

STAFF NEWS

www.nhsggc.org.uk

Time to comply is now

From 30 June, the Community Health Index (CHI) must be used in every patient communication throughout Scotland.

Every year, NHSGGC staff produce millions of communications about patients in their care.

From GP referral letters to discharge summaries, X-ray requests to laboratory results, a patient's care is dependent on the safe, accurate flow of information between the various clinicians caring for that patient.

And with more and more patients receiving treatment from different teams, perhaps working in different hospitals or even across different Health Boards, it has become increasingly important to use a single, consistent way of identifying patients.

CHI is the unique number given to every patient registered with a GP in Scotland.

For certain communications that are created electronically (eg laboratory requests), IT systems are being updated to automatically include the patient's CHI number.

For others that are manually produced, the onus is on staff to ensure that the CHI number is included at all times.

NHSGGC's Medical Director Dr Brian Cowan explained the benefits to both staff and patients of using a single patient identifier: "We are all aware of the rare occasions when a patient is mixed up with a fellow patient of the same name and a clinical incident occurs. The CHI number will minimise the risk of such an error.

"It will eventually enable clinicians to access all relevant clinical information for a patient – no matter where that patient has been receiving treatment.

"Its significance should, therefore, not be underestimated and it is important that we all think CHI when corresponding about our patients."

Director of Nursing for the Board, Ros Crocket, stressed the need for all clinical staff to be aware of their role in this: "Whilst medical staff produce a great deal of correspondence about patients, they are not uniquely responsible. Every clinical group needs to consider what patient correspondence they produce and take action to make sure that the CHI number is included."

If you want to know more about CHI, log on to www.nhsggc.org.uk/chi



SO, WHAT NEEDS A CHI?

- Laboratory requests
- Laboratory results
- Radiology requests
- Radiology results
- Referrals – GP to hospital and specialty to specialty
- Immediate discharge letters
- Final discharge letter
- Clinic letters
- Out-of-hours summaries
- Appointment cards/letters

Hi-Tech System makes worldwide headlines

The eyes of the world have been trained on three Glasgow hospitals in recent weeks!

Not only did the news that our hospitals were the first in Britain to start using the Voicemap training system featured in Scottish papers,

television and radio.

The story also ran extensively in overseas media.

Newspapers and news websites in Spain, Portugal and the United States wrote about the latest developments in training at the Princess Royal Maternity, the Royal

Infirmary and the Western – meaning a healthy dose of positive international publicity for NHSGCC.

At least two members of staff took part in interviews with local radio stations, promoting the groundbreaking work being done by NHSGGC's training teams.

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New Sick Kid's



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Getting fruity



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Sporty staff



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Welcome to Staff News – your staff magazine



Many of you will already be familiar with the 'wee blue magazine'.

But, for those of you just joining us in the new organisation that is NHS Greater Glasgow and Clyde, here's a wee bit about Staff News and the other ways we talk to our staff.

Staff News comes out every two months and is written by staff for staff. Available in both paper form and on our intranet, StaffNet, Staff News is packed full of the latest issues and stories about NHSGGC staff.

If you have something you'd like to see, get in touch:

Email:

staffnews@nhsggc.scot.nhs.uk

Write to: Staff News, NHSGGC Communications, NHS Greater Glasgow and Clyde, Dalian House, 350 St Vincent Street, Glasgow G3 8YZ.

Tel: 0141 201 4912.

Our contact details are always on the back of Staff News so that you always know where to find us!

Other ways we let you know what's going on include our system of staff briefs. These tell you about the things you need to know as quickly as possible. There are three different types of briefing papers and

these are:

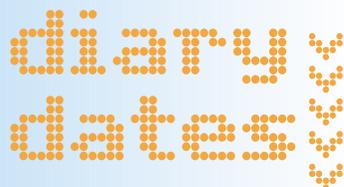
Core brief – this has a blue header and tells you everything you need to know about our modernisation programme (including what's happening with the new hospitals builds), major consultations (including the one for the new Children's Hospital) and any other core business staff should know about.

Partnership brief (orange header) – provides updates on the work of the Area Partnership Forum including Agenda for Change.

Transition brief (green header) – talks about the reorganisation programme we're currently going through including talking about the new NHS Greater Glasgow and Clyde, where new management teams will be situated and other issues.

These briefs are produced on a regular basis, as and when needed, and are emailed out to key managers whose job it is to ensure that all staff have access to them. The briefs are also available on the intranet, StaffNet.

Now available! A fourth brief, this time from the Scottish Executive Health Department (SEHD), is now be available via StaffNet only. This brief will be updated on a monthly basis and will let you know what's happening within SEHD.



DIABETES IN MINORITY ETHNIC COMMUNITIES IN SCOTLAND CONFERENCE (free to healthcare staff)

Apex International Hotel, Edinburgh
Friday, May 26, 2006

Information: 0131 623 2533/2508

Email:

diabetesmec@conventionmanagement.co.uk

INFORMATION GOVERNANCE CONFERENCE

May 23, 2006, 9.30-14.00 (including lunch)

Next Generation, Newhaven, Edinburgh

This half-day event will look at:

- * information governance standards and electronic toolkit;
- * information governance knowledge portal hosted by NHS NES E-Library
- * information governance education programme led by the University of Bath

To book your place please contact event co-ordinator Richard Snowden at:
richard.snowden@shsc.csa.scot.nhs.uk

HAVE YOU GOT A DATE FOR THE DIARY?

Contact us:

staffnews@nhsggc.org.uk or

Staff News,
NHSGGC Communications,
NHS Greater Glasgow and Clyde,
Dalian House,
350 St Vincent Street,
Glasgow G3 8YZ

tel: 0141 201 4912

Have your say on Glasgow's new Children's Hospital

A major consultation exercise on a new Children's Hospital kicked off on April 3 and, as part of this, we want you to tell us what you think of the proposals.

The new £100million children's hospital – which will replace the Royal Hospital for Sick Children – will be built alongside maternity and adult hospital services.

This will ensure immediate access to specialist services of all kinds and, therefore, the highest quality and safety standards for mothers, children and babies in the event of any complications.

The 67-acre Southern General campus has been recommended as the best site for the new hospital because, uniquely in Glasgow, it has the required adult services for very unwell mothers, a maternity unit and land available next to the present maternity unit to accommodate the hospital.

Tom Divers, Chief Executive of NHS Greater Glasgow and Clyde, believes that staff can play a vital role in shaping the new hospital. He said: "With this new hospital, we have a tremendous opportunity to create a world-class service for children, mothers and babies. The staff who currently work in the children's hospital – and those who provide support to it – are ideally placed to help us realise that goal.

"This consultation is the first step in a long-term process that will ensure staff are involved in decisions as the design and construction of the new children's hospital goes ahead. I hope that you will take the time to give us your views."

There are a number of ways that you can contribute to our consultation.

As publicised in Core Brief, a series of meetings for staff directly by the proposals have been taking place throughout May. The Women and Children's Directorate hosted these meetings which were open to all to attend. All issues raised at the meetings have been recorded and



submitted as part of the consultation exercise.

You can also obtain a copy of full consultation document from our website at:
www.nhsggc.org.uk/childrenshospital

You can either e-mail your comments to us at:
childrenshospital@nhsggc.org.uk
or write to:

John C Hamilton
Head of Board Administration
NHS Greater Glasgow and Clyde
Dalian House
350 St Vincent Street
Glasgow
G3 8YZ

CAR PARKING UPDATE

As we go to print, the new charges for NHSGGC's hospital car parks have not yet been decided. It is expected that car park charges will be set on May 3, full details will be announced in a Core Brief when we have all the details.

The first sites to charge for parking (with the exception of the Royal Infirmary which already has paid for car parking) are the Western, the Sick Kids' and NHSGGC's HQ at Dalian House.

Keep an eye on staff briefs and the next edition of Staff News (due out July) for more information.

Hospital modernisation plans on target



The New Beatson

NHSGGC's massive programme of modernisation is striding ahead...Here's a quick update on where we're at with what.

The new Beatson

A great many members of the Beatson Oncology Centre staff, including those in GRI and Stobhill and those in GGH already, are working very hard to prepare us for the move into the new West of Scotland Cancer Centre. We are on track to take possession of the building in the late summer of this year.

A period of 14 weeks follows when we check the building, equip it, install furnishings and complete work on the MRI department within the new cancer centre. To prepare and guide us we have an experienced commissioning team headed by Margaret Welsh. She is ably assisted by the Beatson's own staff who, through policy groups, purchasing teams and working parties are ensuring the eventual move, scheduled to start in late 2006 or very early 2007 goes as smoothly as possible.

A great excitement at present is the choosing of three more linear accelerator treatment machines (linacs), up to three brachytherapy machines, an MRI and a CT scanner and up to two CT-Simulators, as well as several large computers.

Meantime, the last three linacs

we bought have been installed and are being tested and one will be in service by August this year.

On top of all that we are planning for a PET-CT unit to be built on to the centre. Internally the Art Coordinator is working closely with major donors, artists, designers, architects, builders and staff to ensure the centre looks superb and feels "nice" to be in.

The New Victoria Hospital

Work has begun on a new road between Grange Road and Prospecthill Road. Construction on the new road, which replaces Annan Street, began in January and should be completed in the summer of this year. The old Queen's Park School in Grange Road has now been demolished to make way for the new hospital buildings and a temporary car park that will be built on the site of the school. This work will be completed by the summer. It is hoped to salvage much of the sandstone brickwork from the old school for use in the new building. The new hospital will have more than 40 clinical specialties and will see more than 400,000 patients per year.

Stobhill Campus

The Stobhill campus will be home to a number of major developments over the next few years. These

include primary and acute healthcare services as well as a new facility for the Marie Curie Hospice.

The developments currently being implemented include the New Stobhill Hospital – preparations are now underway for this development. There have been very productive talks with the Planning Department of Glasgow City Council and planning permission is anticipated very soon. Demolition will begin at the end of April to clear the site, ready for building work to begin in late summer. The new Stobhill will have more than 40 clinical specialties and will see more than 400,000 patients per year.

Rowanbank Clinic (Local Forensic Psychiatry Unit) – work is progressing well on the new 74-bed Rowanbank Clinic with the building now starting to take shape on site. Completion is expected in summer 2007.

Adolescent Psychiatry Inpatient Facility - The New West of Scotland Adolescent Psychiatry Inpatient Facility is scheduled for completion by the end of 2007. This facility will provide 24 inpatient beds and replace the existing adolescent ward at Gartnavel. A series of awareness sessions were held in February to keep staff informed of developments on site. This included information on how the planned developments will roll out and the impact on roads and car parks.

Two events were held in March for local communities to keep them similarly informed of progress.

Gartnavel Royal Hospital

Building work is now well underway on the new mental health hospital. With six new purpose-built wards, it will provide inpatient care and treatment for adults and older people. Central to the designs – which were informed by staff and users – are the concepts of privacy and dignity. Single room accommodation will be provided in the new wards and the new hospital will also have increased space for recreational, therapeutic, leisure and social activities. Completion is expected in summer 2007.

The New South Glasgow Hospital

An outline business case for the substantial developments planned for the South Glasgow Hospital is under development. A series of focus groups with carers, hospital volunteers, disabled people and people from the local minority ethnic communities was held recently to give them an opportunity to help "envision" the new hospital. A comprehensive survey of patients also allowed them to contribute their ideas for the new hospital.

For the most up-to-date news on the new children's hospital, see page 3.



New Developments on the Stobhill Site

Stop smoking staff inundated

Stop smoking staff across NHSGGC have reported a big upturn in the number of people coming to them for help to quit since the March smoking ban.

Thousands of smokers are signing up to our stop smoking services...

Enquiries to Starting Fresh, NHSGGC's pharmacy-based stop smoking scheme, has doubled to more than 2000 a month compared to the same period last year.

And our stop smoking advisors are getting more and more enquiries, as Patricia Thomson, who's based at Bridgeton Health Centre, explained: "In general people feel that the ban

is helping them give up, although one or two others think it is an infringement of their civil liberties.

"Others have said that the legislation is highlighting how difficult it is to give up and also how unsociable smoking has become."

And the new law will help support the resolve of quitters determined to stay off the weed, as Patricia added: "We find that the biggest test for ex-smokers once they have left the groups is their first night out in a pub or club with friends who smoke. But because smokers now have to go outside, their friends who have quit are not faced with the same temptation to light up again."

Agnes McGowan, NHS Greater Glasgow and Clyde's Principal Health Promotion Officer Tobacco, revealed

that more stop smoking groups had been launched in the NHSGGC area.

She added: "They've already been very busy because of a tremendous upsurge in people wanting to join."

Staff can access our stop smoking services. Information: www.nhsggc.org.uk/smoking or tel: 0141 201 9825 or the Smokeline tel: 0800 84 84 84.

What's your experience been of the smoking ban? How have you coped with helping to police the ban? Have you experienced any problems or aggressive behaviour? Are you a member of staff who's trying to quit? Tell us about it! Contact Staff News on staffnews@nhsggc.org.uk or tel: 0141 201 4912.

New Inverclyde CT Scanner

Staff at Inverclyde Royal recently welcomed the installation of a new £750,000 CT Scanner.

This is the third new scanner to be installed recently at an NHS GGC hospital – with CT scanners also being installed at Stobhill and the Western.

Inverclyde's scanner is state-of-the-art and greatly benefits patients, the scanner has also meant extra training for staff too.

Mary McCue, Senior Radiographer, said: "The great technological leap forward of this new CT Scanner has involved a very steep learning curve for all staff.

"An applications specialist from Germany spent a week with us, helping us to maximise our current skills and clinical know-how. We have had to familiarise ourselves with safety checks and pro-active remote services. Reconstruction and presentation of images were new to us and we are learning every day about how to keep up with evolving workflow improvements, clinical applications and diagnostic functions.

"The most difficult part of the process so far has been the balancing act between delivering a normal service to the patient and learning how to make the most of our brilliant new scanner.

"The open gantry (the doughnut-



Left to right: Joyce Stewart (CT Superintendent); Linda Marner (X-ray helper); Wendy Boag (Senior Radiographer); Evelyn Church (Student Radiographer); Dr Patrick Walsh (Radiologist); Lesley-Anne Hillier (Senior Radiographer); Mhairi Rebecchi (Senior Radiographer) and Mary McCue (Senior Radiographer).

shaped hole) offers the patient a more comfortable scanning experience and the advanced technology gives a greatly enhanced diagnostic image.

"In the short time it has been in operation, the advantages to patients and staff are already evident: patients spend less time on the scanner, improving the throughput and bringing down waiting times. For inpatients, this means staff escorts are not away from the wards for extended periods.

Patients, travelling some distance to get to the hospital, are more easily accommodated regarding appointments, whilst those coming by ambulance are less likely to disrupt busy ambulance schedules.

"The learning process is ongoing with improvements for our patients already evident as several procedures, which previously required a trip to another hospital, are now being performed at IRH."

We need you

In your June payslip you'll receive a flyer that potentially could save lives. Don't chuck it in the bin, please read it.

The flyer will ask you to consider registering as an organ donor and is part of a nationwide campaign by UK Transplant, the Scottish Executive and the Scottish Transplant Coordinators Network.

The campaign will run for the whole month of June and aims to encourage more Scots to sign up.

For more information on organ donating, contact: www.uktransplant.org.uk or telephone the Organ Donor Line: 0845 60 60 400.

Variety Club seeks Paediatric & Oncologist nurses

The Variety Club Children's Charity is inviting applications for its seventh annual Nursing Awards Scheme. The grant provides further specialised education and training for qualified paediatric and oncologist nurses working with children throughout the UK.

The Nursing Awards Scheme also provides vital support to those nurses who would have been prevented from further study due to financial constraints. Applicants must have been in employment for at least two years as a registered nurse working with children.



The award can cover costs towards fees, travel, accommodation and study materials.

Deadline for applications is May 29, 2006 so get your applications in now! For more information, contact the Variety Club's Nursing Awards Co-ordinator, tel: 020 7428 8100 or email: nursing@varietyclub.org.uk or visit: www.varietyclub.org.uk

Leading the charge on lung disease



Lynne in her many guises

Lynne Eshelby likes a challenge, but her appointment as a British Lung Foundation Nurse (BLF) to roll-out an early discharge scheme across Glasgow is small fry to her 'other' role as Captain in the TA.

Lynne is one of six new BLF nurses appointed to roll-out a new Early Supported Discharge (ESD) service across Glasgow for sufferers of chronic obstructive pulmonary disease (COPD).

The scheme has proved so successful in the north of the City, it is now going Glasgow wide.

Lynne will be one of two nurses based at Southern General - her first choice. "This is a brand new service and the challenge is going to be setting up (from scratch) in the south of the city. So, I really want to be involved at the beginning to get this up-and-running."

ESD is provided specifically for COPD – (a chronic lung disease) patients. It allows patients to leave hospital and be treated in their own home rather than spending ten days or more in hospital. The service gets them home earlier where they are monitored until well enough to be discharged from ESD care.

Lynne explained: "In hospital,

patients can feel like they have no control over their illness. At home, they feel that they have more control. For instance, they can nebulise at a time that suits them.

"Once the patient is at home, I might go out the morning after discharge, assess the patient and decide from then whether to visit them the following day or leave a day in between visits. Each package is individually tailored to patients' needs."

Lynne is keen to emphasise that ESD patients receive the same package of care as those in hospitals: "It just means some of the time-consuming discharge organising is taken off ward staff. We also arrange transport for patients, organise discharge prescriptions and so forth.

"Most patients are very keen and very supportive of the scheme, they are just happy to be at home. From a nursing perspective, I think I'll enjoy getting to meet patients, building up a rapport with them, and just getting to know them."

While Lynne's focus is squarely on the job ahead, she has plenty of other interests to keep her going. She admits to being a bit of a "fitness fanatic", into running, the gym and thoroughly enjoys her other role as Captain in the Territorial Army (TA).

"My main focus is my job, but the TA lets me be adventurous and has really honed my clinical skills. It involves everything from overnight exercises, running miles, learning surgical skills, dealing with burns and so forth."

All of Lynne's medical training and expertise came to the fore during a tour of Iraq last summer.

"It's described as a three-and-a-half month tour, but really it takes six months with pre-training and skill development. So, I left work in July last year and only got back mid-December.

"We were there mostly to look after soldiers, but you do end up treating locals as well."

A difficult job under any circumstances, but, for Lynne, just another challenge to be faced head on.

Lynne is also taking part in the BLF 'Lung Run' happening on August 27 at Glasgow Green, this is to raise money towards funding the work of the BLF in Scotland.

The 'Lung Run' is open to all runners and spectators. For more information, visit: www.britishtlungfoundation.com/scotland.asp

Fit and healthy staff



We all know the importance of keeping fit and healthy whether that be eating better or taking time out of our busy lives to exercise more.

In this article, we are highlighting two initiatives that staff can access to help them on the road to a healthier lifestyle.

In future editions, we'll be looking at other initiatives there are for staff and letting you know how to access

them. We will also be looking at areas where services may need to be improved and how this can be done.

The Glasgow Club

One excellent initiative is the Glasgow Club that many of you may well know about and use. In fact, more than 800 of our staff in Greater Glasgow already have signed up.

Many NHSGGC staff have already taken advantage of a reduced

membership rate of £21 per month for the Glasgow Club. This gives access to all local authority sport and leisure facilities in Glasgow, including swimming, gym and fitness classes. For more information go to www.glasgowclub.org

If you are interested in joining this scheme then access the StaffNet intranet to find out how easy it is to get up and running today.

Catherine Gale who works in the Health at Work Team, based in the



Catherine Gale



Festival Business Centre in Govan, is someone who has done just that and has really benefited from joining the Glasgow Club.

Catherine Gale explained: "I decided to join the Glasgow Club after hearing my colleagues talk about the NHS membership scheme. I looked it up on the intranet and saw that it was really simple to join. There was just a form to fill in and then the money comes off your salary every month - it is only £21, so I don't even miss it. I've looked at membership of private gyms in the past and they cost much more. I'd not taken much exercise for a while and wanted to lose weight and get fitter for my holidays.

"I go to the Tollcross Leisure Centre which is near to my home. The gym is very good and the staff are always there to help and give good advice. I go about three times a week. The swimming pool is excellent and also my favourite sport is badminton which I enjoy going to on Saturday mornings with my husband and son (I hate getting beat though). Since I've become fitter, I

have taken up jogging at lunchtime about three times a week. It feels great to hear people tell me how good I look now. I would encourage anyone like me who wants to find an easy and cheap way to get fitter to do as I did and go on line, it could not be easier."

RAH Heart Doc's health drive for staff

The RAH's Dr Paul McIntyre is one of the country's leading clinicians specialising in coronary heart disease.

Over the past few years, he's been the driving force behind encouraging staff at the Paisley hospital to be more healthy.

In 2002, Paul was instrumental in opening the first ever fruit shop at the RAH offering staff, patients and visitors a healthy alternative and giving everyone the help they need to eat the recommend five portions of fruit every day.

He has also been instrumental in providing staff with the opportunity to get fit without having to leave their own workplace.



Dr Paul McIntyre.

Paul said: "The fruit shop has expanded beyond all recognition from the first day it opened. I am delighted it has proved to be such a success.

"Staff and members of the public have told me that they use the fruit shop to buy most of their weekly shop and it has really helped them to eat better.

"The success of the shop is down to the hard work of a number of people not least the individuals who staff it."

Poor diet and the lack of exercise are the two biggest factors in our country's poor health record.

As well as the fruit shop, Paul and his colleagues are also looking to put in place an initiative which would allow staff in the RAH to use a state-of-the-art gym, originally built for the sole use of cardiac patients.

He added: "Giving staff the chance to work out where they work can only help improve their health. It is important that we make physical activity more accessible for our staff as well as offering them the choice of healthy food.

"We need to set an example in the Health Service and practice what we preach."

Are you involved in a healthy living initiative for staff? Do you use NHSGGC facilities? What do you think about them? Where can improvements be made? We'd like to hear from you.

Contact:
staffnews@nhsggc.org.uk
or tel: 0141 201 4912.

Queuing for fruit are the RAH's Karen Runciman (Senior Physiotherapist), Julie Bradley (Senior Physiotherapist) and Sarah McGuire (Physiotherapy Admin Support Officer).



New on-line telephone directory at last!



A new StaffNet telephone directory has been pulled together that will give you the name, telephone number, job title and place of work for all NHSGGC staff on the telephone system.

Karen McSweeney (pictured below), the NHSGGC Telecom Manager said: "This new directory should make it a whole lot easier for staff to find each other.

"We've been pulling this together over the past few months with the assistance of key personnel. We accept it will not be as up-to-date as we would like and would appreciate the assistance of all to check both individual and departmental entries. However, it's never going to be completely correct as staff are always moving around, so we're relying on all of you to help us keep it up-to-date."

How Karen hopes to do this is by providing an electronic change form with the new system.

She said: "We're asking all staff to have a look at their own entry and someone from each department to look at departmental entries to make sure all the details on it are correct. If they are not correct, we'd ask you to fill in the electronic change form and send it back to us."

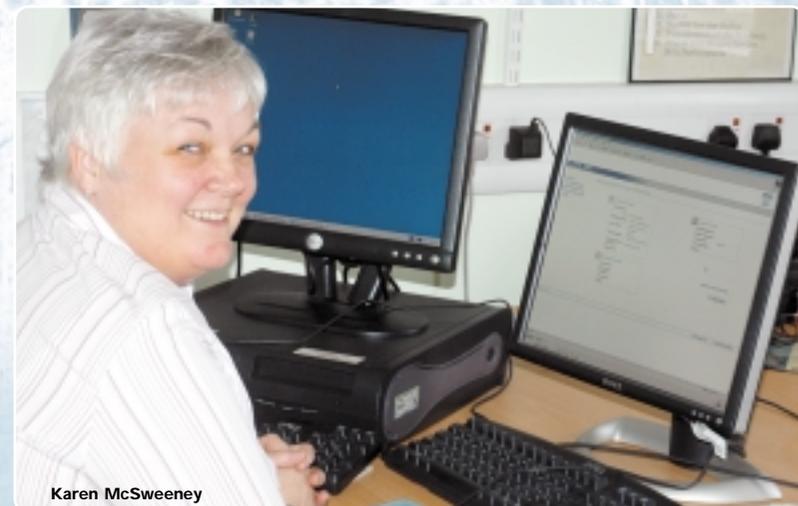
Your incorrect entry will then be corrected.

The new directory will be available on StaffNet during May.

There's no doubt that one of the downsides of NHSGGC's reorganisation has been the 'loss' of quite a few people from the telephone and email system.

As staff have been moved around offices and different sites, colleagues from other departments have lost track of new email addresses or telephone numbers and been unable to contact them quickly.

Now a new online service is about to become available that should do away with all that.



Karen McSweeney

Single Email Address

Following NHSGGC's move to single system working and the merging of IT under the one IM&T Director, staff are to have a single email address.

Instead of the myriad of addresses currently in use, we are to have the one naming convention, which will be: firstname.lastname@ggc.scot.nhs.uk

This is not going to happen overnight, but we expect to see the first tranche of staff transferred over to the new email address by the end of the year.

Keep an eye on Core Brief and Staff News for more info.

Making knowledge more accessible

More than 250 staff have taken advantage of an internet-based learning system since its launch 18 months ago.

KnowledgeNet allows staff to take part in a range of different courses over the internet, including: Effective Communication, Stress Management, Leadership Development and IT courses such as ECDL. There's also other courses that may suit a personal hobby, such as Digital Photography.

Most of the courses have been mapped out to the NHS' Knowledge and Skills Framework (KSF) and can help staff achieve objectives within their Personal Development Plans (PDPs).

Staff working in the Clyde area currently don't have access to KnowledgeNet, but that's something that's being looked at for the future.

Information, contact your local Learning Centre Coordinator:

Royal Infirmary –
Kris Mackie (ext 21239,
kris.mackie@northglasgow.scot.nhs.uk)

Southern General –
Christine MacKenzie (ext 67548,
christine.mackenzie@sgh.scot.nhs.uk)

Sick Kids –
David Campbell (ext 80160,
david.campbell@yorkhill.scot.nhs.uk)

CHPs –
Derrick Grant (ext 33653,
derrick.grant@glacomen.scot.nhs.uk)

Dalian House –
Kate Findlay (ext 64475,
kate.findlay@gghb.scot.nhs.uk)

Greater role for Vale Nurses in new unit

Dermatology staff at the Vale are this month celebrating the opening of a brand new purpose-build Dermatology Department.

The £140,000 new unit means that dermatology services are all now based on the one site, which is great for patients because it allows more flexibility in the service staff can provide.

At the same time, the new single site unit will give dermatology nurses more opportunity to expand their roles.

The unit is staffed by a small team of specialist staff including a Consultant Dermatologist, two Hospital Practitioners, two Sisters and a Dermatology Secretary.

One of the Dermatology Sisters, Grace Wark, has nearly 20 years experience working in dermatology.

She said: "By having all dermatology services focused in the one department, we can expand our services as well as giving the nurses the opportunity to further expand their role. We will know be able to carry out Roaccutane clinics, Phototherapy, Cryotherapy, Patch Test and Chronic Disease Management and, in turn, free up Consultant time within the clinics allowing more new patients to be seen.

"By being based in the one area we will be on hand to offer advice if anything untoward arises as at present we have clinics in Dumbarton and Helensburgh and are not always on site at the Vale of Leven.

"Our new department offers more facilities dedicated for dermatology patients."

Sister Wark said that keeping on top of new developments in



Left to right: Sharon Howie (Dermatology Secretary), Dermatology Sister Grace Wark and Dr David Dick (Consultant Dermatologist)

dermatology is a key part of her role and that of her colleagues.

She added: "I completed the Nurse Prescribing course three years ago and keep updated by attending Dermatology Nurse prescribing groups. My colleague Staff Nurse Mary Dillon has just finished nurse prescribing and has completed a dermatology course just recently also. We both keep updated in Phototherapy and Patch testing and I am applying for the minor surgery course to start later on this year."

Transforming patient diagnoses with PACS

Implementation of a new nation-wide diagnostic imaging technology, Picture Archiving and Communications System (PACS) will begin this summer at the Southern General and the Vicky. It will transform the way that millions of patient X-ray, scanning examinations and diagnoses are carried out annually by NHSScotland radiologists and radiographers.

PACS will be installed in 39 hospitals across Scotland and connected to a further 67 satellite sites with X-ray departments. It allows clinicians to easily view and share digital patients no matter where they were taken.

Health Minister Andy Kerr who signed the contract for PACS at the Southern said: "This will bring great benefit to patients through more accurate diagnoses and reduced need for repeat investigations."



Roadrunner Rosie

It was a dress rehearsal for a "home run" when Royal Infirmary manager, Rosie Cherry, took part in a special run in New York recently.

For Rosie was one of thousands of runners who took part in the third 10K Scotland Run during the city's Tartan Week in April.

And she'll be donning her running shoes again this month. Rosie will be one of around 11,000

runners pounding the streets of Glasgow on May 21 for the annual Women's 10K Marathon.

This time she and a number of other hospital staff are pulling on their running shoes to raise funds for the Glasgow Royal Infirmary Appeals Trust.

Rosie said: "The hospital benefits regularly from donations from the trust, and I and the rest of my colleagues are happy to help fundraise for this good cause."



Providing a wide range of vital services to patients

In our final look at the work of Allied Health Professionals, we find out about three very different professions....

Community Physiotherapist, Deanna Greaves, has been based at Clydebank Health Centre for four years, having first worked in Paediatric Physiotherapy at the Sick Kids' Hospital.

"Now that we have direct access and patients can refer themselves it means Outpatients is busier than ever. On the whole our patients are independently mobile, but the scope of the problems we see is very wide – back problems, osteo-arthritis, knee replacements – the whole spectrum.

"When I was deciding on a career I looked at the different AHP professions, but physiotherapy seemed to me to be the most dynamic. That's why I prefer community health. You have a more structured and timetabled day than on the acute side and I like that, but you also have the variety which keeps you interested and on your toes. I do drop-in and telephone clinics, a back class, patient assessments and follow-up treatments, and I'm the link person to the osteoporosis service.

Deanna Greaves enjoys making a difference to her patients' lives.



"The most challenging part of the job for me is the consequence of the range of problems we treat. I'm constantly trying to upgrade my knowledge base so that I can deal with whatever comes along. Clydebank has been a really good learning environment and I'm adding to my skills all the time.

"We get a lot of patients for follow-up from the acute side and I'd like to see closer links with the acute sector, especially so that we have access to scan results and other data that we need to make what are often on-the-spot decisions about treatment. Direct access has made a huge difference to waiting lists. It works well at Clydebank because we have the staff to handle it, but I believe it has put increased pressure on some of the smaller departments so there are still some operational issues to work out.

"We need to make sure that, whatever changes are proposed, physiotherapists are allowed to continue to develop in an appropriate professional structure. The great thing about physiotherapy is how much difference it makes to the patient's quality of life. It's great being able to celebrate with them

when the treatment works."

Karen Riddell is a Community Paediatric Dietician who has worked at the Sick Kids' Hospital for the past three years.

She said: "The community aspect of my post probably makes my job a little different from the other dietitians working within the hospital. Instead of dealing with acute problems in the hospital setting, I work with special needs schools and in child development centres. In the course of that, I cover all sorts of problems – from obesity to failure to thrive and everything in between.

"The popular perception is that we hand out diet sheets for patients to follow, but the reality isn't like that at all. For instance, if you have a child who needs to be tube-fed, my role will be to see that the patient is tolerating the feed and getting everything they require from it. Also, it can be really difficult for parents to accept the situation and I can provide help and reassurance.

"It's important to have a good working relationship with speech and language therapists, occupational therapists and nurses so that we have an integrated approach to treatment.

Karen Riddell



Emma Boyd loves her work as an Occupational Therapist.

"Probably the biggest difficulty I face is the heavy caseload – I don't like to compromise on the time I spend with families or colleagues on individual cases because that's what's important. Building relationships with families, seeing a child thrive, that's what makes the job worthwhile.

"I believe there are some issues around succession planning for the profession...not enough hospitals are able to take students for training – that's something I'd like to see sorted out. We need to know that we have dietitians in the system providing the service and I'd like more people to know what a rewarding career this can be."

Emma Boyd has been an Occupational Therapist for nearly four years, rotating between the Victoria, Mansionhouse and Southern General Hospitals.

She said: "I work in the medical wards with patients of all ages and a wide variety of conditions. There can be people who have suffered a stroke, others requiring palliative care and there are those whose problems are connected with social issues like alcohol or drug abuse.

"These are big hospitals and the rotation through different areas means you have to have a variety of skills to tailor them to the patient's needs. It's an ongoing learning process, but helps you build your professional identity.

"I don't know about the other professions, but I suspect in OT we're more fortunate than some in that we already have a good system for CPD and on PDPs. Here in the South there's a strong emphasis on the need to achieve our objectives within each rotation and we have regular supervision by our mentor or head of department. I hope that might give us a foot in the door already with Agenda for Change and the KSF framework, but we still need to find out more about what KSF actually means for us. We have KSF facilitators working with OT reps of all grades and we're being encouraged to attend the awareness sessions.

"I imagine what we have in common with a number of other Allied Health Professions in that we improve people's quality of life by helping to maximise function and build confidence. We use wheelchair and seating solutions, hand therapy –

making splints, go out to patients' homes and carry out assessments.

"Sometimes, when we have a patient requiring palliative care, we might be helping them to go home for the last time. That can be emotional and we deal closely with relatives and carers, but ultimately it might be one of the most rewarding aspects of our job too.

"We have a marketing group within the department which goes out to schools and colleges and anywhere they can raise awareness of our profession."

Within this series, Staff News has tried to focus on a range of AHPs. We've not been able to cover them all, but here's what we hope is the full list of professions that come under the banner of Allied Health Professional (we apologise if we've missed anyone out!): Art/Drama/Music Therapists; Dietitians; Occupational Therapists; Orthoptists; Orthotists; Paramedics; Psychologists; Psychotherapists; Physiotherapists; Prosthetists; Podiatrists; Radiographers; Speech and Language Therapists.

As you can see it's a title that covers a wide range of professions.

PAY AND CONDITIONS UPDATE

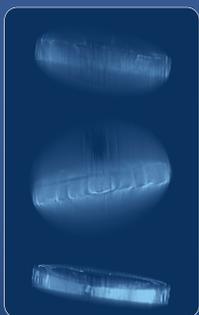
Since our last update on Agenda for Change, NHSGGC has now transferred a further 550 staff members from Catering, Stores and additional Hotel Services sub job families across to new AfC pay rates. This brings the total number of employees who are now on full AfC terms and conditions to more than 2000.

The next staff groups to be assimilated in May 2006 will be Dietetic staff and Midwifery staff.

After assimilation to terms and conditions, managers and staff need to begin work on producing outlines for the Knowledge and Skills Framework (KSF). Work on this has already begun in the operating divisions and this process will be explained in more detail in Core Brief.

Updates are due shortly and will also describe other key changes from Whitley Council arrangements to AfC. Meanwhile the assimilation workshop training is proving successful. As with all AfC training programmes, the workshops are delivered in partnership and targeted at HR, Payroll, Managers and Staff Representatives.

Staff can find out more by checking local notice boards and StaffNet.



New system's making world headlines

Continued from page 1.



Theatre Staff Nurse Sean McNally.



Voicemap is making world headlines.

And the interest hasn't just been in a snappy headline!

A specialist health magazine in Portugal has been in contact to ask for more details, with the intention of preparing an in-depth article about NHSGGC's use of the Voicemap™ system. Interface Saúde is one of a number of overseas outlets seemingly intrigued by the notion of Scottish hospitals using cutting-edge technology!

Voicemap – which uses MP3 players to deliver induction and other training – is being piloted at the Royal Infirmary and the Princess Royal Maternity.

Since its launch, NHSGGC's press office has been inundated with press calls from as far afield as Spain and Portugal and has even appeared in newspapers in New York!

A first for the UK, the new system is proving so successful, it's now being adopted by hospitals elsewhere in the UK and Europe.

How it works is that each new member of staff is given an audio induction via an audio player and follows a customised tour, which

describes the geographical layout of their workplace and identifies safety issues involving potential risk to staff and patients.

The system is currently up-and-running in operating theatres in Glasgow Royal Infirmary, in the labour ward and the Neonatal Unit at the Princess Royal Maternity Hospital, and will be introduced shortly at the Western Infirmary's Accident and Emergency department.

Alastair Kirk, an NHS Greater Glasgow and Clyde Training and Development Manager, believes the new system will have a direct effect on patient safety: "Using technology means we can make sure all new staff are trained to exactly the same standard and it's inevitable that that's a big improvement on a system that relies on other staff and can, therefore, be vulnerable to human error.

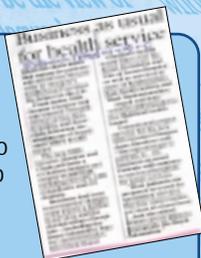
"What's fantastic about this is that, as well as working to the same standards, it can also be 'personalised' to each department. Operating theatre staff have to know about how to apply proper infection control in a certain way, for example, and that's exactly what this lets us do."

And here's how else we've been making the news....

New Board Makes Its Debut

The creation of NHS Greater Glasgow and Clyde was marked on April 1, leading to a number of positive articles. NHSGGC Chairman Professor Sir John Arbuthnott was quoted by the BBC welcoming the establishment of the new Board, thereby bringing the change to the attention of members of the public.

This was also an opportunity to spread the message of continuity and stability of healthcare provision; something that was backed up by interviews given by senior staff to Saga Radio and Real Radio news teams.



HOW WE'RE MAKING THE NEWS!

Good Grief CD-Rom

Parents and children have helped staff to promote the good work being done by NHSGGC's Family Bereavement Service. The FBS launched a CD-Rom, sponsored by Glasgow City Council, to help school staff support bereaved children.

The Mitchell family from the South Side, who lost their mum, spoke to the Evening Times and agreed to have their photographs taken. Alongside the extensive interview given by Irene Court from the FSB, this created a great deal of positive coverage for a very worthwhile service.



Green Light for £100M Children's Hospital at the Southern

There was significant media coverage when Health Minister Andy Kerr announced the site for the new Children's Hospital.

Following the report by Professor Andrew Calder's expert review group, which agreed with the Board's recommendation to site the new hospital at the Southern General, the Minister announced the £100million hospital would be built there, next to a maternity unit and an adult acute hospital.

The Minister's announcement led to positive news coverage in both print and broadcast media, both in Glasgow and nationwide. Other aspects of the report also received positive attention, including the possibility of developing services for teenagers at the new hospital.



Ban Spotlights Smoking Services

The success of NHSGGC's stop smoking services was under the spotlight in the week leading up to the Smoking Ban on March 26. A record 500 smokers a week contacted the NHSGGC Starting Fresh scheme in the preceding month, looking for help in quitting the habit.

Blanket coverage of the ban meant the Starting Fresh helpline got widespread exposure, as did the advice of Public Health Pharmacist Liz Grant!



Fit for Life at the IRH



Gym'll fix it appeal

A joint project between Inverclyde Royal Hospital and Inverclyde Leisure got some positive publicity when its co-ordinator agreed to pose for a photograph at a local gym!

Dianne Blackely promoted her Fit For Life classes in the Greenock Telegraph, giving details of her cardio rehab work for IRH patients, as well as her work in Port Glasgow helping older people recover from falls.

Public Health Reassurance Amid Bird Flu Scare

Dr Syed Ahmed from the Public Health Protection Unit was featured in a number of newspapers after the bird flu scare hit Scotland in April. Dr Ahmed made himself available for interview in response to a number of requests after the discovery of a dead swan in Cellardyke in Fife.

A strong message of reassurance was given, reiterating that there remains no need to panic about any possible threat to human health from the bird flu diagnosed in Fife.



Get ready for Men's 10K

Energetic NHSGGC staff are donning their running shoes to take part in Glasgow's first Men's 10K.

Three of them include Stevie Lydon (a Strategy Co-ordinator for the Alcohol and Drug Team at Ross House, Paisley), Keith Dunn (Estates Officer at the RAH) and Martin Anderson (a technician at Gartnavel General).

Starting from Bellahouston Park on Father's Day (June 18), the race is supported by NHSGGC and is expected to attract around 1500 participants.

Stevie said: "I think the race is a good idea for men as it encourages them to take responsibility for maintaining their own health."

Ex-marathon runner, Keith is running to raise funds for Erskine Hospital and, he said: "My fitness level has decreased while my waist size has increased and I would like to reverse that and I think this could be the event to stimulate me into it!"

Martin Anderson is taking part in the race with his two brothers, Steven and Michael. The brothers are running to raise money for Cancer Research as the disease has affected family members, including their own mother, and friends. Martin has also admitted that natural sibling rivalry has already begun to rear its head in training.

"Competitiveness has kicked in and there are old scores to settle!" He laughed.

The first men's 10K was launched by the Men's Health Forum Scotland working with CancerBACUP and a wide range of partners including NHSGGC.



Stevie Lydon in action.

For more information and to register to take part, contact the Men's Health Forum, tel: 0141 550 7515, email: tenk@mhfs.org.uk or visit: www.mhfs.org.uk

If you're taking part in sports, let us know. We're always keen to hear from you. Contact us at the numbers on the bottom of the page.

Other dates for the running diary:

■ The Women's 10K – May 21, 2006
www.runglasgow.org

■ Race for Life (women's race) – Glasgow Green, June 11, 2006
www.raceforlife.org

■ The Great Scottish Run and the Junior Great Scottish Run – September 3, 2006
www.runglasgow.org

Running to raise funds for Cancer Research

If you're female and keen to get fit, why not take part in this year's Race for Life?

The nearest annual race – organised by and in aid of Cancer Research UK – takes place at Glasgow Green on Sunday, June 11, 2006.

This is the eleventh time Glasgow has hosted the event and, to date, women have raised a whopping £2.1 million for Cancer Research.

You don't have to run the 5K race...many women who take part, walk it. If you don't want to take part, the charity is looking for volunteers to help out on the day. If you're

interested in volunteering, contact:

janice.burtt@cancer.org.uk

To take part in the race and for more information:

www.raceforlife.org



The annual Race for Life events were launched in Scotland by TV's Heather the Weather.

Egg-stra Special Treat!



Wonder what's going through the minds of these lucky nurses from the Sick Kids' Ward 3B who got to meet hunky Glasgow Warriors rugby players!

The boys were in delivering Easter eggs to the kids when they were hijacked by this band of nurses.

Meeting the players are: (left to right) Staff Nurse Jennifer Laing, Staff Nurse Anne MacLean, Nurse Support Cathy McLernan and Staff Nurse Linda Brown.

The Glasgow Warriors are: (left to right) Jon Petrie, Craig Hamilton, Dan Parks, Graeme Beveridge and John Barclay.

STAFF NEWS

Written by staff for staff with the full support of the Area Partnership Forum

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