or to find out more information about any of the above, visit: www.equality.nhs.uk or contact the Corporate Inequalities Team, tel: 0141 201 4560.

HIGH LANGUAGE

New staff resource

A new DVD has been produced to show staff how and when to book a British Sign Language (BSL) interpreter for patients.

The DVD, now available on LearnPro, explains why it is so essential to provide interpreting support for our deaf patients and looks at additional methods of communication.

Director of nursing Margaret McGuire (above) is hoping the DVD will help staff to understand the importance of using an interpreter.

“It’s just not possible to undertake an assessment, give instructions or communicate complex information to a deaf patient without a British Sign Language interpreter. Any other method leaves too many possibilities for misunderstanding and gaps in information,” she said.

There are more than 4,000 Dual users using BSL in the NHS Greater Glasgow and Clyde area. By law, we must provide an interpreter for our deaf patients, both at health appointments and when they are in hospital.

“Everyone involved in organising and delivering patient services should be aware of the need to book a BSL interpreter,” said Margaret.

“It is an essential part of delivering safe and effective patient care and I would urge all staff to take advantage of this LearnPro resource.”

> For more information, visit https://nhslearnprouk.com

PHYSICAL HEALTH

Tell Tom your get-fit ideas

On 29 June 1964 16-year-old Jim Irvine walked into the labs at Stobhill Hospital for his first day at work.

Fifty one years and 11 months later he is walking out of the labs at GRI to enjoy retirement.

Jim, who walked straight out of school on the Friday and started as a junior technician on the Monday remembers his first day as if it were yesterday. “The worst thing was the smell. It was vile,” he recalled.

It turns out the smell was coming from a particular chemical used in the lab.

Jim has seen many changes over the years, mainly with the evolution of technology. He explained: “When I started we were very hands on, it was like a big chemistry set, with test tubes and chemicals everywhere. We made up reagents, had to spin down serum and had dials everywhere as all the tests had different testing times.”

Nowadays with all the technology and machines in the labs it’s less hands on but of course with that comes a better quality of results, faster turnaround and a multitude of tests being carried out from the smallest of samples.”

Jim spent 47 years of his career at Stobhill where he quickly trained on the job to become laboratory technical manager before the migration of services in 2011 to GRI.

He has had a long, enjoyable career with one highlight at Stobhill being to set up from scratch, Radioimmunoassay, for thyroid testing.

Hence, Jim is now quite happy to hang up his white coat and is looking forward to retirement. He has plenty of interests to keep him busy and will enjoy spending time with his family including his new grandson and will try and conquer some of the 14 states in America he hasn’t yet visited.

> For more information about how to register for active staff groups and classes throughout NHSGGC, visit: www.nhsggc.org.uk/activestaff or email Thomas.Cameron@NHSGGC.scot.nhs.uk or tel 0141 201 4489
NATIONAL GAMES

Annual football tournament is a success

JB Russell House team

180 staff from all over NHSGGC participated in the seventh annual Healthy Working Lives 7-a-sides football tournament which took place on 22 May.

In a highly competitive tournament JB Russell House, Cardiac North, Gartnavel Porters and Cowlairs all made it through the sections stage to reach the semi-finals, both of which were decided by penalties.

In an action-packed final between JB Russell House and Cowlairs the former emerged victorious with a 2-0 victory.

The battle for 3rd and 4th place was competitive with first timers Cardiac North edging out previous winners Gartnavel Porters 3-1.

Congratulations to JB Russell House for their success this year and on becoming the first team to win the trophy on three occasions.

Special thanks to Kim Friel, Fraser Holms and Angela Sutherland for their help which made the tournament a success.

Getting on your bike is now even easier

NEW BIKE stations are now operational at the Queen Elizabeth University and Gartnavel General Hospitals.

They are being operated by NextBike, a Germany company that develops and operates public bike-sharing stations, and so far about 120 staff have annual subscriptions.

Rental fees and the sale of advertising space on the cycles. To mark the launch of the new stations, we have a limited number of vouchers available to staff providing the first 30 minutes of every ride for free. Look out for this offer coming soon on StaffNet.

For more information about the scheme, visit: www.nextbike.co.uk/en/glasgow

Walk across America

IT’S that time of year again, when thousands of us get out our pedometers and pound the streets in the hope of victory.

The annual ‘Walking Challenge’ is under way and once again NHS teams are pitting themselves against their local authority colleagues to see who walks the farthest.

‘This year the target is to walk a 957-mile route across America. In total 5,922 feet are ‘virtually’ marching their way across the United States from Eureka in the north to San Diego in the far south via Los Angeles and San Francisco.

And with 4,420 feet belonging to NHSGGC staff, we have high hopes of walking away with the title this year!'

WIN a Nikon Coolpix camera!

CAPTURE your most precious memories with this fantastic Nikon Coolpix P900 digital camera! The 16-megapixel COOLPIX P900’s incredible 83x optical zoom lets you capture details not visible to the naked eye.

The lens ranges from a 35mm-equivalent 24mm to 2000mm zoom range. No, that is not a typographical error. It is a 2000mm lens!

To be in with a chance of winning simply, email your answer, along with your name and work location, to competitions@ggc.scot.nhs.uk or send to: Corporate Communications, JB Russell House, Gartnavel Campus, 1055 Great Western Road, Glasgow G12 0XH.

Question: How many NHSGGC staff have received inequality training?

>> 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 June 2016.

Get your entry in now for this year’s Chairman’s Awards. Visit: www.nhsggc.org.uk/chairmansawards