

SN

Staff Newsletter
September 2009

NHS
Greater Glasgow
and Clyde

We're taking the lead on celebrating good mental

HEALTH

Taking a
real pride
in our
armed
forces
reservists



SEE PAGE 2

Meet our
all-singing,
all-dancing
star of
the stage!



SEE PAGE 7

10K runner
Paul pushes
the boat
out in his
fundraising
efforts



SEE PAGE 8

Supporting our reserve forces

Dates for the diary

MIGRAINE AWARENESS WEEK
6-12 September
www.migraine.org.uk

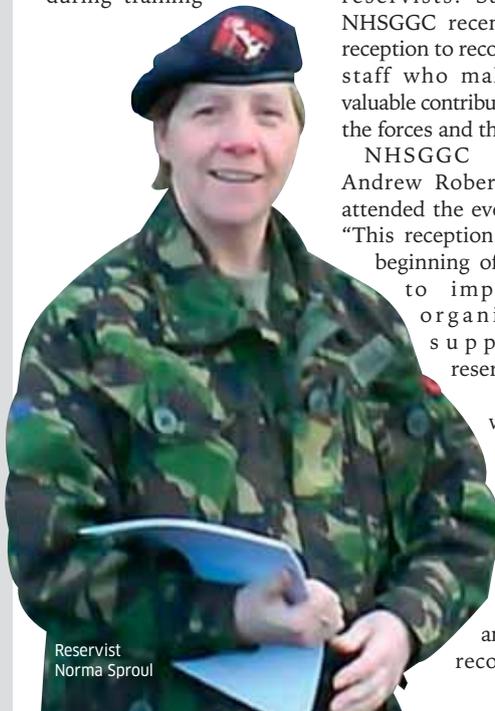
NATIONAL ECZEMA WEEK
19-27 September
www.eczema.org

WORLD'S BIGGEST COFFEE MORNING (CANCER SUPPORT)
Thursday 17 September
10am-noon
Dalian House is holding its own coffee morning in support of Macmillan Cancer Support.

SCOTTISH GOVERNMENT'S NATIONAL CONVERSATION
Paisley, 21 September
The latest event in the Scottish Government's National Conversation Roadshow follows those held in Dundee, Banff, Arran, Jedburgh, Stirling, Kilmarnock, West Lothian and Kirkcaldy, details of which can be found at: www.scotland.gov.uk/topics/a-national-conversation

If you are interested in attending, forward your details (email addresses preferred) to: francis.santos@scotland.gsi.gov.uk

NHSGGC has long been aware of the contribution that its staff make to our reserve forces. In recognition of this, the board recently led the development of a national policy to support reservists during training



Reservist
Norma Sproul

and mobilisation, which will now be launched across Scotland.

The policy was developed with the support of SaBRE, the independent body established by the MoD to support employers and reservists. SaBRE and NHSGGC recently held a reception to recognise those staff who make such a valuable contribution to both the forces and the NHS.

NHSGGC chairman Andrew Robertson, who attended the evening, said: "This reception marks the beginning of our effort to improve the organisation's support for reservists.

"I hope this will become a regular event as we build our mutual relationships.

"We, as an employer, recognise that

I hope that this will become a regular event as we build our mutual relationships

Andrew Robertson,
NHSGGC chairman

the training our reservists undertake and any subsequent periods of mobilisation bring valuable skills into the workplace and this should be acknowledged.

"This work will continue in the coming year to ensure we are providing appropriate levels of support to those who undertake not only regular training, but also when these individuals are mobilised into active duty."

And all our reservists share a real pride in and commitment to their "other" job – whether it be with the army, navy or air force.

A large part of this was credited to the fact that the forces had succeeded in bringing out their individual abilities and developing their skills.

Norma Sproul, technical instructor, physiotherapy in North Glasgow CHCP, joined the Signalling Corps 25 years ago.

She explained that "the experience of being a reservist has been valuable training for my 'day job'!"

Whatever their posts in NHSGGC, all our reservists feel the same. Every day they're called upon to use their initiative and make decisions, many of which affect lives, and the skills they learn as reservists – leadership, communication and teamwork – help them to do that.

i If you are a reservist working in NHSGGC please contact HR adviser Rachel Fishlock, tel: 0141 201 4431 or email: rachel.fishlock@ggc.scot.nhs.uk



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

Please send articles, letters and photographs to:

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Telephone: 0141 201 4995

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Reaching the right clinical decision

THE clinical decisions portal is an NHS Education for Scotland initiative from the Knowledge Services Group. It aims to support healthcare professionals in decision-making at point of care by providing quick and easy access to evidence summaries.

The search and browse facilities will help you find the answers to

clinical questions by providing access to a range of quality content including:

- evidence-based reviews
- guidelines and pathways
- medicines information.

Clinical decisions also provide knowledge support for key programmes and initiatives currently in place within NHS

Scotland, including the Scottish Patient Safety Alliance and Programme, the Nursing Quality Outcomes Indicators, and the Quality Outcomes Framework. It also provides links to articles, journals, books and patient information.

Visit: www.clinicaldecisions.scot.nhs.uk and use your NHSScotland Athens username and password for quick access to evidence summaries to support your decision-making process in everyday practice.

In addition, a new service is being developed to support safer, more effective patient care. It will incorporate the clinical decision portal in addition to many more services including patient safety and clinical governance information and an online clinical enquiry service.

The service will be available early in 2010.

i For further information, email: suzanne.graham@nes.scot.nhs.uk



Karine Polwart will be performing in the opening concert at The Fruitmarket on 1 October



Raising the curtain on mental health

NOW in its third year, the Scottish Mental Health Arts and Film Festival (1-22 October) is fast becoming a major cultural event across Scotland with film, music, literature and theatre events.

NHSGGC has been a lead partner from the beginning, hosting special events and exhibitions as part of the festival.

Director of NHSGGC mental health partnership Anne Hawkins explained: "NHS Greater Glasgow and Clyde is delighted to again be a sponsor for this year's Festival.

"Within three years, it has grown enormously and become established across Scotland. It

involves people of all ages and from all walks of life united by a common thread – mental health.

"This festival gives people the opportunity to explore mental health in the broadest sense participating in the types of event that appeal to them. Some of the events are fun, others serious. The choice is phenomenal.

"It provides Scotland with an unrivalled opportunity to change the way that individuals think about mental health."

The festival gets going on 1 October with an opening concert at The Fruitmarket featuring Karine Polwart, Emma Pollock, Alasdair Roberts and James Yorkston.

From then until 22 October, there are some 200 affordable events on offer to all staff, including plays at the Citizen's Theatre and a range of feelgood films at The Grosvenor Cinema, as well as documentaries, free dance and music workshops along with a performance of *The Yellowing* (see our front cover) at The CCA.

There is also a two-day literary festival, *The Trick is to Keep Writing*, at the Mitchell Library on 16 and 17 October with leading Scottish authors.

Full details at: mhffestival.com

Always ready for action!

PLANNING for civil contingencies is an important part of any public organisation. As NHSGGC has seen in many emergency situations, from the Stockwell factory explosion to the Glasgow airport bombing and even the recent H1N1 outbreak, having a plan of action to deal with these situations is vital.

In so many of these emergency situations, NHSGGC works closely and in conjunction with many of the other blue light services such as police, fire and ambulance, as well as local authorities.

Within Greater Glasgow and Clyde, the Strathclyde Emergency Co-ordination Group (SECG) oversees much of the emergency planning for this area, bringing together an executive group which is chaired by the chief constable and a small number of chief executive level members who can get together rapidly and make executive decisions.

Director of public health Dr Linda de Caestecker represents the four NHS boards in the Strathclyde area on this group.

Other groups in SECG include a strategic group, a tactical group and local working groups, as well as a number of specialist groups covering counter terrorism and communications.

Head of civil contingencies planning Alan Dorn explained: "In planning terms, NHSGGC has a generic major incident plan – as do all the acute hospitals – but we also have multi-agency plans covering specific locations such as Glasgow Airport and the main rail and low-level stations, as well as major shopping venues such as Braehead and Silverburn.

"In addition, we have plans covering any major activity in the NHSGGC area such as pop concerts at Hampden, events in George



The CCS with key emergency partners

Square and other events in the city, including the Great Scottish Run and Hogmanay."

The testing of these plans and ensuring close working relations with our colleagues on SECG is vital. By having an integrated approach to emergency planning, all the key services are more able to deal with often fast-changing situations and work together to ensure the safety of local communities.

Recently, the SECG local working groups involving Renfrewshire, Inverclyde and East Renfrewshire councils have merged to create Scotland's first combined civil contingencies service (CCS), along with key emergency planning partners NHSGGC, Strathclyde Fire and Rescue and Strathclyde Police.

The CCS will draw up and test plans to deal with every kind of emergency, from severe weather to a terrorist attack, for their area, which will feed into the SECG plans.

All NHSGGC major incident plans can be viewed on StaffNet > corporate services > civil contingencies planning

NHSGGC highlights

- Leverndale Hospital hosts an open art exhibition at The Rendezvous, showcasing the artwork of people who use the hospital, from 5 to 9 October (10.30am to 3.30pm).

- Gartnavel Royal Hospital invites artists and staff to a "Personal Road to Recovery" from 14 to 16 October, celebrating the artworks and creative writing projects from people who use Gartnavel's mental health services. Booking is required, tel: 0141 211 3657.

- West Glasgow CHCP presents *Differing Worlds* – a look at the relationship between internal and external worlds through creative writing and photography, at the Tea Pots Café at Whiteinch Community Centre from 1 to 22 October.

- West Glasgow CHCP and Universal Comedy present a comedy workshop, with priority

places for people who access mental health services in West Glasgow, on 7 and 12 October at the Mitchell Library. Booking is essential, contact Angela Parker, tel: 0141 564 1200 or email: angela@universalcmedy.co.uk

- Renfrewshire CHP presents *Picture Yourself Well*, exhibitions on how art can be used as a vehicle in recovery. Paisley Arts Centre, 6-19 October (9.30am-4.30pm) and 1-22 October at the WRVS Café, Causeyside Street and the

- East Renfrewshire CHCP hosts a *Words for Wellbeing* workshop for young people at Barrhead Health Centre and Clarkston Clinic from 1-8 October (4-6pm). The CHCP is hosting a *Let's Get Drumming*

- *Showcase at The Edge* on Barrhead Road on 5, 12 and 19 October.

Community Challenge teams transform Bridgeton Child Development Centre

MANAGEMENT TRAINEES GET UP ON THEIR DECOR



Bridgeton Child Development Centre was given a fantastic new look thanks to the hard work of the management trainees and specialist registrars - and the generosity of local businesses

Garden centre says it with flowers

THE sanctuary garden at the A&E department of the Royal Alexandra Hospital is being spruced up thanks to a generous donation from Dobbies Garden Centre.

A&E consultant Dr Duncan Gray, who helped create the sanctuary with colleagues, said: "This is a fantastic donation from Dobbies and the new plants and shrubs will be appreciated by everyone who uses what we call our chilling-out zone."

"We created it about three years ago as a place where staff can go during breaks and relax in the fresh air with a coffee in a garden environment."

Local Dobbies Garden Centre shop supervisor Kathleen Hutton said: "The RAH is an important part of our community and we are delighted to make what is a very appropriate donation for us to show our support for the A&E department and its staff."



Sister Rachel Ireland and Dr Duncan Gray

Photo courtesy of Paisley Daily Express

Preparing for the future

AN advisory body has been set up by the Scottish Government Health Directorates (SGHD) to provide assistance and advice to health boards when considering the introduction of new technologies.

The Scottish Health Technologies Group (SHTG) carries out appraisals on new technologies, including new devices, and offers evidence on the clinical and cost effectiveness of these, which may have significant

implications for patient care in Scotland. The evidence it provides can then support the planning and decision making process within NHS GGC.

The group also offers support should there be evidence to disinvest in a particular technology.

For further information on SHTG, visit: www.nhshealthquality.org or email: traceysavage1@nhs.net

tre into a colourful jungle-themed area for young patients

TRAINEES BRUSH UP PAINTING SKILLS!

NEVER let it be said that our management trainees and specialist registrars are afraid to get their hands dirty!

They recently took over the Bridgeton Child Development Centre (CDC) for two days, giving it a complete make-over that would have made Carol Smillie proud, ensuring the centre got some much-needed TLC.

Every year, the NHS management training scheme sponsors such a project, dubbed the Community Challenge, and this year the CDC in Bridgeton Health Centre was chosen as an ideal location for this event.

Planning started at the beginning of this year, with project leads Liane McGrath and Jennifer Hogg co-ordinating the venture. The group of 12, made up of specialist registrars and the 2008 intake of the NHS management training scheme, were responsible for

It was really enjoyable being part of a project so worthwhile

Liane McGrath and Jennifer Hogg

raising all of the funds for the project themselves and, thanks to generous charitable contributions from local and national businesses, enough money was raised for major redecoration.

The team sought advice from experts and after receiving some best-practice guidance on colour schemes, the CDC was transformed from a sad salmon pink space into a vibrant green jungle-themed waiting area.

Crown Paint generously supplied all the paint for the project which, along with Dumbreck Decorators' kind donation of paint brushes,

allowed the team to carry out the make-over.

A large donation from Slaters Menswear in Glasgow allowed the CDC to purchase new furniture for the waiting area, including new chairs and a table.

The group raised enough money to buy new children's seating and a chalkboard was created on one of the walls in the waiting area – giving children a chance to get creative as they wait for their appointment.

Excellent artwork featuring jungle animals was produced by children at the Royal Hospital for Sick Kids and toys were bought for kids to play with as they wait.

Additional materials for the project were donated by South Lanarkshire Lifestyle and the NHS management training scheme, while Tesco Rutherglen supplied the happy workers with much-needed

food and refreshments!

After two days of painting, glossing and sanding, everyone was left exhausted, bruised and covered in paint, but it was all worth it!

Project leads Jennifer and Liane said: "It was really enjoyable being part of a project so worthwhile and making Bridgeton CDC a colourful, exciting area.

"All the trainees and SpRs worked really hard and we all hope the work makes a difference to the children who use the CDC."

Well done to all involved!



Uniforms update

NEW NHSScotland national uniforms will be phased in by the end of this year, with a complete changeover across all NHS boards by December 2012. NHSGGC will manage its own process for phasing in the new uniform.

The uniform set will be a unisex tunic available in four shades of blue for clinical staff and two shades of green for non-clinical staff, and navy blue trousers.

All uniforms will be branded with the NHSScotland logo and will help promote a professional, corporate image.

Better quality uniforms and consistent use of styles, colours and shades across NHSScotland will help patients and the public identify our roles.

Awareness material and promotional displays will be available from September in hospitals and community settings across Scotland to relay key messages about the new uniform to staff and the public.

To keep up to date with national uniform developments visit: www.scotland.gov.uk/nhsuniform



MBE for Judy

MOVING and handling (M&H) lead practitioner for South Glasgow and Clyde Judy Wilson has been recognised at the highest level with an MBE.

Praise for her work has not just come from the palace. First minister Alex Salmond, deputy first minister and cabinet secretary for health and wellbeing Nicola

Sturgeon, NHSGGC chairman Andrew Robertson OBE and head of the Scottish Government's health department and chief executive of NHSScotland Dr Kevin Woods, as well as Glasgow Lord Provost Bob Winter are among other public figures who have sent letters of congratulations.

Based at the SGH, Judy leads a team of five M&H practitioners whose role includes the provision of mandatory moving and handling, education and training (direct &

indirect) throughout acute division South Glasgow and Clyde Hospitals.

The aim is to decrease the risk of musculoskeletal injury from manual handling for both staff and patients by providing a safe environment in clinical areas and workplaces.

Judy began nursing in 1972 and during her many years of caring for dependent patients, she developed a special interest in moving patients with comfort, safety and dignity, which has become her mantra.



Senior charge nurse Paul Hendry, who works in the critical care unit of the IRH, gives a ward view of the Scottish Patient Safety Programme

SPSP IN PRACTICE



THE ICU at the IRH became part of the Scottish Patient Safety Programme in phase two launched last year.

As Paul explained: “Within the ward, there was a lot of apprehension surrounding the programme, as well as uncertainty about its overall objectives and how achievable they were.”

One of the first difficulties the ward faced was deciding which care bundle to implement first. “We looked at our existing practices in terms of care and then decided on those areas that we thought could be improved on,” said Paul.

An important part of the SPSP is the education section for both medical and nursing staff, which explains parts of the programme such as the improvement methodology that helps

staff develop the reliability of clinical practices.

Paul described this as one of the most difficult parts to encourage staff to engage in, but by including staff in the planning and explaining the need for things such as rapid testing cycles – small tests of change – SPSP built understanding of how to create designs that work in practice.

So, if there are five elements of care, the team will test many ideas as they build towards a final design that means every patient who should have those five elements does receive them.

Paul added: “Staff really came to understand and appreciate the process of testing and measuring the results they were finding. We tested one bedspace at a time until the process being tested was accurate enough and produced the desired outcomes.

“As we are only a three-bedded ICU, the spreading of bundle elements was implemented very quickly, helped by the fact we had buy-in from the staff and they were fully engaged in all the elements.

“We started off with small-scale changes, for example, introducing the ventilator-associated pneumonia (VAP) bundle until it became a structured part of the patients care delivery.

“With successful implementation



of the VAP bundle, we started to get enthusiastic for more change and this led to prompt testing of other bundle elements, for example, the central venous catheter (CVC) insertion and maintenance, so we had daily goal setting for these to see how well it worked.

“We are now at the point of having implemented the following bundles: VAP, CVC insertion, CVC maintenance and daily goals.

“We have drawn from other ICU experiences and are now looking at displaying monthly results for achievement of the bundles.

“If staff can see results in layman’s terms, then this can be used for positive appraisal when high compliance is achieved or days between infections are increasing, whereas when data is displayed showing poor results, it encourages the staff to ‘police’ the initiative harder.”

i The cabinet secretary for health and wellbeing Nicola Sturgeon will be visiting the Glasgow Royal Infirmary ICU on 15 September as part of patient safety month.

Staff really came to understand and appreciate the process of testing and measuring the results they were finding

Paul Hendry

View from the South

SOUTHERN General consultant anaesthetist John Crawford is also backing the SPSP, which he describes as having “a lot more teeth to it” than other

programmes around.

He said: “There is some real consistency behind it and it is a sustained programme, so I don’t think it’s just going to peter out.

“So far, SPSP has proven to be pretty constant in its results and how they are achieved. That’s a good thing. People move so much between sites, but with the SPSP, at least we know that

whatever the programme asks us to do, and where, then it must be achievable.

“The main attraction for me is in its sustainability and that it has support at all levels of NHS GGC. Some people may be resistant, but in theatres there’s a demand for SPSP and all the components involved seem to have been worthwhile.”

The girl can sing...



Maureen in her favourite role as Eliza Doolittle in My Fair Lady

DURING the day, Maureen Todd is a rheumatology research nurse at the RHSC, but at night, for the last 23 years, she has taken on numerous guises within the world of amateur dramatics.

Following in the footsteps of her parents, Maureen explained where her love of acting and the stage began: "My parents have always been interested in and performed in amateur productions and were members of the Savoy Club.

"Growing up with it made me want to get involved and I have been performing for many years

...dance, act and research rheumatology! Is there no end to this woman's talents?

now and have even performed alongside my mother, father and sister."

Some of Maureen's colleagues recently hot-footed it along to the King's Theatre, Glasgow, to watch her take on the role of Dorothy Brock, a past-her-prime prima donna, renowned for an inability to dance, in 42nd Street. Maureen's colleagues were most impressed with her

talent, which also included a solo performance.

With 42nd Street now finished, Maureen is already thinking about her next show, which will be Anything Goes with the Glasgow Light Opera Club in November.

With rehearsals taking roughly six months, commitment to productions is not for the faint hearted, but fortunately for Maureen, she has a very understanding husband and children at home.

Out of her many performances, Maureen has both a

favourite production and a favourite role.

Pirates of Penzance with the Savoy Club came top of her productions, with the cast asked to travel to Buxton in Derbyshire for the Gilbert and Sullivan Festival.

"The whole experience was just fantastic and we received great reviews," said Maureen, who received a nomination for best female voice for her role as Mabel.

As for her favourite role, that was none other than Eliza Doolittle in My Fair Lady, performed with the Stirling and Bridge of Allan Operatic Society.

Maureen said: "It is such a brilliant show and it was just wonderful to be selected to play the part of Eliza. She's such an iconic role and I just loved the whole performance."



Maureen takes time out from treading the boards for her day job!

The whole experience was just fantastic and we received great reviews

Maureen Todd on the Savoy Club's performance of Pirates of Penzance

SPEND, SPEND, SPEND!

STAFF Newsletter, in conjunction with the Appeals Society, is once again giving you the chance to win £1000.

The Appeals Society, the charitable wing of the Staff Lottery, also ensures staff are winners with its own monthly draw. Recent winners of the £5000 have been Jean Rodgers and Margaret Armitage, while collecting £1500 were Janette Gilbert and Isabella McGrouther.

September is also the turn of the second mega draw of the year, when you can win up to £15,000!

For your chance to win £1000 with SN, answer the following question:

Q: Who donated plants and shrubs to the RAH?

Email your answer to: staffnewsletter@ggc.scot.nhs.uk by 30 September.

When emailing your answer, please state your work location. The competition is open to all NHSGGC employees. Winners must be available for publicity and their details will be printed in future issues of SN. Only one entry per person.

i Check out all the latest Staff Lottery winners on [StaffNet > benefits and services > NHS staff benefits staff lottery](#)

To join the Staff Lottery, contact Isobel Huk, email: isobel.huk@ggc.scot.nhs.uk or tel: 0141 211 5850 or visit: www.nhsstaffbenefits.co.uk

Paul just keeps on running

KILLEARN Resource Centre administrator Paul Tennent is gearing up for the Great Scottish Run 10K. He completed the recent men's 10K in 55mins and 41secs so is hoping to do even better this time round.

This year, Paul is raising funds for the Royal National Lifeboat Institution (RNLI) after they helped rescue his brother and him when the sailing dinghy they were in capsized.

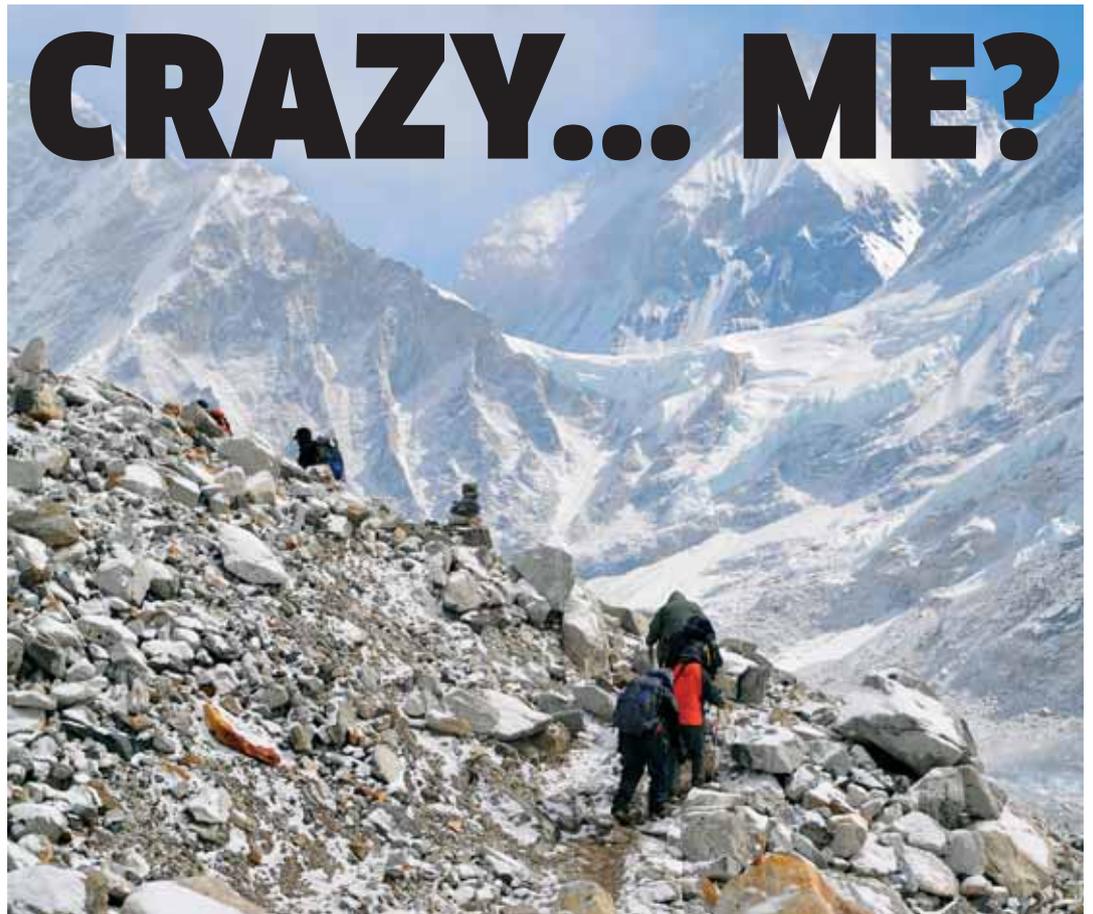
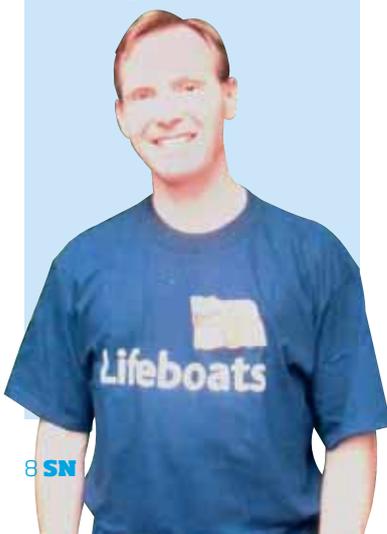
He has previously raised money for the Epilepsy Association of Scotland – a condition he was diagnosed with at seven, though he has been off his medication for two years and has been attack free for almost a year.

Paul said: "I've been running since secondary school – which is not exactly yesterday given that I'm now 42 – and enjoy it, most of the time!

"Basically, I like to go for local runs every two or three weeks most of the year, but when a 10K run is approaching I gradually increase that to a couple of runs every week plus one longer run at the weekend, and then closer to the time a few more runs.

"I'm not in any club, so I don't know if this programme is necessarily a good plan – but then again I just run for pleasure rather than taking it too seriously. An Olympic athlete I am not!

"That said, as a fair bit of this running is on pavements, I have taken expert advice on getting appropriate running trainers for the sake of comfort, the health of my ankles, feet and performance."



A fundraising trek in the peaks of Nepal is a daunting prospect, but Maureen is ready for the challenge!

"I KNOW, I must be crazy," says Maureen Malcolm-Gourley when asked why she is taking on the challenge of a lifetime and trekking from Nepal to the Himalayan Annapurna region to raise funds for the Yorkhill Children's Foundation.

Maureen, who is project manager in the Southern General's neurosciences, oral maxillo facial surgery and spinal injuries, explained: "Having worked at Yorkhill Hospital for five years, I think I'll always have a soft spot for the place, and now having children of my own, I realise on a different, more personal level how important the work of the Yorkhill Children's Foundation is.

"I'd seen a piece in *Staff Newsletter* about a trek to Nepal and something just wouldn't let me let it go. My head kept saying that there was no way that I could undertake such a tough challenge, but my heart was telling me that this was a once-in-a-lifetime opportunity and that I couldn't let it pass me by!"

Before she knew it, Maureen had contacted Kirsten in the Foundation Office asking for more information. However, she admits that being overweight and unfit, she still had doubts she'd ever get up a mountain.

Four weeks into her training, including 6.30am gym starts, Maureen found a new lease of life. "I am just determined to get in to the best shape I can and be the fittest I have ever been. I am still terrified, but progress comes in small steps!"

Juggling work, family and training, Maureen admits she couldn't tackle any of this without the help, support and love of her husband Ciaran, children Aidan and Hannah, her parents and all her family, friends and neighbours.

In terms of fundraising, Maureen is nearly halfway to her total of £3000, raising £1400 through bucket collections, car boot sales, baking stalls at her son's nursery Stepping Stones, which also very generously gave her a cheque for £250

towards her total, and much more.

Upcoming events also include the Great Scottish Run this month, an evening of live music around Christmas time and a sponsored karaoke. As a clinical aromatherapist and reiki practitioner, Maureen is also doing massage and reiki for donations towards her total.

Maureen adds: "I realise money is tight at the moment for a lot of people, but I have been blown away by people's generosity and support – people have baked cakes like there is no tomorrow and taken collection cans for me. I would like to thank everyone who has helped me so far.

"It has amazed me how much doing something like this has brought family and friends closer together. Sometimes I think I must be crazy to do this, but realise that you just have to take a deep breath, challenge yourself and just go for it!"

