

## CONTENTS

# Celebrities back Project Thank You - our tribute to cancer trial patients



**D**octors have paid tribute to the bravery of breast cancer patients who volunteered to take part in cutting edge clinical trials...

And their praise has been echoed by Scotland's leading celebrity cancer charity champion - Marina Dalglish.

Project Thank You is our doctors' way of recognising the vital role that the women volunteers are playing in the development of new treatments.

And Marina Dalglish, wife of Scottish football legend Kenny and a breast cancer survivor and campaigner, was also delighted to add her personal vote of thanks.



PRINT

**For more information on all your local health services, visit**

CONTENTS

# Project Thank You



CONTINUED FROM PREVIOUS PAGE

Mrs Dalglish, who now runs her own charity, has added her support to the move to thank all the women who have played their part in pushing up breast cancer survival rates year-on-year in the West of Scotland.

Project Thank You is the first time that cancer doctors from the West of Scotland Cancer Network (WoSCAN) have publicly marked the lifesaving contributions of the thousands of women who have helped to develop new treatments, thanks to their participation in clinical trials.

In 2005, 712 women being treated at West of Scotland cancer centres, led by the Beatson Oncology Centre (BOC), volunteered to take part in clinical and surgical trials as part of their treatment. In total, more than 17,000 patients were recruited to 38 breast cancer studies across the UK in 2005, meaning women from the West of Scotland made up around 4% of the total number of volunteers - a percentage considerably higher than the national average. Project Thank You is an effort by the medical teams involved to show their gratitude to the patient volunteers.

Originally from the West of Scotland, Mrs Dalglish was diagnosed with breast cancer herself in March 2003. She now heads up a fundraising cancer charity called the Marina Dalglish Appeal. She has added her own personal thanks to the Project Thank You cause: "Without their help I

might not be here, alive and kicking, four years after being diagnosed with breast cancer."

Philippa Whitford, Chair of the West of Scotland breast cancer network, explains the importance of their role: "Scientific research can be highly sophisticated but it needs the participation of patients. It's absolutely vital that women know the role that clinical research plays because, of course, without their participation these kinds of trials simply couldn't happen. Each generation of breast cancer patients benefits from the knowledge gained in treating those who came before them. By taking part in trials of new drugs, radiotherapy treatments or surgical techniques, they contribute to the treatment options available to patients who come after them.

"The treatment these women go through can be very gruelling. It's incredibly humbling that so many of them also choose to be part of studies that might be of no immediate benefit to them but that could save the lives of other women in future. Project Thank You is all about acknowledging their generosity. It's a privilege to be able to thank them for their life-saving contribution."

A classic example of the importance of the trials process is the drug Herceptin. Due to the large number of women who took part in these trials and the dramatic results obtained, this drug has become available to women with Herceptin-sensitive breast cancer very quickly. While many patients who took part may now be glad they did, at the time of the trial they faced uncertainty

with the risk of side effects in exchange for the possibility of no benefit to themselves.

Several of the women who took part in the original UK trials were from the West of Scotland. Among the patients being treated on the Herceptin trial at Crosshouse Hospital in Kilmarnock was 40-year-old Vivienne from Irvine, who was diagnosed in January 2004: "I was randomly selected to receive Herceptin for two years. The two years were up in November last year and throughout that time, the Herceptin story grew and grew, and I feel I was lucky to have been given the chance to have this drug." Clinical Director of the Beatson Oncology Centre, Professor Alan Rodger, said: "These brave women who have had the generosity to take part in clinical trials have helped improve cancer treatment for thousands of future patients and, therefore, have played their part in saving countless lives."

The new £105 million Beatson West of Scotland Cancer Centre is almost ready to open and will further enhance the role played by WoSCAN in undertaking research. A cutting-edge clinical trials and research unit will be a key part of the new state-of-the-art facility, placing the role of those patients who take part in trials at the heart of the treatment process.

For more information on the Marina Dalglish Appeal, visit:

CONTENTS

# The Kylie Effect

## DOCS BELIEVE STAR'S DIAGNOSIS SPARKED NATIONWIDE AWARENESS

**B**reast cancer awareness has been boosted worldwide by celebrity endorsement in recent years...

But no star has made more impact than singer Kylie Minogue who was diagnosed with breast cancer in May 2005. The worldwide coverage that ensued resulted in a huge increase in the number of younger women self-examining and - as a consequence - seeking help from doctors.

The effect of this publicity made its mark here in Scotland, with another Scottish health board going so far as to state that they believed an upsurge in the number of young women

approaching doctors with breast-related concerns was down to the so-called "Kylie Effect".

NHS Highland's Cancer Network Manager Christine McIntosh said: "The Kylie Effect is thought to be at least partly behind the increase in referrals seen across the country.

"Across Scotland, women are becoming more aware of the need to examine themselves."

The rise in awareness of the risk of breast cancer among young women has succeeded in making more women breast-aware - knowing what is normal for you, monitoring any changes and seeing your GP whenever appropriate.



### INFO TIPS **Modernisation**

**YOUR NHS is changing.** Millions of pounds will transform health care in Glasgow and Clyde over the next few years.

Find out about all the new buildings and services under 'New Hospitals and Services' in the 'Information' area of [www.nhsggc.org.uk](http://www.nhsggc.org.uk)

CONTENTS

# Vivienne's story

## HOW ONE CANCER SURVIVOR COUNTS HERSELF LUCKY

At the age of forty, Vivienne was diagnosed with breast cancer. This is her story...

"After surgery to remove a tumour from my right breast in February 2004 and the news that I would need chemotherapy, I was told that I would be suitable for two drug trials that were running at that time.

"The first was the TANGO trial and the other was the HERA trial, which was studying the use of Herceptin as a treatment for women with early stage breast cancer.

"I was given plenty of time to go away and read all the literature, and to think about whether I wanted to take part. But, for me, there was very little soul-searching. I think I had made up my mind almost as soon as clinical trials were mentioned. Signing up for the trials was, in a sense, like taking control. After the shock of a cancer diagnosis, it's easy to feel overwhelmed - overwhelmed with emotions, with information, with sheer panic. Looking back, I think perhaps consenting to take part in the trials was my way of getting back up, dusting myself down and feeling that I was doing something positive about it. Cancer is always talked about in terms of a battle and I saw the trials as another weapon

being offered to me for the fight ahead.

"It is made clear from the outset of every trial that the particular drug in question may not benefit you personally, or you may not be selected to actually have it, but I felt that even if I gained nothing from taking part, I had nothing to lose and it might help someone eventually.

"On the down side, being part of a trial means possible side effects and more hospital visits. But you are closely monitored for any side effects and the appointments don't really encroach too much. Throughout the trial, apart from three-weekly visits to hospital to have Herceptin, I considered my life was back to normal - I worked full time and did all the things I had done before the cancer diagnosis.

"I was randomly selected to receive Herceptin for two years. The two years were up in November last year and throughout that time, the Herceptin story grew and grew, and I feel I was lucky to have been given the chance to have this drug, and lucky to have been involved in the testing of a drug that has made such a huge impact."



AN exciting finish to last year's race.

## Make a date for the Race for Life

Ladies - get your running shoes out for it's time to sign up for the Race for Life.



This is the 14<sup>th</sup> year the race - which raises funds for Cancer Research UK - is taking place in Glasgow.

Organisers hope to attract 12, 500 women to take part and raise a massive £914,000 for the charity.

The event takes place on Sunday, June 10 at 10am. Women of all ages and fitness are invited to take part. For information, visit:

or tel: 08705 134 314.

If you can't take part in the race, but would like to help, the organisers are also looking for volunteers. Register at:

CONTENTS

# Alcohol's growing threat to health

**S**COTLAND has identified alcohol abuse as one of the biggest threats to individual and family health.

The latest research shows far too many people are damaging their health or die from drinking too much, and twice as many Scots die from alcohol-related causes than anywhere else in the UK.

The problem is even more serious in Greater Glasgow and Clyde with Glasgow, Inverclyde, West Dunbartonshire and Renfrewshire topping the league table for alcohol-related deaths.

In response, we have introduced a range of dedicated new services designed to meet the specific needs of people with alcohol problems. These include:

- Seven new alcohol support teams which provide practical face-to-face support and advice
- Ten new high-intensity residential rehabilitation beds
- A new Alcohol-Related Brain Damage Service, linked to 40 nursing care beds

Neil Hunter, Director of the Glasgow Addiction Service - a joint partnership between NHS Greater Glasgow and Clyde and Glasgow City

Council, said: "In the past, the funding available for addictions services was often spent on developing services for people with drug problems rather than alcohol problems. It's clear, however, that there is real need to provide more support and treatment to people with existing problems and also to invest in services which aim to identify and tackle alcohol problems at an earlier stage."

These developments come at a time when the overall demand for addictions services has never been higher. For example, the number of people seeking help and advice from Community Addiction Teams - which specialise in both alcohol and drug addiction - has almost doubled in the last three years. There has also been a marked increase in the number of people who have entered community rehabilitation services.

People who need to be admitted to hospital for treatment are also benefiting from the specialist services provided by Eriskay House, a 15-bed purpose built inpatient addictions unit on the Stobhill Hospital site. There are plans to develop another inpatient addictions unit during the next year.



PRINT

**READ all the latest news from your NHS at**  
**Get up-to-date information and in-depth features on what is going on.**

CONTENTS

# ALCOHOL - help and advice near you

## GLASGOW

### Community Addiction Teams (CATs)

East CAT - tel: 0141 565 0200.

Greater Pollok CAT - tel: 0141 276 3010.

West CAT - tel: 0141 276 4330.

North CAT (Possilpark) - tel: 0141 276 4580.

North CAT - tel: 0141 531 9257.

North East CAT - tel: 0141 276 3420.

North West CAT - tel: 0141 276 6220.

South CAT - tel: 0141 420 8100.

South East CAT - tel: 0141 276 5040.

South West CAT - tel: 0141 276 6570.

### Alcohol Support Teams

East Glasgow - tel: 0141 544 5368

North East Glasgow - tel: 0141 781 1444

West Glasgow - tel: 0141 949 4884

North Glasgow - tel: 0141 347 2255

North West Glasgow - tel: 0141 221 3382

Homeless Addiction Team - tel: 0141 552 9287.

## DUNBARTONSHIRE

East Dunbartonshire Community Addiction Team  
- tel: 0141 588 5143.

West Dunbartonshire CAT - tel: 0141 562 2311.

Dumbarton Council on Alcohol - tel: 01389  
731456.

Lomond Alcohol Service - tel: 01389 812014.



## HELPING HANDS

**EAST Glasgow Alcohol Support Team is just one of the new services set up to support people with alcohol problems. They are: James Green (left), Margaret Smith (right), Denis Trimings (back) - Alcohol Advice and Information Support Workers; and Anne McLean (front) - Senior Support Worker.**

## INVERCLYDE

Inverclyde Counselling Service  
- tel: 01475 785695.

Inverclyde Alcohol Services  
- tel: 01475 715812/3/4.

## LANARKSHIRE

South Lanarkshire Community  
Substance Misuse Team - tel:  
0141 647 9977.

North Lanarkshire Council on  
Alcohol - tel: 01236 423 900.

## RENFREWSHIRE

East Renfrewshire Substance Misuse Team - tel: 0141 577  
3368

Gryffe Alcohol Treatment Unit - tel: 01475 502385.

RCA Trust - tel: 0141 887 0880.

Alcohol Problems Clinic, Dykebar Hospital - tel: 0141 314 4106.

## OTHERS

AA National Helpline - tel: 0845 769 7555

Al Anon - tel: 0141 339 8884

Drinkline - tel: 0800 917 8282.

PRINT

CONTENTS

# Winning over parents on child immunisation

NHS Greater Glasgow and Clyde (NHSGGC) has achieved one of its highest ever childhood immunisation rates.

New information released by NHS Scotland's Information and Statistics Division shows that we are above the national average for immunising our children.

For years, achieving this uptake has been difficult in many parts of our area due in part to deprivation and hard-to-reach communities.

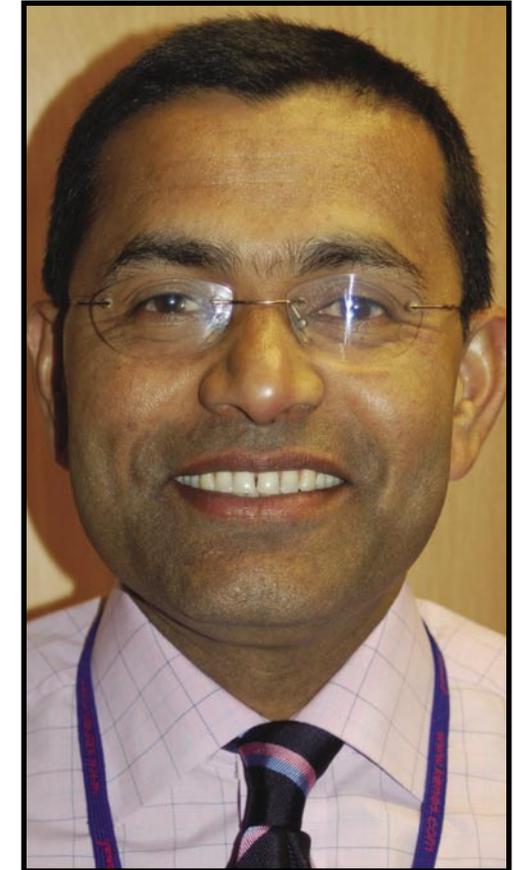
But thanks to the on-going efforts by our public health teams and community staff from Community Health (Care) Partnerships (CHCPs), we have succeeded in turning this around.

They worked closely together to highlight to parents the extreme importance of protecting youngsters from a variety of childhood diseases such as Mumps, Polio, Tetanus, Diphtheria and Measles.

And also introduced a range of measures to help healthcare workers reassure parents about the safety and effectiveness of vaccinations. This included a specialist training programme for frontline staff; GPs and Public Health experts making themselves available to talk to parents; and the provision of a wide range of jargon-free information ranging from web-based advice to informative leaflets and factsheets.

Dr Syed Ahmed, NHS Greater Glasgow and Clyde's Lead NHS Public Health Consultant, said: "Protecting children from the ravages of these very serious conditions has to be a top priority. We have come a long way, in particular regard to the MMR uptake when only four years ago - due to the mistaken fears of a link to Autism - uptake levels of the vaccine were so low that we were in danger of losing 'herd' immunity against measles and rubella which could have caused catastrophic outbreaks.

"The latest uptake shows that more than 93% of two-year-olds and nearly 95% of five-year-olds in our area have been given the MMR vaccine."



**DOCTOR Syed Ahmed.**

**READ all the latest news from your NHS at**

**Get up-to-date information and in-depth features on what is going on.**



PRINT

CONTENTS

# Your window of opportunity

HEALTH INFO JUST A CLICK AWAY AS WEBSITE GETS FRESH NEW LOOK

**N**HS Greater Glasgow and Clyde patients and visitors now have access to the most modern NHS website in the country, linking them directly to key health information and advice.

Just as many of our services have undergone or are undergoing a redesign, we committed to a complete redesign of your NHS website.

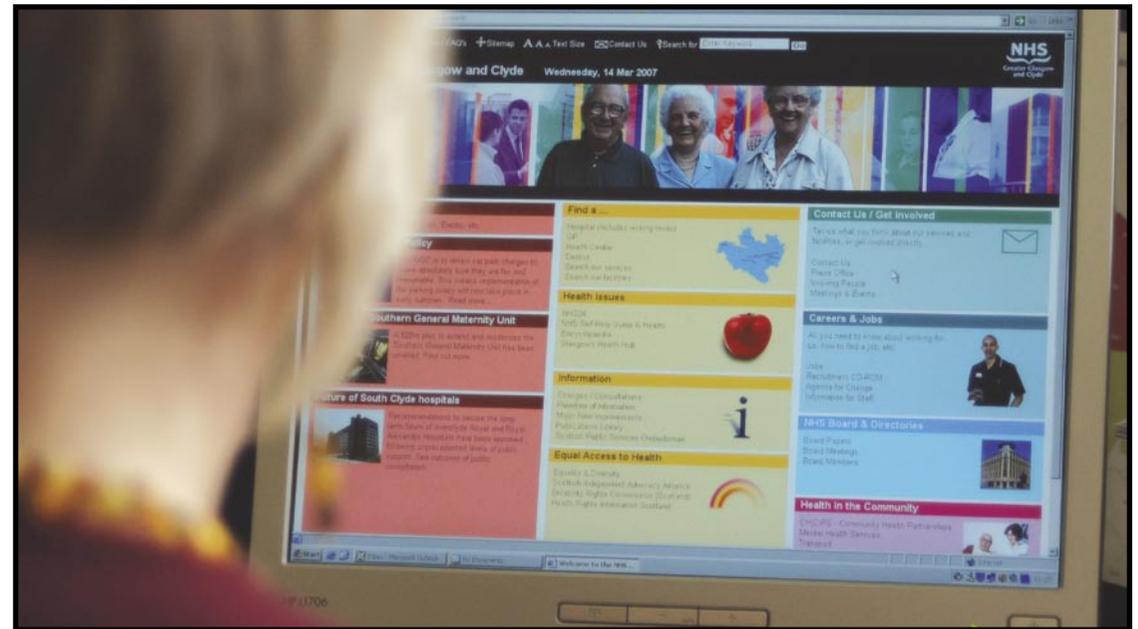
A team of patients and other users volunteered to work with us to make the changes and define the content. When launched in February, thousands of new visitors logged on following strong media interest in the launch ... and more importantly the new visitors are returning time and time again.

Latest statistics indicate more than 1700 people every day are logging onto [www.nhsggc.org.uk](http://www.nhsggc.org.uk) reinforcing its position as Scotland's most popular NHS Board website.

It has been designed to ensure that the majority of key information can be found within just three 'clicks' of the home page.

There's more colour coding and better use of photographs and other graphic images.

Many of the suggestions put forward by users of the website have now become part of the new design and include:



- Larger text size, which can be easily resized by the user
- Improved homepage layout, containing more information
- Easier access to content
- Improved search facility with improved results listings

It provides a one-stop-shop approach to key local and regional services - within primary care services and in the acute sector.

It links to the Glasgow Health Hub providing a hugely popular comprehensive guide to health and social care services across the city. Ally McLaws, NHS Greater Glasgow and Clyde's Director of Communications, said: "What we have created is an easy to use one-stop health shop. Users have direct access to healthcare information ranging from advice

CONTENTS

# Window of opportunity

CONTINUED FROM PREVIOUS PAGE

for caring for loved ones at home, such as infection control and nutrition, through to links and contacts with NHS 24 and advice on what to do and where to go in an emergency. "There's also key information for diabetes sufferers, stroke patients and people with a range of chronic conditions. Or users can link directly from our homepage to the Glasgow Health Hub, a unique and comprehensive guide to health and social care services across the city."

Influencing the easy-to-use design and layout has been feedback from those who use our services.

"Future plans include web-cam images showing the new Stobhill and Victoria hospitals as they are built," he added.

Another innovative feature is a searchable map of the Greater Glasgow and Clyde area, which allows browsers to select individual facilities and services and link directly to information



**THE new look website features a huge range of information, contact details and services.**

about them - this includes individual hospital 'microsites' and local Community Health Partnerships.

Each hospital 'microsite' provides a standard package of contact details, maps and travel links.

The website is also home to a new dedicated recruitment microsite which means that applying for jobs within NHS Greater Glasgow

and Clyde has become even easier. (See page xx for more details)

We would love to hear comments on the site and ideas for future development. Visit the website at

and let us know your views by e-mail:

CONTENTS

# The best little bus in Glasgow

A VISIT TO HOSPITAL IN THE EVENING HAS NEVER BEEN EASIER SAYS HELEN



**VISITING TIME...** Helen checks husband Robert's progress after her journey to the Victoria Infirmary.

**HELEN** makes herself comfortable for the journey to hospital.

PRINT

CONTENTS

# All aboard the bus!

**H**elen Wright's warm smile and easy humour belies the fact that her life has been entirely taken over by her husband's illness.

Not one to grumble, Helen (69) - a retired nursing sister - has spent the last three months travelling back and forth between her Nitshill home and the Victoria Infirmary where her husband, Robert, is a patient.

With the exception of a brief time at home, the 68-year-old has been in hospital since Christmas, following an operation to amputate his right leg below the knee.

His recovery is long and slow, but it doesn't stop his dedicated wife from making the journey to see him twice a day.

Helen used to rely on public transport to get her to and from the hospital for afternoon and evening visiting. She still takes the public buses in the afternoon, but her evenings have been transformed thanks to the Evening Visitor Scheme.

She said: "I've been using the bus since the New Year and it's been a lifesaver. Before I used the bus, I had to get eight public transport buses a day - two there and two back twice a day.

"That wasn't so bad in the afternoon, but at night I had to leave at 5.45pm and I wouldn't be getting home until nearly 9pm. I was travelling for a longer time than I was actually visiting.



**HOME SAFE.. Helen returns from the hospital.**

"I was also worried about waiting for the public transport bus on my own at night and it wasn't pleasant when the weather was bad, particularly when it was cold and pouring with rain."

Now, thanks to the Evening Visitor Scheme, Helen simply phones up the initiative, books the bus and is picked up at her front door. She's driven to the Victoria Infirmary and, once visiting hours are over, the bus picks her up again and takes her home.

"The Evening Visitor Scheme is easy to use, it's door-to-door and it's very safe," she said.

Robert, too, has also benefited from his wife being able to use the scheme.

The pensioner said: "It's great that my wife can

use the bus every night. I look forward to her coming and I know she's safe. By her being here so much, it's really helping with my recovery."

Robert, who is on the board of Community Transport Glasgow, which provides the service on behalf of NHSGGC and partners, said that, although Helen can use public transport for free because she's retired, other people aren't so lucky.

"It costs a fortune for people to use the public buses and even more if they are forced to get a taxi to and from hospital. What used to happen was that because of the cost and the times of buses, relatives couldn't get to hospitals at night and patients didn't get visited. Hopefully, this new scheme will help combat that."

That's a sentiment echoed by brother and sister, James and Eleanor Stewart from Darnley. They use the bus to visit their mother, Jessie Stewart, in the Mansionhouse Unit, which is part of the Victoria Infirmary.

Eleanor said: "We've been using the bus for three weeks and it's an excellent service, especially on wet evenings. The driver is nice and courteous and using the bus has helped us financially.

Before we knew about it, it was costing us £10 a day to travel to the unit to see our mum. We also feel a lot safer travelling at night.

"This bus has been a lifeline to us."

CONTENTS

# How to catch the evening bus service

If you live in the Glasgow city area and have trouble getting to hospital to visit a loved one, the Evening Visitor Scheme is for you.

**Who can use the Evening Visitor Scheme?**

People living in the Glasgow City area can use the scheme. All Glasgow city residents are eligible, but the service gives priority to people who are older, disabled or on low incomes.

**Do I need to pay?**

No, this service is completely free of charge.

**When does it run?**

This unique bus service operates on weekdays between 6 and 10pm.

**Where does it go?**

It covers six Glasgow hospitals: Glasgow Royal Infirmary, the Western Infirmary, the Victoria Infirmary, Stobhill Hospital, the Southern General and Gartnavel General.

**How does it work?**

You need to book the bus earlier in the day. The bus picks you up at your front door and drops you at the hospital. Once visiting time is over, the service picks you up again and drops you back home.

**How do I book the bus?**

The Booking Hotline number is: 0845 128 4027. The service is provided in partnership between NHS Greater Glasgow and Clyde, Glasgow City Council and Strathclyde Passenger Transport. Community Transport Glasgow - an organisation consisting of five community transport operators - have been tasked with providing the service.



**HAPPY travellers at the launch of the bus scheme.**

## NEXT STOP... THE VICTORIA INFIRMARY



The 16-seater Ford minibus is run by Castlemilk Community Transport, one of the five Community Transport organisations which make up Community Transport Glasgow.

Driven that evening by retired postal worker Alfie Brown (pictured left with Helen), the bus picks up relatives and friends of patients being treated in the Victoria Infirmary.

Alfie, who initially worked as a volunteer community transport driver before taking on the driver's post part-time with Castlemilk Community Transport, also thinks the scheme's a good one.

He said: "It's a great scheme. It's a really good thing for the people of this area."

CONTENTS

# The **facts** about our car park charges



In March, we announced that a review of hospital car park charges would

take place. This means charges are to be introduced in the early summer rather than April as was originally planned.

The purpose of the review is to make sure that the charges we set are absolutely fair and reasonable. We will also review the special arrangements to assist long-term patients, relatives and visitors. However, it's become clear in the media coverage that followed our announcement of the review that there is some confusion as to what is happening.

**Here are the facts:**

- Car park charges will be put in place – after months of public consultation and debate, no viable alternative was found that could ensure that patients, visitors and disabled drivers have a fair chance of finding a parking bay when they need it



**CAR parking was a haphazard affair before a complete review was conducted and charges introduced.**

- Charges will be rolled out initially at Gartnavel General and Royal Hospitals, the Western Infirmary, the Royal Hospital for Sick Children and Queen Mother's Hospital at Yorkhill and at NHS Greater Glasgow and Clyde's HQ
- Charges will be imposed at other main hospital sites in the coming months – we will announce the timings in due course (car park charges already apply at Glasgow Royal Infirmary)
- Charges are imposed on a not-for-profit basis – we can only spend the income we receive on improving

the management and safety of car parks and schemes to encourage more use of public transport – we aren't allowed to use the income to offset other expenditure

- Visitors and patients with a blue disability badge will park free
- Only staff who have been allocated an official permit will be allowed to park in designated staff parking areas

We will make an announcement about the final level of charges and other arrangements pending the review. Look out for details in the media or on our website.

**INFO TIPS**

**Directions and Transport**

**Need to know how to find a hospital or clinic?**

**The vast majority of our locations are listed on**

**with maps showing their exact position. Go to 'Find a..' and pick the facility you need. You can get public transport information too from the Transport section under 'Health in the Community'.**

**Visiting times**

**WANT to know when you can see a friend or relative in hospital?**

**Go to the Hospitals section of**

**and check visiting times ward-by-ward.**

CONTENTS

# Nurses at the cutting edge

**M**arion McAneny is gowned up, preparing to operate on her patient. She brings the patient in, explains what will happen and administers the local anaesthetic via injection.

She marks the area for surgery, applies the antiseptic solution and covers the patient in sterile drapes. She then surgically removes the growth, stitches up the wound and ensures the patient has instructions on wound care before being sent home.

This may sound no different to the thousands of operations that are carried out every day in the Health Service. However, there is one major difference. Marion is a nurse – one of only a few trained in minor surgery in Scotland – who is bringing real benefits to patients attending Glasgow's regional Canniesburn Plastics and Burns Unit.

Marion is one of five senior nurse practitioners who have been trained to carry out minor surgery within the unit. They perform a range of procedures including the removal of cysts and moles. They also obtain biopsies for diagnosis of skin cancers, repair split earlobes and have recently expanded their role to include nipple reconstruction following breast reconstruction in patients who have had cancer.

The scheme was launched in April 2005 to



**Marion McAneny performs minor surgery on a patient.**

help drive down waiting times and free up consultant time to enable them to treat more complex cases. At the time, patients could wait several months for non-urgent procedures. Now, patients referred to the nurse practitioner service receive their surgery within two to three weeks of their assessment at the clinic. In urgent cases and when patients have travelled a long distance to attend the assessment clinic, the team aim to perform the surgery on the same day.

The team, based at Glasgow Royal Infirmary, have operated on more than 2300 patients and satisfaction rates are high.

Marion explains: "Before patients come for surgery they are told that their procedure will be carried out by one of the nurse practitioners.

"Patients are very pleased with the short time between consultation and procedure. They say that we help put them at ease and that they feel comfortable and relaxed. For one patient, this meant staying calm even when faced with a power cut!"

To become a nurse practitioner in minor surgery, experienced nursing staff must complete a one-year postgraduate course.

PRINT

CONTENTS

**New practitioners are delivering fast and effective minor surgery - freeing up top surgeons to spend more time on complex cases**

CONTINUED FROM PREVIOUS PAGE

The training programme, which is run jointly by NHS Greater Glasgow and Clyde's Canniesburn Unit and Glasgow Caledonian University, is a combination of academic and practical training and assessment. Throughout their training and once in practice, the nurses are supported by both academic and consultant mentors.

Marion was one of the first nurses to complete the training and has since helped to set up the service within the Unit. She is quick to highlight the crucial role played by the consultant staff in the scheme. She said: "The backing of the team of consultants here at Canniesburn has been essential. They helped design the training



**MEET THE TEAM...** Left to right: Sandra McLeod, Marion McAneny, Helen Pool, Tracey Conroy and Maryellen Campbell. Team members Lorraine Brown and Margaret Higgins are not pictured.

programme and deliver much of the training personally. They monitor our ongoing progress and, at the end of the course, assess us to ensure that we are safe and competent to practice."

The medical staff also work closely with the nurse practitioners in the unit. Patients referred by their GP for minor surgery are initially assessed by one of the plastic surgeons at the clinic. The consultant makes a diagnosis

and decides whether the patient can be referred to the nurse practitioners for surgery. Even during the surgery itself, the consultants are available to see the patient and give further advice, if required.

As Marion prepares to operate on her next patient, she reflects on her role. "If someone had told me five years ago that I would perform operations I wouldn't have believed them. Now we're

looking at expanding the service further. In the future we intend GPs to refer directly to us. We are also advancing our practice into new areas under the tuition of the consultants.

"The role of the nurse is changing. As roles like mine are further developed, it will become more and more common to see highly skilled nurses carrying out procedures that were once only carried out by doctors."

CONTENTS

# The DIRECTORY

## NHS 24

**08454 24 24 24**

Confidential telephone health advice and information service for people in Scotland.

NHS online health guide:

and click on the link or visit

## USEFUL PHONE NUMBERS ADDICTIONS

[Alcohol and Drug Addiction Services](#)

National Alcohol Information Line

**0800 917 8282**

Alcoholics Anonymous (AA)

**0845 769 7555**

Alcoholics Anonymous, 50 Wellington Street, Glasgow

**0141 226 2214**

Al-Anon (for families of people with alcohol problems) **020 7403 0888**

Al-Anon Information Centre, 22 Mansfield Street, Partick

**0141 339 8884**

For information on your local Community Addiction Teams

**0141 276 6602**

## BEREAVEMENT

[Family Bereavement Service](#)

The Family Bereavement Service based at the Sick Children's Hospital works with parents, siblings and carers of children who have died. They can be contacted by phone, tel: **0141 201 9257**, or via email at: [yfbs@yorkhill.scot.nhs.uk](mailto:yfbs@yorkhill.scot.nhs.uk)

[CRUSE Bereavement Service](#)

**0141 248 2199**

or contact the national office for a local contact, tel: **01738 444 178**.

## CARERS

A special information and support line is available for carers. Tel: **0141 353 6504**, email:

[carerssupportline@crossroads-scotland.co.uk](mailto:carerssupportline@crossroads-scotland.co.uk) or go to:

[www.nhsggc.org.uk](http://www.nhsggc.org.uk) and click on Health in the Community for more information for carers.

Inverclyde Carers Centre

**01475 735 180**

Renfrewshire Carers Centre

**0141 887 3643**

West Dunbartonshire Carers Centre

**0141 941 1550**

## SEXUAL HEALTH

IN Greater Glasgow and Clyde we've got a range of sexual health and wellbeing services available.

In Glasgow, the Sandyford Initiative provides sexual and reproductive health services for women, men and young people. This includes Well Women clinics, contraception and specialist clinics for health issues such as menopause and vasectomy.

It also provides a range of counselling services and other specialist services, including services for women experiencing physical, mental and emotional problems.

For more information, contact: The Sandyford Initiative, 2 Sandyford Place, Sauchiehall Street, Glasgow G3 7NB.

**Tel: 0141 211 8600**

**Web:**

**Email: [helpsandford@glacomen.scot.nhs.uk](mailto:helpsandford@glacomen.scot.nhs.uk)**

Information on sexual health services is available at:

For people living in the Clyde area, there is a range of sexual health services available at the following healthcare centres:

Russell Institute, Paisley

**0141 889 1649**

Inverclyde Royal Hospital

**01475 504 978**

Dumbarton Joint Hospital

**01389 812 001 / 034**

Barrhead

**0141 880 6161**

## EXERCISE

THE Live Active Exercise Referral Scheme may be appropriate for you if...

- You are not currently regularly physically active and you are thinking about becoming more active

- You are doing some activity but would like to do more and feel additional advice and support would help you

- You have been advised to become more active, eg by your GP or Practice Nurse, but you don't really know where to start.

Contact your GP, Practice Nurse or Physiotherapist for a referral to this scheme which offers advice, support and encouragement to help you exercise more. Information: Fiona Hamilton - tel: **0141 201 4756**.

THE First Steps Programme is an eight-week rolling social support programme for people who are new to physical activity and require some support and motivation to become more active.

This programme takes place in ten leisure centres across Greater Glasgow and allows people to taste a variety of local physical activities in a friendly and supportive environment. Information: Hugh McNish - tel: **0141 287 0238**.

CONTENTS

# The DIARY

NEXT date for the NHS Greater Glasgow and Clyde Board, Dalian House, 350 St Vincent Street, Glasgow - Tuesday, April 17, 2007 at 9.30am.

**Our Health - Making the Best Use of Your Modernised NHS**

Thursday, June 14, 2007 at the Royal Concert Hall, Glasgow. Details to follow.

**Community Health (Care) Partnership Committee Dates**

Your local Community Health (Care) Partnership (CHCP), which manages your local health services, holds regular committee meetings. These meetings are open to the public who can come along and observe decisions being made.

The following dates are for four of our 11 CH(C)P committees. We'll let you know when the dates for the other six (South West Glasgow, East Renfrewshire, Renfrewshire, Inverclyde, South Lanarkshire and West Glasgow) are decided.

**North CHCP Committee Meeting**

**Date 2007: March 26**

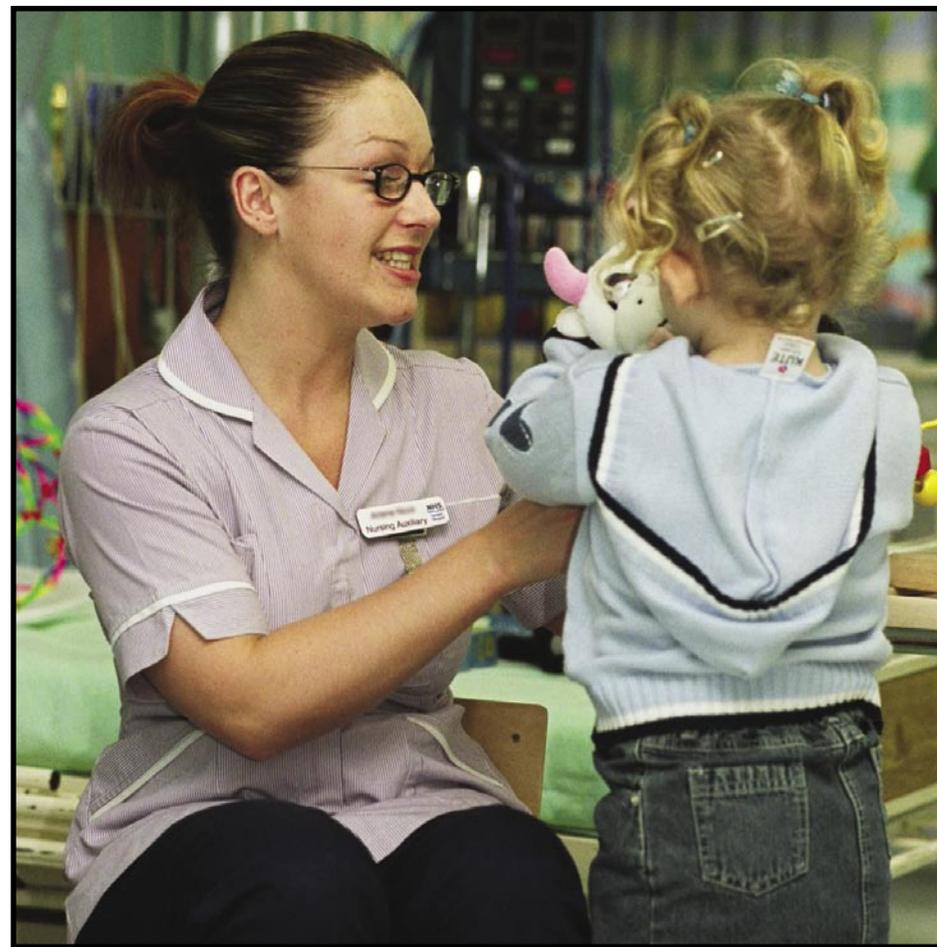
All meetings are held in the Corporate Meeting Room, North Glasgow CHCP Offices, 300 Balgrayhill Road, Glasgow, G21 3UR (10am to 12.30pm). Contact: Hazel Gray, tel: 0141 201 9739, email [hazel.gray@glacomen.scot.nhs.uk](mailto:hazel.gray@glacomen.scot.nhs.uk)

**East Dunbartonshire CHP Committee Meeting Dates for 2007:**

April 27, June 29, August 31, October 26, December 28. All meetings take place in the Corporate Meeting Room at Stobhill Hospital, starting 9.30am. Contact: Karen Gillespie, tel: 0141 201 4217, email: [karen.gillespie@glacomen.scot.nhs.uk](mailto:karen.gillespie@glacomen.scot.nhs.uk)

**West Dunbartonshire CHP Committee Meeting Dates 2007/08:**

May 9 - Conference Room, Dalmuir C.E. Centre (4pm)  
July 11 - The Foyer, Denny Civic Theatre, Dumbarton (2pm)  
September 12 - Conference Room, Dalmuir C.E. Centre (4pm)



November 14 - The Foyer, Denny Civic Theatre, Dumbarton (4pm)  
January 23 - Conference Room, Dalmuir C.E. Centre (2pm)  
March 12 - The Foyer, Denny Civic Theatre, Dumbarton (2pm)  
Contact: Gordon Whitelaw, tel: 01389-812318, email: [gordon.whitelaw@glacomen.scot.nhs.uk](mailto:gordon.whitelaw@glacomen.scot.nhs.uk)  
**East Glasgow CHCP Committee**

**Meeting Dates 2007:**  
March 19, May 21, July 30, September 17, November 26.  
All meetings are held at 9.30am, Newlands Centre, 871 Springfield Road, Parkhead, Glasgow unless otherwise stated.  
Contact: Eileen McGinness, tel: 0141 277 7452, email: [eileen.mcginness@glacomen.scot.nhs.uk](mailto:eileen.mcginness@glacomen.scot.nhs.uk)

PRINT

CONTENTS

# Total smoking ban in force

AS of last month no staff, patients or visitors are allowed to smoke tobacco on the grounds of our hospitals or other NHS facilities.

When the national smoking laws changed in March 2006 the Health Board agreed to leave in place a few existing smoking shelters for one year. Now these designated smoking areas have been removed.

We are in no doubt that there should be no place for smoking in or around NHS hospitals or other healthcare premises.

We are unashamedly behind anything that will cut down opportunities for smoking and encourage smokers to quit.

When patients arrive at our hospitals they should not expect to be met with groups of staff smoking on the grounds. Crowds of visitors gathering around the entrances to hospitals have for years created an unhealthy welcome.

We remain resolute that we must do everything in our power to encourage people to quit smoking when they are ready in order to tackle the chronic health problems that plague our country.

Information on the smoking policy is available on our website:



There's lots of support available for people who want to stop smoking:

Starting Fresh is available in more than 160 pharmacies throughout Glasgow, where trained staff can offer one-to-one support with Nicotine Replacement Therapy (NRT), on a drop in basis, once-a-week for up to 12 weeks. For more information about participating pharmacies tel: 0800 389 3210.

Stop Smoking groups also meet in most areas of Glasgow once a week, offering one of the most effective ways to quit. Details about these groups are available by contacting 0141 201 9825, or log onto:

If you live outside the Glasgow area, there are a number of places you can go to for help. Please call the relevant number for your area:

Paisley

0141 842 4829/4833

West Renfrewshire

07810 832 167

Barrhead, Renfrew and Erskine

0141 314 0815

Inverclyde

01475 724 477

Dumbarton, Vale of Leven and Lochside

01389 812 344



CONTENTS

# Glasgow eye docs have mission in sight in Malawi



IAIN WALLACE

**VISION of the future... the children of Malawi will benefit from the Glasgow mission.**



Some of our top eye surgeons are off to Malawi in Africa on a mission to help train local doctors to save the sight of hundreds of children.

The unique collaboration will allow the Glasgow team to share their knowledge and skills with their counterparts in Malawi.

At present, Malawi has only five eye surgeons serving some 12 million people and none of the surgeons have specific paediatric training.

Thanks to a new agreement, our specialists will travel to the Malawian city of Blantyre to train their counterparts at an international centre of excellence in eye care for children.

The centre is being created by the Malawian Ministry of Health as part of the global initiative, VISION 2020, which aims to eliminate avoidable blindness throughout the world.

There will also be opportunities for staff to come to Scotland to receive elements of their training here.

The £80,000 project – which also involves training for Anaesthetists, Theatre Nurses and Ophthalmic Clinical Officers - is being driven by the Scottish Executive and the Christian Blind Mission in Scotland.

Iain Wallace, Associate Medical Director of NHS Greater Glasgow and Clyde's Women and Children's Directorate, said: "This agreement

marks the culmination of months of work from both sides. A team of specialists from Glasgow has already spent some time in Malawi assessing the most important areas of need.

"We hope to start the programme in June and will provide education and training to a range of staff based at the Lions Sight First Unit in Blantyre, Malawi. Our aim over the next three years is to build a sustainable service that will benefit children with eye problems across the whole country."

An initial trip to Malawi and the subsequent visit to Glasgow by the Malawian delegation to finalise and sign the agreement was funded by the Christian Blind Mission.

PRINT

CONTENTS

# Now that's a real benefit

## HEALTH STAFF HELPING YOU GET BACK INTO WORK

A programme which helps people on Incapacity Benefit back into work has received 1400 referrals in Glasgow alone, since 'going live' in February last year.

The Condition Management Programme (CMP) is a key part of the UK-wide Pathways To Work initiative, which offers work-focussed support and advice to people who have been unable to work because of illness.

The programme is delivered by NHS Greater Glasgow and Clyde and Glasgow City Council in partnership with Jobcentre Plus (JCP) and offers a unique combination of specialist help, advice and support.

In Glasgow, there are five teams of Condition Management Practitioners (CMPs) based in Jobcentre Plus offices across the city and each one is closely linked to its local Community Health and Care Partnership (CHCP), which provides local health services.

In the Clyde area, which piloted the scheme in 2003, they have dealt with 3,619 referrals to date, from 13 Jobcentre Plus Offices. Since the beginning of 2007, there have been five teams of CMPs in Clyde, working in each local council area: West Dunbartonshire, Inverclyde, Argyll & Bute, Renfrewshire and East Renfrewshire.

Sue Plummer, Director, Condition Management Programme, Glasgow City, said: "We know that around a third of people who claim Incapacity Benefit desperately want to get back to work.



**BACK TO WORK ... Katherine Robertson (left) is just one of many people helped back into employment by Condition Management staff like Lynne McAdam (right).**

The CMP Practitioners support clients in working towards this goal by helping them to gain a better understanding of their health condition and to explore strategies for dealing with it. The aim is to increase the individual's confidence in his or her capacity to work rather than focussing on their incapacity.

"Around 70% of our clients are people with a mental health problem, including depression, stress or anxiety, and this is often made worse by the effects of unemployment."

Sue said that practitioners use the principles of cognitive behavioural therapy to support clients in developing coping strategies. These address the

individual's perceived needs, and can include help with stress management, anger management, depression, anxiety and management of pain.

Sue said: "Although the CMPs deal with people suffering from mild to moderate health conditions, client's lives are often chaotic and they present as complex cases. For example, most people who have been unemployed for any period of time will have money worries and some have very significant debt problems. If CMPs are to be effective in supporting clients, they have to take all these wider issues into account."

What Sue's teams provide is 'supported self help'. They work with the client to help improve their confidence, raise their self-esteem and get them to a point where they believe that they have something to offer.

"Many of our clients have already gone through mainstream health services and received a good service that's helped a lot to alleviate their physical symptoms. What we provide is the work-focussed support that complements these services, helping clients to believe that they can return to work, preparing them mentally for that challenge.

"But this is NOT about trying to get people back into work when that is not a realistic proposition. Nor is it about doing things for people, long-term counselling or providing a fast track to NHS services.

CONTENTS

# Health staff help you back to work



CONTINUED FROM PREVIOUS PAGE

"It IS about short-term - four to 16 - sessions of work-focussed supported self help. We hope, and evaluation so far shows, that by the end of the programme, clients feel far more confident about returning to voluntary work, training or into full-time paid employment."

Lynne McAdam, Team Leader for the Condition Management Programme in Glasgow North CHCP, said: "What we do is set clients on a path, supporting them to help themselves in all aspects of their life.

It's great when we're able to help individuals take those first steps back into work."

One of Lynne's clients was Katherine Robertson from Sighthill. Lynne worked with a Job Centre Plus colleague, Karen Ross (an Incapacity Benefit Personal Advisor at Springburn Job Centre Plus), to help the mum-of-four back into work.

Katherine had been out of work for three years and her self-esteem was at an all time low. Thanks to the programme, she's now working full time for a well-known baker's firm. She said: "I'd been suffering from depression and didn't think I could give an employer 100%.

I wasn't going out and I wasn't even seeing friends.

"Then I agreed to try the programme. I came and saw Lynne for eight sessions and, through working with her, have gradually built up my confidence and got my self esteem back."

The mum-of-four really rates the programme saying that the techniques she learned on it really helped her regain her confidence.

She added: "What was good about working with Lynne and Karen that they listened to me without having an opinion. I didn't feel I could talk about my depression to family and friends, but I could with them."

One thing Katherine found useful about the programme is the support she got when moving from Benefits back into work.

She said: "The minute you get a job, your Benefits stop. Karen was able to sort out financial assistance to help me during the weeks between stopping Benefits and getting my first wage. It really helped."

So, what does Katherine say to others thinking about trying the programme?

"It's definitely worthwhile."

For more information, contact the Condition Management Programme via Incapacity Benefit Personal Advisors at your local Job Centre Plus.

PRINT

CONTENTS

# See Glasgow... see jobs... CD!

**A**S one of Scotland's largest employers NHS Greater Glasgow and Clyde has created a new CD-Rom to help attract the best of staff to deliver the best of healthcare and support services.

Already tens of thousands of copies of the interactive disc have been handed out to prospective applicants at job fairs and career information events across the country...and it's gone international too - sent around the globe to people with an interest in working here.

Originally completed in January, the CD uses state-of-the-art software and thousands of attractive images. It is designed to guide prospective recruits through NHSGGC's structure and services, as well as lifestyle opportunities in the West of Scotland, covering topics like housing, leisure and schools.

International competition among healthcare providers to attract qualified nursing and clinical staff is increasing and, despite this, Greater Glasgow and Clyde is emerging as a major contender.

Ian Reid, our HR director says that we are attracting increased worldwide interest on the back of our massive investment in modernising all aspects of healthcare.

More than a billion pounds is bringing cutting-edge new buildings, modernised services and exciting and attractive opportunities for career minded health professionals here in the West of Scotland.

The proof of this is the number of people from overseas who want to come and work here because they see a future that offers serious personal opportunities in world-class settings.

Already tens of thousands of "hard copies" of the CD-ROM have been snapped up worldwide.

The CD's international appeal has been enhanced by the inclusion of filmed interviews with staff who have come from as far afield as Germany, Malta and Australia to take up a career in Glasgow. They tell it like it is: job opportunities and experience they could never get at home, friendly and fun people and a social life second to none.

One of the innovative features is an interactive map which allows the user to



locate different types of facility and then click on individual descriptions. This has proven so successful that the design is now being adapted to become a central part of the home page of NHSGGC's newly revamped website.

Now the CD-ROM's content is even easier to access. You don't even have to go to the trouble of getting hold of a copy of it. The new NHSGGC website [www.nhsggc.org.uk](http://www.nhsggc.org.uk) already has a comprehensive online 'job shop' which can be accessed directly from the home page. The CD-ROM has now been converted into a format which allows browsers to download the content as one of the online services. After reading through it, applicants can then use the rest of the site to check out current job vacancies and then submit a job application.

One pleasing feather in the cap of this Glasgow project – and achieved quite by chance - is that the chap we hired from a national agency to do the CD-ROM's voice-over turned out to be an Edinburgh A & E doctor... you can't get much more of an endorsement when you have an East Coast clinician telling the world what a fantastic place Greater Glasgow and Clyde is!

PRINT

CONTENTS

## Know your rights... call a CAB



Your NHS has now contracted the Citizens Advice Bureau (CAB) to supply free and independent support and advice to NHS patients.

The new service will help supplement existing NHS systems for helping patients comment or complain about treatments they have received in hospital, from a GP, dentist, nurse or from any other part of the health service.

And to ensure users of NHS services can access the new service easily CAB have created a one-stop telephone contact for NHS Greater Glasgow and Clyde issues. Tel. 0845 2311010

When you call you will be put in contact with a trained adviser who will either help you over the phone or make an appointment for you to see someone in your local CAB office. Alternatively, you can contact your local CAB directly.

CAB can help with a huge range of issues such as advice on: NHS

services, your rights to accessing information, support to assist you with coping with the effects of illness or disability, and help to reduce anxiety and stress.

The service can help you in a number of ways:

If your health is affecting other areas of your life, we can provide advice and information to help – for example with housing, employment or benefits issues.

If you want to raise a concern or comment about your NHS treatment, we can give you advice and information to help you to raise your concerns with the right people, helping you to work with the NHS to find a solution that is right for you.

If you want to make a formal complaint about any aspect of your NHS treatment, we can put you in contact with the right people who can support and assist you through the complaints process.

## New Bone Marrow Transplant Unit opens after major upgrade

Dozens of former bone marrow transplant patients, who underwent transplants at the Royal Hospital for Sick Children, were joined by their families to help celebrate the refurbishment of the hospital's Bone Marrow Transplant (BMT) Unit.

The BMT Unit has been re-opened following an extensive programme of upgrading and expansion.

Former patients and their families attended the celebration, alongside some of the other donors whose generosity helped make the renovation possible.

The BMT Unit currently transplants around 10 - 15 paediatric or adolescent patients each year and caters for children and young people from across Scotland. The new upgrade means that these young patients are able to remain in the necessary strict clinical isolation but can, for the first time, have access to natural daylight.

Until now, children and teenagers who have had bone marrow

transplants at the BMT Unit were in rooms with very strict isolation requirements that meant no windows or dedicated toilet facilities. However, developments in technology have allowed the refurbishment to incorporate both skylights and private toilet facilities in each of the refurbished rooms.

They have been redesigned to provide much more privacy for the older teenage patients being transplanted and are considerably more user-friendly. All of the cubicles have improved filtration systems, moving from laminar flow to hepa-filtration.

Consultant Haematologist Dr Brenda Gibson explains: "The old facilities were in use for over 25 years and came with us when we moved from Ward 7A to the Schiehallion Unit in 1996. They were state-of-the-art for the time, but technology has moved on so much that we are now able to provide a much more cheerful, comfortable and private environment."

CONTENTS

**O**LD FIRM fans who can't kick their smoking habit are being thrown a lifeline by NHS Greater Glasgow and Clyde.

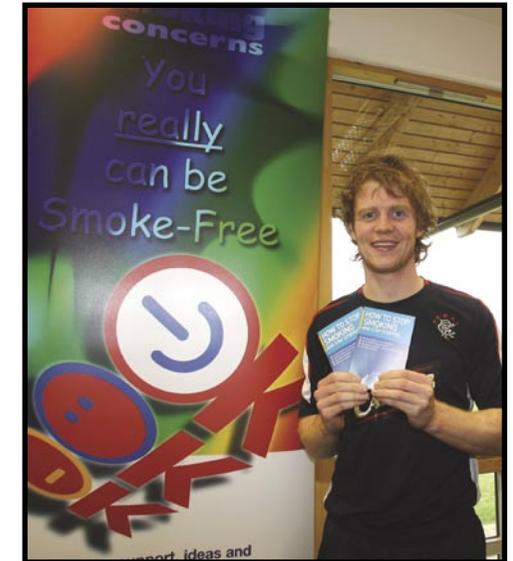
Celtic and Rangers have warned supporters that since last year's smoking ban in enclosed public spaces, lighting up in the stadium toilets at half-time is illegal - and those who persist in trying now risk losing their season tickets and even being banned from the ground altogether.

But in an attempt to help those fans who find it difficult to quit, health board experts are teaming up with Rangers and Celtic to help keep fans at the game. For the first time, the two football giants are using their websites and magazines to offer support to fans who want to give up. Both clubs' websites now give details of how to get help, including contact information for NHSGGC's smoking cessation service, Smoking Concerns.

Backed by Rangers' Chris Burke and Celtic's Darren O'Dea, the new advice means supporters can now get help to stop smoking at the same time as they check up on the latest team news.

NHSGGC's Director of Public Health Doctor Linda de Caestecker said: "Both clubs have had problems with fans lighting up in the toilets, and this isn't just illegal but also threatens their health and the health of their fellow supporters.

OLD FIRM  
TEAMS  
UP WITH  
NHSGGC  
TO HELP  
FANS STOP  
SMOKING



OLD FIRM stars Darren O'Dea from Celtic and Rangers' Chris Burke join the campaign.

# Kicking the habit

"But it can be very difficult to give up smoking without any support and that's why we're teaming up with Celtic and Rangers to help."

Laurence Macintyre, Head of Safety at Rangers, commented: "Whilst the Club has tried to be as understanding as possible with smokers in the transition between a 'smoking' and 'no smoking' stadium, over 100 fans have been ejected from matches over the last year at half-time.

"This may now need to be followed up by the suspension of season tickets and indefinite bans if smokers persist in defying the legislation."

Ronnie Hawthorn, Head of Safety, Security and Stadium Operations at Celtic, said: "It is the duty of Celtic FC to ensure that Celtic Park is a

smoke free area and this is something which we will continue to enforce strongly. We thank our fans for their support in this regard and we will continue to work in close partnership with the health authorities and Environmental Protection Services to promote a strong anti-smoking message."

Agnes McGowan, Manager of Smoking Concerns, said: "We understand how hard it is to give up smoking and that's why it's important for smokers to know that there is plenty of help available."

**CONTENTS**

# Best of Europe heading for city

**G**LASGOW will host yet another major sporting tournament later this year. On the back of the UEFA Cup Final being played at Hampden and our bid to hold the Commonwealth Games in 2014, NHS Greater Glasgow and Clyde is bringing Europe to Glasgow by hosting the Eurospital Football Tournament.

The seven-a-side tournament brings together health workers from across Europe. Spain, Germany and France are just three

of the countries taking part in the one-day tournament being held at Garscube Sports Complex on Saturday, September 1<sup>st</sup>.

This is the 14<sup>th</sup> Eurospital Tournament which was started back in 1993 by Henri Verbrugghe as a means of bringing together healthcare workers socially and competitively.

It has been held in many countries over the last 14 years including San Marino, Leeds, Copenhagen, Dublin, France, Spain and Germany.

**G**LASGOW University runs a range of classes and activities specifically targeted at people aged 55 and over. The ActiveAge and Well-Being programme includes swimming, muscle

conditioning, exercise classes and access to special eight-week block courses in activities such as Tai Chi, yoga and Pilates. For information, go to:



**T**HE 10K for Men - the UK's only 10K run specifically for male athletes - takes place in Bellahouston Park, Glasgow on Father's Day - Sunday, June 17, 2007.

Open to all men over the age of 15, the event was first run last year when it attracted around 1500 participants.

To register and for more information, visit:

or tel. 0141 550 7515/223 7683.

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

PRINT



Written, edited and published by NHS Greater Glasgow and Clyde Communications, Dalian House, 350 St Vincent Street, Glasgow G3 3YZ. Tel 0141 201 4444. Design and E-newspaper production: Alistair Nicol PR & Design, Ayr. Tel 01292 287492. Email: alistair@advertisingworks.biz