

# SN

Staff Newsletter  
February 2011

NHS  
Greater Glasgow  
and Clyde

GRI staff nurse  
Robert Waddell reports  
from Afghanistan

# FRONT LINE DUTIES

WRVS  
gives the  
largest  
ever  
donation  
to NHS

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Spotlight  
on the  
important  
role that  
AHPs play  
in care

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Meet  
Christine,  
our new  
AHP  
consultant  
for dementia

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## DATES FOR THE DIARY

**RAYNAUD'S AWARENESS MONTH**  
February 2011  
[www.raynauds.org.uk](http://www.raynauds.org.uk)

**TINNITUS AWARENESS WEEK**  
4-11 February  
[www.tinnitus.org.uk](http://www.tinnitus.org.uk)

**TINNITUS INFORMATION DAY**  
8 February  
Audiology Department, GRI  
A free information day on tinnitus to discuss common questions and treatments available. Aimed at tinnitus sufferers and all interested parties. Register your interest by emailing: [emily.stone@ggc.scot.nhs.uk](mailto:emily.stone@ggc.scot.nhs.uk)

**CONGENITAL HEART DISEASE AWARENESS WEEK**  
14 February  
[www.childrens-heart-fed.org.uk](http://www.childrens-heart-fed.org.uk)

**NHSGGC BOARD MEETING**  
15 February  
JB Russell House

**AHP AWARENESS WEEK**  
21-25 February  
(see feature, page 6)

**EATING DISORDERS AWARENESS WEEK**  
21-26 February  
[www.b-eat.co.uk](http://www.b-eat.co.uk)

**NURSING IN PRACTICE EVENT**  
1 March  
SECC, Glasgow  
Designed to meet the educational needs of all primary healthcare professionals. With information on the latest issues that affect your working life. Free entry and lunch. To register go to: [www.nursingpractice.com/glasgow](http://www.nursingpractice.com/glasgow) or tel: 0207 214 0598.

**NO SMOKING DAY**  
9 March  
[www.nosmokingday.org.uk](http://www.nosmokingday.org.uk)



# WRVS presents bumper cheque

THE age-positive charity WRVS has presented NHS Greater Glasgow and Clyde with a fantastic £1.4 million gift, the largest amount ever presented in the UK to an NHS organisation.

The money is an accumulation of profits from WRVS services across hospitals in the Health Board area and is a result of the hard work of the volunteers at hospital shops and cafés.

NHSGGC chairman Andrew Robertson said: "This is a wonderful gesture from the WRVS. This money will be invested across our

hospitals to provide 'extras' such as digital TVs for all NHSGGC hospitals, and the remaining balance will be used to buy equipment at each of the fundraising sites, which will make a hospital stay as pleasant and as relaxing as possible."

The cash will also be used to upgrade existing WRVS units. At the Royal Alexandra Hospital in Paisley, this will mean a fuller refurbishment of the entrance hall, enlarging and improving the outlet at the Southern General Maternity and minor improvements to

the café at Gartnavel General Hospital.

WRVS chief executive Lynne Berry said: "We are absolutely delighted to present such an enormous amount of money to NHS Greater Glasgow and Clyde.

"This is the biggest amount of money we have ever presented, and is a fantastic reflection of the amount of effort put in by our volunteers and staff."

For more information on WRVS, visit: [www.wrvs.org.uk](http://www.wrvs.org.uk)

# ISP puts patient safety first

TRAINING on the information sharing protocol is available to all staff who may have to share information about patients they treat. The majority of staff in acute, partnerships and mental health should all complete the training.

The protocol was developed and agreed with all the local authorities in our area and is designed to assist staff make the right decision to share information in difficult situations when there is concern over the care and safety of a patient, whether child or adult – even when we

do not have patient consent.

All staff have a particular responsibility to report concerns about vulnerable children and adults to the appropriate authorities. Concerns about the care of children should always be reported to the NHSGGC Child Protection Unit in the first place, on 0141 201 9225 (out of hours 0141 201 0000).

Information governance manager Isobel Brown

explained: "It is important that all staff undertake this training so they can share patient information securely and with confidence.

"Any staff member who may share information with other parties, including local authority colleagues or the police, should familiarise themselves with the protocol, register for and completed the online training available on StaffNet."

You can complete the training online at: [www.staffnet.ggc.scot.nhs.uk/Corporaten%20Services/Communications/Hot%20Topics/Pages/comms\\_ISPInformationSharingProtocol\\_mb020710.aspx](http://www.staffnet.ggc.scot.nhs.uk/Corporaten%20Services/Communications/Hot%20Topics/Pages/comms_ISPInformationSharingProtocol_mb020710.aspx)

## Planning for your future

AN initiative delivered between Unison, Worker's Education Association (WEA) and NHSGGC highlights the benefits of participating in learning in the workplace.

"Planning for your future" is designed to meet the needs of staff groups, particularly those in pay bands one to four, who may in the past have had limited access to learning.

A one-day programme, it gives staff the opportunity to see how lifelong learning can contribute to personal and professional development learning. The next sessions are on:

- 14 February: Gartnavel General Hospital boardroom
  - 23 February: Stobhill Hospital, skills lab TJ Thompson centre
  - 28 February: Queen Mother's Hospital, conference room
  - 10 March: RAH, classroom 3
  - 14 March: Inverclyde Royal Hospital training centre
  - 16 March: Queen Mother's Hospital, conference room
  - 23 March: GRI boardroom
  - 30 March: Dykebar Hospital, meeting room 1 (ward 15).
- To find out more, see the training calendar on the learning and education pages on StaffNet.

For more information on the programme, contact [marie.carey@rah.scot.nhs.uk](mailto:marie.carey@rah.scot.nhs.uk)

## Policy offers help to victims of predatory behaviour



# Support for staff against stalkers

**A** new stalking policy, the first of its kind for any health authority in the country, aims to support any member of staff who is victim to this serious form of predatory behaviour or targeted violence.

This follows a number of concerning incidents where episodes of unwanted and intrusive contact have been made with our staff such as individuals being trailed or followed, secretly photographed, harassed over a certain time period, or suffering physical damage to their property.

Consultant forensic psychiatrist Dr Anne MacDonald was a member of the working group who developed the policy.

She said: "Stalking in the workplace is a highly disturbing unwanted intrusion on a person's life which can be

**Stalking in the workplace is a highly disturbing intrusion on a person's life which can affect their work**

Dr Anne MacDonald

expected to affect their work, those they work with, and their social network.

"The new board policy gives stalking a name and offers a language and a framework for action which takes it into the realm of 'this is what this is, and this is what we do about it', which should reduce its adverse impact. This accessible policy promises to be a sturdy companion and reference point for all staff and is most welcome."

Stalking is a form of predatory behaviour or targeted violence taking place over time. Each individual act may not be illegal or seem worthy of note in itself, but the pattern represents a threat which is naturally alarming, if not terrifying.

Head of health and safety Kenneth Fleming added: "This new policy will raise awareness of the issue among staff, managers and human resources personnel and provides guidance and a framework for recognising stalking, supporting staff affected and provides managers with the know-how to safely manage any incidents which are affecting their staff."

The new policy outlines a long list of behaviours which managers can use to identify behaviours which are considered

to be stalking. They range from unwanted physical or sexual harassment and property damage to less obvious forms of stalking such as whispering and rumour campaigns and the manipulation of others against a particular individual.

The policy also outlines measures to support staff – particularly lone workers – who are being stalked, including mentoring, the training of line managers to recognise and manage the risk.

A "buddying-up" system – when an individual is going about their work and GPS tracking technology – are also tools which can be used.

The group involved in developing the policy included Strathclyde Police Domestic Abuse Task Force officers and one of the UK's leading campaigners in this field, former victim Ann Moulds from Action Scotland.



View the policy on StaffNet at:  
[www.staffnet.ggc.scot.nhs.uk/Info%20Centre/Health%20and%20Safety/Corporate%20Health%20and%20Safety/Documents/NHSGGC%20Policy%20on%20Stalking%20Nov%2010.pdf](http://www.staffnet.ggc.scot.nhs.uk/Info%20Centre/Health%20and%20Safety/Corporate%20Health%20and%20Safety/Documents/NHSGGC%20Policy%20on%20Stalking%20Nov%2010.pdf)

## New security campaign

A NEW National Security Campaign has launched to highlight and raise awareness of the importance of security issues.

Key messages include:

- zero tolerance of aggression towards staff
- lock it up
- challenge when necessary
- report suspicious behaviour/security breaches
- importance of badge ID wearing.

The campaign will highlight six themes including hospital security; personal safety advice; lock it away; car security; stay safe and secure; and torn to shreds, which highlights the need to dispose of personal information correctly.

Director of facilities Alex McIntyre explained: "Security is everyone's business and it is hoped that the campaign will raise staff, visitor, patient and public awareness around a number of the issues raised and, in particular, zero tolerance of aggression towards staff, the protection of patients and the importance of securing NHS property and patient information."

The campaign aims to raise awareness of:

- Protecting People – staff and professionals working in or providing services to, and patients using the NHS, minimising the risk of physical and non-physical assault and protection of personal property.
- Protection of Property and Assets – all those who work in or provide services to the NHS have a responsibility to ensure that property and assets relevant to healthcare delivery are secure.
- Information Security – all reasonable care is taken to prevent inappropriate access, modification or manipulation of data from taking place.



See Hot Topics on StaffNet for more information.

# YOU'RE IN THE

Orthopaedic staff nurse Robert Waddell from GRI is also a captain in the Territorial Army Medical Services 205 Field Hospital. Here he tells SN his account of serving in Camp Bastion, Afghanistan

**I**n Scotland, there are a large number of NHS employees who give up their spare time to serve in the Territorial Army Medical Services. The vast majority of them serve with 205 Field Hospital (Volunteers) – the only Scottish field hospital.

Personnel from 205 have served in Bosnia, Sierra Leone and Iraq. At the beginning of 2010, 205 was mobilised for a four-month period to staff and manage the hospital facility in Camp Bastion, Afghanistan.

The medical facility there is regarded as the busiest trauma centre in the world, providing healthcare to coalition forces and local nationals within Helmand Province.

NHSGGC staff were an essential part of this mobilisation. I was mobilised ahead of 205's deployment and left for Afghanistan in October 2009. I was followed three months later by Graham Sunderland, a colo-rectal surgeon at SGH, and Ernie Dagless, staff nurse in theatres at GRI.

During the deployment, the hospital saw its busiest period since coalition forces have been in the country. All staff rose to the challenge admirably, working long hours and providing first-class care to very

challenging battle trauma and poly-trauma casualties.

The hospital is in the unique position of being able to deliver a consultant-led and delivered service. The methods of trauma management within the hospital are now being acknowledged as groundbreaking, with many of the principles being adopted by some NHS divisions across the UK. The bulk of the work being undertaken is poly-trauma, with injuries such as burns, blast injuries and firearm injuries being sadly all too common.

From a clinical perspective, being

mobilised into an operational environment presents a significant number of opportunities for clinical and leadership development.

These experiences are enhanced tenfold through working within the world's most challenging and well-resourced clinical environment. Certainly, the times I spent living and working there have been some of the most enjoyable and fulfilling of my nursing career.

The most notable and striking aspect of the tour is the marvellous "can do" attitude of all the staff. Can do is standard vocabulary in a field hospital. They would say: "OK, I haven't done that before, but let's give it a go."

I think that because we were all out there with one primary objective, all the staff were focused upon providing the best quality care they could to the best of their abilities.

Many of the staff found themselves working in areas outwith their usual clinical experience. Ward and ITU staff support their colleagues in the emergency department as needed, with the reverse occurring when required. Training provided by the Army allows staff to work safely and effectively in areas where they would usually have little experience.

Within the hospital there was a robust healthcare governance programme, ensuring standards

**I think that because we were all out there with one primary objective, all the staff were focused upon providing the best quality care they could to the best of their abilities**



Above: working in the field  
Right: Captain Waddell (seated far right) with the ward team



Above: Captain Waddell meets HRH the Prince of Wales

# THE ARMY NOW



## Supporting our reserves in times of conflict

NHSGGC recognises the importance of the role that the reserve forces play in not only serving the country, but also the valued contribution they make to the NHS.

Working with colleagues across Scotland, NHSGGC aims to ensure all our reserve forces colleagues are offered appropriate levels of support during training and in the event of mobilisation.

**i** To help ensure you are aware of the support offered, contact Rachel Fishlock at: [rachel.fishlock@ggc.scot.nhs.uk](mailto:rachel.fishlock@ggc.scot.nhs.uk) or tel: 0141 201 4431.



equivalent to, and in excess of, any NHS establishment. Work was also undertaken to implement aspects of the Scottish Patient Safety Programme throughout the hospital.

Clinical supervision was utilised in all departments and proved to be an effective tool in staff support as well as development.

The tour was demanding but

rewarding for all members of NHS staff deployed. The importance of leadership at all levels and teamwork cannot be underestimated when working in such a high-pressure environment. These skills are inherent in military training. The clinical operational experience gained is invaluable and without doubt of direct relevance to NHS practice.

**i** For further information on the mobilisation of 205, you can watch the video at: [www.army.mod.uk/army-medical-services/9075.aspx](http://www.army.mod.uk/army-medical-services/9075.aspx) or contact the Glasgow Squadron based at Graham House, 130 Whitefield Road, Govan, tel: 0141 224 5183, or email: [205hosp-g-psao@mod.uk](mailto:205hosp-g-psao@mod.uk)





## Questionnaire on the safe use of latex

THE safe use of latex policy was updated and recirculated within NHSGGC last year.

Latex is classed as a “hazardous substance” under the control of substances hazardous to health (COSHH) regulations and as such, there is a duty to ensure that exposure to staff is controlled.

Part of this control is health surveillance of staff exposed to latex.

The simplest way to achieve this is through a

**It is hoped that this process will ensure that staff's exposure to latex is controlled**

questionnaire for staff who may be exposed to latex and/or are glove users.

There is growing evidence of skin problems for staff who use latex or other types of gloves such as nitrile.

The questionnaire is filled in with your line manager and if problems are identified, staff affected will be referred to occupational health.

It is hoped that this process will ensure that staff's exposure to latex is controlled and that any skin problems related to glove use are identified.

The health surveillance form is available on StaffNet for managers.

# Celebrating AHP awareness week

**A**llied health professionals across Scotland have been encouraged to celebrate their successes as part of AHP Awareness Week from 21 to 25 February.

Although general awareness of the role of AHPs has grown over recent years, there is still a need to assist colleagues, service users, carers and the wider public to gain a better understanding of the wide-ranging roles and expertise that AHPs can provide, as well as their significant contribution to the delivery of safe, effective and person-centred care.

The Scottish Government publication “Realising Potential: an action

## Events aim to highlight role in delivering care

plan for allied health professionals in mental health” (2010) has provided an ideal framework for AHPs within NHSGGC to promote and develop innovative services.

Comprising a three-year action plan, Realising Potential directs AHPs to focus on five key areas where they can make the biggest positive impact for service users and carers:

- early intervention and timely access to services
- supported self-management and recovery
- promoting physical health and mental wellbeing
- designing and delivering psychological interventions
- integrating vocational rehabilitation into mental health.

A DVD about service users' experience accompanies the plan. This can be viewed at [www.scotland.gov.uk/Publications/2010/06/1513334/0](http://www.scotland.gov.uk/Publications/2010/06/1513334/0)



Events have been held in NHSGGC to raise awareness of Realising Potential, share examples of good practice and build a localised action plan to shape future developments.

## AHP consultant appointed for dementia care

ANOTHER exciting development within NHSGGC AHP services was the creation in 2010 of an AHP consultant for dementia.

Christine Steel took up post last year and is one of three new AHP consultants for dementia across Scotland.

Working closely with the Scottish Government to facilitate implementation of Scotland's National Dementia Strategy ([www.scotland.gov.uk/publications/2010/09/10151751/0](http://www.scotland.gov.uk/publications/2010/09/10151751/0)), Christine describes

her post as “a great opportunity to champion the added value AHPs bring to the care of people with dementia and to empower AHP staff to realise their potential”.

Christine's role is to identify points in the patient pathway where AHP skills can be developed.

**i** For more information, contact Christine, email: [christine.steel@ggc.scot.nhs.uk](mailto:christine.steel@ggc.scot.nhs.uk) or tel: 0141 211 0239.



# HP week



AHPs play a vital role in the health board

**i** For further information, contact Samantha Flower, email: [samantha.flower@ggc.scot.nhs.uk](mailto:samantha.flower@ggc.scot.nhs.uk) or tel: 0141 211 3576.



Christine Steel took up the post last year



More than 11,000 staff clicked through to the last online issue

## The latest news is just a click away

MORE and more of you are going online to view SN and keep up to speed with everything that is happening in and around NHSGGC.

Our last online issue inspired more than 11,000 of you in one week to click through after receiving your email update with the latest headlines and features.

Director of corporate communications Ally McLaws said: "We are very happy with the way SN Online has

been received and have had lots of positive feedback about this development in staff comms. We appreciate staff don't always have time to check SN but our direct email to all staff to let them know the latest issue is available allows us

to highlight the main stories and encourages you to click on and find out more.

"We are always interested in staff feedback and any stories you want to share, so don't hesitate to get in touch."



View SN Online at: [www.nhs.gov.uk/staffnewsletter](http://www.nhs.gov.uk/staffnewsletter)  
To get in touch with the SN team, email: [staffnewsletter@ggc.scot.nhs.uk](mailto:staffnewsletter@ggc.scot.nhs.uk)

## Raising standards to promote safety

FROM the beginning of this year, all new members of staff working in a healthcare support worker (HCSW) role will be expected to meet new mandatory induction standards and adhere to a new HCSW code of conduct after three months in post.

Together, the induction standards and code of conduct focus on the promotion of patient safety and protection of the public.

The aim is to ensure that all HCSWs know what is expected from them early in their employment, and that they are able to

deliver their role in a competent and professional manner.

All HCSW staff who are required to meet the new standards and code of conduct will be given support and training as part of their normal induction process.

The definition of HCSW is an employee who is not statutorily regulated as a healthcare professional and who:

- has a direct clinical role under supervision of a healthcare professional
- has an indirect clinical role under the supervision of a healthcare professional
- has a direct service provision role with access to patients and members of the public
- is involved in dealing with personal identifiable patient data
- is involved in having responsibility for maintaining premises or equipment used by patients
- is involved in the preparation/delivery of goods or services

directly for/to service users.

The above definition means that a wide range of job roles across all directorates, sites and Agenda for Change pay bands are included.

A project officer, Laura McKie, has been appointed to support the implementation of the standards and code of conduct.

Support material and awareness sessions are available for managers and departments to assist the incorporation of these into existing local and corporate induction processes.

Laura will make contact with managers who are recruiting staff to advise them of awareness session dates and provide guidance as required.



Further details on the mandatory induction standards and code of conduct can be obtained by contacting Laura directly at: [laura.mckie@ggc.scot.nhs.uk](mailto:laura.mckie@ggc.scot.nhs.uk) or on StaffNet.

Join in the fun by taking part in this year's Active Nation campaign

# Go on, make a pledge to enjoy a fitter 2011!



HEALTHY Working Lives Acute is getting behind the Active Nation campaign and encouraging all staff to make a pledge this year to get fitter and healthier.

At all of its events planned for Healthy Working Lives, staff attending will have the opportunity to sign an Active Nation pledge card promising to do something active in 2011 and beyond.

Once you've made your pledge, Healthy Working Lives Acute will aim to assist you with your goal by trying to offer some activities in your place of work or helping you find out more about where activities take place in your community.

For example, if you want to try Zumba, many hospital sites are now offering this as an option. Look on SocialNet

for more information.

HR associate director Anne MacPherson explained: "Healthy Working Lives has proved to be a great success in

the acute division and we've had great support at many of our events from our fantastic football, hockey and golf events last summer, which we'll do

again this year, to our mocktail sessions and walking to work week.

"Now as we begin work towards the Gold award, we want to look at even more ways we can encourage staff to make a plan to get healthier and fitter.

"We are getting behind Active Nation as it's another way staff can get involved and be encouraged to try a new activity or decide to try and find more time to do some activity they really enjoy."

## A sizzling summer of sport

ONCE again Healthy Working Lives Acute is planning a summer of sport with another football, golf and hockey tournament being arranged.

Plans are already under way, with the organising teams hoping for another set of successful events.

Last year, teams from all over NHSGGC competed for trophies in these sports and it's hoped that the team spirit you all showed last year will once again come to the fore as you get together to settle some old scores, sort out some old rivalries and aim to lift that trophy! Remember – it's the taking part that counts!

Look out for posters with more information. We'll have all the latest news in SN as we get it.



You can find out more about Active nation and make your own pledge online at: [www.ouractivenation.co.uk](http://www.ouractivenation.co.uk)

# Smoking message is driven home

HEALTHY Working Lives is gearing up to support No Smoking Day on 9 March with a number of events planned to highlight to staff the help and support available should you decide this is the year to quit the habit.

Everyone knows the benefits of giving up smoking and recently NHSGGC launched its own campaign to persuade thousands of Scots motorists who continue to smoke to make their cars "smoke free".

A study commissioned by NHSGGC has shown that smoking in a car exposes a child passenger to dangerous levels of poisonous particles and even opening a window doesn't protect them.

The study involved a child-sized doll being fitted in a car seat with the very latest smoke monitoring equipment attached at the doll's mouth so that precise

measurements could be taken. The particles of tobacco poison were so high that they compared with the levels you would expect after being exposed to second-hand smoke in a busy smoke-filled pub before the smoking ban was brought in.

Senior health improvement officer Brenda Friel said: "No one would think twice about the dangers of taking a child into a smoke-filled environment, yet many

drivers don't realise the harm that can be done. Worryingly, 15 per cent of UK smokers smoke in the car with children."

NHSGGC is giving away 15,000 car stickers bearing the slogan "Our car is smokefree" in an attempt to get the message across that smoking in cars is dangerous not only for people who smoke and their adult passengers, but most importantly for children who have no choice but to be in these cars.

Anyone living in Greater Glasgow and Clyde can get their free "Our car is smokefree" car sticker by contacting Smokeline on 0800 84 84 84 and asking for their local stop smoking service.

You can view a summary of the report at: [www.nhsggcsmokefree.org.uk](http://www.nhsggcsmokefree.org.uk)  
Find out more about this year's No Smoking Day at: [www.nosmokingday.org.uk](http://www.nosmokingday.org.uk)

