Cyber attack kept at bay...

...but we must remain vigilant

Full story on PAGE 3

Left to right: William Edwards, David Wilson, Tracey Jackson
This month started with a visit to St Margaret of Scotland Hospice in Clydebank.

Director of nursing Margaret McGuire, Dr Angela Campbell from the department of medicine for the elderly, David Williams, chief officer of Glasgow City HSCP, and I had a very productive meeting with the hospice’s chief executive and her senior leadership team, followed by a tour of St Margaret’s that highlighted the excellent quality of care provided by Sister Rita Dawson and her staff. The work of St Margaret’s and the other hospices in Greater Glasgow and Clyde is highly valued by the Board, and I know many of our staff contribute to various hospice fundraising activities.

I next visited the Royal Hospital for Children (RHC) where I formally signed a twinning arrangement with the Children’s Hospital and Institute of Child Health in Lahore, Pakistan. This programme aims to exchange knowledge with an important emerging institution in a developing country. Following the official ceremony, Professor Masood Sadiq from Lahore and I spent time with the staff in the RHC, where both of us were greatly impressed by what we saw and by the people we met.

I also spent some time with William Edwards, our interim director of eHealth, and his team learning more about our IT systems, including how these are being developed to support the integration of health and social care.

I was pleased to see that this work is being informed by the views of our front-line staff. I also want to thank William and his team for how well they responded to the recent cyber attack. It is due to their work to keep our information systems secure that NHSGGC was not significantly challenged by this incident, and our service delivery was not disrupted. Well done to all concerned.

One of the highlights of my month was a visit to Glasgow Royal Infirmary where I joined Jamie Hepburn MSP, the Minister for Employment & Training, on a visit to Project SEARCH.

This joint initiative with the Scottish Commission for Learning Disability, Glasgow City Council, Glasgow Clyde College, and NHSGGC provides opportunities for young people to gain valuable work experience. Over the past three years this programme has been very successful, with 26 of the students finding permanent employment and 19 of them remaining in NHSGGC. This programme clearly shows how important it is that organisations such as ours make a positive effort to promote employment opportunities for everyone in the community we serve.

I ended this month’s travels with a return visit to the Centre for Integrative Care (CIC). I met staff and patients to discuss the impact of the Board’s decision to move to a day patient-only service for all patients. I was encouraged to see the willingness on the part of clinicians and managers to listen to our patients and work with them to design the new service. We agreed more work needs to be done to realise the CIC’s potential, but I’m confident that Dr Jacqueline Marden, Gary Jenkins and the rest of the people I met have the ability to achieve that goal.
A word of thanks from our interim IT director, William Edwards

We all love a Friday afternoon, but Friday 12 May will go down in history as one to forget.

I would like to personally thank all staff who supported our organisation in its rapid response to the global cyber attack. As soon as we were alerted, we established an eHealth incident team, which continued to work throughout the course of the weekend and indeed into the following week.

Staff within the eHealth directorate worked tirelessly throughout the period, continually building on our existing defences as advised by Scottish Government as well as software suppliers such as Microsoft. As I was directing the incident, it was good to know the team was handling the issue professionally, allowing me to concentrate on briefing the Scottish Government on the position affecting our Board.

In particular, I would like to thank the following teams:

- Direct User Support
- Technical Services
- IT Security Team
- Service Support & Incident Management.

Our active response was also supported by our diagnostic directorate, working hand-in-hand with eHealth staff to ensure that radiology and the labs services remained in place and ensured no interruption to patient care.

I am also very proud of the response and collaboration that took place across all NHSGGC as well as our partnership staff groups which were immense, complying with regular updates. Our General Practice colleagues also allowed access to sites outwith hours, showing a real team approach.

We also formed a response team to support NHS Lanarkshire, with staff working at Monklands and Hairmyres Hospitals to speed up access to IT systems.

On a personal level, the Board chair and executive team were very supportive. Well done – I think it’s a response we can all be proud of.

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CYBER ATTACK RESPONSE

The recent ransomware attack on thousands of private and public sector organisations across dozens of countries caused chaos in the NHS.

In NHSGGC, however, we were very fortunate in that only 11 of our 240 GP practices were affected and none of our acute services were impacted – this was largely due to our excellent IT firewalls.

However, it is also a very timely reminder to us all of the importance of cyber awareness, both in the workplace and at home.

More and more digital technology is at the centre of what we do; TrakCare, clinical portal, EMIS, and PACS are just a few of our systems and of course email, which we all use.

And while our eHealth team works with a range of partners behind the scenes to protect us from new threats as they emerge, we can also do our part by being cyber aware.

Did you even know what ransomware was when it hit the news? We are all aware of the term cyber attack but what do ransomware and malware mean and do they really affect us? Yes, is the answer and here are a few points on what you need to know:

| Ransomware | Ransomware is basically a computer virus that blackmails you. It threatens to delete your files unless you pay a ransom. Like other computer viruses, it usually finds its way onto your system in the form of a phishing email, spam, or a fake software update – you click on the link/attachment and BOOM it’s got you. If you get a message to pay to decrypt your files on your screen you MUST power down your PC/mobile and report it via the IT service desk – 0845 612 5000. |
| Malware | Malware, short for “malicious software,” is a type of program specifically designed to disrupt, damage, or gain unauthorised access to a computer system or mobile device. Again, if you think your system has been infected with malware, contact the IT service desk. To help you become more cyber aware, both in the workplace and at home, a new portal is now available on StaffNet which brings you all the latest cyber resilience information in one place. Just visit: www.nhsggc.org.uk/staffnet/cyberawareness |

Robust IT firewalls help us avoid worst of breach, but global hack underlines our need to stay alert

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Nominate your NHS Hero

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

Closing date for nominations is 31 July
Are you looking after someone when you’re not at work?

You may not know you are entitled to certain services and support to help you cope with your caring role.

About 4,000 of our staff have another job... and sometimes they don’t even realise it. They’re part of the growing army of carers who look after a family member and may need a helping hand. And we want to reach out and help them.

As part of our campaign to help tackle stress, we want to raise awareness of the help and support that is available to staff who are also caring for someone.

Even if you don’t need this help and support just now, it’s good to know there are services out there should this be needed in the future.

A major issue in helping carers is that many people don’t realise they are carrying out that role. So what is a carer?

A carer is an individual who provides unpaid practical, physical and emotional support to relatives, friends or neighbours due to physical or mental illness, addiction, frailty or disability. They may or may not live with the person and includes young carers.

One carer said: “Nobody told me I was a carer. I was just a son looking for a diagnosis for my mum. It wasn’t until she got admitted I began to realise how much I was going to have to do.”

It can be difficult to see yourself as a carer. However, in recognising yourself as a carer, this entitles you to certain rights and access to information and support, specifically that may assist you in your caring role. This may also be helpful for the person you care for.

So if this is you, you’re not alone and support is at hand. We have help which is available for you, including supportive NHSGGC policies. Plans are under way to have a section on HR Connect - www.nhsoggc.org.uk/hrconnect - that will direct staff to relevant information and current policies to support carers in the workplace. This includes special leave and flexible working policies.

There are also dedicated support services across the Glasgow and Clyde area and

“Nobody told me I was a carer. It wasn’t until my mum got admitted I realised how much I was going to have to do.”

The campaign will raise awareness of the practical and emotional support available to the many staff who are also carers in their private lives.
MENTAL HEALTHCARE MODERNISATION

Glasgow and Clyde are leading the way in mental healthcare, establishing a much more succinct and streamlined way of working between our hospitals and the community to provide the highest levels of care for mental health patients.

We’re driving forward with our mental health strategy in order to provide the best possible care to patients.

The strategy aims are two-fold: to deliver the best methods of treatment so that mental health patients can live a more normal life in the community; and to deliver state-of-the-art contemporary accommodation for patients who require residential/hospital care.

Staff working on or visiting the Gartnavel and Stobhill campuses will probably have noticed various building work taking place.

Major investment will produce vast improvements in the accommodation for mental health patients, with the biggest change being bright, new, contemporary, single en-suite rooms for patients.

Colin McCormack, head of mental health services, said: “We’re always looking to improve the quality of care that patients are receiving and that includes providing a much higher standard of accommodation.

“Some of these patients can be in our care for long periods of time so it’s only right they have a space to themselves in a much more homely environment. Mental health patients who are staying in a better environment, in single rooms and in particular on a green site which allows the opportunity to go for a walk or work in allotments, makes for a happier patient. And a happier patient is an easier patient to manage, which in turn should reduce the time the patient needs to spend in our facilities.”

Allowing as many patients as possible to live at home and be cared for in the community is a top priority – and some great work is taking place to enable it to happen.

The Govan SHIP (Social & Health Integrated Partnership) Project has at its heart integrated working. The project aims are to:

- develop a person-centred approach based on need - not criteria
- develop anticipatory and preventative approaches
- reduce inappropriate use of unscheduled care, avoiding or delaying hospital admissions
- improve support for chronic illness
- support children and families
- develop continuity and trust using cumulative knowledge.

And it’s not just Glasgow seeing the investments in mental health facilities – Inverclyde will soon see the opening of Orchard View. This new contemporary healthcare facility will provide continuing care mental health accommodation for adult and older people, with a particular focus on delivering a dementia-friendly environment.

Further afield, offering you practical and emotional support, including:

- practical information about your rights as a carer and what help and support is available
- emotional support and a listening ear
- access to training to support you in your role as a carer
- information about possible financial support for you or the person you look after
- information about how to access short breaks from providing care.

This support can also help the person you look after.

To find out where your local carer support services are:
Tel: Carers Information Line 0141 353 6504
Email: info@glasgowcarersinformation.org.uk
Visit: www.nhsggc.org.uk/your-health/health-services/carers
or www.carers.org to find your local service online.

You can also drop in, call or email the Support & Information Service, ground floor of the New Victoria & New Stobhill Hospitals and the QEUH.
Tel: 0141 452 2387
Email: supportandinformation@ggc.scot.nhs.uk
Celebrate Volunteers’ Week

In celebration of International Day of the Midwife and International Nurses’ Day, we asked patients to share their favourite memories on Facebook... and what a response we got.

The heartfelt stories that were shared are testament to the incredible impact midwives and nurses have on our lives, and the special place they have in our hearts. Here are just a few as told on Facebook...

“My midwife Mary who used to work at the RAH during my labour chatted to me about being an auxiliary. Nine months later I started a job as an auxiliary in the PRM. I never would have even thought about being one until she said!”

“My midwife was Angela from the old Rottenrow Hospital. She was totally amazing and helped me through a very difficult time when I didn’t have a supportive husband. I met her years later when I worked in the old Victoria Infirmary and she had no idea how much her kindness had affected me. This is what nurses are like, they do their job every day not realising how they affect others. Thank you to all you wonderful nurses.”

“They do a great job at the maternity in Paisley, very professional. Each individual nurse is brilliant – my wee daughter was in baby care and received the best care that you could ask for. They absolutely appreciated my wife had preeclampsia and received 24hr nursing care. I no longer begrudge paying National Insurance.”

“Thank you to all the hard working nursing assistants we can’t manage without them.”

“Well done to all – deserve a medal!”

Now is our opportunity to say a big “THANK YOU” to all our volunteers across the organisation. Being able to recognise this band of exceptional people who take time out of their own busy lives to support us is a privilege.

We currently have more than 600 volunteers supporting our services in a variety of roles. These vary from spending time with patients who don’t receive visitors, to providing support as Welcome Guides, and supporting health improvement initiatives. Margaret Young, lead for volunteering, said: “Our volunteers do a tremendous job by complementing the role of our professionally trained paid staff. They all have one thing in common - the desire to make a difference – and they do!

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

Our volunteers also get a great deal of satisfaction from the role they fulfil, some of them using the opportunity to gain experience in a clinical setting, leading to better applications for jobs within NHSGGC.

For volunteering information, or if you’d like the assistance of a volunteer, tel: 0141 201 0360 or email: voluntary.services@ggc.scot.nhs.uk

To find out what LeeAnne Joyce, ward volunteer, Gartnavel General, thinks of volunteering, visit: www.nhsggc.org.uk/staffcommunications

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Closing date for nominations is 31 July
**Speak for the future**

**VOICE BANKING**

We all know what a synthetic voice can sound like – just think of Stephen Hawking.

As part of an exciting opportunity, NHSGGC is offering people who suffer from conditions which affect speech, such as Motor Neurone Disease and Parkinson’s Disease, a chance to be involved in a cutting edge clinical research project that will allow them to record their own voice before they are unable to speak for themselves.

Speak: Unique is a ‘voice banking’ research project that has been in the media recently. The project allows people to create a personal digital voice for the future by recording around 400 sentences in their own voice in their own homes.

Using software developed by speech and language therapists and linguists, all the elements of the person’s voice can be automatically analysed and synthetically reproduced. The person’s own voice is then mixed with donor voices with the aim of producing a voice which matches the age, sex and regional accent of the patient to allow a true sounding ‘voice’ for the future which can be used in a personalised communication device.

Participants in this project should be:

- someone who uses, or may use a communication aid with voice output
- able to record a minimum of 400 sentences
- largely intelligible with no literacy difficulties
- able to provide informed consent.

If you have a patient meeting the criteria, Stephen Jannetts, Speech and Language Therapist, wants to hear from you. Email stephen.jannetts@nhs.net for details.

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**Scholarship helps Margaret develop vital ARU care and safety project**

One of our nurses has received a scholarship which has led to her developing a project aimed at further improving the care and safety of deteriorating patients in the busy acute receiving unit (ARU) at Queen Elizabeth University Hospital (QEUH).

Margaret Connolly, assistant chief nurse for excellence in care, was awarded almost £6,000 funding through the Vale of Leven Scholarship Scheme. The scheme was announced by the Cabinet Secretary for Health and Sport last year, with a focus on enabling nurses to carry out research into improving patient care.

Margaret joined forces with Dr Catriona MacNeil, consultant anaesthetist, and Dr Susan Fraser, consultant physician, both based at the QEUH, to develop and deliver the project. Initially aimed at nursing and medical staff, the Time Critical Emergency Assessment and Management (TEAaM) programme was delivered through 10 sessions over the course of a week. It aims to develop teamwork and communication skills through working in a simulated clinical situation while also focusing on the deteriorating patient.

The funding has enabled a member of nursing staff to lead on the course, as well as collect and evaluate feedback collected before and after the project.

Margaret said: “Developing team working skills which improve the quality and safety of care delivered to deteriorating patients is at the very heart of our project. The idea came to us over a coffee and we all see the potentially significant benefits for patients and staff, as well as continuing to drive improvements. We’ve received a lot of positive feedback from staff who took part and we’ve been approached by a high number of other staff throughout the hospital asking when we’re running the next sessions. We’d love to see TEAaM rolled out across all our hospitals and it definitely has the potential to be adopted nationally.

“We’re confident the project can be held up as a great example of best practice. Specifically, the enhanced communication skills the teams will learn have the potential to significantly reduce the number of emergency calls or incidents occurring.

“These programmes will equip nurses with research evidence and skills to bring into the wider workforce, continually improving the safety of the healthcare environment.”

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Closing date for nominations is 31 July
Team building with a difference

A small cohort of staff took part in the recent Army Medical Services Reserve NHS team building competition.

The event tested leadership, communication and team building skills, including an obstacle course, stretcher race and sea survival with the Navy.

There were also classroom-based stands to work on skills in problem solving and information gathering and to round off a challenging event there was a well-earned dinner and ceilidh.

Well done to the NHSGGC team who took part for the first time and came third, narrowly missing out on second place by only one point. Overall, everyone really enjoyed it and would definitely be up for attending again next year.

Marathon motivation

Congratulations to Sioban Saba, pain sister at the new Stobhill Hospital, who completed the Manchester Marathon wearing one of our Live Life t-shirts last month.

Sioban has been running for many years as a way to keep fit and to allow her some time out as an exceptionally busy working mum-of-three.

A regular at running 10ks and half-marathons, Sioban is also a member of Springburn Harriers. She said: “I am so fortunate to have an exceptionally unique friendship with seven girls who all run and much of my social life is built around long runs. These often turn into therapy sessions, with the bonus of covering the miles.

“Last year one of my friends sadly lost her husband after a very short and tragic battle with cancer. He would often say to his wife, ‘You girls should do a marathon... you all have a marathon in you!’ That was all it took to motivate us to sign up.

“We completed our first marathon last year, raising almost £8,300 for cancer research. We were so moved by last year’s experience that we decided to face the challenge again this year. We crossed the finishing line raising £3,500 – once again we donated to cancer research.”

Well done Sioban! If you are undertaking a challenge and would like to wear a Live Life t-shirt, email: staffnewsletter@ggc.scot.nhs.uk

WIN

£250 of holiday vouchers!

There’s no better time than now to book a holiday, so why not enter this month’s competition and win £250 towards the cost.

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.

Q: What’s the name of our synthetic voice project?

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 2017.

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