



A new lease of life

Prosthetic team steps in for victims of war
See page 3

DIARY DATES

NHSGGC BOARD MEETING
TUESDAY 17 APRIL,
11.15AM

Boardroom, JB Russell House

MIDWIVES' STUDY DAY
THURSDAY 19 APRIL

Cumbernauld College,
Glasgow

For more information
and to book a place
for the event, visit:
www.apec.org.uk, tel:
01386 761848 or email:
sarah@apec.org.uk

**NHS BLOOD AND
TRANSPLANT PRESENTS:
WEST OF SCOTLAND
ORGAN DONATION
STUDY DAY**
FRIDAY 20 APRIL

Lecture Theatre, Govan Mbeki
Building, Glasgow Caledonian
University, Cowcaddens Road,
Glasgow G4 OBA

For more information or
to register, contact Ann
McKenzie, email: ann.mckenzie@nhsbt.nhs.uk
or tel: 0300 123 9209

**MANAGEMENT OF
PERINATAL MENTAL
HEALTH DISORDERS**
MONDAY 23 APRIL,
9.30AM - 4PM
MARRIOTT HOTEL,
GLASGOW

Cost £50 for the full day.
To register for the event,
visit: www.mhngg.org.
uk Any further questions
should be directed to the
Mental Health Network,
tel: 0141 550 8417 or
email: margaret@mhngg.org

STAFF NEWSLETTER

Staff Newsletter is written by staff
for staff with the full support of
the Area Partnership Forum

Please send articles, letters
and photographs to: NHSGGC
Communications, Staff
Newsletter, JB Russell House,
Gartnavel Royal Hospital
Campus, 1055 Great Western
Road, Glasgow G12 0XH

Email: staffnewsletter@ggc.scot.nhs.uk
Telephone: 0141 201 4558
Staff Newsletter is designed
by Connect Communications
www.connectcommunications.co.uk

Drink less for your health

IS it time to drop a glass size for 2012?

A national alcohol campaign is now under way encouraging some simple adjustments to our drinking habits – such as dropping a glass size.

The size of the glass you pour and the strength of the alcohol you are drinking at home makes a big difference to the number of units you're consuming. With the absence of pub measures or glass sizes that we're used to, some of us could be drinking double the amount of alcohol we think we are.

Linda de Caestecker, director of public health, said: "In recent years, our drinking habits have changed – we no longer need a special occasion to open a bottle of wine.

"One of the easiest ways to reduce your alcohol intake is to adopt one of the principles of slimmers who reduce the size of their plate to eat less – by selecting a smaller glass, you will pour yourself a smaller drink.

"Making small changes to your drinking habits can not only make you look and feel better, it could also help you improve your long-term health, so you're happier and healthier for longer."

Enjoying a glass of wine after a tough day at work, a hard day with the kids or when you've got your feet



up in front of the TV can be enjoyable. Many of us would say that alcohol can help us wind down, but more often than not – especially when drinking at home – "just one glass to relax" can turn into more than you think, sometimes even the whole bottle.

The effects of overdoing it are obvious, like a bad night's sleep, or that telltale headache the following morning, but over time, the invisible effects of alcohol can also catch up with us too, damaging parts of the

body you can't see, increasing your risk of high blood pressure, liver disease or even breast cancer.

You should make sure you have at least two alcohol-free days a week and do something else to treat yourself instead. Men shouldn't regularly drink more than 3-4 units a day and women 2-3 units – that's the same as just one large glass of wine.



For more information,
visit: www.drinksmarter.org

Clinical Services: Fit For The Future

THE clinical leads who will head up the seven NHSGGC clinical groups to ensure our Clinical Services are Fit For The Future beyond 2015 and into 2020 have been named. The groups and the lead clinicians are:

- Population Health – Dr Emilia Crighton
- Children and Maternity – Dr Linda de Caestecker
- Planned Care – George Welch
- Emergency Care and Trauma – Dr David Stewart
- Cancer – Ian Finlay

- Chronic Disease Management – Dr David Murdoch
- Older People – Dr Margaret Roberts.

The challenge they face is to take a step back from what is current practice and adopt a "blue sky" approach to how services might best be developed and delivered differently to meet the needs of a rapidly changing population, and to anticipate the changes and improvements that can be delivered through health

technologies and staff skills.

SN revealed the scope of the Clinical Services Review in last month's edition and CEO Robert Calderwood devoted most of his March Team Brief to its importance.



For further information, updates and how to get involved in the process, please visit the "Clinical Services Fit For The Future" section on StaffNet> FTFT>Our Patients

fit facing the future together



A patient learns how to walk with his new prosthetic leg.
Left: Nicola Sturgeon meets staff and patients

Libyan war victims are given new hope

LIBYAN civilian war victims are preparing to return home after receiving life-changing treatment from specialist prosthetics staff at the WESTMARC centre on the Southern General campus.

Glasgow staff plan to monitor the rehabilitation progress of their Libyan patients via video-conferencing after the nine men touch down back home to rebuild their lives – and their country.

David Morrison, lead prosthetist, said he hopes that video-conferencing can be arranged to maintain contact and give advice about any problems with their new limbs.

He said: “We don’t really know

what they are going back to and their rehabilitation has just started.

“These guys have potentially another 10 months of rehabilitation and it is important for us to stay in touch and help them with that process.”

The injured men arrived in Scotland in January and all costs have been met by the Libyan authorities. All of the patients suffered lower limb amputations and one is a bilateral amputee.

David added: “Their injuries were more complicated than we would normally see. Some of the men still have shrapnel and bullets in their legs. From my point of view, working with them has been some of the most satisfying work I have done since I

qualified. I was really proud to see someone walking for the first time wearing a prosthesis we had made.”

John Colvin, WESTMARC consultant clinical scientist, said: “The whole WESTMARC team is delighted to have had the opportunity to help this inspiring group of patients.

“It is very difficult for us to fully appreciate what they have been through and their personal stories have been very moving.

“They have worked hard and shown great determination in adjusting to their new prosthetic limbs and we wish them every success in the future.”

Meanwhile, the Libyans will be returning home with a specially commissioned video of their time in Scotland.

Ayr Hospital-based surgeon

Majid Ali and Libya’s Ministry of Health representative in Scotland organised the short film and said: “The treatment and the welcome the patients have received has had a major impact and been a turning point in their lives, and the video is an opportunity to show their memories to their families.”

Among the Libyan casualties is Mostafa Benhalima, 19, from Tripoli, a third-year university student studying economics.

He was injured by Gaddafi soldiers last August.

He said: “I am very grateful. I thought I would be in a wheelchair for the rest of my life, but now I can walk again.

“I am looking forward to going back to Libya to finish my studies and help build a democratic country.”

“
I thought I would be in a wheelchair for the rest of my life, but now I can walk again
”



INTERPRETING SERVICE IS HERE TO HELP
To book interpreting services, including British Sign Language, (BSL) interpreters:
Tel: 0141 347 8811
Email: interpretingservices@ggc.scot.nhs.uk

Ally's aerial adventure pays off for charity

OUR communications director Ally McLaws took the SN Champion T-shirt to new heights when he wore it during a skydive for charity.

It was the ultimate challenge for Ally, who has a genuine fear of heights – but it was this extra aspect to the challenge that encouraged his friends and colleagues to sponsor him to the tune of £2,103.

“One sponsor said he’d double the donation if I did it without a parachute,” joked Ally.

“When I arrived at Strathallan Airfield and heard that there was a mechanical problem with the Cessna plane and that my skydive would be delayed while they tried to repair it, I felt the omens were telling me something!

What adventure could you take a SN Champion T-shirt on?

Let us know, give us a call on 0141 201 4558

“Several hours later, we were taking off. At two miles above the Perth countryside, the moment came to fall out of the aircraft. I was told to shout something such as ‘Geronimo’ as it helps relax the lungs and makes it easier to breathe.

“Out I went – traumatised doesn’t cover it! I didn’t shout and I didn’t breathe. I just fell like a stone for 30 seconds and reached a sickening 118mph before the chute opened thanks to my expert partner tandem skydiver.

“The photograph below shows me smiling [that was before the jump!] as they repaired the aircraft.

“My arms and hands are in the position I needed to be in when falling out of the plane. My instructor emphasised how important it was not to deviate from this position as it could force a spin! “Needless to say, the terror took over and instructions went out the window – my arms spread-eagled like a bird trying to fly. My instructor swiftly grabbed them and put them in position to avert the spin. Never again!”

The sponsor money is now with children’s cancer charity Clic Sargent.

“ I just fell like a stone for 30 seconds and reached a sickening 118mph before the chute opened ”



Ally puts his hands up – “I’m terrified!”

Left to right: Neil Murray, Marjorie McCulloch, Robert Hosie and Steve Russell celebrate their victory



OUR curling team have swept to glory in the national NHS Bonspiel*.

Resplendent in their lucky SN Champion T-shirts, they stormed to victory at Kinross Ice Rink to pick up the prestigious NHS Scotland trophy and bring it back to Glasgow.

Our fab four – skipper Steve Russell, capital planning project manager; Robert Hosie, payroll team manager; Marjorie McCulloch, deputy site manager, and former NHS employee Neil Murray – were runners-up last year to arch rivals NHS Lothian.

“The difference this year may have been a combination of great play and the fact that we all wore the T-shirts. It’s not mandatory for curling teams to wear club colours when competing in a Bonspiel, but there is a theory that it contributes to team spirit and intimidates

Slàinte curling

opponents. Maybe our lucky light blue SN T-shirts gave us the edge,” said a smiling Robert.

The competition was fiercely contested by the 11 teams taking





Could you be our next SN Champion?

SN is looking for more sporting heroes to wear the SN Champion T-shirts.

If you and your colleagues are competing in an event – maybe one of the Healthy Working Lives challenges such as a golf, football, hockey or netball tournament or an external competition – then why not send your request to staffnewsletter@ggc.scot.nhs.uk?

“ Maybe our lucky light blue SN T-shirts gave us the edge ”

ate to our ng champs!



Michael and Joanne in the Edinburgh Marathon

Marathon man's thanks

IN our March edition, we featured NHS caretaker Michael Monaghan, who plans to wear the SN Champion T-shirt when he runs the London Marathon in memory of his late wife Joanne. The publicity encouraged several readers to donate to his online charity page. This month, Michael wants to record his thanks: “The response from the staff readers of SN was fantastic!”



Visit Michael's page at: www.justgiving.com/michael-monaghan1

part. The first match was against Lothian (team two) and Glasgow won five of the six ends (an end comprises of each player delivering two stones each) and an overall shot total of plus 10.

NHSGGC won four of the six ends in the second and final match against Tayside, and an overall shot total of plus seven in a closely contested match, with winning ends alternating

early in the game. The final outcome was that Glasgow won the overall competition by having won a total of nine ends and an impressive plus-17 shot difference.

An “All Stars” team, made up of players from several NHS teams, came in second place, with a total of eight ends.

This year is the fourth time in the 25-year history of the NHS Scotland Bonspiel that Glasgow has brought the trophy home.

In 1999, they went on a

three-in-a-row run of outright victories.

If you are interested in joining the NHS curling team, contact either Robert Hosie, email: robert.hosie@ggc.scot.nhs.uk or Marjorie McCulloch, email: marjorie.mcculloch@ggc.scot.nhs.uk

**Editor's note: SN readers may wish to know that “Bonspiel” is Gaelic for league match and can be used to describe any sporting league competition – not just curling.*



Sky's the limit for high flying pilot



The successful students

“ I am very pleased this pilot has been so successful ”

A GROUP of our healthcare support workers has just successfully completed a pioneering skills development programme that could pave the way for new opportunities right across Scotland.

All 26 who took part demonstrated enthusiasm and drive and all gained their skills certificate, giving them the option to continue with further units and complete a Higher National Certificate and possibly a Higher National Diploma.

Board nurse director Rosslyn Crocket told *SN* of her pride at the 100 per cent success rate and noted: “It really is tremendous that they came through with flying colours especially as they had to continue to work so hard with their day

jobs at the same time.”

Also impressed with the initiative – which involved 26 staff from 12 adult wards and two paediatric wards – was UNISON branch secretary Cathy Miller, who said that the union had worked hard to influence the project to ensure that it was focused on meeting the needs of staff and patients.

Cathy said: “With massive changes in our NHS and continued political pressure to make savings, it is important we maintain the balance between registered professionals and other staff who might not be registered, but are highly trained, properly supported and can complement the NHS team

at ward level. I believe that this project has the ability to achieve this. I am very pleased this pilot has been so successful.”

NHS Education was closely involved with the project and instrumental in its success. There are hopes the NHSGGC model may become the basis of a skills

development programme for healthcare support workers across all boards in Scotland.

Paul McGoran, from ward 64 at the Southern General Hospital, was one of the 26 who took part in the pilot.

He said: “I’ve benefited greatly from the course. I learned new skills and I now have a greater role within my ward and have gained much more confidence.

“From what I can gather, my colleagues are finding it beneficial to them as I can now carry out more tasks within the ward, which takes pressure off their workload.

“Most importantly, the feedback I’ve had from patients has been great, especially the ones who come into the ward more frequently.”

Apply now for a Staff Bursary

STAFF are being invited to submit their funding applications for the 2012/2013 Staff Bursary scheme.



The scheme gives staff the opportunity to apply for funding support to undertake an educational qualification/course of study to support their development in line with service objectives.

Stephen Lithgow, above, specialist occupational therapist, Older People’s Mental Health, is studying for an MSc in Dementia Studies at Stirling University.

He said: “I wanted to develop my knowledge and skills. I used a combination of the Staff Bursary and charitable trust. Without this, I would not have been able to undertake the course.”



For information, contact Katerina Bartakova, tel: 0141 201 4797 or email: Katerina.Bartakova@ggc.scot.nhs.uk The closing date is 4 May 2012.

Gartnavel site to sow and grow

THE “Good Life” is coming to the Gartnavel campus with a Sow and Grow initiative that could spread to NHS sites throughout the organisation.

We have teamed up with urban food growing company SAGE (Sow and Grow Everywhere), who will be installing their “pop-up” growing cubes at Gartnavel Royal, beginning this month and due for completion in May.

The aim is to use this installation as a pilot to demonstrate how other sites might also turn some of their green space into vegetable plots.

Catriona Renfrew, director of corporate planning and policy, was instrumental in getting the pilot project organised. She’s a keen gardener and is known in board HQ for her generosity at crop time for distributing bundles of giant runner beans to colleagues.

She said: “I know how much demand there is for allotments after waiting almost eight years to get a share in one! So when a number of staff raised the issue of developing better use of our green space, we got in touch with SAGE.

“Funding was successfully applied for from the Forestry Commission and endowments to get the project going. I’m sure that the patients who get involved with the allotments will benefit therapeutically and also enjoy a sense of achievement from growing food that is going to end up on their dinner plates.”

Staff and patients will work with the SAGE team, made up of a project development officer and community gardeners, to cultivate the



Artist’s impression of how the very modern pop-up allotment will look

growing cubes, which have been handcrafted from salvaged wood that otherwise would be going to landfill.

Kathryn Vandenberg, SAGE project co-ordinator, said: “The project will not only provide patients with healthy food but also physical exercise. I’m really excited to be working with NHSGGC to create this vibrant growing space on the Gartnavel site.”

SAGE is a joint venture between public arts charity NVA and landscape architects ERZ in partnership with key stakeholders including the Glasgow & Clyde Valley Green Network Partnership, The Esmée Fairbairn Foundation, The Robertson Trust, The Tudor Trust and Glasgow Life.



For more information, contact: info@sowandgroweverywhere.org

Changing lives for the better



Jill takes some blood for testing

Prison healthcare worker Jill talks about her role

NURSE practitioner Jill Scott believes that her post at Greenock Prison is helping to turn people's lives around for the better.

She is one of about 100 prison healthcare staff who have recently switched from the employ of the Prison Service to NHSGGC from Barlinnie, Greenock and, most recently, Low Moss prison.

With the majority of her patients battling drug and alcohol problems, the personal relationships between health staff and inmates is paramount.

Jill said: "Building trust and respect is key. It's important to have a friendly approach and not to make judgements. The officers are a fantastic help to us and overall, the prison is a place with a lot of friendly banter between everyone – prisoners, officers and healthcare staff."

But underlying the "friendly" atmosphere is a tough job where many vulnerable men and women

rely heavily on first-class professional healthcare. Jill, a nurse at Greenock Prison for the past 12 years, began her nursing career at Aberdeen Royal Infirmary and then in occupational health at the oil rig construction site at Nigg Bay.

Her career path may sound very diverse, but Jill explained: "Many of the skills I developed over that time are useful to me in this post. I operate with a degree of autonomy based on my specific knowledge base in the area of blood-borne viruses (BBVs) and work co-operatively with medical and health colleagues within Greenock."

Typical conditions range from taking out sutures to treating back pain. But some appointments come with a caution – for example, that a female should not be left alone with a prisoner. In these circumstances, a prison officer remains in the room, with the patient's consent.

Jill added: "No two days are the same. We have time to spend with patients and explain the treatment and hopefully get them back on the right road."

COMPETITION

THE SCOTTISH
**HOMEBUILDING
& RENOVATING**
SHOW
SECC, GLASGOW
19-20 MAY 2012

Win Tickets to the Scottish Homebuilding & Renovating Show!

THE Scottish Homebuilding & Renovating Show is back at the SECC on 19-20 May and we have 12 pairs of tickets to be won!

As well as all the latest products and services from more than 140 exhibitors, visitors can pick up useful hints and tips from the experts at 16 free seminars and 24 masterclasses, as well as the Ask the Architects and Ask the Experts Advice Areas.

For your chance to win a pair of tickets, simply answer the question below and email it, along with your name and work location, to: staffnewsletter@ggc.scot.nhs.uk or send to: Corporate Communications, JB Russell House, Gartnavel Campus, 1055 Great Western Road, Glasgow G12 0XH.

Question: At which Glasgow venue is the Scottish Homebuilding & Renovating Show taking place?



For more information, tel: 0844 581 1377 or visit: www.scotland.homebuildingshow.co.uk
T&C: The competition is open to all NHSGGC employees. One entry per person. Winners must be available for a photograph which may be printed with their details in future issues of SN. The closing date is 30 April 2012.

Buddy Beat wins National Award

AN NHS-inspired community drumming group Buddy Beat has scooped the national voluntary art award at The Scottish Epic Awards 2011 for their inspiring film *Keep the Beat... Our Journey in Rhythm*.

They also came up trumps in the Arts and Culture category of the Renfrewshire Provost's Awards and were finalists in the Healthier category of the Renfrewshire Quality Awards.

Buddy Beat is an adult drumming group for people with mental health issues, born out of a



musical-making project at Dykebar Hospital. It was created by lead occupational therapist Jeanette Allan, senior occupational therapist Karen Auld, and community musician Dr Jane Bentley.

Created to promote social inclusion, its aim is to involve people at all stages of their mental health journeys, from the hospital ward to the wider community. The group decided to tell the story

of its members by means of a short video documentary, hoping this would also encourage others to get involved in arts activity.

Jeanette Allan, lead OT, said: "I am delighted that Buddy Beat has gained the recognition it deserves, particularly as the Epic Awards are in mainstream arts and not mental health.

"The Buddy Beat model has been highlighted as a good practice example in a report 'Realising Potential: our own and others' being produced by the Scottish Government, and the model has also been adopted in Dundee which has its own group now called 'Drumdee'."



To view the film or learn more about Buddy Beat, visit: www.buddybeat.co.uk



Be sure to be confidential and secure

INFORMATION Governance is a national framework designed for handling information in a confidential and secure manner. It's the responsibility of every member of staff to ensure they are aware of the policies and procedures in place for handling personal identifiable information.

Our patients and staff trust us with their personal information and it's our responsibility to handle it with the proper care – security breaches

Information Governance should be at the forefront of all our minds

can be a negative influence on the organisation, staff and patients – yet if we all simply follow a few basic rules, incidences can be greatly reduced. Remember:

- if you are taking a mobile device or personal identifiable data off site, keep it secure at all times
- you should only ever access clinical

records when it's relevant to the work you are performing

- all personal identifiable information should be treated in the strictest confidence, with due care and diligence at all times.

We now have a system in place that allows staff to securely share patient information via their standard GGC

email account with our partner local authorities. All email communication of patient or staff identifiable information must continue to be in accordance with NHSGGC policies.



Information Governance is everyone's responsibility. For more information, visit: StaffNet > Health Information Technology > Policies > Information Governance and Information Technology Security Framework

The only place is home!

STAFF are reminded that if they are looking to get a website developed, their first port of call should be to contact the Corporate Communications team.

A couple of departments have gone outwith the organisation for website services and this should not be the case.

We currently have more than 100 microsites belonging to services that were created at no cost, as training is provided in-house and we create your microsite ready for content populating.

Updating your content through our Content Management System (CMS) is simple and ensures all microsites are developed in the same style as all our other pages. We also provide

in-house support should any issues arise.

The below table displays example figures from varying websites on just how many unique visitors they receive each month. These statistics show NHSGGC is the best-used NHS board in Scotland.

Our own web development policy states that all services must provide accurate and up-to-date service information to patients and the public and to ensure that it is provided in a consistent way through our CMS.

And finally, our website design conforms with all the necessary accessibility standards and can be adapted for any new regulations.



If you are interested in creating a microsite, visit: StaffNet > Corporate Services > Communications > and select Web Info Documents & Forms

Website visitors June-September 2011

Organisation	Unique visitors
NHSGGC	94,257
NHS Lothian	46,188
NHS Lanarkshire	21,339
NHS Forth Valley	76,550
Strathclyde Police	42,559
Glasgow City Council	343,000
West Dunbartonshire Council	45,202

Council sites are a different model as they deliver services via the website, including via mobile web (eg reporting and transactions), which generates more visitors.

Accessible patient info: handy toolkit says it all

OUR Accessible Information Policy (AIP) helps staff meet patients' needs for information in a format which best suits them.

It is a legal requirement to produce information in accessible formats for patients and we have created a toolkit to help our staff do this. The toolkit explains how to get information produced in different formats, including plain language, large print, audio, words and pictures, British Sign Language DVD and in different languages.

Staff must meet such requests for accessible information such as a patient letter in another language or a leaflet in Braille and can get help from their AIP lead.

There is an AIP lead in each Acute Directorate and within each CH(C)P who will assist in producing the relevant format. The AIP guarantees that we will meet a patient request for an accessible format within four days of the request being made and return it to the staff member to pass on to the patient.

Patient posters/leaflets, stating the patient's right to request information in an accessible format have been distributed to appropriate sites, reminding both staff and patients of this right.

All accessible formats are stored in an electronic directory that staff can access for future use.



AIP leads and the electronic directory are in the AIP Toolkit, which can be found on StaffNet > Info Centre > Accessible Information Portal

