

SN

Staff Newsletter
April 2011

NHS
Greater Glasgow
and Clyde

IT'S A ROBOT REVOLUTION IN PHARMACY

New distribution centre launches. See page 3

DATES FOR THE DIARY

WORLD HEALTH DAY

7 April
www.who.int

PARKINSON'S AWARENESS WEEK

11-17 April
www.parkinsons.org.uk

WORLD HAEMOPHILIA DAY

17 April
www.wfh.org/whd

NHSGGC BOARD MEETING

19 April, 9.30am
J B Russell House, Gartnavel Campus

IMPROVING CARE, DRIVING EFFICIENCY

12 May
The Barbican, London
This event is CPD certified.

Healthcare in the UK is constantly evolving. As new technologies and processes are introduced into the NHS, patient outcomes improve, which result in a better quality of healthcare. However, technology is only one part of the "innovation pathway" – organisational innovation and service re-design also have a major role in improving patient care. Lean methodologies are increasingly being adopted into the NHS, boosting efficiency and productivity. A recent review by the Foundation Trust Network claims that the NHS can make £600m worth of back office savings through sharing services, reducing waste and making the best use of resources for the benefit of patients and the taxpayer. For more information and to book, visit: www.publicserviceevents.co.uk/event/overview.asp?ID=177



MENTAL HEALTH IS DOWN TO A FINE ART

Exhibition shows patient creativity

An exhibition showcasing a range of creative media designed by people who use mental health services can be viewed in Gartnavel Royal Hospital (just off the main reception foyer) until Saturday 24 June.

The artworks were first created for the Scottish Mental Health Arts and Film Festival 2010, when a group of mental

health providers in west Glasgow came together to design a series of exhibitions. Three exhibitions, which included film, pottery and jewellery as well as quilt-making ran for the duration of the festival.

The contributors included Flourish House, the Coachhouse Trust, Glasgow West Regeneration Arts in Action Group, Project Ability and Gartnavel Royal Hospital.

Samantha Flower, Area AHP/ Rehabilitation Manager – West Area, said: "Our heartfelt thanks go to the artists who have kindly lent us their

work. As well as this, I would like to acknowledge the ongoing support of Gartnavel Royal Auxiliary (friends group). Funding from them last year enabled us to frame the artworks and further funding has covered the cost of hanging the exhibition."

i For more information about the exhibition pieces or if you would like to be involved in this year's Planning Group, contact Samantha Flower, on 0141 211 3576 or samantha.flower@ggc.scot.nhs.uk

Health and safety awareness grows

INCREASING numbers of staff are becoming more health and safety aware, and this is being reflected in the number of incidents being reported.

Kenneth Fleming, head of health and safety, puts the increase in reporting down to the process itself being easier and a growing awareness that any issue raised is given serious consideration. "Staff can now fill in an online form very quickly," he said.

"I can guarantee that every single incident which is reported is read by three people, the individual's

manager, the manager's manager and a member of the health and safety team.

"We are also reviewing the feedback mechanism for staff to give people further assurance that we are listening to what they are saying."

This year, our "Health and Safety Awareness Week" focused on three themes – stress, violence and aggression, and safe maintenance – and displays toured various sites to drive home the message.

Guidance notes for staff recording incidents are now available on Staffnet.



From left: at the display are Kathy Cook, secretary, and Linda Fleming, occupational health nurse, talking to staff

i For more information about health and safety, log onto www.hse.gov.uk/violence and www.victimssupportsco.org.uk and www.hse.gov.uk/stress www.lttf.com and www.hse.gov.uk/safemaintenance

Futuristic pharmacy is open for business

Distribution centre launches

Our brand new state-of-the-art centralised pharmacy distribution centre is now officially open for business using nine high-tech robots.

The robots have revolutionised the distribution of medicines, freeing up more than 40 staff to concentrate on patient care which will contribute to the quality care experience and will enhance patient safety. In addition, the presence of these staff on wards has allowed nurses and doctors to use more of their time on direct patient activities.

The distribution centre is an example of how investing in new technology can free up resource and deliver cost savings.

There are, however, staff keeping a watchful eye on the smooth running of the centre, including our Pharmacy Technician of the Year, Karen Pawelczyk.

Karen said the new centre means a welcome extra responsibility for her and her colleagues, taking on tasks which would previously have been carried out by pharmacists.

She said: "We are now delivering vaccines to GP surgeries and will be working more closely with public health colleagues during the flu season and any pandemic situations. This means delivering vaccines to schools



Karen Pawelczyk, above, named Hospital Services Technician of the Year. Inset: One of the centre's robotic arms

and flu clinics. I'm really enjoying this new responsibility."

About 80,000 packs per week are sent to 4,000 destinations using robotic technology, speeding up the dispensing process.

Ward stocks are managed by teams of pharmacy technicians and pharmacy assistants who communicate electronically with the centre. The staff are integrated into the ward using their skills in providing care for patients and providing support to ward pharmacists.

Cabinet Secretary for Health and

Wellbeing Nicola Sturgeon, who officially opened the facility on 23 February, was impressed by the cutting-edge technology.

The new centre, in which £3.1 million has been invested, replaces 14 pharmacy stores with a single procurement and distribution point for all medicines used by our hospitals and clinics. In addition, the centre manages the homecare service providing specialist medicines directly to 3,800 patients at home and people who attend clinics within NHS Lanarkshire.

Lead pharmacist Norman Lannigan, who has been involved with the project since its inception, said: "Pharmacy has much more to offer in the provision of direct care to patients than its traditional activity of dispensing and distributing medicines.

"The scale of the operation within the Pharmacy Distribution Centre is unique within the NHS.

"The fact that it was fully operational within six months of opening is a great credit to our staff working in the centre who have fully embraced the new technology."

Record rise in NHS Credit Union members



The NHS Credit Union
be part of our family

MORE than 6000 people are now members of the NHS Credit Union.

Numbers are up 30 per cent on the previous year, giving more staff the chance to take advantage of great offers available on loans, savings and insurance services.

The Credit Union has grown considerably, not only in members but from its humble beginnings in a backroom office

at the Southern General and the number of people it now serves, stretching across NHSScotland and the north of England.

Director and general manager Robert Kelly said: "The success of the rebranding, which included a modernised website for members, led to a surge in new customers including approaches from NHS Trusts in England – in particular, the Liverpool area where a pilot

project has commenced."

Agnes Stewart, board member and previous vice chairwoman of the Credit Union and former NHSSGC board member, was unanimously elected as chairwoman for the Credit Union with immediate effect.

Visit the Credit Union website at:
www.nhscreditunion.com

CELEBRATION

Event pays tribute to Stobhill Hospital's proud history

Stobhill inpatient services and casualty service have completed a move to Glasgow Royal Infirmary as part of a long-standing plan to concentrate inpatient services on three sites in the city.

For more than a century, from its early days as a Poor Law Hospital to the present day when New Stobhill Hospital has been voted the best small hospital in the world, Stobhill has proudly served the people of north Glasgow and East Dunbartonshire.

To mark the end of an era, more than 400 Stobhill staff recently held a Ball to celebrate their years spent at the hospital.

Old, young, new and retired staff from all areas of the hospital gathered at the Crowne Plaza Hotel for the special party.

Speeches from two of the hospital's longest-serving doctors, Frank Dunn and John Smith, brought back lots of happy memories.

Grace Carr, theatre assistant at Stobhill for the past ten years, organised the party with colleague, Liz Simpson.

Grace said: "It was a fabulous night and a fitting send-off.

"Moving from Stobhill is a big change for staff at the hospital and we wanted to mark the occasion with something special.

"I think we managed that and the Ball has certainly provided many memories for staff to take with them."

Stobhill started life as a poor law hospital for the north of the city, with 47 acres of land purchased in 1899 at a cost of £6000. The hospital formally opened on 15 September 1904.

Patients had to declare themselves paupers to receive treatment and to save on this embarrassment the hospital address – 133 Balornock Road – was used rather than its name.

During the First World War, the hospital was



A special occasion for the Stobhill staff

Moving from Stobhill is a big change for staff at the hospital and we wanted to mark the occasion with something special

Grace Carr, event organiser

requisitioned by Royal Army Medical Corps staff of the Territorial Force and re-designated as the 3rd and 4th Scottish General Hospitals.

A staff of 240 Territorial Force nurses and volunteers from St Andrew's Ambulance Association cared for more than 1000 wounded patients before the return of the hospital to civilian use.

From the late 1920s, Stobhill was to steadily grow into a modern hospital with a number of new developments, including a much-



New Stobhill Hospital has been named best small hospital in the world



Dr Frank Dunn recalled many happy times in his speech. Pic courtesy of Roberto Cavieres

OF STOBHILL



Pic courtesy of Roberto Cavieres




Pic courtesy of Roberto Cavieres

Event organiser Grace Carr welcomes her colleagues to the bash

events that were held throughout the years at the hospital and personal celebrations staff have shared.

Chief operating officer Jane Grant, who spent some of her career at Stobhill Hospital, was also there to share with staff tales of her time at Stobhill. She described the evening as one of reflection and celebration of all that Stobhill Hospital has offered to the people of Glasgow. She said: "There has been a huge amount of innovation out of Stobhill which will continue with the New Stobhill Hospital and as staff move on to Glasgow Royal Infirmary."

More on Stobhill's proud history as one of Glasgow's major inpatient hospitals can be found in the latest edition of *Health News*, published with the *Herald* and *Evening Times* on 16 March and displayed throughout our hospitals and health centres.

 To download a copy of Health News go to www.nhsggc.org.uk

needed maternity unit in 1931, a groundbreaking geriatric unit in 1953 and in 1968 a modern pathology department.

Stobhill was responsible for many innovations, including pioneering work in the emerging specialty of geriatric medicine, Scotland's first experiments on the storage of blood for transfusion and invaluable research in the field of stroke medicine.

This proud history was recognised at a second staff event on 10 March, when staff packed out the TJ Thomson Centre for a night of nostalgia.

Staff were able to take a walk down memory lane with a large selection of photos that highlighted momentous



Pictures show the personal celebrations of staff at the hospital over the years



One ward in the 1930s

STOBHILL THROUGH THE YEARS

- 1904** - Stobhill Hospital, with a bed complement of 1867 officially opened.
- 1914** - Hospital requisitioned by Royal Army Medical Corps and re-designated as 3rd and 4th Scottish General Hospitals.
- 1920** - Hospital returned to civilian use.
- 1929** - Local Government Scotland Act paves the way for the removal of Stobhill's poor law hospital status to that of general hospital.
- 1931** - Lucy Baldwin, wife of Prime Minister Stanley Baldwin, visits newly opened maternity unit.
- 1948** - National Health Service introduced.
- 1953** - Groundbreaking Geriatric Unit opens at Stobhill, drawing visitors from around the world.
- 1963** - Edward Unit for Mothers and Babies opened by Princess Alexandra.
- 1970** - Stobhill recognised as Britain's largest acute general teaching hospital.
- 1979** - World's first test tube baby boy born at hospital.
- 1993** - Scotland's first dedicated day surgery unit opened at Stobhill.
- 2009** - New Stobhill Hospital opens.

Call for poster abstracts

NHSScotland is looking for poster abstracts which highlight creative and innovative solutions to improving the quality of healthcare in Scotland. One of the key features at the NHSScotland Event is the poster exhibition where hundreds of innovative teams and individuals showcase their projects.

The NHSScotland Poster Exhibition forms an integral part of best practice, learning and sharing at the event. The call for posters opened on 16 March and will close on 13 May.

The posters will be judged at the event and there will be a winner in each category. Winners will be presented with a trophy.

This year's NHSScotland Event is being held on 23 and 24 August at the Scottish Exhibition and Conference Centre, Glasgow.

Find out more about the poster categories and view the call for posters guide at www.nhsscotland.event.com

FAREWELL TO FIVE...

Four of our longstanding Board members are stepping down and a fifth is due to leave in June.

Board chairman Andrew Robertson paid tribute to them all for their contributions over the years. He said: "I would like to thank all of them for the wealth of expertise they brought to our organisation and for the part they played in developing and shaping the services we provide."



Professor David Barlow

Professor Barlow was Executive Dean of Medicine at the Faculty of Medicine at Glasgow University. He chaired the Clinical Governance and Research Ethics Governance Committees. Thanks to his university links, Professor Barlow forged strong relationships at a senior level between both organisations on a number of key strategic issues.



Ronnie Cleland

Ronnie is the former Chair of the North Glasgow University Hospitals Trust. He also chairs the Organ

Board members step down after playing a key role in shaping services

Donation Committee and has had a key interest in the development of the Acute Services Strategy, which included the West of Scotland Service for Cardiothoracic Services moving to the Golden Jubilee Hospital.



Peter Hamilton

Peter chaired the Local Health Council for four years before joining the Board as a Non-Executive Member in 2003.

He chaired the Involving People Committee, was vice chair of two CHCPs and a member of a number of key Board committees. And, together with the communications directorate, launched what became the annual "Our Health" events at Glasgow's Royal Concert

Hall, showcasing services provided by the Board.



Ravinder Kaur Nijjar

Ravinder played a leading role in developing our Spiritual Care Committee which she chaired for the last six years.

As well as contributing to the business of the Board, Ravinder built and maintained very strong connections with inter-faith groups and other external organisations, ensuring that the Board's views were represented.



Elinor Smith

Elinor, who is leaving in June this year, was appointed vice chair in 2008 and had also served as Chair of the South Glasgow University Hospitals NHS Trust.

She also chaired the Audit Committee and played an important role in publicly promoting proposals for the New Victoria Hospital and those for the new Southern General Campus.

Revamp for health centre

BRIDGETON Health Centre has been given a £1.5 million makeover – and even more pleased than the staff are the 23,000 patients it serves.

Following the redevelopment and refurbishment, chairman Andrew Robertson officially opened the new-look centre for business.

The new facilities include a redesigned and larger pharmacy area, a physiotherapy exercise gym to assess and treat patients and five new podiatry treatment rooms.

Two new health education/meeting rooms have also been

created to work with groups such as breastfeeding support and parent groups.

Centre administrator Heather Kennedy said: "The new facilities have been very well received by staff, not least because they assist us in continuing to provide improved standards of care and treatment for people in the area and extend local access to a wider range of health services.

"The refurbishment went fantastically well and I would like to thank the staff for their co-operation while the building work was taking place."

Mr Robertson said: "The new centre is a superb, modern, bright facility which patients and staff are already very much enjoying. The centre provides the very best facilities for community-based healthcare services which the community can be rightly proud of.



From left: Andrew Robertson, chairman, Anne Hawkins, director, Glasgow City CHP, Mark Feinmann, sector director North East

"I am delighted that this redeveloped facility is operational, providing excellent services to the local community.

"This is indeed good news for the Bridgeton community which depends on the centre."

The new centre is a superb, modern, bright facility

Andrew Robertson, chairman

New categories launched for Chairman's Award



Scott Smart and colleagues pick up the Chairman's Award from Nicola Sturgeon

Share your great ideas for a chance at winning

The prestigious Chairman's Award for 2011 has been expanded into new categories following a growing number of diverse and innovative entries from the whole spectrum of NHSGGC activity.

With such a growing importance in sustainability, including recycling, energy conservation and energy creation, a new Environmental category has been introduced. As with all public bodies, NHSGGC has a HEAT target to reduce energy consumption by 3 per cent year on year.

The new category will enable staff who are helping to deliver efficiencies, or who have innovative ideas, to showcase their work or see an idea developed into practice.

Two other categories focusing on Improving Health, and another on Clinical Practice, have been identified for 2011.

Clinical Practice entries can be anything from the development of a new product, which helps and improves the everyday practices in your workplace, to an innovative approach to patient care.

Improving Health entries could include anything from Healthy Working Lives ideas, healthy eating, smoking cessation or improving mental health.

Chairman Andrew Robertson is joined on the judging panel by employee director Donald Sime, head of staff governance Andy Carter, director of communications Ally McLaws and representatives from awards partners Scottish Health Innovation Ltd



(SHIL). Andrew said: "The range of entries from last year's awards was excellent, but it was obvious there were a few recurrent themes running throughout the entries and we wanted to recognise that.

"Many of our staff are real champions at looking at ways to improve their work areas, whether it be through ensuring that we are doing

mental health issues on a 12-week football coaching project.

The high-profile attention after an award presentation ceremony by our Chairman and Cabinet Secretary Nicola Sturgeon set the agenda for Scott and his colleagues to go on and lift a Scottish Health Award for his project 'Tackling Recovery'.

This year it could be you!

If you have a good idea but aren't sure how it might work in practice and

Tips for entering

These are a few tips which you may want to consider before sending your entry in.

- Has your idea been tried and tested?
- Have you got supporting evidence to show us how it worked?
- Does your idea and any

supporting information comply with the assessable information policy?

- Try to include any details of participation or involvement with staff and/or patients
- Show any evidence of success that you have tried out your idea and any feedback.

our bit to help the environment, or doing their bit through Healthy Working Lives and other projects to get our staff fitter and healthier.

"These people often give up their own time to run projects and get involved and we want to recognise them for all their hard work that goes above and beyond the call of duty.

"So I encourage you all to think about entering and share your ideas with us."

In 2010, the winner of the Chairman's Award was Scott Smart who led a team of young men with

need some help, let us know and we'll try and point you in the right direction. Our Chairman's Award partner SHIL is available to work with you to further develop your idea/design.

The Chairman's Award is there to help you develop your ideas or projects, so get thinking and get entering.

The deadline for entering the Chairman's Award is 31 August.

For more information, go to the Chairman's Award section on StaffNet.

Bursary scheme launched for 2011

THE 2011 Staff Bursary Scheme has been launched and staff are invited to submit their funding applications.

The scheme is funded through endowment monies and aims to give employees who are interested in pursuing an educational qualification the opportunity to apply, on a competitive basis, for funding support.

Over the years, it has enabled a wide range of staff to undertake various educational learning opportunities, bringing many benefits to themselves and the services in which they work. Since the introduction of the Scheme in 2007, almost £800,000 has been awarded to staff.

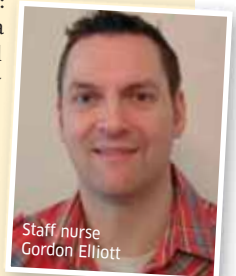
Gordon Elliott, staff nurse at the Southern General Hospital, is in the process of completing modules for a Degree in Nursing.

He said: "Gaining a degree will benefit my ward and patients when delivering nursing care.

"I believe it is important to strive to enhance our knowledge and skills.

"If I had not received funding for my degree I probably would not have considered doing it at present – 60 per cent funding gave me the motivation to go ahead."

Staff should note that bursary funding is made available one year at a time. As such, it may not meet all their needs since it doesn't guarantee funding for the duration of study. It is, therefore, advisable to check out other funding possibilities as well.



Staff nurse Gordon Elliott

For further information on the Bursary Scheme contact Katerina Bartakova on 0141 201 4797 or email: Katerina.Bartakova@ggc.scot.nhs.uk You can read more comments on SN Online: www.nhs.gov.uk/staffnewsletter

...brief



Above: Staff jogging on the Gartnavel site

Wear trainers to work...

STAFF on the Gartnavel site took advantage of wearing trainers to work for 'Sport Your Trainers' on Commonwealth Day with a walking group and a running group taking to the grounds during lunch.

Not even the weather was enough to put staff off and the running group have arranged to meet on a regular basis, while trying to encourage more staff to join, especially beginners.

If you are interested in joining the group, contact Khalid Bashir in the first instance (email: khalid.bashir@ggc.scot.nhs.uk) and he will try to arrange a time and day which suits the majority of people.

Keep fit... join a netball team

NHS staff, their friends and relatives are welcome to join a netball team at St Ninian's High School, Kirkintilloch, every Wednesday from 5pm-6pm.

Why not go along and have some fun keeping fit in a non-competitive environment. You don't need to know the rules, you can learn as you go along, just come along and enjoy yourself. The cost is £1 per week.

For more information, contact Elaine Shiels on 0141 232 8213 or email: elaine.shiels@ggc.scot.nhs.uk

On the move

WEST Dunbartonshire CHCP offices have now relocated from Hartfield to West Dunbartonshire Council, Garshake Road, Dumbarton, West Dunbartonshire G82 3PU. Telephone: 01389 737599.

Volunteers needed to foster the pets of patients

Give a pet a caring home

PET Fostering Service Scotland (PFSS) was established in 1985 and currently has 178 volunteers throughout Scotland who offer their homes and foster care to animals whose owner is in hospital.

Its aim is to minimise the stress of both pet and owner while they are separated, reassuring owners over the wellbeing of their pet and reuniting them as soon as possible.

If you know of a patient who could use the help of PFSS, call 0844 811 9909 and speak to the local area organiser to get the necessary

paperwork filled out with the pet owner.

On average, 220 pets are fostered every year - 75 per cent being dogs, 24 per cent cats and 1 per cent small furry animals and birds.



i PFSS is constantly looking for new volunteers. If you think you can help call the recruitment co-ordinator, call 0844 811 9909 and choose option five then option one.



WIN tickets to the home show!

THE Scottish Homebuilding & Renovating Show, Scotland's only dedicated consumer exhibition for self-builders, home renovators and improvers, is back at the SECC on 21-22 May 2011 and we have 12 pairs of tickets to be won!

With more than 140 exhibitors visitors will find all the products and services required for self build and home improvement under one roof, from heating/ventilation and restoration to eco homes, home automation and timber frame structures; the show is the ulti-



mate event for creating your dream home.

Event opening hours: Saturday 10am-5pm; Sunday

10am-4.30pm. For more information, call 0844 581 1377 or visit www.scotland.homebuildingshow.co.uk

Question: How many exhibitors will be at the show?

For your chance to win a pair of tickets, send your answer to the question above to: staffnewsletter@ggc.scot.nhs.uk or Staff Newsletter, Internal Communications, J B Russell House, Gartnavel Royal Hospital Campus, 1055 Great Western Road, Glasgow G12 0XH. The closing date is 30 April 2011.