

A photograph of two surgeons in blue scrubs and caps, looking intently at a patient lying on an operating table. The scene is illuminated by bright surgical lights, creating a clinical and focused atmosphere. The surgeons are positioned on either side of the patient, with their hands near the patient's head. The background shows the complex machinery of an operating room.

**SN**

Staff Newsletter  
September 2016

# Surgical breakthrough

Pioneering dialysis trial recognised in *The Lancet*



MENTAL HEALTH PRIORITY

## Community psychiatric nurse filmed for MSPs

**COMMUNITY** psychiatric nurse Mark Connelly has been drafted in by the Royal College of Nursing (RCN) to help bring Scotland's MSPs up to speed on community mental health services. Mental health has been declared a national

priority for the government so the RCN commissioned a series of films to show to parliamentarians featuring community psychiatric nurses from various boards throughout the country. Mark, who is based in the Belmont Centre

in the grounds of Stobhill Hospital, was selected to be the focus of a short film depicting his work providing support for older people with mental health issues and supporting their families.

The films featuring Mark and his peers will be screened next month at a Holyrood reception during an RCN Scotland event and then used as educational resources more widely.

Mark said: "You have to be a good communicator in mental health nursing and I particularly enjoy the diversity of my job.

"People aged over 65 can have myriad health issues, which can make care complex and challenging."

PATIENT SERVICES

## New service for trauma survivors

**PSYCHOLOGICAL** trauma experts from five different sites have been brought together to deliver a dedicated new specialist mental health service based in Glasgow.

Consultant clinical psychologist Dr Lisa Reynolds leads the 27-strong trauma team, who specialise in supporting survivors of complex traumatic events such as childhood abuse, war, human trafficking, major incidents and domestic abuse.

Based in the Anchor Centre in Govan, they will be resourced to see more than 600 patients a year via referrals from community mental health

teams, GPs and accident and emergency departments.

The staff in the new service have been involved in a major training programme to enable more community-based staff to spot the signs of trauma and decide on appropriate treatment or referral route for the individual patient.

Dr Reynolds told SN: "By coming together as one team of specialists, and pooling our resources, we are better able to deliver this vital service to extremely vulnerable people."

Following the Clutha helicopter crash and the bin lorry incident in George Square, Dr Reynolds was one of the first to be called in to

help the victims to cope.

Within the team there is also a lot of experience in working with young people, homeless individuals and female offenders, all of whom have an increased risk of experiencing severe trauma.

Dr Reynolds added: "When people experience traumatic events, they respond in different ways and their needs can be quite diverse.

"Complex traumatic experiences can have an impact on survivors' mental health and psychological functioning.

"At the Anchor, these patients will have easy access to high quality, evidence-based treatments and interventions."



INNOVATION AWARD

# ‘Aye Mind’ website shortlisted for award

AYE Mind, a new website developed in partnership with young people throughout NHSGGC has been shortlisted for a prestigious Inspiring City Award with People Make Glasgow in the Industry & Young People Innovation category. Launched specifically to promote mental

health and wellbeing in young people, [www.ayemind.com](http://www.ayemind.com) helps mental health services staff work with young service users to identify the support they felt they needed, how this should be delivered and the best way to inform health professionals.

**INSPIRING CITY AWARDS 2016**  
**PEOPLE MAKE GLASGOW**  
GLASGOW CHAMBER OF COMMERCE **The Herald**



Joey Barton (back row, centre) meets group members

VETERAN SUPPORT

## Helping our heroes into civilian life

**MANY** ex-forces personnel who are struggling with mental health, addictions and lifestyle issues receive support from our various services.

Now mental health staff are being asked to refer veterans to Glasgow’s Helping Heroes (GHH), an organisation that can help with other problems such as finance, housing and isolation.

Colin McCormack, head of mental health adult services, said: “We can treat and support health needs, but we know that men and women returning from combat roles can find it difficult to cope with everyday life.

“This is why I’m encouraging staff to ask patients if they have served in the armed forces and live and work in Glasgow, and make them aware of GHH.”

Meanwhile, as part of their work to support this group of patients, the south health improvement team set up Glasgow Veterans United in conjunction with Rangers FC.

It’s a course offering a mix of health workshops and football coaching training. Group members were recently delighted when Gers star Joey Barton dropped in to find out more about the project.

>> For more information about GHH, visit: [www.glasgowshelpingheroes.org](http://www.glasgowshelpingheroes.org).

>> To make a referral, phone 0141 276 7199 or email: [glasgowshelpingheroes@glasgow.gov.uk](mailto:glasgowshelpingheroes@glasgow.gov.uk)

“We can treat and support health needs, but we know that men and women returning from combat roles can find it difficult to cope with everyday life”



Dr Lisa Reynolds with some of the trauma team



# Meet your new employee director

**DOROTHY** McErlean has always been passionate about delivering healthcare. She is equally passionate about equality, social justice and partnership working.

For these reasons she has won the unanimous support of her peers in the Area Partnership Forum (APF) and been elected as chair of the Joint Trade Unions and Professional Organisations Committee.

Dorothy becomes the joint chair of the NHSGGC APF – alongside our chief executive Robert Calderwood – and has been appointed to our Board as the non-executive employee director by Health Secretary Shona Robison MSP from 1 October.

This is the first time we have had a female staff-side chair and employee director – the previous two post-holders being Bill Goudie and Donald Sime.

Both men were elected by Amicus/Unite and Dorothy is also breaking that mould by being elected from one of the smaller professional organisations – The Society of Chiropractors and Podiatrists.

“It’s an exciting and challenging time,” said Dorothy as Scotland prepares for public sector reform that could see major changes to NHS Board structures and the continued development of Health and Social Care Partnerships.

Dorothy is well placed to deal with the tasks ahead in her new role. She is a highly respected individual with a wealth of experience as a podiatrist.

As she took up office in Board HQ

on the Gartnavel campus, SN caught up with her to discover what makes her tick: “Staff governance and dignity at work inspire me. It is so important that staff feel valued and that they want to come to work.

“They should be confident they have a voice and that it will be heard, and that our strong staff-side relationship with senior management on the APF ensures that is the case.”

Dorothy added: “I believe in involvement and motivation and believe strongly that staff who are happy at work deliver a better service to our service users.”

**“Staff governance and dignity at work inspire me. It is so important that staff feel valued and that they want to come to work”**

## PODIATRY GRADUATE

Dorothy graduated from the Glasgow School of Chiropractic in 1982 and joined Ayrshire and Arran Health Board before moving to NHS Lanarkshire and then NHS Greater Glasgow in 1997.

Throughout her NHS career, Dorothy has been based mostly in community-based health

centres working in both clinics and in patients’ homes, with a brief period in the acute division of NHS Lanarkshire.

Her skill as a leader and organiser was soon realised by her peers and Dorothy was selected as a staff-side rep for the Society of Chiropractors and Podiatrists (SCP) – a position she has held since 2002.

In 2008, Dorothy was elected as staff-side secretary of the Joint Trade Unions and Professional Organisations and re-elected unopposed in 2012.

As well as being co-chair of the Staff Partnership Forum for Glasgow City Health and Social Care Partnership, she is also the Scottish convenor for podiatry reps in Scotland. A founder member of the Knightscliffe Temple Community Credit Union 24 years ago, Dorothy remains a Board director and volunteer.

## MUM WITH A MISSION

Outside of work, Dorothy has been married for 29 years and is mum to three grown-up children.

She begins her day with an early walk which she regards as “her time” before the buzz of the working day takes over. Her hobbies include pottering in the garden.

“I also love to read and to travel and see new places both in the UK and abroad, but my favourite way of spending leisure time is with friends and family – they are my sounding board and a constant support.”

## DOROTHY’S THREE NEW ROLES:

### Chair of the Area Joint Trade Unions and Professional Organisations Committee

This committee consists of all lay delegates and full-time officials associated with those who sit on the Board’s Area Partnership Forum (APF). The committee aims to find unity of purpose, consensus and agreed priorities for the staff side to take forward with the Board and the senior management team.

### Joint chair of the Area Partnership Forum

The APF consists of representatives from 16 trades unions and professional organisations and also members of the senior executive management team of

the Board. This is a vital forum where issues affecting staff terms and conditions, proposed service changes and strategic planning are discussed and debated enabling all parties to be fully involved and engaged.

### Non-executive employee director of the NHSGGC Board

Dorothy joins the Board but she is not directly mandated to voice the opinions of the APF or any unions or organisations. Her role and remit is the same as all other non-executive directors, which is to oversee governance and scrutiny of decisions and services. But clearly, as an employee director, there is a role to articulate the voice of staff and raise related issues or provide insight to the rest of the Board.





Dorothy McErlean is a popular choice as she takes over from Donald Sime

## LONG CAREER

# ...and it's goodnight from him

**DONALD** Sime is one of the “best kent” faces in Greater Glasgow and Clyde, having been at the helm of staff-side partnership working and ensuring the staff voice is heard at board level for the past 11 years.

He was right at the heart of the restructuring challenges during the merger of Clyde into Greater Glasgow. He was heavily involved in the long and complicated Agenda for Change process. He was part of the move toward integrated Community Health and Care Partnerships (forerunners to the current Health and Social Care Partnerships).

And he was in post ensuring the staff-side was fully involved in the massive transition and modernisation programme that saw the delivery of the New Stobhill and New Victoria in the run up to the massive migration from four city hospitals to the new Queen Elizabeth University Hospital campus.

Yet when you ask Donald what was his best achievement during his time as joint chair of the Area Partnership Forum (APF), he doesn't hesitate: “Achieving paid parental leave is up there, as is achieving uniform agreement on out-of-hours working and pay arrangements for all laboratory staff, which put money into pockets and enhanced pension values.”

He's witnessed a lot of change during his time and has ensured his legacy – as he steps into retirement – is one that has benefited staff.

His first day at work was on 1 December 1972 when he arrived in the medical laboratory of the Western Infirmary as a trainee.

“Back then my employer was the Western Regional Hospital Board... and now things may come round full circle with the potential for the latest NHS restructuring creating a West of Scotland Acute Hospitals Board.”

He has always believed passionately in the trade union movement and in 2005, as then chair of Amicus Glasgow health service branch, he was elected chair of the NHS staff-side and also appointed to the Board as employee director. (Amicus and the Transport & General Works Union later merged to form Unite.)

Donald's the longest serving non-executive director of the Board and has worked alongside three chairmen and two chief executives.

He's loved his career in the labs and he's enjoyed his time speaking up for the staff, but he can't hide a smile when he thinks about having more time in his garden, more time reading books and lots more time with his gadgets. “I do love technology and fiddling about with gadgets,” he adds.

He's also a regular at whisky tasting events in his beloved Bon Accord bar. And his favourite tippie? “Got to be Lagavulin 16-year-old single malt,” replied Donald, with a twinkle in his eye.



Dialysis patients require surgery to insert a line to allow treatment to take place. Below: Dr Emma Aitken

**TRIAL SUCCESS**

# Surgical breakthrough published in *The Lancet*

**A PIONEERING** trial led by a number of our surgeons and anaesthetists to improve the treatment of dialysis patients has been recognised in the prestigious international journal *The Lancet*.

The study, carried out over three years and involving about 130 patients, has resulted in a significantly increased rate of success for people undergoing a regional anaesthetic, rather than a general anaesthetic, to allow the insertion of a line to allow dialysis to take place.

The surgical procedure to create a fistula is carried out under either general anaesthetic or only a localised area of the patient's arm is numbed. For some patients this operation has to

be carried out a number of times before being successful.

Using a regional anaesthetic, the patient's arm is frozen from the shoulder down, delivering a huge benefit in terms of improved vascular access for patients.

Our small team was led by consultant anaesthetist Alan Macfarlane and consultant surgeon Marc Clancy.

Alan said: "These are important results that will deliver huge patient benefits in terms of improved vascular



access for dialysis and reduced complications, particularly catheter-associated bacteraemia. I think the study will have a major influence on how fistula surgery is performed worldwide."

Publication in *The Lancet* is also a personal accolade for the study author, surgical registrar Dr Emma Aitken, who is based at the Queen Elizabeth University Hospital. It is the first time she has been published in the journal, which only accepts five per cent of submissions it receives.

Emma said: "Journals are ranked by impact factor, which means how many people read it and how difficult it is to have research published, and *The Lancet* has a very high impact factor. World leaders in their field will be reading about our work and this makes us feel extremely proud of what we've achieved."

Her study was funded by Darlinda's Charity for Renal Research and Regional Anaesthesia UK.

>> To view the full article, visit: [www.thelancet.com/journals/lancet/article/PIIS0140-6736\(16\)30948-5/abstract](http://www.thelancet.com/journals/lancet/article/PIIS0140-6736(16)30948-5/abstract)

**SERVICE CHANGES**

## Giving people a say

**THE** Board has approved patient and public engagement on potential service changes to Lighburn Hospital, Ward 15 at the RAH, the Centre for Integrated Care and the delivery services at the Vale and IRH Community Maternity Units.

The details of the proposals can be found on a dedicated section of the website at

[www.nhsggc.org.uk/getinvolved](http://www.nhsggc.org.uk/getinvolved)

We will be arranging a number of events that will enable patients and the public to offer their views. These will be separate to the arrangements for staff that we expect staff to use to have their say, and which will be communicated to you as we move engagement forward from the beginning of September.

**STAFF SUPPORT**

## Bursary success

**OUR** staff bursary scheme attracted huge interest again this year and now 295 applicants have been approved who will see £316,695 paid out to help fund studies and educational qualifications.

The scheme is funded with staff endowment monies and this year the maximum single grant was

increased to £1500. Most applied for funding for higher degree qualifications, followed by others studying in further education, and staff who applied for funding for degree or post graduate courses.



# Stepping up personal care

A RENEWED focus on personalised care for older people is under way to ensure a standard and consistent approach to assessing all patients at risk of delirium on arrival in hospital.

Delirium is a severe state of confusion and early diagnosis is important to allow treatment to begin as soon as possible to prevent further complications, which can often lead to a longer hospital stay.

You will start to notice the arrival of Health Improvement Scotland

leaflets and posters in clinical areas promoting the message "Think Delirium".

Assistant chief nurse Fiona McCluskey, said: "All patients at risk of delirium are now being screened by nursing staff and at each transition of care.

"Patients with a positive score will be referred to medical staff, who will complete a checklist to confirm the diagnosis of delirium and document the management plan in medical notes."



Fiona with one of the posters that have been designed for wards

The initiative also involves unannounced inspections to observe patient care and training records, talk to patients and visitors about care, and make sure that practice is up to date.

Staff training and education are also part of the programme, covering issues such as adults with incapacity and power of attorney.

Patients, relatives and carers

will be encouraged to work with nurses on care plans to tailor them as much as possible to individual needs.

Fiona added: "The underlying theme is about personalising care, moving away from simply delivering clinical care to also focusing on the person. This makes a huge difference to patients during their stay in hospital."

## GLOBAL ADDRESS LIST

# Data amnesty month

THIS month sees the introduction of our first Data Amnesty Month, an amnesty for everyone whose information is currently out of date on the global address list (GAL).

Rather than receive the standard email "YOU MUST COMPLY OR YOU WILL BE DELETED" (must be read in a robotic voice) message, Data Amnesty Month gives you the opportunity to take control of your own information and show the rest of the organisation that you're proud of your role and that you want people to be able to contact you when they need to.

Launching the initiative, Anne MacPherson, director of human resources and organisational development, said: "We've all been there: you need to contact someone... all you need is their phone number... you check the GAL... there's the number... you dial and... they no longer work there!

"This can set you off on a virtual mystery tour across the organisation as you're passed from one area to another trying to contact your original person – what should have been simple becomes time consuming and frustrating.

"In an organisation of our size, it's extremely important that we are all able to contact one another easily, we should all be able to follow and understand the hierarchy within our own services – who works where and how to reach them.

"This amnesty is the first step in helping us to produce a fully populated searchable, accurate directory. It will give us the ability to send targeted messages, announcements and electronic forms to staff based on their own information; site, department, division or job rather than sending out 'blanket emails'. The

improved directory information will also help reduce missed communications and assist us with improved reporting functions on staff details for iMatter, eEss, Datix etc.

"We all know who we are and where we work, so let's make sure all of our colleagues know this too."

**STEP 1:** Check your details on the GAL – do they accurately reflect who you are, name, telephone number, base, line manager, job title. Even if you think your details are up to date, please check – it's particularly important who you've assigned as your line manager.

**STEP 2:** Click on the data amnesty button on the front page of StaffNet and fill in your details and hit submit – it's that easy.

**STEP 3:** Sit back and be in with a chance to win £20 in gift vouchers every month, donated by our friends in Staff Benefits, just for having your own information accurate and up to date – what could be easier?

So don't delay – update YOUR data today!



## COMPETITION

# WIN a food mixer



WE have a great opportunity to join the latest baking craze and win a KitchenAid Artisan Mixer. For a chance to win, simply answer this question:

**What is the name of the new employee director?**

Email your answer, 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.

>> T&C: Competition is open to all NHS GGC employees. Only one entry per person. Winners must be available for a photograph, which may be printed with their details in SN. The closing date for entries is 30 September 2016. Prizes must be claimed within **four weeks of the closing date.**

# Out and about with the chairman

BY JOHN BROWN, CHAIRMAN

**LAST** month started with a return visit to the Immediate Assessment Unit (IAU) at the Queen Elizabeth University Hospital (QEUH).

I was pleased to hear of the steps being taken to make better use of the space available to staff and patients. These changes, along with the introduction of more appropriate IT support, should help our clinicians respond to the high number of patients that are referred to the IAU.

Following my visit, I met with Dr David Stewart, who is leading the work on improving our response to the demand for unscheduled care across Greater Glasgow and Clyde.

This end-to-end review of unscheduled care aims to improve the flow of patients through the hospital and reduce the pressure on staff before the increase in demand that arrives with the onset of winter.

I next visited the Queen Elizabeth National Spinal Injuries Unit. The staff there are responsible for the management of patients who have suffered traumatic injury to the spinal cord.

They provide life-time care to patients to maximise function and prevent the complications of paralysis. I was very impressed by the work of the Spinal Injuries Unit and the quality of multidisciplinary care and support that they give to patients. This service is not only



Chairman John Brown and staff from the Teenage Cancer Trust Unit with Roger Daltrey, long-term honorary patron of the Trust

provided at the unit, but is also delivered through outreach clinics throughout Scotland.

My next visit to the QEUH campus was as a guest at the official opening of the Teenage Cancer Trust Unit at the Royal Hospital for Children (RHC). This is a great addition to the facilities available to young adults who are receiving treatment for cancer at the RHC.

This unit is appreciated by both patients and staff and I was pleased to be able to personally thank David Hoare, the Teenage Cancer Trust chairman, for their support for the RHC and for the Beatson, where

they have funded a similar unit for young adults.

I also had a very interesting meeting with the chairman of the NHS Credit Union, Ally McLaws, and its chief executive officer Robert Kelly.

This is an organisation that I would recommend to all our staff and if you haven't already, I suggest you check them out on their website – [www.nhscreditunion.com](http://www.nhscreditunion.com)

Another way I find out more about who we are and what we do is by meeting groups of people who specialise in specific parts of our service. This month I met with the

Allied Health Professions (AHPs) and Healthcare Scientists Committee, who gave me a fascinating insight into their work and the challenges they face.

The AHPs and healthcare scientists make a valuable and significant contribution to the work of the board and I welcomed their thoughts on how they might have a higher profile and do more to improve our service delivery.

>>> I'd welcome any suggestions for other groups of staff or locations for me to visit; email: [staff.comms@ggc.scot.nhs.uk](mailto:staff.comms@ggc.scot.nhs.uk)

active>>staff



CHARITY CHALLENGE

## Ian's cycle round Scotland



Before the off, left to right: Duncan Chisholm, Ian MacRae, Paul Harrison and Mark Fitzpatrick

**LAST** month, workforce analytics lead Ian MacRae cycled the challenging North Coast 500. (For those of you who don't know what

workforce analytics lead does, they provide data and analytics that is used for planning our future workforce.)

With three friends, Ian cycled just under 520 miles in five days with more than 35,000ft of climbing. "While the scenery was spectacular, the hills were brutal," Ian said. "The first day in the pouring rain was a challenge, mostly due to the Bealach Na Ba, the toughest hill climb in the UK, faced after 80 soggy miles.

"Day three from Ullapool to Durness nearly killed me and when I got to the hostel, I wasn't fit for much. Getting started the next day was torture. I have Crohn's disease and suffer from fatigue at the best of times, but I had already

been running on empty since halfway through the first day and only a donkey-like stubbornness kept me going.

"On our last day, we cycled from Wick to Inverness, 103 miles directly but 120 following our somewhat circuitous route, and arrived at Inverness Castle at 10pm, pleased we had been – more or less, a match for the challenge – though weary and chafed."

Ian's wife and daughter both have Type 1 diabetes and so he was cycling in aid of The Juvenile Diabetes Research Foundation to support the great work they do.

If you would like to make a donation, visit Ian's JustGiving page: <https://justgiving.com/fundraising/imacrae>

>>> If you have set yourself an active challenge, get in touch for one of our Live Life t-shirts, email: [Staffnewsletter@ggc.scot.nhs.uk](mailto:Staffnewsletter@ggc.scot.nhs.uk)