

NHS HEALTH NEWS

Greater Glasgow

AUGUST/SEPTEMBER 2005

INSIDE
Why
Tam
Cowan
really is
a Wellman!



PAGE 10

GLASGOW'S hospitals are undergoing a period of radical change. £750million is being invested to build state-of-the-art facilities at the Southern General Hospital, Glasgow Royal Infirmary and Gartnavel General Hospital and two brand new hospitals at Stobhill and Victoria.

This major programme of work is scheduled to be completed within a decade - but many signs of Scotland's largest ever investment in hospital modernisation are already evident across the city.

This issue of Health News brings you the latest on these developments including our vision for inpatient care in 2010 and beyond, our plans to revolutionise your experience in A&E, plus the latest on the new Beatson.



Modernising Glasgow's hospitals and services

LATEST NEWS ON GARTNAVEL



PAGE 7

CUTTING DELAYS IN A&E



PAGES 8/9

SAVING LIVES WITH BABYCAM



PAGE 13

For more information about NHS Greater Glasgow ... log on to our website at www.nhsgg.org.uk



The new Victoria and Stobhill hospitals

Now let's make sure

Some Answers to your Questions



NEW VICTORIA HOSPITAL

Working for a better health service



THE latest information leaflets answers many questions.

EVERYONE'S getting to hear about Stobhill and the Victoria's twenty-first century makeover!

A pair of giant adtrailers are touring the southside and the north of Glasgow, spreading the word about the new Stobhill and Victoria hospitals. Throughout the summer, they've been pitching up at supermarkets and libraries where our community engagement team have also been out and about.

The Adtrailers are part of a wider campaign to raise awareness of the new hospitals amongst patients, staff and the public.

Also included in the campaign are a new DVD containing flythroughs of the hospitals, information boards to be erected throughout Stobhill, the Victoria and local health centres, a range of leaflets and a series of radio adverts.

Robert Calderwood, Programme Director for the new Hospitals, explained the importance of the new information campaign.

He said: "The plans for Stobhill and Victoria are exciting yet have caused anxiety in some pockets of our communities. There are concerns about the distances that people will have to travel for inpatient care. There are also concerns about the consequences of providing stand-alone day surgery if a patient develops a complication during day surgery.

"As such, it is crucial that we explain clearly what these new hospitals will do and reassure the public that they will continue to receive the vast majority of their healthcare locally and safely.

"To date, we have only had limited success in this. The initial names given to the

hospitals 'ACADs' and 'Ambulatory Care Hospitals' have not proven to be successful. 'Ambulatory' is not an everyday word; it has served to cloud - not help - people's understanding of major role to be played by these new hospitals.

"I am confident that our new campaign - making full use of the new images and explaining in detail the full range of services to be provided and what happens if a patient develops a complication - will help deal with those concerns."

The campaign is being rolled out at the same time as two major new exhibitions commemorating over a century's tradition of healthcare in the north and south east of Glasgow.

"The Past, Present and Future of the Victoria" and "The Past, Present and Future of the Stobhill" chronicle the history of the much-loved hospitals and celebrate some of their pioneering clinicians, including Dr Ebenezer Duncan, who first proposed the building of the Victoria in 1878.

The exhibitions also look forward to the future of the hospitals when the old buildings will be replaced by new multi-million hospitals with well-equipped treatment areas, state-of-the-art theatres and modern, airy waiting areas.

By now, the exhibitions will have already been at various venues throughout the southside and the north. If you missed them, you can still see them at the following venues:

- Victoria - Our Health event at Glasgow Royal Concert Hall (Aug 31).
- Stobhill - Our Health event at Glasgow Royal Concert Hall (Aug 31).

...Adtrailer campaign spreads the word



message is clear

Some Answers to your Questions

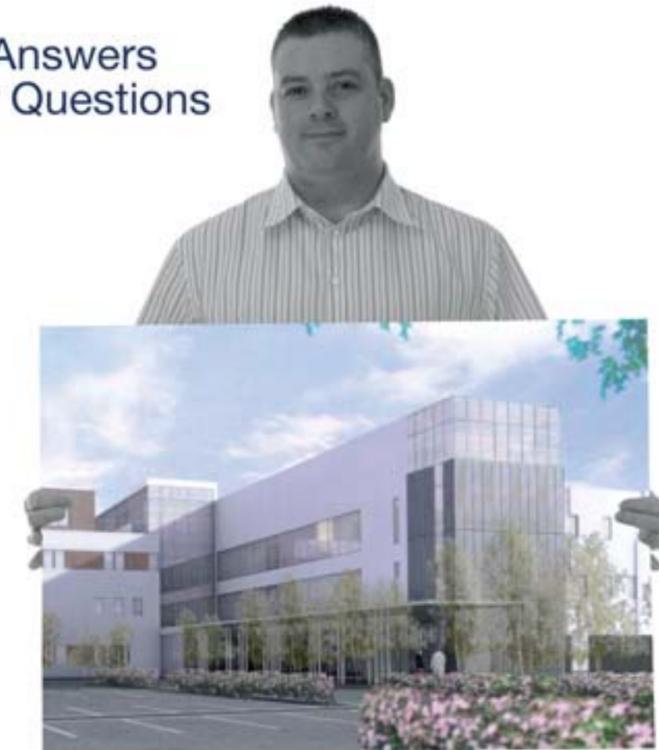
PROUD HISTORIES... NOW THEY FACE THE CHALLENGE OF THE 21ST CENTURY

● The Victoria Infirmary was opened in 1890 as a voluntary hospital with a bed complement of 84 beds. By 1906 it had 260 beds. A further 120 bed wing was added in 1927 and a paying patients block was completed in 1935.

● In the late 1940s, the Infirmary was designated a major teaching hospital. Between 1959 and 1971, substantial upgrading and new building work, including new laboratories, operating theatres and Out-Patients Department, was undertaken.

● In 1899 the local Parish Council bought the land to build Stobhill Hospital. Lord Balfour of Burleigh, the then Secretary of State for Scotland, laid the foundation stone for the new hospital in September 1901.

● The first patients were admitted to the hospital in 1903 and by the summer of 1904, Stobhill had 800 patients. Stobhill was officially opened on September 15, 1904 and had more than 1,800 beds.



NEW STOBHILL HOSPITAL

Working for a better health service



THE NEW STOBHILL HOSPITAL WILL PROVIDE...

Outpatient Clinics

Cardiology (heart)
Chronic Pain
Dermatology (skin)
Diabetics
Ear, Nose & Throat
Gastroenterology (stomach and intestines)
General Medicine
General Surgery

Gynaecology (women's health)
Haematology/Anticoagulation (blood)
Medicine for Older People
Ophthalmology (eyes)
Rheumatology (joints, tendons, muscles, ligaments)
Orthopaedics (spine)

and joints)
Plastic Surgery
Renal (kidney)
Respiratory (lungs and breathing)
Urology (urinary disorders)
Day Surgery and Endoscopic Investigations
Ear, Nose & Throat
Gastroenterology

General Surgery
Gynaecology
Ophthalmology
Orthopaedics
Urology
Services
Cardiac Rehabilitation
Dental
Elderly Day Hospital & Rehabilitation
GP Out-of-Hours

Haematology Day Services
Minor Injuries
Stroke Rehabilitation
Investigations
Cardiac Testing
Diagnostic Radiology
Gastroenterology
Respiratory
Clinical Support
Laboratory Services
Pharmacy

Therapies
Dietetics
Occupational Therapy
Physiotherapy
Podiatry (feet)
Speech & Language
Treatments
Chronic Pain
Dermatology
Renal Dialysis

THE NEW VICTORIA HOSPITAL WILL PROVIDE...

Outpatient Clinics
Anti-coagulation (blood clotting)
Audiology (hearing)
Cardiology (heart)
Diabetics
Ear, Nose & Throat
Gastroenterology (stomach and intestines)
General Medicine

General Surgery
Gynaecology (women's health)
Haematology (blood)
Medicine for the Elderly
Obstetrics (health in childbirth)
Ophthalmology (eyes)
Oral Surgery (mouth)
Orthopaedics (spine)

and joints)
Plastic Surgery
Pre-assessment
Renal Medicine (kidneys)
Rheumatology (joints, tendons, muscles, ligaments)
Stroke Rehabilitation
Urology (urinary disorders)

Day Surgery and Endoscopic Investigations
Ear, Nose & Throat
Gastroenterology
General Surgery
Gynaecology
Ophthalmology
Oral surgery
Orthopaedics
Urology

Services
Surgical Appliance fitting
Cardiac Rehabilitation
Colposcopy
Community Dental
Day Hospital
Day Medical
Diabetic Centre
GP Out-of-Hours
Service

Hearing Aid fitting
Minor Injuries
Library/Education Facility
Maternity/Antenatal
Clinical Support
Laboratory Services
Pharmacy
Investigations
Cardiac Testing
Diagnostic Radiology

Therapies
Dietetics
Occupational Therapy
Orthotics
Physiotherapy
Podiatry (feet)
Speech & Language
Treatments
Chronic Pain
Dermatology (skin)
Oncology (cancer)
Renal Dialysis

Taking part in transport debate

NHS Greater Glasgow's Transport Group is working closely with a number of voluntary groups to ascertain the needs of certain communities in using public transport.

Early on in the Group's work, it became apparent that certain communities had difficulties not only in reaching our hospitals and health centres, but in accessing many of the things that we take for granted.

For some communities, getting to the supermarket for fresh food or visiting the library proves to be a challenge. In a few years, nearly 12% of the Scottish population will be over the age of 80 and there is a growing need to ensure that these older people can participate as fully as possible in all that life has to offer.

With a new National Transport Strategy currently being developed and due to be launched in the late autumn, the Group wishes to feed into the consultation process to highlight the challenges experienced by older people, those with restricted mobility and parents with young children.

If you are interested or you would like to complete a questionnaire, please have a look at nhs.gg.org.uk/foreforall

New role for Dr Burns

NHS Greater Glasgow's Director of Public Health for the last twelve years, Dr Harry Burns, is starting a new job!

As of this month, Dr Burns is Scotland's new Chief Medical Officer, replacing Dr Mac Armstrong.

Since he took over the reins in 1993, Dr Burns has been in charge of Glasgow's public health policy. His speciality has been studying the links between poverty, illness and early death - all problems this city suffers from more than most. He now takes up the challenge of trying to improve the health of all of Scotland.





Modern equipment and a relaxing



COMPUTER-generated images of how the new teenage cancer unit may look - images courtesy of Smoother.

THE new Beatson will also benefit from new facilities provided by charitable organisations. Three charities - Friends of the Beatson, Teenage Cancer Trust and Macmillan Cancer Relief - are funding a range of exciting projects further improving the services offered at the new centre.

The Teenage Cancer Trust is paying for a dedicated teenagers unit, Macmillan Cancer Relief is setting up a £2.5 million Chemotherapy Centre



providing treatment facilities for up to 45 people every day and the Friends of the Beatson hope to provide funding for a complementary care and support centre. Here Natalie Walker, Health Correspondent

for the Daily Record tells the story of the Teenage Cancer Trust's plans to fund a teenagers unit complete with in-patient beds and a relaxation zone designed specifically for young people.

Teenagers design own cancer ward in new centre of excellence

By Natalie Walker, Daily Record

TEEENAGE cancer patients are being given the chance to design their own hospital wards with Playstations and computers at their bedside.

The youngsters have the final say on what goes into the six rooms at Scotland's newest cancer centre at Glasgow's Gartnavel hospital.

They will choose everything from the size of TVs and hi-fis right down to the colour of the walls and carpets.

The Teenage Cancer Trust has given them just over £1million to spend on the new wards which will be the most state-of-the art in Scotland.

Professor Alan Rodger, the medical director of the new cancer centre, said: "We want this ward to be a home from home for the teenagers. It's tough enough for them being in hospital so we are keen to do anything we can to make their stay more enjoyable.

"We also hope that by having all their usual mod-cons they will be more relaxed and be able to recuperate more quickly."

The youngsters, all aged between 14 and 19, have already told how they want access to the Internet and a TV,

DVD players, Playstations and stereo at every bedside.

They also want a pool table, a chill out zone packed with the latest board games and a fully fitted kitchen.

A spokeswoman for the Teenage Cancer Trust said the cash being used for the project was raised at a recent charity gig in London by Scots group Franz Ferdinand.

She said: "Young people with cancer often get a raw deal, receiving hospital treatment in inappropriate facilities alongside very young children or older people. But this new ward will be decked out in the very latest technology and is sure to make a real difference to their lives."

Young people contract some of the most aggressive cancers and survival rates for teens with cancer fall far behind other age groups.

Leukaemia patient, Rachel Matheson (18) is one of the teenagers who is helping design the ward at the new West of Scotland Cancer Centre which is due to open in 2007.

She said: "I stayed in an adult ward at the Glasgow Royal while I got my treatment last year. I felt very isolated and was desperate to get out. Letting people my age design our own wards is a great idea."

Beatson



THE MODERN facade of the Tom Wheldon building

PHASE two of Glasgow's new £100million Beatson - also known as the West of Scotland Cancer Centre - is on target for a 2007 opening.

And the new building is really starting to take shape.

Located next door to the Tom Wheldon Building (Phase one) on the Gartnavel Hospital site, visitors can already see what the new cancer centre will look like.

The walls are up, the external cladding is complete and internal floors and walls are just about finished.

Built over five storeys, the new building replaces existing facilities at the Western Infirmary and will have:

- Three floors of inpatient wards.
- Eight single rooms with en suite facilities for patients undergoing specialised radiation treatment.
- Regional bone marrow transplantation and North Glasgow haemato-oncology ward.
- A patient and family information service.
- A pharmacy.
- Outpatient areas with state-of-the-art scanning equipment.
- Clinical trial and research space.
- And an education suite for everything from student lectures to long-distance television links with other cancer specialists.

Over the next few months, state-of-the-

Fighting cancer with the latest technology... and the latest in cool colours and comfy chairs!

art technology will be installed in the new centre. This will include £4million worth of radiation therapy machines (three in total) which will be ready for use by October next year.

A major part of the new Beatson project is to provide a calm and relaxing environment for patients and that means choosing interior decor carefully.

Beatson Medical Director, Professor Alan Rodger revealed that the inside of the new centre is being designed to improve the wellbeing of patients and staff.

He said: "We know that creating the right environment, with relaxing colours and comfortable furnishings, can create positive surroundings for patients and a pleasant place to work for staff.

"We have a very active art group, led by Art Coordinator Jane Kelly. Jane is funded by Macmillan Cancer Relief who are busy raising more than £2million to

environment are keys to new centre



on 2007 target



PHASE TWO of the new building is quickly taking shape.

make the day chemo unit especially nice and relaxing for patients as well as working to enhance the decor in other areas.

"We are also having very exciting discussions with Glasgow School of Art - the design department in particular - to look at working with students to design wall colours, corridor decorations and soft furnishings such as curtains and cushions."

And it's not just the new build that's causing a stir on the site. There's all the new things that are happening next door at the Tom Wheldon Building.

Professor Rodger added: "In addition to the new building and eventually six more new treatment machines, we're also delighted to announce the upgrading of the five existing treatment machines in the Tom Wheldon Building."

One of these machines has been upgraded to provide image guided radiotherapy (IGRT) which allows radiographers to take an X-ray or CT image of the affected area before using the same machine to provide treatment.

There are very few such facilities in the UK and the Beatson's IGRT facility, which costs almost £500,000, is one which will be used for treatment AND research.

Professor Rodger said: "The IGRT facility, which has been provided with a generous donation by the Robertson Trust, treats conditions such as prostate cancer and lung cancer. It also has specialist computer software and equipment which will allow staff to treat

smaller areas of tissue, meaning less normal tissue surrounding the cancer will be affected. It's very innovative.

"To help us develop the service we can provide using the IGRT, the Beatson Oncology Fund, which is entirely money donated by patients and other groups, has also given us money to hire and fund a research physicist for three years. We're hoping to appoint someone soon."

A second machine which features stereotactic radiotherapy, will be ready to treat patients by November. A first in the West of Scotland, the new equipment will treat brain cancers, brain abnormalities and benign brain conditions. It can provide single or multiple treatments and is also designed to cut down on the amount of healthy tissue - in this case in the brain - which is affected by the treatment.

"Again another innovative machine that will cut down on the amount of healthy tissue being affected by treatment which is only good news for patients," he said.

Finally, work has also begun on the building of the new £800,000 Friends of the Beatson Complementary Therapy Centre which will provide complementary therapies to cancer patients.

Professor Rodger added: "We're very proud of what we're trying to achieve at the new Beatson. The combination of the new technology and the calm and relaxing environment will make it one of the most innovative and modern cancer care centres in the world."



THE innovative IGRT machine allows radiographers to take CT or X-ray scan images.

ADVERTISEMENT

Our Health - Your Voice

Hospitals and community health services are changing. New buildings, new technology and new ways of working are changing the way the NHS cares for you and your loved ones.

Would you like to be involved in modernising Greater Glasgow's NHS?

- Get on our mailing lists to find out more about NHS services
- Be invited to public meetings and events
- Have a chance to take part in special surveys and focus groups
- Take the opportunity to join groups planning and organising future NHS services
- Work in the NHS as a volunteer helping staff and patients

It's your choice, it's your health and it's your NHS. Help us to help you!

Want to know more?

Please contact us for a copy of our Involving People information pack by phoning 0141 201 4558, or writing to: Involving People network, NHS Greater Glasgow Communications, Dalian House, 350 St Vincent Street, Glasgow G3 8YZ.



NHS Greater Glasgow Planning beds for 2010 and beyond

Numbers to fall as patients spend less time in hospital after surgery

NHs Greater Glasgow's doctors have been looking into the future to predict how inpatient care could be organised in 2010 and beyond.

Their vision sees a complete overhaul of our services, ensuring care is entirely focused on patients' medical needs at every stage of their hospital stay.

Their proposals include:

- Brand new emergency medical complexes in our hospitals to make sure that, within 48 hours of admission as an emergency, patients have rapid access to the full range of diagnostic tests and quickly receive appropriate treatment. This will cut down on lengthy trolley waits in A&E.
- New dedicated rehabilitation facilities within hospitals where patients will undergo intensive treatment to help them recover as quickly as possible.
- More critical care facilities for the most seriously ill patients.

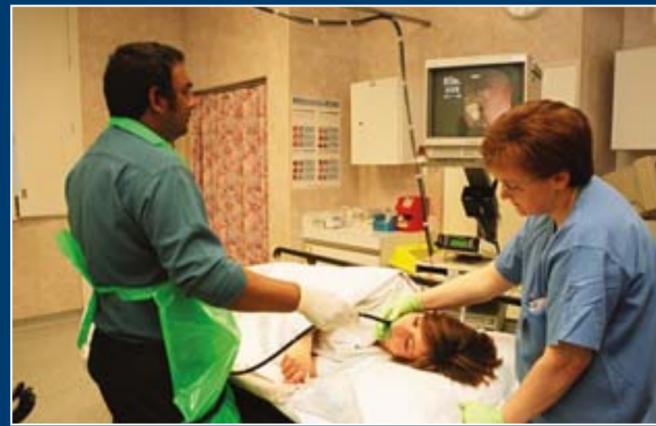
Around 200 of the city's beds will be re-designated to create the new emergency medical complexes and 500 rehabilitation beds will be brought together to create the rehabilitation units.

The proposals have been developed as part of NHS Greater Glasgow's work to look at future patterns of healthcare and identify new service models. Whilst the main focus has been on how inpatient care should be organised in the next decade - in line with our £750million hospital modernisation programme - this work has also helped to estimate future acute bed numbers.

Estimating future bed numbers

As well as adjusting the city's bed numbers to reflect predicted changes in service pattern, the exercise has also taken into account predicted changes in demand for our services over the next ten years.

New surgical techniques mean that many operations are now less invasive - often they can be done by day surgery or even in outpatient clinics. Over the next decade, day surgery and other day treatments and investigations are expected to rise further with the opening of our new state-of-the-art hospitals at Stobhill and Victoria.



NEW ways of working mean fewer patients will need overnight stay in hospital.

The future of inpatient care

Describing the potential scale of change, Dr Brian Cowan, Medical Director, NHS Greater Glasgow said: "In order to forecast how many day cases might be done by the time our new developments are open, we have compared our performance with other similar hospitals.

"By carrying out in 2010 the same levels of day cases that others are achieving now, we predict that up to 10,000 more patients could be treated every year as day patients - and would therefore have no need for a bed."

There are other areas over the next few years where we expect to change our ways of working to become more efficient.

Dr Cowan explained: "The trend for shorter lengths of stay is also expected to

continue. Again, by comparing ourselves with other top performing hospitals throughout the UK, the indications are that over the next ten years it should be possible to further reduce the length of time a patient stays in hospital.

"Proposed changes in the way long stay patients are cared for have been included in our forecast too. There are groups of patients with very long stays who do not need to be in hospital - it would be better for these patients to be cared for in the community. In line with the development of our new hospitals, we will develop plans to ensure that these alternative community services are available for patients."

Our proposed bed numbers

There are three options for future bed numbers and these show that we will

need between 3000 and 3200 beds across the city over the coming ten years. For more information visit our website: www.nhs.gov.uk/bedmodels

Specialty Proposals

In 2002, when the city's hospital modernisation plans were approved by the then Minister for Health, Malcolm Chisholm, the final location of a number of specialties were still to be agreed.

Further work has been carried out by doctors and others to look at where these remaining specialties should be located within the new hospitals.

They have recommended that:

- Vascular surgery should be carried out at the Southern General Hospital.
- Colorectal surgery should be carried out at Glasgow Royal Infirmary and Southern General Hospital.
- Upper Gastro-Intestinal surgery should be carried out at Glasgow Royal Infirmary.
- Breast surgery should be concentrated at Gartnavel General Hospital next to the Beatson specialist oncology (cancer) services.
- Inpatient renal beds and kidney dialysis should be at the Southern General Hospital with kidney dialysis also at the new Stobhill and Victoria Hospitals.
- Ear, Nose & Throat surgery should be carried out at the Southern General Hospital.

Our conclusions

Developing proposals for service redesign and the related requirement for inpatient beds for a decade in advance is difficult and challenging. Our proposals include a range of options for bed numbers based on varying levels of efficiency and a number of assumptions about future demand.

We want your views on these proposals.

To comment, please either email: bedmodels@nhs.gov.uk or write to: John Hamilton, Head of Board Administration, Dalian House, 350 St Vincent Street, Glasgow, G3 8YZ or fax 0141 201 4601.

Comments should be submitted by mid-September 2005.

Work starts on our world class facilities



IMPRESSION OF THE FUTURE ... The new Beatson.



AN OVERVIEW of the Gartnavel site.

Gartnavel takes shape

GLASGOW'S hospitals are undergoing an unprecedented modernisation programme and Gartnavel is no exception.

Visitors to the site - which houses Gartnavel General and Gartnavel Royal Hospitals as well as the Beatson's Tom Wheldon building - will already see a number of things happening.

Take, for instance, cancer services. The Tom Wheldon building was phase one of a multi-million pound investment in cancer services and phase two, the new Beatson, is well on target for opening in early 2007 (see pages four and five for more information).

Also known by its Sunday name as the West of Scotland Cancer Centre, the £100million new centre will bring together for the first time under one roof, some of the finest cancer treatment and research facilities in Europe.

It will also house Glasgow's haematology (blood cancers) and palliative care services, which will move from their current homes the Western Infirmary, Gartnavel General and Stobhill Hospitals, and Glasgow Royal Infirmary.

And the £8million West of Scotland Bone Marrow Transplant Service is also moving to the centre.

Work will also begin shortly on a new £8million state-of-the-art laboratory which will centralise haematology, blood bank and biochemistry services on the Gartnavel site.

Immunology and Tissue Typing Services will also be located in the new three-floor laboratory, as will Glasgow's new world-class Leukaemia Research Centre (see page 13).

The Centre, to be named after leukaemia patient Paul O'Gorman, will bring together 35-40 leukaemia experts from around the city to work on groundbreaking research, ensuring that



THE NEW £8million state-of-the-art laboratory.

patients at the new Beatson can benefit at the earliest possible opportunity from the latest developments in diagnosis and treatment of the disease.

Elsewhere on the Gartnavel site and planning permission was recently granted

to develop a new purpose-built mental health hospital to replace the existing Gartnavel Royal Hospital.

The new purpose-built 117-bed hospital will have single rooms for patients with en-suite toilet facilities, improved clinical and therapeutic areas and better facilities for staff.

Designed on an innovative 'hub and spoke' model, the new £19million hospital will have single storey adult and elderly wards extending out on either side of a two-storey central hub which will house all administrative, therapy and counselling services.

Courtyard spaces, landscaping, natural light and ventilation will be incorporated into the design to create an attractive environment for patients and staff. Construction work is expected to start in Autumn 2005 and should be completed by Autumn 2007.

The development of this new hospital is part of a wider strategy to modernise and

improve mental health facilities and services for patients across the city.

With all the building work that is underway, there has been an inevitable impact on the number of car parking spaces available on the Gartnavel site.

We know that transport and access to hospital are a key concern amongst our patients and the public and we are working closely with other agencies, such as Strathclyde Passenger Transport to identify initiatives that will ensure good access to Gartnavel and the other city hospitals is maintained.

A Green Travel Plan is being developed to increase public transport access to the site and cut down on car use. A car parking policy, to create extra spaces for visitors and earmark those for the disabled, is also being introduced. Car parking charges will also be introduced across all hospital sites with any profits being reinvested to improve transport and car parking facilities.

WHIGG initiative helps the jobless find careers in the NHS

ANDY Kerr, Minister for Health and Community Care, has officially launched a new initiative that helps long-term unemployed people into jobs in the NHS.

The Working for Health in Greater Glasgow (WHIGG) initiative was piloted in 2004 and was so successful that the scheme was extended.

So far, it has helped more than 100 unemployed people train for and gain

work with NHS Greater Glasgow.

But the WHIGG partners who run the scheme - including NHS Greater Glasgow, Scottish Enterprise Glasgow, the Wise Group and Job Centre Plus - hope that around 350 unemployed will take part this year.

Ian Reid, Director of Human Resources for NHS Greater Glasgow, said: "Quite often unemployed people don't consider the

NHS for employment. This initiative gives them a chance to see the wide range of jobs available within NHS Greater Glasgow and offers them options they might not have considered before."

At its launch, Health Minister Andy Kerr said: "This initiative should be commended for the great work it has achieved in helping people to find employment within the NHS."



MINISTER for Health and Community Care, Andy Kerr, talks to some of the trainees who have already secured employment with NHS Greater Glasgow.

Partick Health Centre pipped by Parly for design award

THE new Community Centre for Health in Partick (right) has clinched a top design award - coming second only to the new Scottish Parliament building!

The new £3million centre won a commendation for the Best Publicly Funded Building at the recent Scottish Design Awards.



Cutting down the



SEPARATING minor and serious A&E services is bringing huge benefits to patients.



The benefit for patients is that they do not have to wait for hours while more serious cases are given priority

- MARGARET SMITH
Director of Nursing

If you've ever needed to go to A&E, you'll know that sometimes you have to wait a long time to be seen.

This is because our A&E services are currently organised to deal with all types of casualties together - including people with lumps and bumps, those who have had a heart attack or been involved in a major incident such as a car crash.

This presents a challenge for staff to offer the appropriate care that each group needs. When someone seriously ill arrives in the department, A & E staff have to give them priority - the result is that people with minor injuries can wait for hours before receiving treatment.

Our plans for Accident and Emergency Services will tackle this long-standing problem.

The answer is to completely separate care for each group. Two new A & E Trauma Centres at Glasgow Royal Infirmary and the Southern General Hospital will deal only with the most seriously ill and injured. With full back-up from a range of services like the X-ray department and the orthopaedics team, they will be fully staffed to respond to all major injuries, any time of the day and night.

At the same time, Emergency Receiving Units will be set up at the Southern General, Glasgow Royal and Gartnavel General to admit the likes of heart attack patients directly to hospital wards without having to go to A & E. These patients will normally have been assessed by their GP and brought in by ambulance crews.

The other new service will be based on the creation of five new Minor Injuries Units which will treat a wide range of injuries including sprains, wounds requiring dressings or stitches,

minor burns, particles in the eye or minor injuries to the ears and nose.

The Minor Injuries Units will be based in the new Stobhill and Victoria Hospitals, as well as the Royal, Southern and Gartnavel. They will be staffed by Emergency Nurse Practitioners. These are experienced emergency nurses who, following a suitable period of further education and supervised practice, are able to assess, treat and discharge a variety of patients presenting at an emergency service.

Margaret Smith, Director of Nursing (North Glasgow) said: "The advantage for patients of this service is that, unlike a traditional A&E department, they won't have to wait for hours whilst serious emergency cases are given priority, but will receive rapid treatment for their minor injury.

"We are not waiting until the new hospitals are built to start making these improvements in the way we treat patients. A dedicated minor injuries service has been in place in Stobhill since early 2004, run by two experienced Emergency Nurse Practitioners and a support nurse. The service runs all day at the weekend and on a Thursday afternoon and evening. Outwith these times, the Emergency Nurse Practitioners work in Casualty with medical staff where they continue to treat patients as appropriate.

"The service is really making a difference - in recent audits the average time for patients from arrival in the department to being seen by an Emergency Nurse Practitioner was 15 minutes and the total time from arrival to discharge was 45 minutes."

And following the successful pilot at Stobhill, moves are now afoot to roll out the service to A&E departments across the city.

delays in A&E



FAST AND EFFICIENT... from minor bumps and bruises to serious road crash injuries, the new A&E service is a huge improvement.



GERRY WRIGHT enjoys the extra responsibility as an Emergency Nurse Practitioner.

We aim to have minor injury patients in and out in 40 minutes

GERRY Wright has been an Emergency Nurse Practitioner at the Western Infirmary since 1997. As he tells Health News, he's now part of a team that's growing every year.

Gerry explained: "My job's different from other nurses in A&E, in that they assess patients, whereas we assess, organise, diagnose, treat and discharge. Most times, the patients don't have to see a doctor at all.

"The big benefit for patients is you're in and out a lot quicker. Instead of hanging around waiting, you can be seen by an Emergency Nurse Practitioner and back out again in 40 minutes. We see lots of broken bones, knee injuries, minor head injuries, we put in stitches and local anaesthetics, that kind of thing.

"The great thing is that lots of the nursing staff have worked in A&E for ten years,

or even longer, so we really appreciate getting to stretch ourselves a bit more. Of course, we can't do everything, and that's why we don't see everyone.

"It's expanding though! Some of us are now very experienced in dealing with certain things like eye injuries or ear, nose and throat problems - so we're going on to do even more training in that."

Glasgow's nursing adaptation scheme set to go national

A SCHEME to help overseas nurses to gain the registration that allows them to work in Scotland has been so successful, it's being rolled out across the country.

NHS Greater Glasgow's Adaptation Scheme enables nurses from other countries to gain Nursing & Midwifery Council registration.

Run by Irene Barr, Deputy Director of Nursing for South Glasgow, the initiative is also designed to help the nurses adapt to living in Scotland.

Since it began in September 2003, the Adaptation Course has helped 50 new nurses gain their registration and start working in Glasgow.

Irene said: "Recruiting overseas nurses is part of our strategy to tackle the shortage of experienced nurses within the city.

"The nurses we bring in don't have their NMC registration yet, so it's about putting them through that and thinking about the other differences they're likely to come up against.

"A lot of what we did was adapting them for living in Glasgow. We got the local police to speak to them, we prepared a book of useful information, emergency numbers, bus routes, that kind of thing.

"The NHS is very famous abroad. It has a good name. The idea of working here is very attractive to them. A few have actually now gone on to do degree courses and professional qualifications."

Glasgow's new sterilisation centre leads Europe

EUROPE'S largest and most advanced centre for the sterilisation of hospital surgical and medical instruments has finally opened its doors in Glasgow.

Based in Cowllairs Industrial Estate, Springburn, the new 40,000 sq. ft. centre is now providing a centralised decontamination service for all Glasgow's hospitals.

Existing decontamination facilities, which are currently based within acute hospitals, will continue to run and will transfer to Cowllairs on a phased basis.

The £9million project has already won national awards and its innovative way of working has so impressed the NHS Scotland Property & Environment Forum that they are looking to use it in hospitals in other NHS areas.

Boasting a wide range of unique decontamination and sterilisation equipment designed specifically for the new unit, the facility is one of the most advanced and environmentally friendly of its type in Britain.

The unit itself is divided into three areas which

represent different levels of cleanliness from the receiving area where used instruments begin their decontamination journey through a series of washers, disinfectors and sterilisers, to the end of the process in a strictly controlled environment.

Jonathan Best, Chief Executive of Yorkhill and Project Lead for the Pan Glasgow Decontamination Centre said: "This a great success story for NHS Greater Glasgow, bringing together people from all backgrounds to create an unparalleled sterilisation service for our hospitals."

FIVE Glasgow nurses are carrying out minor surgery in an exciting new development for patient care in the city.

All five recently passed their Minor Surgical Practices module at Glasgow Caledonian University, the first academically accredited course of its kind in Scotland.

The nurses perform minor surgical procedures, such as cutting out moles and

treating burns, at the Canniesburn Plastic Surgery Unit and in Dermatology at Glasgow Royal Infirmary.

Marty Wright, Senior Lecturer in the School of Nursing, Midwifery and Community Health at Glasgow Caledonian University said: "This year long project has involved training senior nurses to a level where they are competent to carry out minor surgical procedures, such as excision of skin lesions."

NHS Greater Glasgow is developing the role of nursing to help manage some of the modern challenges facing the NHS such as waiting times, capacity planning and changes to the way medical staff work.

Director of Nursing for North Glasgow Hospitals, Margaret Smith said: "This training in Minor Surgical Practices will not only unlock the potential of our nursing staff but patients will benefit through reduced waiting times."



Working towards a healthier Glasgow

Thumbs up for smoke free policy

GLASGOW'S hospitals, health centres and other health venues should be smoke free, according to the majority of people who responded to a recent consultation.

Run by NHS Greater Glasgow, the smoking consultation asked staff and members of the public to tell us their views on banning smoking in our buildings and grounds, car parks and vehicles.

And the majority agreed that smoking should be banned.

Evelyn Borland, Director of Health Promotion at NHS Greater Glasgow, said: "It seems the overwhelming majority of staff and public agree we need to make a change and support us becoming smoke free, but what needs more consideration is how far and how quickly the new 'smoke free' environment is put into effect."

Thanking everyone who took part, Evelyn said: "I am delighted that so many people took the time and effort to respond. It's heartening that the majority of staff and public agree with the policy. At the same time we

20,00 ex-smokers can't be wrong

SMOKERS have become the "butt" not only of legislation, but a successful campaign supported by NHS Greater Glasgow.

The stop smoking project "Starting Fresh" is celebrating the registration of its 20,000th client since its launch in May 2003.

The scheme operates through a network of 183 accredited community pharmacies where clients are supported and prescribed Nicotine Replacement Therapy (NRT).

It is one of a number of schemes that wannabe quitters can turn to for help before the Smoking, Health and Social Care (Scotland) Bill comes into force in March next year. The legislation will make Scotland the first part of the UK to become completely smoke free in all

Staff and public back ban in health premises



need to consider carefully the issues raised and the practical suggestions made by many respondents."

There were a number of different issues raised by people taking part in the consultation. Several people felt that enforcement might be difficult and there were fears that having no designated smoking provision will increase illicit smoking and increase the risk of fires.

While most agreed that there should be a ban on all NHS Greater Glasgow property, many thought there should be exceptions. These included when premises were regarded as a patient's home, such as residential and psychiatric inpatient facilities. Even then, smoking should be within designated smoking rooms and not patients' own rooms.

Many people felt that it was right that where staff provide services within a patient's own home, the patient should be asked in advance not to smoke during the visit.

This feedback - and more - is currently being studied by NHS Greater Glasgow's Corporate Management Team and will be incorporated into a revised draft smoking policy which will go before NHS Greater Glasgow's Board for a decision before the end of 2005.

Starting Fresh

enclosed public places.

For more information on 'Starting Fresh' and to find out where your nearest participating pharmacy is, call 0800 389 3210.

To find out about stop smoking groups in your area, call Smoking Concerns on 0141 201 9825 or www.smokingconcerns.com

Further support is available from Smokeline Scotland, on 0800 848484 between 12 noon and 12 midnight, seven days a week.

IT'S A FACT

ACCORDING to the Scottish Executive's "Clear the Air Scotland" website, more than 13,000 Scots a year die of smoking-related diseases.

And smokers are becoming an ever decreasing minority.

Recent statistics reveal that 31 per cent of both men and women aged between 16-64 years are still smoking, down from the 1995 figures of 34 per cent and 36 per cent respectively.

It is also estimated that the NHS in Scotland spends an estimated £140 million annually on hospital treatment for diseases caused by tobacco use.

Pundit Tam's a Wellman in more ways than one!

WELL-KNOWN football pundit Tam Cowan is urging Glasgow men to get themselves a free health check at one of the city's new Wellman clinics.

Open to men living and working in Glasgow, the Wellman service gives men the opportunity to access out-of-hours health advice and screening on a self-referral, invitation or drop-in basis.

Tam is supporting the new service after having recently undergone his own health transformation.

He was picked by men from communities across Glasgow to spearhead the campaign to encourage men to use the Wellman service and appears in posters, postcards and even beer mats across the city!

Motherwell supporter Tam said: "There's a free men's health service in your area. Call the number below and see what it can offer you."

Andy Scott, Wellman Network Pilot Co-ordinator, NHS Greater Glasgow is hoping the clinics will be a success and encourages men to think about their health.

He said: "The clinics are open for everyone to access but we would like men who face problems accessing health services to use these clinics as a starting point."

Recently launched by NHS Greater Glasgow, the Wellman pilot project is running in eight health venues across Greater Glasgow over the next 18 months.

Individual consultations can last up to 40 minutes and the diverse mix of community partners supporting the service means men attending can be referred on to a range of additional support services including debt counselling, smoking cessation, stress management and weight management.

The Wellman service is open between 6 and 9pm at the following venues:

- Springburn Health Centre, 200 Springburn Way, Glasgow (Wednesdays)
- Deaf Connections, 100 Norfolk Street, Gorbals (Mondays)
- Easterhouse Health Centre, 9 Auchinlea Road, Glasgow (Thursdays)
- Priesthall Community Centre, 100 Priesthill Road, Glasgow (Tuesdays)
- Shettleston Health Centre, 420 Old Shettleston Road, Glasgow (Wednesdays)
- Darnley Street Family Centre, Pollokshields, Glasgow (Mondays)
- Community Centre for Health Partick, 547 Dumbarton Road, Partick, Glasgow (Tuesdays)
- Townhead Health Centre, 16 Alexandra Parade, Glasgow (Wednesdays)



LOOKING after your health is no joke, says Wellman Tam Cowan.

New ways of working bring benefits



One stop clinics are the fast and efficient future of treatment

New system aims to speed up patients' journeys back to health

SOME of the changes happening to Glasgow's hospitals over the next few years are designed to make treatment quicker and simpler.

Hundreds of millions of pounds are being spent on building new state-of-the-art hospitals at Stobhill and the Victoria that bring with them new ways of providing services to patients.

This includes, where possible, patients being seen, diagnosed and treated all in the one day.

But in some places that is happening already - as June Anderson has found out.

The Southsider went to her GP at Shawlands Surgery in June complaining of post-menopausal bleeding. A smear test and two swab tests were done, and Mrs Anderson was referred to the Victoria Infirmary.

An appointment was scheduled for one month later, with Consultant Gynaecologist Dr Marco Gaudoin.

But instead of that being the



DR MARCO GAUDOIN ... his one stop clinic at the Victoria could soon be a common experience across Glasgow.

first step in a series of visits to the Victoria, Mrs Anderson was treated at Doctor Gaudoin's one-stop clinic.

And she was very impressed:

"When I first got there, I'd been told by my GP to ask them to do another smear. That was done, then I was scanned.

"The doctor described

everything, and explained it all looked normal but as a precaution he'd like to do a scraping. So that was done too.

"Within just a month I went from my first GP's visit to being cured. I'm still awaiting the results of a smear, but I am secure in my own mind that everything will be OK."

Doctor Gaudoin himself hopes Mrs Anderson's experience will become more common across NHS Greater Glasgow in future: "The way Mrs Anderson was treated is exactly what we'll be trying to achieve in future. It's far easier and less stressful for the patient if we can take their history, examine them, carry out our investigations and give them the results in one go."

June Anderson would recommend it: "I thought the doctors and nurses were excellent, and having everything done all in one go was superb. I'm sure all women experiencing 'women's problems' would be delighted to have all their treatment done as quickly and efficiently."

City to lead in leukaemia research

GLASGOW will soon become home to one of the UK's most advanced Leukaemia research facilities.

Based within a new £8million world-class laboratory, the new Leukaemia research space has been given the go-ahead as part of a joint project between NHS Greater Glasgow, the University of Glasgow and the Leukaemia Research Fund.

At present Glasgow's Leukaemia research experts are spread out across the city but the new facility means they will be brought together - concentrating some of the UK's top minds to develop novel and groundbreaking clinical trials for the benefit of

patients throughout Glasgow and the rest of Scotland.

The project is part of Medicine in Glasgow - a unique collaboration between NHS Greater Glasgow and the University of Glasgow which aims to develop and promote Glasgow as an international centre of medical excellence.

To be built on the same site as the new £100m Beatson Oncology Centre at Gartnavel, the Leukaemia Research Laboratory will provide purpose built facilities with the latest technology and equipment at the fingertips of the estimated 35 - 40 Glasgow research experts who will be based there.



AN artist's impression of the new lab.

Radical changes reduce orthopaedic waiting times

AN innovative new project at Glasgow Royal Infirmary has resulted in a 200% increase in the number of new patients seen at orthopaedic outpatient clinics there.

And, that's not all. The numbers of hip and knee replacements performed each month at the hospital has also increased by an equivalent amount.

This is great news for patients needing treatment for problems with their joints and has come about thanks to a new way of working for orthopaedic staff.

How it works is that sub-speciality teams were set up to care for people with specific problems. For example, there is a team for people with hip problems and one for ankle problems.

Led by a consultant and staffed by extended scope practitioners (ESPs) - specially trained health staff including podiatrists, nurses and physiotherapists - the teams are able to see more patients than ever before.

The reason for this is that the majority of patients are now seen and treated by the ESPs who decide on the best course of treatment. This frees up the consultant, who supervises the teams, to concentrate on the most complex cases, although he or she is always on hand to offer advice or review a case when needed.

Mr Rymaszewski, Consultant Orthopaedic Surgeon and North Glasgow's Clinical Director for Orthopaedics, said: "The key to our success has been the flexibility of our integrated team. Everyone works together to make sure that no theatre or clinic time is wasted and that each patient is seen by the most appropriate person, who is often not a doctor."



Boundary changes ahead

Just how big should Greater Glasgow be?

Public to have say on reorganisation after Argyll and Clyde disbands

THE number of people served by NHS Greater Glasgow is set to get bigger following a public consultation launched by the Health Minister Andy Kerr this month.

Over a number of years it has become apparent that the geography and the urban and rural mix of the NHS Argyll and Clyde area did not contribute to its effective management.

This is evidenced by the fact that NHS Argyll and Clyde has accumulated a financial overspend which a recent report from the Auditor General predicted might rise as high as £80m to £100m.

The Scottish Executive could not justify allowing a publicly-funded body to spend so much more than its income. That is why Mr Kerr announced in May that he intended to dissolve NHS Argyll & Clyde and consult on proposals to split responsibility for health services in that area between NHS Greater Glasgow and NHS Highland.

Under Executive proposals, NHS Argyll & Clyde will be dissolved by the end of March next year when the two other NHS organisations take over and new Board boundaries will come into force.

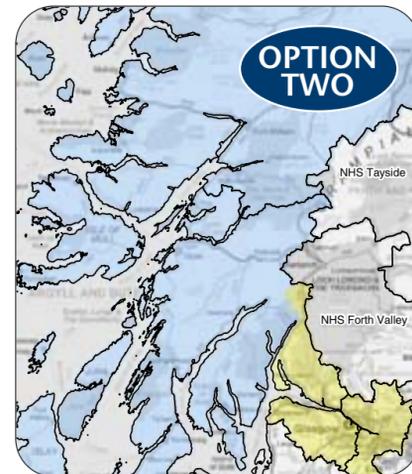
The Scottish Executive Health Department's public consultation is now underway, asking patients, the public and staff where the Board boundaries should be drawn between NHS Greater Glasgow and NHS Highland.

Three possible choices are being offered as part of the consultation:

- Option 1 - Argyll and Bute Council area to fall within NHS Highland. The remainder, including Paisley, Greenock, Port Glasgow and Dumbarton, to become part of NHS Greater Glasgow.
- Option 2 - As Option 1, except that the former area of Dumbarton District Council, including the west shore of Loch Lomond, Helensburgh, Cardross and the Roseneath Peninsula would come within NHS Greater Glasgow.



EXISTING
THE PICTURE AT PRESENT ... how the boundaries currently look.



OPTION TWO
OPTION 2 ... Glasgow also takes in the former Dumbarton District Council area.

- Option 3 - As Option 2 but NHS Greater Glasgow would stretch out to take in the Cowal Peninsula, Dunoon, Bute, Mid Argyll, the Kintyre Peninsula and the islands of Islay, Jura and Gigha.

Mr Kerr has been clear that the Scottish Executive Health Department is conducting the consultation on a completely open basis - there is no favoured

option and the outcome will be fully informed by the views of the public and patients.

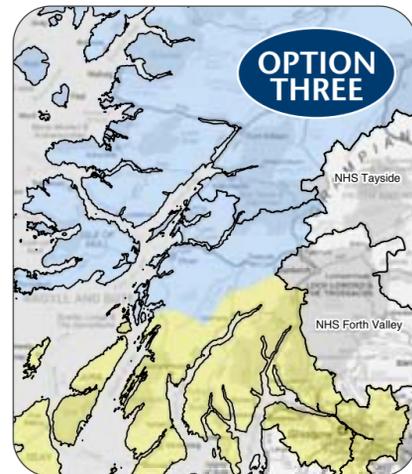
Assurances have also been given that, whatever the final boundary changes may be, they will not affect patient care and existing plans for the provision of services in Argyll and Clyde or Greater Glasgow - including delivery of NHS Greater Glasgow's £750million hospitals

modernisation programme.

The consultation will go on until Friday, November 4, 2005. You can download the consultation paper from www.show.scot.nhs.uk/sehd/argyllandclyde or can have a copy sent to you by calling the Scottish Executive Health Department in Edinburgh on **0800 917 0343**.



OPTION ONE
OPTION 1 ... to split Argyll and Clyde between Highland and Glasgow.



OPTION THREE
OPTION 3 ... As Option 2 but Glasgow also takes in Cowal and Kintyre peninsulas.

Gold standard Children's Hospital is a step closer

THE process to build a world-class children's hospital to replace Yorkhill has begun.

In June, Health Minister, Andy Kerr announced the remit and membership of the Calder Group, a team of clinical experts from all over Scotland whose job it will be to help identify a site for the new hospital.

Working with NHS Greater Glasgow, they will be looking to find a location which is alongside adult and maternity services as this 'triple co-location' - all three hospitals on the one site - is recognised as the 'gold standard' of care.

The new £100million hospital will provide not only the best care for the children of Glasgow, but for the whole of Scotland for some life saving specialist treatments.

Building work on the new hospital is expected to start in 2007 with completion by 2009/10.

Announcing the membership of the new group, which will be chaired by Professor Andrew Calder, Mr Kerr said: "I am very pleased indeed Professor Calder's group has agreed to help steer this major project forward. We are making decisions now that will bring benefit to people in Glasgow and across the West of Scotland for many years to come."

The process to choose the location for the new hospital will now get underway. All available sites in Glasgow will be considered for their potential in achieving the gold standard of triple co-location of children's, maternity and adult acute services by 2009/10.

Tom Divers, Chief Executive of NHS Greater Glasgow said "We look forward to working with the Calder Group and to exploring all of the site options available to identify the most appropriate location for this world-class new children's hospital."

Look mum, we're on the telly

Babycam goes live at the Princess

DR ANDREW POWLS with the Babycam at the Princess Royal's Neo-Natal Intensive Care Unit.



AN INNOVATIVE new project that reunites bed-bound mums and sick infants has been switched on at Glasgow's Princess Royal Maternity Hospital.

The £25,000 'Babycam' two-way camera films the baby in the Special Care Baby Unit and uses the hospital's intranet to transmit live pictures to mums two floors below.

It's the only one of its kind in Scotland and is already a huge success with mums.

NHS Greater Glasgow has been using the technology - known as telemedicine - for some time.

Yorkhill doctors regularly carry out "virtual examinations" on young patients,

but now staff at the Princess Royal have discovered that it can also help save premature babies' lives!

Consultant Neonatologist Dr Andrew Powls explained: "When a baby is born prematurely and needs special care, mums normally spend lots of time in the Special Care Baby Unit. However, sometimes a mum is too sick to be moved and she's stuck on another ward two floors below the unit.

"That's upsetting enough, but it can make it harder for the mother to produce breast milk - and premature babies need that more than most.

"That's where Babycam comes in. Actually seeing the baby and hearing him or her breathe helps stimulate breast milk - and that's a big boost in the baby's fight for life."



RACHEL TAINSH keeps an eye on her son Jake thanks to the new £25,000 Babycam at the Princess Royal.

Health Minister to host review meetings

HEALTH Minister Andy Kerr is to host the first of new-style annual review meetings.

The meeting takes place at 3.30 pm (after the 'Our Health' event) on August 31, 2005 in the Strathclyde Suite of the Glasgow Royal Concert Hall.

It is open to the public to observe and listen to

the Minister's opinion on how well NHS Greater Glasgow has performed over 2004 - 2005 and is likely to include reference to key issues in Greater Glasgow, such as modernisation of services, waiting times targets and patient and public involvement.

You can register for the event in advance by

calling 0141 201 4558, or alternatively, on a 'first-come first-served' basis, go to the Concert Hall's North Entrance at Killermont Street (opposite Buchanan Street Bus Station) from 3.00 pm. An audience of up to 300 can be accommodated comfortably and early registration is recommended.

ADVERTISEMENT

Our Health 3 Modernising Greater Glasgow's Hospitals

Your invitation to the latest 'Our Health' event at Glasgow Royal Concert Hall on 31 August 2005

- It's your last chance to register for one of this year's key public healthcare events
- The latest information on the £750 million programme to modernise Greater Glasgow's hospitals
- How your health services will change from 2007
- Computer images of the New Beatson West of Scotland Cancer Centre and the New Victoria and Stobhill Hospitals
- 'Question Time' sessions with panels of senior doctors, managers and partner organisation representatives
- An 'Open Space' session allowing one-to-one informal discussion with the people driving forward NHS Greater Glasgow's modernisation
- A range of displays including a paramedic rapid response vehicle, transport and access, cancer care, health improvement, inpatient beds, Minor Injury Units, Community Health Partnerships and local community information
- The option of attending the Health Minister's Annual Review of NHS Greater Glasgow, which follows Our Health 3

Don't miss your opportunity to get beyond the headlines and speak directly to the people delivering the future of healthcare.

To register:
Tel: 0141 300 4902
e-mail: ourhealth@promo-solution.com
Or send your completed registration form to:
Our Health 3, Freepost GW 4296, Glasgow G14 9BR Or Fax it to: 0141 950 2726
Please register by Friday, 19 August 2005.



Entry to the event is FREE. Concert Hall opens at 9.15 am on 31 August 2005. Event begins at 10.00 am. Buffet lunch served at 12.30 pm. Event closes at 1.45 pm and will be followed by the Health Minister's Annual Review at 3.30 pm.

*Timing may be subject to change



The search is on for Scots health heroes

Nominate your favourite NHS worker for national recognition

DO YOU know a healing hero? That's the question being asked by the Scottish Executive's Health Department and the Daily Record as they launch this year's Scottish Health Awards.

Once again, they want you to nominate a healthcare worker whom you feel has gone that extra mile or made a real difference in his or her job.

You could nominate any NHS staff member or team you think gave you or a relative outstanding care.

There are 16 categories you can choose from to nominate your favourite NHS worker or team.

So how do you nominate? Simply call 08000 272824 and ask for a form to be sent to you or get your form from the Centre for Change and Innovation website: www.cci.scot.nhs.uk

Nomination forms must be completed and submitted by Friday, September 16, 2005 and the awards ceremony takes place at the Assembly Rooms, Edinburgh on Thursday, November 10, 2005. Forms should be returned to: Scottish Health Awards, 1st Floor, 7 Castle Street, Edinburgh EH2 3AH.

So what are the categories?



LAST year Dr Richard Groden, a GP at Tollcross Medical Centre, won the top Doctors award. Here he is being presented with his award by Health Minister Andy Kerr and his former Deputy Rhona Brankin. Dr Groden, a member of the NHS Greater Glasgow Board, was among a clutch of dedicated NHS Greater Glasgow healthworkers to celebrate success including Jake McGinness, a mental health charge nurse from Parkhead Hospital, who received the award for the Nurses category; and the Health Improvement Team from the Forensic Directorate at Leverdale Hospital, who won the Mental Health Team Award.

There are two distinct groupings of categories: People and Services.

People

The categories are:

- **Unsung Hero Award** - these are the people who go above and beyond the call of duty.
- **Therapists Award** - this could be one of the many different therapists who work for NHSGG.
- **Support Workers Award** - this could be a nursing assistant, cleaner or porter.
- **Doctors Award** - do you know of a doctor or dentist who deserves recognition?
- **Nurses Award** - is there one you know who provides an exceptional service?
- **Volunteers Award** - do you

know one who gives that wee bit extra?

● **Ambulance Team Award** - here's your opportunity to recognise our hard working colleagues in the Ambulance Service.

Services

The categories are:

- **Top Team Award** - Scotland's top NHS team could come from any service, anywhere in the country.
- **Older People Care Award** - this award recognises teams of staff who provide top quality care to older people.
- **Mental Health Team Award** - is there one team you think is outstanding and deserves an award?
- **Cancer Care Team Award** - this covers the wide range of staff who provide excellent care to cancer

patients.

● **Heart Disease Team Award** - do you know of a team or service who provide outstanding services to heart patients?

● **Women & Children's Services Award** - there's a whole range of staff who provide care in this specialist area.

● **NHS Healthy Lifestyle Award** - Nominate the healthy living team in your work area.

● **Clean Hospitals Award** - Is there a team in your area that deserves recognition for its work in making sure a ward, hospital, or unit was exceptionally clean?

● **Community Care Award** - Is there a community service (eg a voluntary service, charity or a hospice) you know of that provides this?



A NEW organisation has been launched to ensure the NHS listens to and involves patients in decisions about their local health services.

Launched in June, the new Scottish Health Council (SHC) is a national, independent champion of patient and public involvement in the NHS in Scotland.

Its remit is to set and monitor new standards for how the NHS engages with patients, help the NHS develop and share best practice, and enable patients and carers to give feedback about their own experience of health services.

Before, patients had to rely on Local Health Councils to speak on their behalf, but these groups have now been dissolved. The new body has a completely different role to the former Local Health Councils and will focus on ensuring that patients have the chance to give their own views to the NHS, rather than attempting to speak on their behalf.

In addition to a national office in Glasgow, the SHC has a local office in each of the 15 NHS Board areas. Each local office will support a Local Advisory Council of up to 15 volunteers.

SHC Chairman Brian Beacom said the new organisation is looking forward to working with the NHS and patients to bring about greater patient involvement in NHS services.

He said: "If we are to have the kind of Health Service that we all want to see, we need patients to share their views and we need the NHS to listen to them. Our aim is to work in partnership with the local Health Service in each area and help them get better at listening and consulting with the public. We believe this will lead to better services and better health outcomes for the thousands of people who depend on the NHS every day."

Although the Scottish Health Council will not deal with patients' complaints about NHS services, it will monitor how well the NHS deals with complaints.

The SHC is currently in the process of recruiting Local Advisory Council members in the Greater Glasgow area. If you are interested in becoming a Local Advisory Council member, or you would like to know more about the role, please call the Scottish Health Council's local office in Glasgow on 0141 429 7545.

Team Glasgow provide gold care at Olympics

COMPETITORS taking part in this year's Special Olympics in Glasgow knew they were in safe hands should anything go wrong.

For NHS Greater Glasgow set up a special health centre to care for competitors taking part in the event.

Based at Scotstoun Leisure Centre, the centre was staffed by around 90 health staff including doctors, nurses, pharmacists, physiotherapists (including a sports physio) and a

paediatrician.

They generously used up some of their annual leave to man the temporary centre and provide medical care to the 2500 competitors taking part in the Special Olympics plus 100 coaches and more than 3000 supporters that came with them.

And they weren't the only health staff there. They were supported by teams from NHS 24, the Scottish Ambulance Service, the British Red

Cross, and St Andrew's Ambulance volunteers.

Dr Mary-Jo Sommerville, the lead GP and Event Doctor, said: "We were there to co-ordinate and provide medical services at the trackside and also over the telephone to the 12 other sites used by the games."

She added: "Our job was to keep the pressure off the local hospitals as much as possible."

OUR PARTNERS

NHS Greater Glasgow works with a number of partner local authorities, charities and other organisations such as Strathclyde Police and NHS 24. Our main partners are:

