

STAFF NEWS

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Landmark contract signed for new Stobhill and Vicky

Financial close has now been reached on NHSGGC's £200million investment into two new hospitals at Stobhill and the Victoria.

The contracts were signed last month by all the major companies involved.

This investment - £180million to design and build plus a further £20million on new equipment - represents the biggest single investment in new NHS facilities in Scotland and is amongst the largest investment of its kind in the UK.

NHSGGC Chief Executive Tom Divers said: "This is a tremendously exciting time as it represents the beginning of an ambitious hospital modernisation programme, which also will see the completion of a new West of Scotland Cancer Centre on the Gartnavel Hospitals site and the submission of a business case for a new £100million children's hospital and a £400million new adult hospital on the Southern General Campus in Govan at the end of this year."

In addition to the investment in healthcare, the creation of hundreds of construction jobs during the build of the new Stobhill and Victoria Hospitals will also provide a major boost to the local economy.

The two new state-of-the-art hospitals expect to treat some 400,000 patients each year, providing the people of the north and south-east of Glasgow with locally



(left to right) NHS Greater Glasgow and Clyde Chief Executive Tom Divers, Currie & Brown Divisional Director Alastair Stewart, Director of Facilities Alex McIntyre, Shepherd and Wedderburn legal advisor Julia Kennedy, Ernst and Young financial advisor Michael McVeigh, and Chief Operating Officer for the Acute Division Robert Calderwood holding the model of the new Stobhill hospital building.

accessible healthcare by 2009.

Both hospitals will provide a wide range of specialties including general day surgery, ENT surgery, gynaecology, urology, renal dialysis, plastic surgery and 12 overnight

beds as well as outpatient clinics, diagnostic services and therapy care.

Construction of the new hospitals will begin later this year by Balfour Beattie.

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First annual review as Greater Glasgow and Clyde

Reducing waiting times and increasing local access to patient care were among the milestones flagged up to Health and Community Care Minister Andy Kerr at NHS Greater Glasgow and Clyde's Annual Review held in Dalian House on August 22.

This reduction means that the number of patients waiting for more than 18 weeks for in-patient or day case treatment and for out-patient consultation has fallen by 87% and 83% respectively since last year.

During a busy year the Board took on its new responsibilities for

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Celebrating our Volunteers

NHSGGC is holding a special event on September 27 to celebrate the work of the unsung heroes of the NHS...our army of volunteers.

As unpaid, unofficial members of 'staff', they provide a range of vital services to our patients and to NHSGGC itself including providing tearooms and trolleys, befriending, driving patients, fundraising, hospital radio and lots more.

In recognition of all this hard work, NHSGGC is putting on a special afternoon event for around 400 specially invited volunteers to say a big 'thank you'.

And amongst those invitees will be some of our hardworking staff who either provide support to our volunteers or volunteer themselves.

As well as the event, a special volunteers' tabloid newspaper is being created in partnership with the Evening Times to mark the event and to highlight some of our volunteers and the work they carry out. This newspaper will also

feature staff who volunteer and give a history of volunteering in NHSGGC's hospitals.

NHS Greater Glasgow and Clyde has around 2000 volunteers of all ages and backgrounds who regularly help out in our hospitals and other healthcare settings.

All types of people volunteer and provide a wide range of vital services. This includes:

- * Befriending patients on wards and clinics
- * WRVS who provide tea and refreshments in our hospitals
- * Volunteer tea trolley workers
- * A Disc Jockey
- * Volunteer drivers who take our patients to clinic appointments or to social events
- * Therapets - animals who visit patients on wards
- * Hospital radio
- * Fundraising, including all the sterling work carried out on behalf of the Royal Hospital for Sick Children/Queen Mother's and the Beatson

Professor Sir John Arbuthnott said: "The majority of the 400 guests will be volunteers, but some of our staff will also be invited in respect of the voluntary work which they undertake and the real difference they make to peoples lives, not just in this country but across the world."



Volunteers have a major part to play in the care of our patients, including befriending.

diary dates

NEXT BOARD MEETING

Next date for the NHS Greater Glasgow and Clyde Board meeting at Dalian House, 350 St Vincent Street, Glasgow is Tuesday, October 24, 2006 at 9.30am.

NURSES WORKING WITH CHILDREN CONFERENCE

NHSGGC's 13th Annual Conference for Nurses Working with Children takes place on Friday, September 29, 2006 at Kelvin Conference Centre, Science Park, Maryhill Road, Glasgow. Topics include: managing minor injuries; KSF for children's nurses; transporting critically ill children; resuscitation; and advance nurse practice. Cost £45 (includes coffee, lunch and exhibition). Applications must be in by September 3, 2006. Information: Carole Anne Murphy, tel: 0141 201 9356 or email: cmurphy1@yorkhill.scot.nhs.uk

YUMMY MUMMY WEEK - September 16-24, 2006

TV personality Carol Smillie invites you to take part in Yummy Mummy Week and raise money for children with cancer. The event is on behalf of CLICSargent, the national charity for children with cancer and there's lots you can do to raise funds. Information and to register: www.clicsargent.org.uk/yummymummy

HAVE YOU GOT A DATE FOR THE DIARY?

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



together with programmes for primary one and two pupils.

The Board has achieved its 2005 delayed discharge targets thanks to the hard work of staff and a successful winter planning programme.

The Minister urged the Board to work hard to improve its performance in meeting the waiting times standards for patients with cancer.

A copy of the Minister's response to the Annual Review will be placed on the Staff Intranet later this year.

Annual review

Continued from page 1.

Clyde in April following the dissolution of the former NHS Argyll and Clyde, and is now delivering services to more than a quarter of Scotland's population.

The Board has also taken on a new role to work with partner local authorities in the development of Community Health (and Care) Partnerships.

Next year sees landmarks in the improvement of mental health services with the new Gartnavel Royal Hospital and the Rowanbank Clinic due to come on stream.

Meanwhile work continues through smoking cessation groups and the pharmacy-led Starting Fresh scheme to reduce the number of smokers in the Glasgow area. Work in oral health has seen the extension of toothbrushing schemes to the majority of nurseries in the city,

Police Office Inside The Vicky

Staff at the Vicky's A&E now have the added security of knowing they've got their own Bobby on the beat.



(left to right) Supt. Hugh McMillan; Susan Daisley, Locum Consultant; Sister Julie Walker; Consultant Jonny Gordon; Chief Inspector Michelle Martin; Police Constable Stephen Connor

A new police office has opened in the hospital to help deal with the number of verbal and physical attacks on staff and patients by other users of the hospital.

Between 2005 and 2006, there were 53 incidents alone ranging from verbal abuse to physical assault.

Karen Donnachie, a Violence and Aggression Co-ordinator for NHSGGC, said: "With crime levels at the Vicky reaching an all time high, the introduction of the Police Office in A&E comes as a great comfort to both staff and patients.

"Staff have a right to work without fear of assault or abuse and this room will give reassurance to both staff and patients that police are on hand if needed."

The room will mainly be used by Community Police Officers, however, officers dealing with major incidents or situations within close proximity to the hospital will also use the room.

It is hoped the office will raise the profile of the Police within the hospital and reduce fear of crime and deter potential criminals.

Chief Inspector Michelle Martin from Strathclyde Police said: "We at Strathclyde Police are delighted to be involved in this pilot and hope to see the room used to its full potential.

"Our aim is to encourage the reporting of crime and make it easier for people to address issues whether they are minor incidents or of a more serious nature in an area that ensures both their safety and

confidentiality."

Michelle Boyd, Clinical Service Manager for Accident & Emergency at the Victoria Infirmary and Southern General, added: "This will make a big difference to staff and patients who can otherwise sometimes feel vulnerable.

"This room will reassure patients and staff that the Police are on hand if needed. It is also a good opportunity to build up the links between the NHS and Strathclyde Police."

New Stobhill & Vicky

Continued from page 1.

Ian Tyler, Chief Executive of Balfour Beatty, said: "We are delighted to have reached this landmark stage in partnership with both Canmore and NHS Greater Glasgow and Clyde and now look forward to delivering two brand new hospitals that will significantly enhance acute hospital care throughout Glasgow."

Andrew Gordon, Chief Executive of Canmore Partnership Ltd, who led negotiations for the successful bid,



How new Victoria will look when complete

echoed this.

He said: "We are delighted our partnership with NHS Greater Glasgow and Clyde will be providing the excellent hospitals which patients and staff deserve."

Alastair Stewart, Divisional Director at Currie & Brown, lead technical advisors on the project:

"This is one of the largest and most complex healthcare projects in Scotland, involving the design and cost management for not one, but two hospitals at the same time.

"When complete, it will provide state-of-the-art health facilities for the people of Glasgow in a modern care system."

Game, set and match...

Radiography at the Royal Hospital for Sick Children has said goodbye to popular member of staff Elspeth MacLean who is retiring after an incredible 50 years with the NHS.

At the age of 70, Elspeth has decided it's time to give up work and enjoy a bit more free time as this is one lady who knows exactly how to get the most out of life.

From travelling (including going round Melbourne on the back of a Harley Davidson) to sailing lessons and playing tennis as part of the British Vets at Wimbledon, retirement will only be the start of what Elspeth does next.

Since starting work at the Glasgow Royal in 1956, Elspeth has worked in nearly every hospital in the recently formed NHS Greater Glasgow and Clyde.

"I've worked in what used to be the RAI in Paisley, then Greenock. I was a locum in the Western, Gartnavel and even worked in the islands, then back to Paisley which was by then the RAH. I used to



A youthful Elspeth is looking forward to retirement.

send X-rays over from the islands and if they'd been particularly awkward to take or the patient had been difficult, I used to write on them PDP – Pure Dead Brilliant so they'd know they were done by me!"

"The Sick Kids' Hospital has been different to other work in because it's children and you get to know them and their parents which doesn't happen as much in a general hospital."

Over her 50 years involvement in the NHS, Elspeth has seen many changes take place.

"There have been lots of changes over 50 years, but most of them have taken place in recent years when things have just moved so much faster. In radiography, we've moved into a digitalised age so it's all different, the equipment's different so there's always something new to learn.

"It's never the same thing twice, there's always a challenge which is good because you can't do everything the same way all the time."

Now she's retired, Elspeth is keen to do voluntary work but not sure exactly what yet.

"When I thought I might retire at 60, I thought about doing a course to help older people stay mobile, but I'm not sure if they'll have me now I'm 70!"

With three grandchildren aged seven, five and two-and-a-half, she's sure to be busy, but at the moment she admits to being a bit overwhelmed at the thought of retiring.

"I'll miss the buzz of the hospital and I'll miss my colleagues. I'm not sure what I'll do next, but something will come up."

Winning Project Showcased At Conference

NHSGGC's specialist stop smoking project, Smoking Concerns, has won an award at a national conference.

Smoking Concerns picked up the prize for Best Poster Presentation at the Delivering for Health conference held recently at the Lighthouse in Glasgow.

Staff from the initiative were presented with their award certificate by Health and Community Care Minister Andy Kerr.

The winning poster design outlines the co-ordinated team approach to tobacco work by the project, integrating acute and community smoking

Collecting their award from Health and Community Care Minister Andy Kerr are, (left to right) Kirsty Scott, Senior Health Promotion Officer, Glasgow West CHCP, Agnes McGowan, Principal Health Promotion Officer Tobacco; and Shirley Hamilton, Senior Health Promotion Officer (Tobacco) Acute and Maternity Services.



cessation services throughout the Glasgow area.

Shirley Hamilton, Senior Health Promotion Officer (Tobacco) Acute and Maternity Services, said: "We were delighted to accept this award on behalf of the team in recognition of the hard work and dedication required to provide stop smoking services across Glasgow."

Organised by NHS Health Scotland and supported by the Scottish Executive, the conference was attended by senior managers from health boards and community health partnerships, hospital managers, medical directors, nursing directors, GPs, hospital medical staff and health promotion managers.

Inverclyde Children's Services

Meetings have been held with staff at the IRH and RAH to discuss the changes to children's services in Inverclyde.

At the Board meeting in August, Board members agreed to go ahead with proposals to change how these services are delivered, including a proposal to relocate the children's acute assessment unit from Inverclyde Royal to the Royal Alexandra Hospital in Paisley.

As well as the staff meetings, it is proposed that an HR sub-group will be set up. The group will be an integral part of the process and will be responsible for working through the changes with staff on an individual basis.

Good Progress on new Hospitals

Here's a quick update on what's happening with our modernisation programme.

As most of you will be aware, hospitals in Glasgow are undergoing an unprecedented level of modernisation at the moment, with four brand new hospitals and a new cancer centre being built.

So what's happening with the new buildings?

STOBHILL site

The new Stobhill Hospital - work has begun on the new Stobhill Hospital; three ward blocks have been demolished and work has started on groundworks and drainage. Work will continue over the coming two years, with the steel frame going up next year. The commissioning stage (when the hospital will get ready to accept patients) will take place in spring 2009 with the hospital opening later that year.

Rowanbank Clinic - work is progressing well on this clinic, which is home to the Local Forensic Psychiatry Unit. It is due for completion next summer.

Skye House, the Adolescent psychiatry mental health facility, is due for completion by the end of next year.

Marie Curie Centre - work is expected to begin on this new hospice next year.

VICTORIA site

The new Victoria Hospital - construction will begin on this site at the end of this year/beginning of next, with the construction/fitting out stage expected to be complete by early 2009. The commissioning stage takes place in summer 2009 with the hospital opening later that year.

SOUTHERN GENERAL site

The new South Glasgow Hospital - construction will begin on the new adult hospital in late 2008/early 2009 and the hospital is expected to open in 2012.

The new children's hospital - construction starts late 2008/early 2009 and the hospital is expected to open in 2011.

The newly refurbished maternity - work is continuing on the upgrading of the existing maternity hospital over the coming months and is expected to be complete by September 2008.

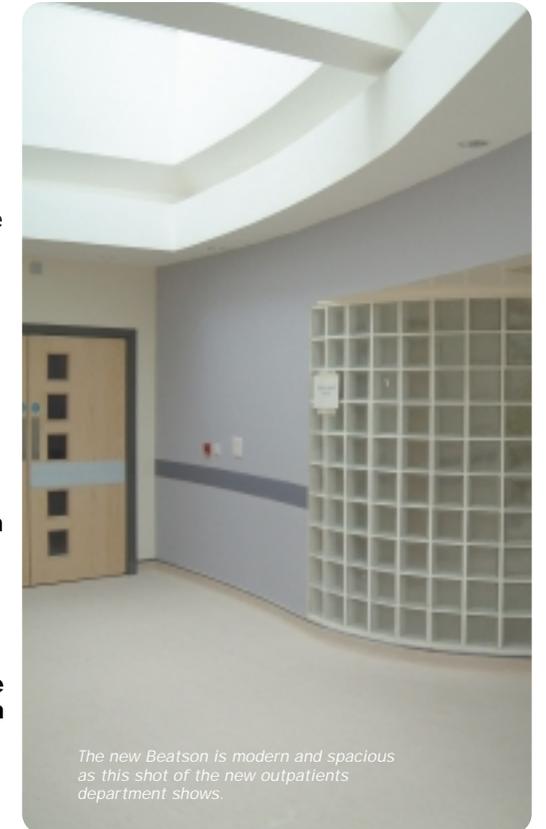
BEATSON

The new Beatson West of Scotland Cancer Centre - construction is due to be complete this month (September) with the commissioning stage starting in October. Staff and patients are due to move into this impressive new building in January next year.

For more detailed information on these new developments, have a look at the latest edition of Health News (Sept/Oct 2006 edition) which is available in our hospitals and other healthcare settings. Alternatively, go to the Health News button on StaffNet or www.nhsggc.org.uk and click on publications.



Work in progress - the new Beatson is really taking shape.



The new Beatson is modern and spacious as this shot of the new outpatients department shows.

Another achievement for the new NHSGGC's CDU

NHSGGC's Central Decontamination Unit (CDU) has successfully achieved a quality accreditation.

The unit has achieved accreditation to ISO 13485:2003

Medical Devices Quality Management System, which ensures the correct procedures and work instructions are all in place.

The quality audit, which led to the accreditation, was carried out by Lloyds Quality Assurance and marks another major step in the

development of the CDU (which saw Sterile Services in Glasgow being centralised).

The award-winning, state-of-the-art unit at Cowlares in Springburn is one of the most advanced centres for the sterilisation of surgical and medical instruments in Europe.

Calculate costs of your leased car online

Staff eligible for the leased car scheme can now find out how much it costs online at:

<http://staffnetcomms/staffbenefits/leasedcarinfo/leasedcarinfo.htm>

All the information you need about leased cars, including a 'DIY' Leased Car Estimate Price Guide to let you work out the approximate costs for any car you have currently and how it would compare with a leased car, is there.

Not all staff are eligible for the leased car scheme, all the information on eligibility and necessary criteria to apply for a leased car is available at the weblink.

Employees of NHSGGC can apply for a leased car as long as they are considered a 'Regular User'. This is defined as:

- Someone who travels an average of more than 3500 business miles a year, or
- Someone who travels an average of at least 1250 business miles a year and a) uses their car on average three days a week, b) spends an average of at least 50% of their time on visits, c) travels an average of at least 1000 business miles a year and spends an average of at least four days a week on business including visits.

NHSGGC will then consider whether it is more financially viable to offer you a leased car as long as the cost of doing so is not greater than the cost to



reimburse you as a 'Regular User'. You can also check out the travel expenses reimbursement rates for regular and standard users at the web link.

For more information, or an application form, contact: Car Leasing Section, The Payroll Centre, Stobhill Hospital, 133 Balornock Road, Glasgow G21 3UW.

Alternatively contact manager Elaine McLaughlan tel: 0141 201 4112 or assistant manager Jim Brooksbank tel: 0141 201 4175.

Launch of new stop smoking service

A new smoking cessation service for mental health service-users in South Glasgow is now available.

Patients who want to stop smoking can be

referred to Denise Meldrum, tel: 0141 211 6564 for assessment and support.

This service will be launched on Thursday, October 12, at the RECREATIONAL THERAPY department at Leverdale.

Nominate your caring hero

It's Scottish Health Awards time and the organisers are looking for healthcare staff who've gone out of their way to care for a patient or worked to improve services.



The awards recognise and reward Scotland's most caring and committed NHS workers who dedicate their time and care above and beyond what is expected.

It's our chance to be recognised for all the sterling work we do on a daily basis, so get your nominations in.

Nominees must work for NHS Scotland, with the exception of the Healthy Lifestyle, Volunteers, Community and Unsung Hero Awards.

For more information on the event and to nominate, go to: www.scottishhealthawards.com Nominations are being accepted up until September 11, 2006.

Far Flung Staff!

Two NHSGGC speech and language therapists made a round trip of more than 8000 miles to find out more about the benefits of Telehealth.

Carolyn Allen, based at Gartnavel General, and Liz O'Connell from Pollokshaws Clinic were able to travel to Canada thanks to a £5000 scholarship from the Scottish Executive.

The scheme – which was promoted in the Jan/Feb edition of Staff News – is part of a wider strategy set up specifically to tackle recruitment and retention issues in the AHP workforce. This includes offering a grant to allow AHPs to explore development in other healthcare environments.

But back to Carolyn and Liz. They recently spent two weeks learning how Canadian health staff use Telehealth to improve services for patients. They attended the 2nd International Conference on Telehealth in Banff, spent valuable time visiting a specialist stammering centre in Edmonton that uses Telehealth systems to provide therapy and spent time with other Speech and Language Therapists who use Telehealth with children with speech or language disorders and stroke patients.

Carolyn explained: "Because of the vastness of the country, Telehealth is really well developed in Canada, and the Government of the Alberta province has invested significant resources in its continued development.

"Our trip to Canada went extremely well and it

was nice to have the luxury of focusing on Telehealth without the usual distractions of other parts of our jobs.

"The conference in Banff and meeting other therapists in Edmonton were the highlights of our trip. It was great to meet people who were well advanced in using

chance to see Speech & Language Therapy and Telehealth in action and we learned a lot from how they set up their service and from their mistakes," said Liz. "Telehealth clinics require strong leadership and organisation and excellent equipment. However, the benefits of ensuring equitable access

chieftain.

Liz laughed: "Both of us were proposed to by an Indian Chief at the Calgary Stampede and he also asked us to live with him in his tee pee - we declined!"

Now they've returned to Scotland, Carolyn and Liz are busy putting together a report on their findings from the trip for the Scottish Executive.

So what is Telehealth?

Essentially, it's healthcare provided at a distance. It can involve videophones or email systems, but usually video conferencing facilities are used to connect two or more hospitals or clinics.

For example, a patient is receiving therapy for stammering from a speech and language therapist based in Glasgow. The patient lives in a rural area and has difficulty travelling to appointments with the therapist, so often misses them. With Telehealth, the patient would be able to travel to their nearest healthcare setting and have their speech and language therapy session via video conferencing.

Telehealth (telemedicine) is already being used in Glasgow's children's hospital. It links the Sick Kids' with other children's hospitals across Scotland. The network is made up of hi-tech mobile cameras and monitors that can transmit heart ultrasounds from newborn babies, allows doctors to share X-rays and gives concerned parents the opportunity to talk 'face to face' with a specialist about their child's health whilst being miles apart.



Telehealth and were enthusiastic about it; we were able to learn a lot from them. Similarly, we also met people who knew as little as we did and that was reassuring!"

"Meeting other therapists in Edmonton was the most useful part of our trip as we had a

choice in how services are accessed far outweigh the challenges in a modern NHS."

It wasn't all work for the girls; they managed to see a bit of the country as well and the trip also brought unexpected offers from a native Canadian

The Team

Alastair Irwin



Head of Department. Been at the Sick Kids' for 21 years. He's the longest serving member of the team with 37 years service in the NHS.

Cathie Clark



Senior Medical Photographer. Been a Medical Photographer in Glasgow for 30 years spending the last 18 years in the Sick Kids' specialising in Paediatric Clinical Photography. Responsible for Clinical Photography service with special interest in Child Protection.

Laura Agnew



Known as 'The Organiser' due to her incredible filing abilities! Been there for eight years and has managed, in between her clinical photography duties, to gain the BSc in Medical Illustration and get married all at the same time!

Lights, camera, action...



The glamorous life of a photographer is something we've all imagined from time to time, but it's not something we often imagine within the glamorous setting of the NHS!

Covered by the collective term Medical Illustration, there are teams of Medical Illustration staff based across NHS GGC's hospitals who are on site to take photos as and when required...often at a moment's notice.

At the Royal Hospital for Sick Children, the Medical Illustration team often faces a few more difficulties than colleagues in other Medical Illustration teams due to the nature of their small and often stubborn subjects.

Senior Medical Photographer Cathie Clark explained: "We spend a lot of time on our knees and on the floor. When you're photographing children, standardising of images can be difficult due to the variations in patient ages and sizes. Co-operation is also difficult with very young children, but it can be fun sometimes when you have to chase them around the studio to capture the right shot! Patience is a must!"

There are other aspects of photographing children that Cathie and her team must continually keep in mind. Cathie said: "The legal aspects of child protection are also very important and we liaise closely with the Police and Social Work departments on these issues."

Of course like all jobs, there are downsides to some of the work the Medical Illustration team perform.

"Of course it's not all fun and games and at times it can be quite upsetting to see very small children suffer with their illness. It is important to have an understanding of their situation and to be sympathetic in our approach to them.

"The rewards doing this type of clinical photography are enormous and job satisfaction is high when you see the results of some of the surgical procedures that we have photographed pre and post-operatively."

While a lot of the work done by the team is with children, they do get to communicate with the adult population too, such as when they are asked by the obstetric team to photograph their patients.

"It enables us to have grown-up conversations from time to time!" Cathy said.

"Another bonus doing this job is that we get to know just about everyone who works in the hospital as most of them have requested our services at some time or another. It's good to be able to assist with research projects and matters for publication and teaching. We also get to work with colleagues off-site too such as the Communications Team based at Dalian House. We provide photographs of events and other interesting happenings in and around the hospital for them to use in the various articles produced for Staff News and Health News."

Irene Ryden



Irene is the department administrator and keeps everyone in line! Been there for eight years. Known around the organisation as 'The ID Lady', she is responsible for taking the photos and issuing ID security badges to all new staff in the Women & Children's Directorate.

David Bardell



Old faithful! Been at Yorkhill for 27 years and is a fully qualified Medical Photographer with a Diploma in Medical illustration and special interest in video photography.

Andy McAllister



Male model –come– video star who seems to appear in just about any NHS advert around! Only here four years, but it seems like forever to the rest of the team! Andy came to the team from Great Ormond Street. BSc qualified Medical Photographer, but also very competent in graphic design whose ideas never seem to run out!

Rob Woodhall



The newest member of the team and the audio visual expert. If you need lap-tops, data projectors or any sound equipment set up – he's your man.

Christmas Is Just Around The Corner

It's almost that time of year again! Yes Christmas really is just around the corner!

Does the very thought of how your budget is going to stretch to buying all those pressies and little extras bring you out in a cold sweat? Then the Credit Union may just be the answer you're looking for.

If you become a member of the Credit Union by the end of September and make three monthly or 12 weekly payroll deductions between September and November, the Credit Union will lend you up to double your savings to help with the cost of Christmas. Furthermore, loan

repayments won't start until January!

Loan interest is set at 1% per month on the reducing balance of your loan. In real terms this means that a £500 loan repaid over six months will cost only £17.64 in interest.

West of Scotland NHS Employees Credit Union is a financial co-operative that is owned and controlled by its members.

For more information contact the Credit Union office tel: 0141 886 7246, alternatively you can visit the Credit Union website at www.nhscreditunion.com



New Framework for Education in Public Health

The Scottish Executive recently launched a new framework for education in health protection.

The framework was created following a one-year consultation process and was developed and produced jointly by Health Protection Scotland and NHS

Education for Scotland.

It offers health protection staff – public health consultants, infection control nurses and others - the basis from which they can build action plans for delivering education to their staff. The document addresses eight key areas for workforce education:

1) The policy context

- 2) Education and training needs
- 3) Generic topics
- 4) Health protection topics
- 5) The change process and service modernisation
- 6) Supporting and developing staff and services
- 7) Monitoring quality and outcomes
- 8) Developing partnerships.

Educational bursary opportunities in Information Governance

Applications are invited for a new NHSScotland educational bursary scheme in Information Governance.

The bursaries, aimed at NHS staff with responsibilities for handling patient information or other sensitive data, are designed to support participation in a new, unique postgraduate programme in

Healthcare Information Governance.

This programme is expected to be of particular interest to those with specialist roles in information handling including GP Practice Managers, IT Security Officers, Caldicott Guardians, Data Protection Officers, Records Managers and others.

The programme in Healthcare Information Governance starts in October 2006 and bursary

applications will be considered up to September 29, 2006.

For further information about the Information Governance bursary scheme and the Healthcare Information Governance programme, contact Rob Coward at NHS Education for Scotland, tel: 0131 220 8068 or email: rob.coward@nes.scot.nhs.uk

Anyone Fancy Going for a Walk?

Amongst the hardy volunteers who conquered Kilimanjaro are, Dr Lena Macara (front row, left) and Dr Alan Cameron (back row, left), both from the Queen Mother's Hospital.



Valerie and Ruth are gearing up for their trip this month.



Some facts about the Great Wall:

- It's approximately 6,700 kilometres (4,163 miles) long
- It was made a World Heritage Site by UNESCO in 1987
- The Great Wall was built by the three states: Yan, Zhao and Qin and is some 2,000 years old
- The wall began life as independent walls until they were all joined to create the Great Wall by Emperor Qin Shihuang to fend off attack by the Huns in the north
- Only around 30% of the wall remains in good condition due to the forces of nature and destruction at the hands of man

Big-hearted supporters of the Yorkhill Children's Foundation are putting their best feet forward to trek along the Great Wall of China for their next fundraiser.

The marathon walk follows on from the success of February's event when 29 people climbed Mount Kilimanjaro, the highest peak in Africa, raising £82,000 for the Foundation.

Joan MacLeod from the charity, said: "Although the trip doesn't take place until May next year, people need to sign up now to give themselves time to raise the £3000 sponsorship, and also to get fit!

"But no-one should be put off by this, once you register we will provide you with a training programme specially designed to take you to the level of fitness you need."

A fundraising pack full of ideas and suggestions is also available.

Half of the cash covers the cost of the trip, including flights, accommodation, camping equipment and guides, with the rest going to the Foundation as a donation.

Volunteers will also need a visa, travel insurance, ten-year passport and a tetanus injection. It is also highly recommended that walkers have vaccinations against polio, hepatitis A and typhoid.

For more information contact Joan or Evonne tel: 0141 201 6917, email:

joan.macleod@yorkhill.scot.nhs.uk or call into the Yorkhill Children's Foundation Office at the Outpatient Department at the Royal Hospital for Sick Children.

Two ladies who will know what it's like to walk the Great Wall are Valerie Millar and Ruth Geddes who taking part in a nine-day trip at the end of this month (September).

Valerie, who is the Communications Manager for the Centre for Population Health, and Ruth (a

psychotherapist with NHS Ayrshire and Arran) both previously worked at NHSGGC's HQ Dalian House. They will be part of a 40-strong party of walkers who are taking part in the event to raise money for the Maggie's Cancer Centres (one of which is based at the Western).

Valerie said: "We're really looking forward to going. It's a nine-day trip in total, and we'll be walking along or near the Wall for five of those days, reaching the highest point of the Wall near the end of the trip. We'll be walking for eight to ten hours per day and camping beside the wall at night.

"There are 40 people taking part in this trip and we aim to raise £100,000 for Maggie's.

"Ruth and I are taking part in this challenge for two reasons. Firstly, it's a personal challenge for us both. We've never done anything like it and it will be a test of our mental and physical fitness. More importantly, we're doing this to raise money for a very worthwhile cause. The Maggie's Centres provide invaluable support to people with cancer and their families."

She added: "We'd like to thank everyone who has supported us in all our fundraising events or those who have made a donation."

Valerie revealed that, in order to raise money, she and Ruth had packed bags in a supermarket, organised a ceilidh and two car boot sales and have a few more events taking place before the trip.

The girls are always on the look out for more sponsorship. If you'd like to sponsor them, you can make a donation online at: www.justgiving.com/valandruth

Maggie's have just confirmed that their 2007 fundraising trip will be the Ladakh Himalayan Challenge, June 22-July 2 next year. For information contact Dehra, tel: 0141 341 5669 or email: dehra@maggiescentres.org.

Admin's a Piece of Cake..



Liz Stewart - ensures patients' records are available and up-to-date.

In the way that nurses and AHPs (Allied Health Professionals) consist of a number of groups, so does the term Administration and Clerical or A&C for short.

A&C grades provide support in a number of ways which keep the wheels of the great machine that is NHSGGC turning. Under this heading you'll find medical secretaries, training officers, ward clerks, administrators in HR and finance, records clerks, project managers, communications staff and a host of others.

Several of these are the first contact that patients will have, perhaps through dealing with a secretary on the phone, receiving a letter with instructions to attend an appointment or arriving at a ward to be met by the clerk. If there were no A&C staff, there would be no-one to manage the waiting lists, type operation notes, file and retrieve patient records or make sure we get paid every month.

In this article we speak to our A&C colleagues and find out a little about what they bring to the service.

Neil Russell has worked for five years in Finance and as a Senior Payroll Officer is based, like most finance staff, at Stobhill.

"At the moment I'm working on Agenda for Change. Once job descriptions are agreed and matched, we're notified of the banding for their particular job family. We have to assimilate staff from Whitley Council grades onto Agenda for Change and calculate their pay from October 1, 2004. We need to inform them by letter of the changes in their salary and terms and conditions. As you can imagine this is a lot of work, work that is increasing all the time as Agenda for Change gathers pace. So far, we've assimilated Hotel Services staff, Midwives and Dietitians.

"All payroll staff work to very

tight deadlines – payday is payday and you can't be late, despite the fact that a lot of information might only come in at the last second. And pay is such an emotive issue. No matter how many times you get it right over the years, the one time you make a mistake or have a problem, you're going to get it in the neck. Payroll staff are resilient though, we're always busy, but good at adapting to whatever comes along."

Gillian Duncan is Personal Assistant to NHSGGC's Director of Corporate Planning and Policy and is based at Dalian House, NHSGGC's HQ. With a total of 16 years in the Health Service, she knows how the system works.

"This is the most pressured job I've had. Administration always seems easy if you don't do it, but you have to have good problem-solving abilities to deal with the variety of things that can come up each day.

"In the Health Service, all sorts of unexpected things arise and it's the Directors' job to deal with that, which has a knock-on effect for those of us who work directly for them. You need to be adaptable and keep a cool head.

"I think, though, most of the PAs would say that the biggest problem is managing the diaries. Again, it doesn't sound like much, but if the person you work for has absolutely no time unaccounted for and the people they need to deal with are the same, not to mention a whole queue of others clamouring for meetings, it can seem an impossible task.

"I actually enjoy the pressure and pace of my job, though. You need to be able to multi-task and deal with people at all levels."

Liz Stewart has been a Clerical Officer at the Sick Kids' Hospital for 13 years. She currently works in the Medical Records Department.

"We have three sections to Medical Records – the filing room, maintaining records and my own



Gillian Duncan - enjoys the high pressure and pace of her job.



Neil Russell - working hard on Agenda for Change.

area, the referrals partial booking system. Patients are referred by their GPs and we liaise with the parents to arrange appointments. That's more challenging than it sounds as you're dealing with waiting times and other practical issues. It's been a real success, though: we're the first hospital to get this system up-and-running and others have been looking at initiating it. It gives the parents more choice about when to bring their child for treatment, so that they can arrange other areas of their

lives accordingly.

"The things we do may not be obvious - we're working away quietly in the background, but we're the ones who ensure that patients' records are available and up-to-date. Doctors need clinic and operation notes before seeing a patient. It can be dangerous if they have the wrong or insufficient information, so you need always to be organised and accurate. We also pull records for inpatients and emergency admissions as well as covering the reception for out-patient clinics.

"One of our other areas of responsibility here is arranging patient transport. That's usually done in tandem with our Stores Department, but they're moving soon due to the reorganisation, so I expect we'll experience changes in our own process.

"Whatever happens, the Medical Records teams have to keep working consistently. The volume of patient information is immense and we have to handle it quickly and efficiently so that the medical staff can do their jobs."

...isn't it?

Caring and competent HCSWs

A new competency programme for nursing auxiliaries aims to recognise the contribution this essential band of healthcare workers makes to the NHS.

Now known as Health Care Support Workers (HCSW), the new National Incremental Competencies in Healthcare Education (NiCHE) programme will ensure that all HCSWs are competent in all areas of work and patient care.

Practice Education Facilitator, Kathy Mulloy, based at the Southern General, said: "This dynamic new version of NiCHE was piloted in South Glasgow last year and it is now used throughout acute services in Glasgow. It is tailored to meet individual needs and everyone has six to nine months to complete the course."

The NiCHE programme is also recognised in ten NHS Boards throughout Scotland, so if an HCSW moves from one area to another she can take her Certificate of Competency with her and won't have to redo the programme elsewhere.

It is equivalent to an SVQ Level 2. If you have this qualification, you may be exempt from the competency programme, which also forms part of individual Personal Development Plans.

Kathy explained: "The education of all NHS staff is important. When we have new nursing auxiliaries come in, I always say to them if your loved one was in hospital you'd expect your consultant to be competent, well it is the same for nursing auxiliaries. We want patients and their families to know they are being cared for by



Kathy Mulloy.

trained and competent staff in all areas."

The NiCHE profile consists of core themes, which include, personal and people development; communication; equality and diversity; health safety and security; service improvement and quality; and health and well-being. The final theme is specific to the area/department in which the HCSW works, such as wards, theatres, out patient departments.

The competency programme also allows HCSWs to complete further elements in IT skills and research using real-life scenarios.

Kathy added: "The programme is about making sure you have covered everything you need to know to do your job well and seeing that every HCSW has a record of their level of competency. It's also about protecting the public and being an essential part of the care we give patients."

For more information, visit: www.nicheprogramme.com



New programme aims to recognise the work of nursing auxiliaries such as Clinic Assistant, Carol Steven.

Nursing Courses

Glasgow University's Division of Nursing and Health Care has a range of courses of interest to NHSGGC staff.

Over the coming year, those courses include:

- An MSc (Med Sci) in Health Care Postgraduate research degrees
- Graduate diploma in Chronic Oedema Management
- A three-day course on Diabetes Management

- Study days on Public Health Nursing and Lymphoedema
- Individual courses from MSc and above

Information and application forms:

www.gla.ac.uk/schools/nursing or CPD Secretary, Division of Nursing and Health Care, University of Glasgow, 59 Oakfield Avenue, Glasgow G12 8LW or tel: 0141 330 2072. You can also email: K.Hegyj@Clinmed.gla.ac.uk

SBT Programme

The South of Scotland Cognitive Behavioural Therapy Programme offers staff the opportunity to undertake training at Postgraduate Certificate, Postgraduate Diploma and Masters levels.

Aimed at healthcare workers from a variety of backgrounds, the course is part-time, day-release and is held partly in Edinburgh and partly in Glasgow.

Closing date for applications is October 13, 2006 for information: www.soscog.com or sarah.winkler@lpct.scot.nhs.uk

HOW WE'RE MAKING THE NEWS!

Permission granted for Vicky



The good news that the new Victoria Hospital had been given planning permission by Glasgow City Council was marred by a report in the Evening Times that campaigners were "angry" with the news.

According to the newspaper, they were concerned that the new hospital will not have an A&E or "proper in-patient beds".

Dr Brian Cowan, NHSGGC's Medical Director said that the decision was "wonderful" and the new hospital would provide a wide range of services for the people of the southside.

The new hospital will offer a range of services including dialysis and diabetes clinics as well as tests and minor surgery. It will also have a Minor Injuries Unit and 12 overnight recovery beds for patients not well enough to return home straight away. It will be one of the largest hospitals and is expected to treat 400,000 patients a year.

New MediCinema



One of our young patients made the headlines in the Paisley Daily Express when he officially launched the start of construction of our MediCinema up at the Sick Kids' hospital.

The youngster was specially chosen to call "action" to start work on the new cinema which will have specialist cinema equipment and fittings. The room will be fitted out to enable all children - including those in beds and wheelchairs - to visit the cinema and see their favourite films.

E-coli Outbreak

The press office was inundated with press and media calls following the disclosure that two children were being treated for E-Coli at the Sick Kids' Hospital in Glasgow.

There was a lot of interest in these cases as they came just days after a two-year-old died from complications caused by the bug.

Due to patient confidentiality, the press office was only able to provide condition updates on the two children, who've since recovered and are now back home.



Police room

Still with the Vicky and the recently opened police room received press attention.

The new room - which has opened at the hospital's A&E department - was launched following a spate of verbal and physical attacks on staff.



For more on this story, see page 3.

Visitor from Down Under

Glasgow GP surgeries hit the headlines recently when three of them welcomed a special visitor from Down Under in the shape of Stephen Robertson, Health Minister for the state of Queensland, Australia.

He visited surgeries in Maryhill, Possil and Springburn to see how health staff there are tackling Glasgow's poor health record. Health problems in Queensland are similar to those faced in Greater Glasgow including heart disease and diabetes.

Mr Roberston learned how the surgeries were tackling a range of issues including cholestrolerol, making it easier to book appointments and the CHI numbers, the Community Health Index which gives each patient a unique identifying number.



New Southern

The new South Glasgow Hospital has attracted a lot of positive press interest lately.

The most recent report appeared in the Evening Times which looked in-depth at what the new hospital and the work being carried out on the rest of the campus will bring.

This included a look at the new adult hospital, the new children's hospital and the refurbishment of the maternity unit.

For a brief look at the timelines for the new builds, turn to page 5.



Keeping Fit at Stobhill Gym



Gym receptionist Marion Steen has been a familiar face at the gym for a number of years.



Brian Droy enjoys working out in the gym.

Staff on the Stobhill site have no excuse when it comes to keeping fit thanks to their on-site gym.

Based within the hospital's Edward Unit (Cardiac Rehab), the gym is open to staff Monday to Thursday between 4.30 and 9pm and Friday between 4.30 and 7pm.

It has a range of equipment and gym supervisors are always on hand to give help and advice to users.

That includes physiotherapist, Martin Yortson. As one of the gym supervisors, he'd advise all staff to give the gym a try.

He said: "It makes sense to have a facility that staff can use to stay healthy. If you sit at a desk for most of the day you can really appreciate the chance to move around and be more active for a while. Even if you're working in the wards and fairly active, you're not necessarily getting the right kind of exercise.

"For anyone who hasn't used a gym before, it can seem a bit daunting, but when you come in for the first time the gym supervisor will take you through the induction process, show you how to use the equipment and answer any questions you might have. There's always a supervisor on hand if you need some help."

Technical Clerk, Brian Droy has been using the gym for more than three years. He started going because he wanted to lose weight

and get a bit fitter.

He said: "I had no idea what I was doing at first, but once I got used to it and gained some confidence I really started to enjoy working out. I still tend not to stick to a set programme, but I do a general workout and change it a lot so I don't get bored.

"It's already excellent value – we only pay £10 a month – but it would be good if we could expand the service in future to include health checks. I know I've improved my fitness level over the time I've been doing this, but a system for monitoring from the start would be helpful."

Another keen gym user is Belinda Porteous, a Payroll Officer in Ward 22 at the hospital. She's been using the gym for years and, although she's a working mum, she still finds time to fit her sessions in.

She said: "It's even more important for me to have my exercise session now that I have children. It's that time between work and home which is just for me. I do a lot of running on the treadmill, but I also work out with weights. I find exercise helps not just keep me

fit physically, but makes me mentally more alert and focused.

"Stobhill staff gym is a really comfortable environment. I think it's a good place for anyone who might be nervous about trying this kind of exercise."

Gym stalwart, Marion Steen is the Domestic for Cardiac Rehabilitation and as the Receptionist, she's the first face you'll see when you use the gym.

She said: "I love my job. It's really sociable with the regular gym users to talk to and new members to meet. We have staff from all departments of the hospital and from the different disciplines.

"Everyone has their own way of working out. Some people come in and do a bit of light exercise, maybe stop for a chat, while others take it quite seriously. There are some who have changed considerably since they started here, losing weight and getting fitter. It encouraged me to do some exercise of my own."

If you'd like to find out more about using Stobhill gym, then contact 0141 201 4156 after 4.30pm.

STAFF NEWS

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

Send your articles, letters and photographs to:

email: staffnews@nhsggc.scot.nhs.uk

tel: 0141 201 4912

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