

# STAFF NEWS

[www.nhsggc.org.uk](http://www.nhsggc.org.uk)

## State-of-the-art labs set for Glasgow

**Plans for a £55m restructuring of Glasgow's lab services has been approved by the Board.**

It will see the current six labs across the city consolidated into two core lab medical units.

Following the Board's Acute Service Review (ASR), Outline Business Cases have now been prepared which propose establishing two state-of-the-art labs, one at the GRI and the other at the new South Glasgow Hospital Campus, to serve the needs of all the demands currently being made on the lab services. An Essential Service Laboratory (ESL) will be based at Gartnavel.

Currently clinical and staff representatives – through trade unions and Area Partnership Forum – are discussing new working practices and staff requirements in the new configuration. The Board has been fully committed to this partnership working from the beginning and there is a strong emphasis on involving staff.

Employee Director Donald Sime has described the restructuring process as an example of good partnership working. He fully recognised that laboratories should match the Board's acute service strategy. However he was concerned at the proposals in relation to the future workforce and future working practices and would expect these to be subject to future negotiations between the Board and appropriate trade unions and professional organisations.

The restructuring will create the largest NHS lab service in the UK with South Glasgow and GRI processing 7 million and 6.5 million Biochemistry tests respectively.

Acute Division Chief Operating officer Robert Calderwood, who has led the work on the labs review with diagnostic colleagues, said that modernisation of lab services would put Glasgow in pole position to deliver top quality lab services at a time when there is a significant year on year increase in lab medical activity.



Mr Calderwood also acknowledged concerns about staffing levels. He said: "This is a business case, it does not tie us to anything. The indicative staff levels reflect the workload as it is today. If and when the final changes are in place, the lab model demands a larger staff workforce than is currently outlined then that will be considered."

The first concentration of staff will be at the GRI but the timescale is dependent on staff from Glasgow University moving out of Queen Elizabeth Tower. Work is expected to begin in late 2007/early 2008.

Work on the lab at South Glasgow Campus site will immediately follow on as part of phase 2 of Glasgow's ASR.

## New Ward Opens at Princess Royal

**One of Scotland's largest maternity units, the Princess Royal Maternity (PRM), has opened a new ward.**

Part of level six of the purpose-built PRM is now open to expectant mums.

Sixteen maternity beds from the South Wing at the Queen Mothers Hospital (QMH) have transferred to the PRM and an additional two beds have been created to

make the new 18-bed ward.

South Wing at the QMH has now closed, with 16 staff volunteering to transfer to the new ward. This ward closure marks the first step towards implementing the agreed modernisation plans for Glasgow to have two maternity hospitals and the eventual closure of the QMH, which is currently anticipated to be at the end of 2008.

Rosslyn Crocket, NHS Greater

Glasgow and Clyde's Director of Woman's and Children's Services, said: "We are delighted that so many staff from the QMH volunteered to move to the new ward at the PRM. We even got more volunteers than we had places for."

When the QMH does close, mums will deliver their babies at the PRM or the Southern General Maternity, which is undergoing a major refurbishment.

*Continued on page 2*

### Inside this issue

#### Violence Prevention



page 5

#### Staff Awards



pages 8 to 11

#### Support for HCSWs



page 13

**Plus... New bus service • Smoking • Mental health**

# All Aboard for New Bus Service

**Staff will play a vital role in publicising a new free evening visitor transport service which was recently launched by NHSGGC with public sector and voluntary partners.**

The week-night bus service operates between 6-10 pm and is available to anyone living within the Glasgow City boundary who has a relative or friend who is a patient in any of the city's main hospitals.

Priority is given to people who are disabled, older people and those on a low income.

Partly funded by the Scottish Executive through Urban Community Transport monies, the scheme covers Glasgow Royal Infirmary, the Western

Infirmary, Stobhill Hospital, Southern General, Victoria Infirmary and Gartnavel General.

Chris Drapper, NHS Greater Glasgow and Clyde's Transport Projects Manager, said: "Having staff support to let patients or carers know about this service is vital. If they can let someone know about the free service, this will be of great help to the visitor and patient.

"Leaflets, posters and cards are being distributed across all of the relevant hospitals, so I'd encourage all staff to point these out or pass them on. Of course our staff have families and friends who could also benefit from this service."

A fleet of five minibuses capable of carrying a total of 90 passengers each night have been provided by Community

Transport Glasgow.

The door-to-door service streamlines journeys for many visitors who face changing buses two or even three times, or spending money on taxis.

Glasgow City Council provides support to Community Transport Glasgow and Strathclyde Partnership for Transport is managing the booking and despatch system.

**The booking hotline number is 0845 128 4027, and passengers can book their place by telephoning between 2-4 pm, Monday to Thursday, and 2-3.30 pm on Fridays.**



## New Ward *Continued from page 1*

The new children's hospital will be built on the Southern General site next to the maternity unit and will provide the gold standard of triple co-location with adult acute services.

For those mums who will now deliver at the PRM following the opening of a ward at level six, antenatal care and parent craft classes will continue to be provided in the West End of the city.

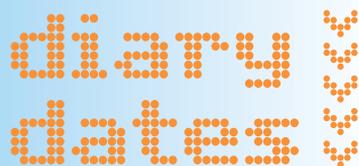
When the QMH closes completely, antenatal care will continue to be delivered locally and we are already looking at permanent West End accommodation for this.

Ms Crocket said: "This is one of the first steps in the redesign of

Glasgow's maternity services that will see the city provided with two first class maternity units with direct links to adult acute care and paediatric support."

She added: "By reviewing the way we work we have been able to open the PRM ward for the benefit of mums and staff. It will significantly alleviate some of the pressure on a service that has a very high level of activity."

Alan Mathers, NHSGGC's Director of Obstetrics and Gynaecology said: "The staff who have transferred from the QMH are a welcome addition to the PRM team as they bring new ideas and get people thinking about other ways of doing things, always a plus for forward looking services."



### NEXT BOARD MEETING

Next date for the NHS Greater Glasgow and Clyde Board, Dalian House, 350 St Vincent Street, Glasgow – Tuesday, December 19, 2006 at 9.30am.

### NOVEMBER 14, 2006

Scottish Health Council - Patient Information Conference, Glasgow Radisson Hotel. Purpose of event is to facilitate discussion and share practice on patient, carer and community information. Information: Archie Dalrymple, tel: 0141 225 5557.

### NOVEMBER 16 AND 17, 2006

Scottish Health Council - Public Health in Scotland: Delivering Healthy Public Policy - The Next Steps at Peebles Hydro Hotel. Information: 0131 623 2508 or [www.conventionmanagement.co.uk](http://www.conventionmanagement.co.uk)

## HAVE YOU GOT A DATE FOR THE DIARY?

Contact us:

[staffnews@ggc.org.uk](mailto:staffnews@ggc.org.uk) or

tel: 0141 201 4912

# Smoke shelters go by April 2007

**NHSGGC is going totally smoke free by next spring.**

That means that there will be absolutely NO smoking anywhere on any of our sites or in our vehicles...not even external designated smoking areas which are being removed by March 26 next year.

The exception will be for those patients who are inpatients within our mental health units where external designated areas will continue till March 2008.

This is the final part of NHSGGC's smoking policy, which came into force in March this year and banned smoking in buildings, vehicles and outside areas, with the exception of designated smoking areas on some sites.

Agnes McGowan, NHSGGC's Principal Health Promotion Officer said: "Already NHSGGC is hearing success stories about our smoke free premises: 125 patient smokers have managed to quit on the wards with more than 200 smokers not ready to stop receiving Nicotine replacement to alleviate the symptoms from nicotine withdrawal. Patients with chest and lung problems no longer have to squeeze through smoky doorways to get treatment and fire incidences have gone down. As we move toward this more extensive policy, additional stop smoking support is being introduced to help those hospital based staff wanting to stop smoking."

Over the coming weeks, staff will start to see posters being put up letting you know about the



The Western's smoking shelter

removal of the designated smoking areas.

Kenneth Fleming, Head of Health and Safety (Acute) who is based at the Western, said: "We'll be putting up additional signage letting staff, patients and visitors know that they can no longer smoke in designated areas from March 26 next year."

The complete ban will require the support of all staff to uphold, as NHSGGC staff have a duty to take reasonable care for the health and safety of both themselves and others. Policy enforcement is a really important role for staff, as studies show that if rules are adhered to strictly from the outset, they are adopted well by all.

When approaching the public it is important to be friendly and polite, to draw their attention to the no smoking signage, and to remind them of the reasons for our policy. Most people who are approached in such a manner will respond well to a request to stub out their cigarette.

Kenneth said: "If staff are worried about enforcing the policy, it is important to remind them that we do have policies in place to protect staff from aggressive behaviour and guidance has been developed for approaching illicit smokers on NHS premises. This is available on StaffNet under No Smoking."

What about dealing with patients who smoke? If you are required to visit patients in their own homes, you can ask them not to smoke before and during your visit. A specially designed leaflet has been produced to help staff explain the reasons for this to patients. If you work on-site, you are no longer allowed to take a patient outside for a cigarette.

If you have an in-patient who simply can't go without smoking and doesn't want to make a quit attempt, you can provide them with Nicotine Replacement Therapy which will help reduce the cravings.

For those who want to stop smoking, hospital-based stop smoking advisors can offer support and give information on the local services. Contact Smoking Concerns for details of your local advisor: 0141 201 9825.

If you're a member of staff who is a smoker, you are not allowed to smoke on duty anywhere on our premises or in our vehicles.

**Information on the smoking policy is available on StaffNet and on our internet: [www.nhsgg.org.uk/smokefree](http://www.nhsgg.org.uk/smokefree)**

**If you're a smoker who wants to give up, contact either Smoking Concerns tel: 0141 201 9825 or dial the Starting Fresh freephone number 0800 389 3210.**

## £1m investment at SGH

**The Southern's neurology department has undergone quite a few changes recently thanks to a £1million investment by the Centre for Change and Innovation.**

A new outpatient wing has been created that has been specially designed to make the patient's experience more welcoming and communication between staff and

patients easier.

Housing 13 new consultant rooms, specialised neuro-ophthalmology facilities and ten offices housing new clinics, the unit has also seen the introduction of a new and improved triage (prioritising) system for referral letters which has improved how the service is delivered and is making a big difference to waiting times.

# Green light for three new mental health projects



## **N**HSGGC staff are going to be involved in three new mental health projects which have been given the go-ahead.

All based in the Glasgow area, the new projects are all expected to be up-and-running by spring 2007.

ESTEEM is the first dedicated multi-disciplinary service to be piloted in Scotland for young people aged 16-35 years with first episode psychosis.

This innovative community-based service was developed by health and social care staff in consultation with voluntary sector agencies, and aims to deliver evidence-based interventions to maximise recovery in young people with a psychotic illness.

The service aims to address the needs of the young person affected and their family, and offers support for up to three years.

Two consultants have already been appointed and nursing staff are currently being recruited.

The second key project is the creation of a brand new dedicated service for adults with eating disorders, which will be operational by early 2007.

Individual and group therapy will

be available through a day service and staff will be able to refer patients onto secondary inpatient services if necessary.

Last, but by no means least is the development of new crisis services to provide intensive home-based treatment and therapy 24-hours-per-day for patients with mental illnesses.

This new service will offer an alternative to hospital admission wherever possible with locally based teams in each Community Health and Care Partnership area.

It is intended that this new service will be fully operational by spring 2007.

Anne Hawkins, NHSGGC's Director for Mental Health, is delighted these three new projects have been given the green light.

She added: "These are three significant mental health projects which will enhance the current services available in Glasgow.

"The three projects will then be rolled-out across Greater Glasgow and Clyde in the next couple years ensuring we are providing a comprehensive service for patients with a range of mental health problems."

## Heart and Lung Centre Update

**T**here's now only about a year to go before heart and lung surgery moves from the Western, the GRI and Hairmyres to the Golden Jubilee National Hospital.

In preparation for this, affected staff are currently taking part in one-to-one meetings with representatives from our Human Resources department.

Staff who have indicated a difficulty in transferring are being encouraged to visit the Golden Jubilee to speak to staff currently in post about issues such as travelling arrangements and employee friendly shift patterns.

Tours of the Golden Jubilee National Hospital began in September and will continue every Friday until the end of the year. Staff are welcome to take part. Contact 0141 951 5073/5195.

Roadshows for staff have taken place this month (November) at the Western Infirmary and Glasgow Royal Infirmary. This gave staff the opportunity to raise issues and ask the project team specific questions.

A series of bulletins for staff can be found on our intranet site, StaffNet, under West of Scotland Heart and Lung Centre.

# Dental Nurses Counsel Victims of Violence

**Nurses based at the Dental Hospital are the latest in the line of defence in the war against street violence.**

As part of a pioneering new study, they have been trained to give victims of facial injury, including knife wounds, advice of the dangers of alcohol and violence whilst the patient receives his or her medical

higher than in the rest of the UK. Most of the injuries result from interpersonal violence and there is a high incidence of victims returning with similar injuries.

“My colleagues and I treat some horrific facial injuries, from bruising and swelling to fractures, right up the scale to nerve damage and permanent scarring.”

provided with either an alcohol intervention which we know will help some people reduce their alcohol intake or a new intervention designed to help patients recognise and avoid potentially violent events in the future. Both of these interventions will be provided by trained nurses and patients will be followed up for a year afterwards.

“Clearly the study is just getting off the ground, but if successful it has the potential to prevent a significant number of recurrent injuries each year and to reduce both the human cost of injury and the actual costs to the Health Service.”

The initiative was launched during a year-long anti-violence campaign led by the Violence Reduction Unit.

Karyn McCluskey, Deputy Head of the Violence Reduction Unit, said: “We have repeatedly stressed that the police alone cannot solve such a deep rooted culture of violence. However, by working together with our partners in the Health Service and elsewhere, we can begin to make significant inroads.”

She added: “This is only a pilot study and it will of course be evaluated, however, it is important that we use innovative methods to try and influence and change attitudes and behaviour to knife carrying.”



(left to right) Karyn McCluskey and Christine Goodall.

treatment at the Southern General and Monklands General in Lanarkshire.

The 12-month trial is a joint initiative between the Dental Hospital’s alcohol research group and the Police’s Violence Reduction Unit.

It is hoped the pilot study, which has been funded by the Violence Reduction Unit, will address both drinking and aggressive behaviour in victims with alcohol-related facial injury.

In the UK, almost a quarter of all facial injuries are associated with interpersonal violence, while half of these are associated with alcohol.

Mr David Koppel, a Consultant Craniofacial surgeon, and Clinical Director of Oral and Maxillofacial Surgery at the Southern said: “Hospitals in Glasgow treat a serious facial injury every six hours, while our nurses help care for around 600 victims every year. The incidence of alcohol-related facial injury in the West of Scotland is

Three hundred patients with alcohol related facial trauma will take part in the year-long study – the first of its kind in the UK.

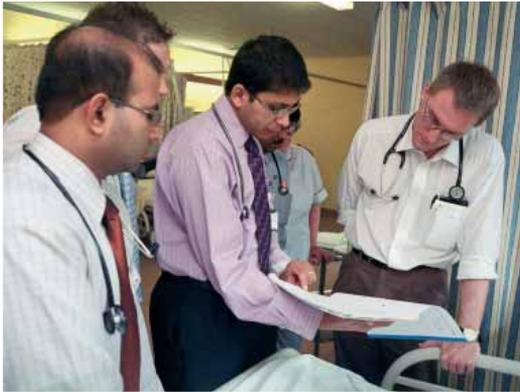
Dr Christine Goodall is a clinical lecturer in Oral Surgery at the Dental School and is co-ordinating the pilot project.

She said: “Patients will be



Christine checks the facial injury of a patient.

# Child Protection Training for Junior Docs



One of the training sessions

**A new course training junior doctors in child protection techniques has been so popular, the organisers are running it again.**

The 'Safeguarding Children - Recognition and Response in Child Protection' was developed by the Royal College of Paediatrics and Child Health in collaboration with the NSPCC and the Advanced Life support Group (ALSG), and launched in early 2006 by the Minister for Children in London. The course was run recently for the first time in Scotland by the Paediatrics team in Clyde Division.

Dr Brian Kelly (Course Director) and Dr Jamie Houston (Lead Child Protection Paediatrician in Clyde Division), together with consultant and Child Protection nurse specialist colleagues, ran the course at the RAH in September this year. The course attracted 18 junior doctors from all over the UK. In fact, it was so popular, Brian and Jamie, with

the help of Jamie's PA Alison MacCorquodale, are running it again on February 23 next year.

Dr Brian Kelly said: "We were keen to run the course as early as possible because we know that many junior doctors working in A&E and paediatrics express anxieties about knowing what to do when issues arise around child protection. This course gives them the confidence to know about how child protection issues can emerge, how to handle it initially, how to speak to parents, evidence collecting and who to talk to about it so that children at risk are more likely to be recognised and appropriate initial management carried out.

"The junior doctors who've already taken part in the first course have told us that they feel much more confident and secure that they know what to do and who to go for help if they come across a child who appears to have been abused."

The one-day course is taught by

experienced child protection professionals and consists of a combination of lectures, group exercises, roll play seminars with interactive videos and a short test. Candidates also receive a DVD and books on child protection to keep.

Brian said: "The first course was very successful and we're already being asked when it will run again, which is why we've organised another date. We're hoping to run the course two or three times a year."

Because the course is the only one of its kind in Scotland, Brian and Jamie are expanding the number of places from the original 18 to 24, allowing an additional six junior doctors to take part.

**For more information, contact Alison MacCorquodale at: [alison.maccorquodale@nhs.net](mailto:alison.maccorquodale@nhs.net) (course organiser) or Dr Brian Kelly at: [Brian.Kelly@rah.scot.nhs.uk](mailto:Brian.Kelly@rah.scot.nhs.uk)**

## Audits check CHI is being used

All patients in Scotland registered with a Scottish GP should now have their own specific Community Health Index (CHI) number. It is essential that the CHI is used, alongside the local hospital registration number, on all clinical communications.

Audits are taking place to identify those areas where the CHI is not being used consistently. Staff will be contacted to see why the CHI is not in use and resolve any local problems with its availability.

The CHI number is a unique 10-digit identifier which consists of the person's Date of Birth, followed by a three-character sequence that includes their gender, the ninth character is odd for males and even for females and the tenth character is a check digit.

CHI was developed initially as a Primary Care Index and is used widely by GPs in the administrative side of their work. It is also used by other Primary Care Services: - Child Health; Cytology; Breast Screening; SIRS -

Immunisation recall. It has been under development in Acute Services for the last two to three years.

CHI does not at present displace the local hospital registration number, but is an additional level of identification. Both of the numbers must be used on every clinical communication generated from anywhere in the service and should cut down the risk of clinical mis-identification incidents.

# Cleanliness Study Days for Ward Managers

**W**ard managers based in North Glasgow can now fast-track their Cleanliness Champions training through attending special training sessions led by Infection Control Nurses.

Instead of doing the course over 20 to 30 hours, Ward Managers can now take part in special teaching days, which reduce the course into three, three-hour sessions.

This approach to Cleanliness Champion training has already been used successfully by colleagues in South Glasgow and at the Royal Hospital for Sick Children. In Clyde, the course is delivered in the more traditional manner, although it has been slightly modified.

John McGrory, who is based in the training department at Stobhill Hospital, said: "Many of our Ward Managers have already gone through the course, but to make it easier for those who are having difficulty in completing the course, we have condensed it into the three sessions. This will help us speed more staff through the programme and achieve the Ministerial directive of ensuring that all our Ward Managers are trained as Cleanliness Champions.

"Whilst there is still the need for people undertaking the course to take part in private study as well,

the time element of the course is greatly reduced using this new approach."

Jackie Stewart, Interim Lead Nurse for Infection Control (North West Glasgow), said: "The Cleanliness Champions initiative has allowed staff to develop and increase their understanding and knowledge of infection control. It



gives them an insight into the research that influences policy writing and decision making.

"Once the course is completed, the Cleanliness Champion will be a resource for colleagues and act as a role model in the day-to-day care of patients. Although it is important to emphasise that the Infection Control Nurses will continue to be the main resource for advice and risk assessment, their contribution will help to reduce the morbidity and mortality associated with Healthcare Acquired Infection.

"The Infection Control Teams are keen to continue to nurture the enthusiasm and knowledge and plan to hold study days by way of regular updates for the Cleanliness Champions."

How the course works is that nurses attending the programme still

work their way through a hard copy or web-based workbook, but they also are given face-to-face teaching by Infection Control staff.

The programme contains 11 separate modules which include hand hygiene, general ward hygiene, protective clothing, preparation of food, sharps (dealing with and disposing of), the chain of infection, disposal of waste, staff hygiene and dress, and patient care practices.

John added: "Although we're targeting Ward Managers at the moment, anyone can do the course. In fact, since starting the programme in 2004, we are pleased to have seen more than 350 staff go through the course. This has included porters, cleaners, auxiliaries, nurse and doctors."

The next Cleanliness Champion training sessions in North Glasgow take place on November 14, 21 and 28. For information, tel: 0141 201 3562.

**For information on the Cleanliness Champions training programme in South Glasgow hospitals tel: 0141 201 5254; the Royal Hospital for Sick Children, tel: 0141 201 0600; in the Clyde area, G-grade nurses are asked to access the course via their nurse leads and other staff are asked to tel: 0141 314 6066.**

## SHO Exam First for Nurses

**A** group of nurse practitioners from hospitals across Greater Glasgow and Clyde are some of the first ever to successfully complete the Federation of Royal Medical Colleges and The Royal College of Anaesthetists' IMPACT course.

The Ill Medical Patients' Acute Care and Treatment course (IMPACT) is usually undertaken by Senior House Officers (SHOs), but the nurses did the course as part of a new NHS Education for Scotland supported module on Recognition and Management of the Acutely Unwell Adult at Glasgow Caledonian University.

The course was part of the nurses training as Hospital at Night

Nurse Practitioners. Before taking the course, they were prepared by a multidisciplinary team led by consultant anaesthetists Dr Lindsay Donaldson and Dr Ken James.

The nurses were also thoroughly put through their paces on a high tech patient simulator at the Scottish Clinical Simulation Centre at Stirling Royal Infirmary by Dr Graham Nimmo.

Dr Magnus Garrioch, National Director for IMPACT congratulated the students stating that "these nurses have reached the standards expected of doctors in training... this is great for team working in the NHS".

Mark Cooper, Lecturer Practitioner at Glasgow Royal



Infirmary, is delighted our nurses did so well. He added: "As a group they have performed exceptionally well and to a standard expected of Senior House Officers.

"All together, 16 nurses took part in the course from hospitals across the West of Scotland and we are hoping other nurses will now consider doing the course as part of their training and development."



**Dr Jeff White (front, second from left) with some of his team. Nurses from top: Jennifer Chamberlain, Melanie White, Linda MacDonald, Martha Lynde, Mary MacDonald. Front: Dr Clinton Ali, Dr White, Dr David Hogg and Dr Fiona MacFarlane.**

# NHSGGC heroes reach finals

## **C**ongratulations to all our staff who have been nominated for a Scottish Health Award.

A consultant and his team at the Beatson Oncology Centre have received 11 different nominations from people who have benefited from their care and have now reached the final stage of this year's Scottish Health Awards.

These are the Awards that recognise those people who go that extra mile to deliver healthcare to people in Scotland.

Dr Jeff White and his team have touched the lives of many people and the number of nominations alone is testament to the impact they have had on cancer sufferers and their families.

The team has reached the finals of the Cancer Care Team Award for their personal dedication and

commitment to helping patients with cancer and to providing much-needed support for family and friends.

They go out their way to ensure patients are as comfortable as possible, help if they need cheering up or just offer a shoulder to cry on.

As one nominee said: "Some people call them angels, miracle workers and unsung heroes, but I am also honoured to call them friends".

Dr Jeff White from the Beatson Oncology Centre said: "It's obviously very flattering and I'm really touched that these patients nominated us. We are a big team here at the Beatson and all of us work very, very hard to provide all our patients with the best possible care."

The Cancer Care Team on the Sciehallion Ward at the Royal

Hospital for Sick Children has also been shortlisted for the Cancer Care Team Award after being nominated by a family member of a patient who witnessed "the unbelievable care, support and consideration 24-hours-a-day, seven-days-a-week that these wonderful people provide".

Sister Anne Taylor, a nurse at Gartnavel Royal Hospital, has reached the final of the Nurses' Award for the wonderful work she has done over the past six years setting up one stop clinics for people from minority ethnic groups. These clinics provide a range of services ranging from dietetic, blood pressure management, mental health, counselling and medication management services.

Jacqui Kerr, a Parkinson's Disease Nurse Specialist at Lighburn Hospital who has given immense care, commitment and

dedication to patients with Parkinson's disease and their families, is also up for the Nurses' Award.

A unique health team covering Cambuslang and Rutherglen has also reached the final for the Older People's Care Award for their work helping to improve the quality of life for older people in the community. In the past three years, Camglen Community Older People's Team has seen more than 600 people, despite being a very small team and feedback shows that clients feel more confident and are able to cope better with their daily lives due to rehabilitation and care. The Camglen team is one of 10 teams covering the whole NHSGGC.

Other staff from NHS Greater Glasgow and Clyde who have reached the final stages of the Scottish Health Awards, are:

The Haematology Team at the Royal Alexandra Hospital in Paisley which has reached the final of the Team Award for their care and attention of a patient who later died of a rare cancer; and

The nursing staff in Ward 4 of the GRI has reached the final of the Older People's Care Award after being nominated by a woman whose

mother was given special care and attention by the nurses in the ward.

Tom Divers, Chief Executive, NHS Greater Glasgow and Clyde said: "We are incredibly proud of all the staff within NHS Greater Glasgow and Clyde and are delighted so many of our staff have been nominated for awards. It's a great testament to the work they do day in and day out, saving and enhancing lives."

**The winners of the Scottish Health Awards 2006 will be announced in Edinburgh on November 9 at a gala dinner award ceremony. Good luck to all of you who have been nominated!**



The Camglen team (left to right): Lynn Cairns, Alison Moodie, Mary Henaghan, Carol Crawford, Elaine Russell and (seated) Morag Hearty.

# Mental Health Nurses Award

**Congrats to Stephen McGinness and Margaret Aitken for picking up a national Scottish Evidence into Practice award for their work in improving how mental health patients who receive medicine are identified.**

Both Practice Development Nurses based in Clyde – Stephen at Dykebar and Margaret at Ravenscraig Hospitals – the duo were part of a team awarded the top prize in the Safe and Effective Practice category.

The award was won for their initiative which makes it easier for mental health patients who

receive medication to be more easily identified by staff.

Stephen explained: "The normal system doesn't work for mental health services as our patients don't always stay in hospital and won't want to wear the band whilst away from our healthcare sites.

"The new system means prescribing staff can then look at the photograph and identify the patients clearly, minimising the

chances of misidentification. We have also identified the potential of having nursing assistants involved in the administration of medicines as a further checking mechanism for the registered nurse dispensing the medicines."

Stephen revealed that he and Margaret will use their £10,000 prize money to roll it out to mental health colleagues across Greater Glasgow.



Margaret Aitken, Stephen McGinness and colleague Gillian Robb, Nurse Manager at Ravenscraig who was also involved in the scheme.

# Recognition for anti-violence training



Kenneth with his award.

## **A**n NHSGGC employee's hard work and dedication in implementing accredited violence and aggression training for trainers, has been recognised in a national competition.

Kenneth Fleming is the driving force behind bringing City & Guilds level training to our own Violence and Aggression Coordinators meaning they, in turn, are fully accredited to provide violence and aggression training to staff.

And this is a first in the UK as there is no other health authority in Britain offering this type of qualification.

Kenneth's hard work in implementing this new qualification has brought its own rewards: he was recently awarded a Health and Social Care Nursing Award at the Conflict Pro Conference in Reading.

Kenneth, who heads the Health and Safety Team for Acute Services in Greater Glasgow and is based at the Western, said: "This award was really unexpected. It's

testament to the hard work of all my colleagues who put in a lot of hard work going through the City & Guilds training, sitting the exams and then taking what they've learned to the classroom to train staff on dealing with violent and aggressive situations."

Kenneth, who is modest about his involvement in bringing the accredited training, said it was he who obtained the funding for the course, but credits colleagues with "doing all the spade work".

He said: "The good thing about this course is that we can ensure we are providing first class violence and aggression training to staff."

The person who nominated him for the award was NHSGGC Violence and Aggression Coordinator, Karen Donnachie.

Karen said: "I nominated Kenneth for the award as I felt he had made a significant contribution to the management of violence within NHSGGC.

"Kenneth has encouraged staff to become Conflict Management Trainers and has provided full support. He has been keen to shape and develop my new role as Violence and Aggression Co-ordinator and is always very involved in taking our service to its highest potential.

"Since Kenneth became involved in violence and aggression, NHSGGC has significantly benefited."

Kenneth's boss, Anne MacPherson, Associate Director of Human Resources Acute, said she was delighted to sponsor Kenneth's award application.

She said: "It has raised the profile of the work underway around Conflict Management within our high risk areas. It is the beginning of a journey to ensure all employees have the appropriate skills to deal with this daily challenge in the workplace."

**The Conflict Professionals Awards were held after the first ever Conflict Pro Conference for professionals engaged in conflict resolution and the management of violence in the workplace.**

**The Awards are set to become an annual event and anyone interested in keeping informed can visit: [www.conflictprofessional.com](http://www.conflictprofessional.com)**

## And the winner is...

### **C**ongratulations to Professor Anna Dominiczak who won the Evening Times' Scotswoman of the Year for her work in fighting heart disease.

British Heart Foundation (BHF) Professor of Cardio-Vascular Medicine at Glasgow University and Consultant Physician and Endocrinologist at the

Western, Anna received her award at a recent awards ceremony in Glasgow City Chambers.

Well done too to our Recruitment team who picked up the E-technology prize in the recent Excellence in HRM Awards. The team won first prize for their innovative new electronic recruitment solution.

And finally, well done to Dr Robert Herd at the Alan Lyell Dermatology Centre at the Southern. He's been shortlisted for the Hospital Doctor magazine's Hospital Doctor Awards 2006 for his work in improving dermatology services in Glasgow.

# Supporting Colleagues Working With TB

**C**atriona Paterson has a busy working life. As NHSGGC's newest TB Nurse Specialist, she's always dotting between hospitals and health centres assisting colleagues with TB cases and coordinating BCG clinics.

There are five TB nurses working in the Greater Glasgow area (Catriona is the latest recruit); four are based in hospitals and Catriona is based within the Public Health department at NHSGGC's HQ, Dalian House.

A former general and ITU nurse at the Southern, Western and Vicky, Catriona also worked as a Health Visitor in Springburn before deciding to take up the new TB Nurse Specialist post.

She said: "When I worked as a Health Visitor, I was involved in helping out with the community clinics for BCG vaccinations. Then when this job came up, I jumped at it as it was a great opportunity."

Catriona took up the post in June this year and, since then, has been working alongside the four other TB nurses at their clinics in Glasgow hospitals and health centres.

She said: "I'm really enjoying the job. What's good



about it is that TB is a fascinating area to work in. There's also lots of travelling from one area of the city to the other. It's a really involved job and can be really, really busy."

Part of Catriona's role is about coordinating BCG vaccination clinics. BCGs are no longer given to every teenager in Scotland, instead, following the Green Book 'Immunisation Against Infectious Diseases' guidelines, the vaccine is targeted at babies, children and adults who are identified as high risk.

"The Green Book guidelines state that the aim is to immunise those at increased risk of developing disease and/or who are at greater risk of exposure," said Catriona. "But a huge part of our jobs is dealing with people who actually have TB and identifying and screening those who have been in close contact with patients

with active pulmonary TB. Anyone can contract it, but we tend to see people in the high risk groups...we assist and support patients in their treatment, coordinating the care between the physicians and other care providers."

## Tackling obesity the Glasgow way

**G**lasgow Weight Management Service (GWMS) has won the National Obesity Forum 'Primary Care Award for Excellence in Weight Management 2006'.

GWMS was described as a "Gold Standard" service by the judging panel, which consisted of key members of the National Obesity Forum who are experts in the field in the UK.

The service won because it is a coordinated service providing distinct pathways and evidence-based interventions for people who

are overweight or obese.

This is a multi-disciplinary service including dietitians, clinical psychologists and a physiotherapist and is connected to a much wider group of other health professionals and agencies who provide weight management interventions.

Piloted in the east and south-west of Glasgow, it is hoped that the service will be available to all across Glasgow by spring 2007

Dr Susan Boyle, Consultant Clinical Psychologist and Nathalie Jones, Dietitian, accepted the award on behalf of the service at the

National Obesity Forum Conference "Obesity: What Works" in October.

Dr Boyle said: "This is a great honour and we are delighted to receive the award. The number and quality of entries was extremely high, so this is genuine acknowledgement of the commitment in Glasgow to set up a dedicated weight management service, which is allied to the evidence-base."

The staff of the GWMS are now debating what they'll spend the £1000 prize money on!



**S**taff and visitors to restaurants in hospitals across Scotland are being encouraged to sign up to a major new award which aims to make it easier for people to buy healthier food when they eat there.

The Healthyliving Award, launched by the Scottish Consumer Council and Scottish Executive, will give national recognition to caterers and food service outlets which take a range of steps to provide healthier options by reducing levels of fat, salt and sugar in food and by making fruit and vegetables more easily available.

The Hospital Caterers Association in Scotland supports the Award and is promoting this new initiative to its members, many of whom previously held Scottish

Healthy Choices or Heartbeat Awards for providing healthier options.

More than 40 Scottish Healthy Choices Awards are held by hospitals across Scotland and to build on this success, catering managers across NHS GGC are being encouraged to register for the new award and gain recognition for supporting healthier eating within their establishments.

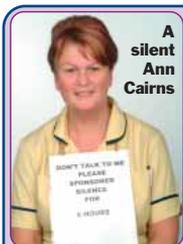
To qualify for the Award, caterers must be committed to providing and supporting healthier eating, as demonstrated on their menu selection, the way that food is prepared, marketing and promotional activities and the way in which food is presented and sold.

They are required to reduce the levels of fats and oils, salt and sugar across the menu and to make fruits and vegetables clearly available. In addition, at least half of the food served has to be identified as healthy living choices, prepared using both healthier ingredients and healthier cooking methods.

Healthyliving Award staff based at the Scottish Consumer Council will be on hand to offer support and guidance for participating caterers.



**healthyliving  
award**  
the sign of healthier food



**A  
silent  
Ann  
Cairns**

**Shhhh!  
busy  
raising  
money**

**Gartnavel General Hospital (GGH) Ward Domestic Ann Cairns has gone beyond the call of duty to raise funds for an ice machine for ENT Ward 2C.**

**Ann, who has got a bit of a reputation as a 'chatterbox' agreed to take part in the sponsored silence for SIX HOURS!**

**Ann Cairns has worked for GGH for the last four-and-a-half years, three of these have been in ENT Ward 2C. Through her sponsored silence she is on track to raise £200.**

**Well done to Ann and thanks to all those who sponsored her.**

**For further information on how to apply for the Healthyliving Award, tel: 0141 226 5261 or visit [www.healthylivingaward.co.uk](http://www.healthylivingaward.co.uk)**



# Continued Support for HCSWs

**H**Health Care Support Workers (HCSWs) from GP Practices can now take part in a new course which concentrates on a range of core elements that affect their work.

Run through Glasgow Caledonian University, the course has been specifically designed to acknowledge the contribution of HCSWs in general practice and aims to increase the confidence and skills of staff working in general practice.

And it's been our own Gillian Halyburton, Practice Nurse Advisor/Professional Lead, who has been busy working with Glasgow Caledonian University to take this training forward.

She said: "There has been great support from Practice Managers and Practices in general for the course. However, this now needs to be driven forward with specific emphasis on ongoing support sessions, CPD opportunities and training."

The course takes place over six sessions, either over three full days or six half days, whichever is more suitable for the GP Practice and costs a total of £150. The core elements of the training cover: blood pressure, venepuncture, height and weight, urinalysis, simple dressing technique, simple suture removal, new patient registration and a substantial section on confidentiality.



**For more information on the course, contact Gillian Halyburton, tel: 0141 211 3632 or email: [gillian.halyburton@glacomen.scot.nhs.uk](mailto:gillian.halyburton@glacomen.scot.nhs.uk)**

## Vital Voices

**Sometimes during the course of your work for NHSGCC, you could be called upon to be a witness in court.**

**The court may decide that a person who is giving evidence is a vulnerable witness if there is a significant risk that the quality of their evidence is likely to be adversely affected by fear or distress in connection with giving evidence.**

**In such cases, the Vulnerable Witnesses (Scotland) Act 2004, aims to provide additional support to vulnerable witnesses to enable them to give the best evidence possible.**

**If you feel this applies to you then you should bring this to the attention of the party citing you to attend as a witness who may, having considered your circumstances, make an application to the court on your behalf.**

**Further information on the Act can be found on the Scottish Executive Victims and Witnesses Unit website: <http://www.scotland.gov.uk/Topics/Justice/Criminal/17416/8451>**

## Improving health delivery

**H**ave you got a plan to improve the delivery of health where you live or work?

Planning for the 2007 "NHSScotland Event: Delivering for Health Improvement" is now underway.

To ensure the event programme is relevant and highlights the best examples of work in NHSScotland, organisers are looking for your input in shaping the programme.

The event, being held at the SECC in Glasgow on June 12 and 13, 2007 aims to promote a culture of innovation, improvement and increased performance across NHS Scotland with an emphasis on health improvement.

**To submit a programme proposal, visit: [www.nhsscotlandevent.com](http://www.nhsscotlandevent.com) and click on "2007 Call for Programme Proposals", proposals must be in by 17 November 2006.**

## UK's first postgraduate programme in Healthcare Information Governance



**NHS Education for Scotland (NES), in partnership with NHS National Services Scotland, has commissioned the UK's first Masters Programme in Healthcare Information Governance.**

The course, which is provided by the University of Bath in partnership with the RCSEd, is designed to meet the needs of Health Service staff with professional responsibilities for information handling.

The programme is part of the growing portfolio of practice-relevant and innovative programmes available from the School for Health at the

University of Bath, and is available throughout the UK. It was commissioned to meet the needs of staff, sometimes based in remote and rural locations, by combining the latest e-learning techniques with occasional face-to-face seminars and tutorials.

Twenty-six students are enrolled on the course, most of whom are NHS Scotland employees. These include data protection officers, IT security managers, records managers, GP practice managers and others with specialist roles in information governance. NES is

supporting the participation of NHS Scotland staff by providing up to 60 educational bursaries spread over two years.

**Information:**  
[www.bath.ac.uk/health/pdf/hig.pdf](http://www.bath.ac.uk/health/pdf/hig.pdf)  
**For information on educational bursaries contact Rob Coward, email:**  
**Rob.Coward@nes.scot.nhs.uk or tel: 0131 220 8068.**

## Sick Kids' Staff Take Expertise to Lahore

**Sick Kids' staff have travelled halfway round the world to share their expertise with colleagues in Pakistan.**

A delegation of seven senior nursing, medical and surgical staff and one senior administrator travelled to Lahore to meet with Professor Dr Sajid Macbool of the Institute of Child Health, a public children's hospital twinned with our own Sick Kids' hospital.

The aim of the visit was to spend time on wards and in departments at the Institute sharing good practice. This included working

together on research methodology and potential future research collaborations; improving infection control in all areas of the hospital; developing the role and inter-professional working of nursing and medical staff; demonstrating advanced open heart surgical techniques to senior surgical staff in the new cardiac surgery unit; and helping to assess children born with disabling genetic conditions (which are common in Pakistan due to the high number of cousin marriages).

Dr Douglas Wilcox, Senior Lecturer/Honorary Consultant in Medical Genetics at the Sick Kids',

said: "In addition to such professional collaboration, many friendships were formed and the visitors were overwhelmed by the hospitality and kindness of their hosts. The hosts were a little surprised at the visitors' appetite for hot spicy food....perhaps some were unaware of the popularity of Pakistani food in Glasgow.

"The team were exhausted by the time they left, but were saddened to leave their new friends. Each acclaimed the visit as a success and the future of the twinning agreement is secure."

### All at Sea!

Representatives from NHSGGC's public health, emergency planning, A&E and communications teams recently attended a meeting on board the cruise ship 'Golden Princess' while it docked at Greenock en-route to Norway.

The meeting, which was organised by Alan Dorn (NHSGGC's Emergency Planning Officer), was designed to give staff an insight into the medical facilities and common health problems encountered on board.

It also gave them the opportunity to discuss the type of situations, including emergencies, where we might be involved in providing medical and public health assistance.



Sick Kids' staff with their Pakistani colleagues

**HOW WE'RE MAKING THE NEWS!**

**OUTBREAK DELAY IN REPORT**

The Evening Times reported a story surrounding the delay in publishing a report on an outbreak of the stomach bug, Cryptosporidium, at Eastwood Swimming Pool in August 2003. The delay is causing outrage amongst the families claiming



compensation from East Renfrewshire Council. A report was commissioned from NHSGGC in April 2004 following 12 claims to the Council. However, the complex document is still being produced, due to the information required from a number of sources.

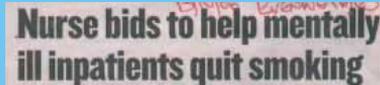
**Dial-A-Bus**



NHSGGC has been praised in the press for restoring a vital Dial-a-Bus scheme.

The bus provides door-to-door transport for family and friends of patients and is a vital link to some visitors who would otherwise spend a lot of time and money travelling to and from the hospital. It also provides a safe alternative to travelling alone late at night.

**NURSE BIDS FOR NO SMOKING**



A new service, launched for inpatients with mental illnesses to help them stop smoking, made the headlines recently.

HOSPITALS for people with mental illnesses in Glasgow have launched a new service to help inpatients quit smoking. People with mental problems have the highest smoking rates in the city, a level of 80% that's double the average. And many need more help than the traditional 12-week programme available from groups and clinicians across the city. Denise McDermid, a specialist nurse with experience in mental health care and helping smokers quit at a new Leverdale Hospital on Monday afternoon. The sessions offer assessment, education and intensive one-to-one support to patients. The nurse said a one-to-one approach helps people who might be intimidated by traditional group sessions. She said: "It takes a lot of confidence to walk into a room full of strangers and discuss your personal concerns about smoking. I can also give telephone support or peer patients in the direction of a social support group."

People with mental problems have

the highest smoking rates in the city, at a level of 80%, which is double the average. The sessions offer assessment, education and intensive one-to-one support to patients. Sessions are currently available at Leverdale and the Southern but it is hoped to expand it in the future.

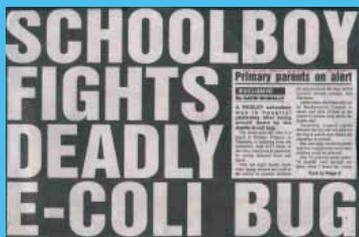


**PAID FOR SEX SURVEY**

A study, which gives a valuable insight into men's risk-taking sexual behaviour, was undertaken by two doctors at the Sandyford and has hit headlines as far afield as the New York Post and ABC Radio in Australia. Some of the interesting facts uncovered by the study include: more than half of men in the West of Scotland who pay for sex are in a relationship and one in five men said they had contracted infections including Gonorrhoea, Chlamydia and Syphilis.

**E-COLI OUTBREAK**

The press office received numerous calls about a child being treated at the Sick Kids' Hospital for E-Coli. The outbreak appeared to be an isolated case, however, parents in the Paisley area remained concerned other children could be infected.



**DRUG DEAL AT HOSPITAL**

The IRH came under scrutiny recently when it was reported drug dealers were targeting patients in the hospital's short-stay psychiatric unit. The Communications Department issued a statement to reassure the public and NHSGGC continues to work closely with the Police to eradicate this problem.



# Civic recognition for our WRVS Volunteers

**O**ur WRVS volunteers were honoured recently at a civic reception hosted by Lord Provost Liz Cameron.

During the event, 30 volunteers were presented with long service awards including 25 who received certificates for five and ten years service.

Margaret Ross (Sick Kids'

Hospital), Margaret Swan (Gartnavel General), and Maureen Brown and Robina Alexander (Stobhill Hospital) were presented with long service medals, which are only awarded to volunteers who perform a minimum of 40 duties every year for 15 years.

A very moving recognition was reserved for Isobel Kemp, from Bishopbriggs, who was given a clasp

to recognise 29 years of service. Congratulations to you all!

**WRVS is always looking for people to help them in their work in Glasgow and around Scotland. Anyone interested in finding out more is encouraged to contact them on 0845 601 4670, or visit [www.wrvs.org.uk](http://www.wrvs.org.uk)**

# Jobs Joy for WFH trainees



Annette Monaghan,  
Care Careers  
Programme  
Manager for NHS  
Greater Glasgow  
and Clyde.

**W**orking for Health (WfH) is an NHSGGC training scheme, which helps the unemployed get back into work.

The unique training programme has secured jobs at the new Beatson for 11 long-term unemployed people.

The scheme has recently been customised to help fill general service assistant vacancies at the new Beatson and, as a result, the 11 people have been taken on during the hospital's commissioning period in posts ranging from domestics to porters.

Alastair Taylor (56) from Pennilee, is one of the new starts. He previously worked as a storeman before having to give up his job because of depression.

Now working as a domestic assistant, he said: "Getting this job

has helped my confidence and I'm generally feeling a lot better because it also means that I'm getting out of the house. I'm also proud to be working in one of the most modern hospitals in Britain."

Kenny Afolabi (30), from Springburn, had found it difficult to find a job where he could use his engineering degree. He is also working as a domestic assistant, but hopes to move in the future into a job where he can use his qualifications.

He said: "I'm really pleased to be working in the NHS and the new Beatson, and I've been told that there are likely to be opportunities in the future for promotion."

Annette Monaghan, Care Careers Programme Manager for NHS Greater Glasgow and Clyde, said: "We worked closely with Geoff English, the Domestic and Portering Manager at Gartnavel General Hospital, to identify the necessary training required to fill the vacancies and adapted the training programme to reflect this.

"A number of trainees carried out their work placement in general services at Gartnavel General Hospital under Geoff's management and this led to the 11 posts being filled at the new Beatson."

WfH was set up by NHS Greater Glasgow and Clyde in partnership with the Wise Group, Scottish Enterprise Glasgow, and Jobcentre Plus, with support from the Scottish Executive Health Department.

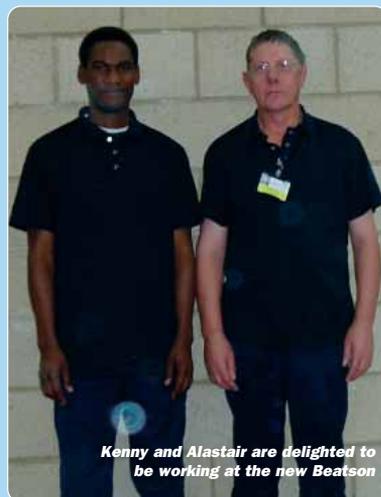
So far more than 230 people

have found jobs in the Health Service on completion of Working for Health courses.

It is innovative because it is a pre-employment programme designed to recruit people for NHS Greater Glasgow and Clyde vacancies and, through employment, improve their health and general wellbeing.

The core WfH programme lasts for six weeks and consists of three stages – building confidence and self-esteem; job seeking and interview skills; NHS Induction including basic Moving and Handling and Health Safety (certificated); plus a two week work placement.

Everyone who completes the programme is guaranteed a job interview. Another key feature is that each participant receives individual support from the beginning of the scheme through integration into the NHS workforce.



Kenny and Alastair are delighted to be working at the new Beatson

## 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@ggc.scot.nhs.uk](mailto:staffnews@ggc.scot.nhs.uk)

tel: 0141 201 4912

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