

# STAFF

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

# NEWSLETTER

**M**ORE than 2000 of our staff took less than three hours to snap up a free-ticket invite to see George Michael in concert at Hampden Park in June.

His management team called the press office three days before the gig to make the offer ... it was promptly posted on a first come, first served basis on StaffNet.

Proof if ever it was needed that keeping a close eye on the intranet is well worthwhile.



Picture courtesy of Evening Times Glasgow

## Babies were being born as explosions rang out on hospital grounds

**A**s Glasgow found itself at the centre of a terrorist attack, the RAH came under intense scrutiny. With the world watching on, and the world's media camped out in the hospital car park, colleagues at the hospital maintained a 'business as usual' approach. Turn to pages 8 & 9 for the full story of how RAH coped on the week that terror came to Scotland.



## CALA prize draw Win £250 with CALA Homes

Take part in our prize draw with CALA Homes to win £250. The prestige house builder which re-developed the Canniesburn Hospital site is offering all staff the opportunity to win cash in a free prize draw.

**See inside, page 11 for more details and how to apply.**



# On the plus side of car parking changes

**The new parking policy now coming into force at the Western and Victoria Infirmaries, Gartnavel and Yorkhill Hospitals isn't only about introducing charges - it also signals radical changes to the way car parks are to be managed.**

CP Plus, a well-established specialist car park management company, has been appointed to run Greater Glasgow and Clyde's hospital car parks. The contract, like the associated physical improvements to car parks and 'green travel' measures for staff, is being financed from income generated by the car parks - there will be no impact whatsoever on funds allocated towards patient care.

The company will employ 60 staff to look after our hospital car parks. Their duties will include continual security patrols of the sites and assisting staff, patients and visitors alike in getting to grips with the new arrangements. This will be of particular reassurance to staff making their way to and from our hospitals at night time.

CP Plus will be on hand to make sure that parking regulations are not abused, for example making sure that designated disabled bays are not used by people who have no entitlement to do so. They will also ensure that A & E and other vital access points are kept clear at all times and that staff spaces are not used by others.

There is also spin-off in terms of enforcement of NHSGCG's 'no smoking' policy on hospital sites - parking staff will be empowered to tell members of the public that they cannot smoke anywhere in the car parks and grounds. Physical works were completed in time

for the introduction of the new policy. These include barrier controls for staff car parks and new layouts and signage generally. A particular objective was to concentrate designated disabled bays as close as possible to main entrances.

Previously, initiatives were announced which encouraged staff to use public transport instead of cars to get to work, including an interest-free loan arrangement to buy an annual SPT travel card.

New staff parking permits were activated at NHSGCG's HQ, Dalian House, on 2 July and at the hospital sites on the 29 July. Staff entitled to receive a permit will pay £5 a month if they earn less than £10,000 a year, £25 a month if they earn between £10,000 and £30,000 and £40 a month if they earn more.

General charges for visitors and the public have been pegged at £1.00 for the first two hours, £1.50 for two to three hours, £2.50 for three to four hours, £4.00 for four to five hours and £7.00 for five hours and over.

The parking policy and the new management arrangements will be rolled out at all other NHSGCG hospital sites in the coming months. The next stage of this will be the introduction of charging at the Southern General and Stobhill Hospitals in November.

Up to date information is available to staff on Staffnet and at [www.nhsgcc.org.uk/parking](http://www.nhsgcc.org.uk/parking)

## daily dates

### NHSGCG Board Meeting

21 August, Dalian House, Glasgow  
The next Board meeting takes place at Dalian House on Tuesday 21 August at 9:30am.

### How to say it - simply!

10 September, Adelphi Centre, Glasgow  
This practical one-day course from the Scottish Consortium for Learning Disability is aimed at anyone who supports people with learning disabilities and highlights how to share power by learning to produce accessible information.

To register, email **Clare Hayton** at [clare.h@sclcd.co.uk](mailto:clare.h@sclcd.co.uk) or tel: 0141 418 5420.

### Improve your Communication Skills

13 - 14 September, University of Glasgow  
Glasgow University in conjunction with Macmillan Cancer Support is pleased to announce this two day course which will increase personal awareness of how you communicate, highlight the use of body language, develop listening skills and work to utilise personal experiences and explore different strategies to enhance effectiveness in communication.

For further information, email: [K.Hegy@clinmed.gla.ac.uk](mailto:K.Hegy@clinmed.gla.ac.uk) or tel: 0141 330 2072

### Preventing Suicides: Using our Knowledge to Strengthen Action in Scotland

25 September, Glasgow Science Centre  
Two people die by suicide in Scotland every day and every hour nearly two attempt it. This conference is designed to learn how we can use 'what we know' to prevent suicides in Scotland. To register, visit: [www.chooselife.net/siren](http://www.chooselife.net/siren) or contact **Janine Brown**, tel: 0131 555 5959.

### Nominations for Scottish Health Awards 2007

Closing date for nominations: 10 September  
The Scottish Health Awards is looking for local people in Greater Glasgow and Clyde to nominate their healthcare heroes to reward and celebrate the valuable contribution they make to people's lives and NHS Scotland. You can nominate online by visiting [www.scottishhealthawards.com](http://www.scottishhealthawards.com) or email: [v.smith@dailyrecord.co.uk](mailto:v.smith@dailyrecord.co.uk) for an entry form. All nominations must be received no later than Friday 10 September 2007. The event itself takes place on 8 November at the Corn Exchange in Edinburgh.

# More beds and jobs to care for sick kids

**Glasgow's RHSC is set to benefit from a £3.8 million investment to fund extra beds and more nurses to help care for some of Scotland's sickest children.**

Over the last five years, the demand on paediatric intensive care services has seen a dramatic increase as more children present with more complex care needs. Alongside Edinburgh, Glasgow is the only other centre to offer this very specialised service across the whole of Scotland.

Currently there are 12 elective beds based at Glasgow's RHSC. This new funding will allow the unit to expand to 16 elective beds. The unit in Edinburgh will expand from six to eight beds.

Paediatric Intensive Care Consultant Andrew McIntyre explained: "New treatments and increasing use of complicated therapies allow more seriously ill children to survive than ever before but have also increased the need for intensive care.

"The number of patients looked after in the paediatric intensive care unit at RHSC has increased every year for the last 15 years and we have often been short of staff."

Strict staffing guidance on paediatric intensive care means more staff are now needed to care for the children who will use these extra beds.

This latest investment means that in excess of 30 new qualified nurses across a varied skill mix will have to be employed alongside the current workforce at the RHSC. The additional beds to the unit will be opened as the recruitment campaign begins and the new staff come on board.

As well as nursing staff, the PICU at the

RHSC aims to increase its consultant workforce over the next year. The unit has recently made an appointment to bring the number of consultants to six, with plans to appoint a seventh doctor now well in advance.

The unit will also benefit from extended multidisciplinary working as plans to develop additional dietetic and nutritional support are well underway. As the unit extends its services and increases staff, additional ancillary and clerical support will also be added.

Dr McIntyre said: This boost in resources will let us develop and expand our service allowing us to provide superior care that can be reliably accessed. The increase in staff will also allow us to use the expanded capacity of our new state of the art critical care unit to its full potential."

These views were echoed by Critical Care Lead Nurse Maureen Taylor who added: "This is great news for us. We have already started advertising a number of posts for Bands 5 and 6 and senior staff from the unit are planning to attend events in Birmingham and London in mid-August to recruit staff.

"I would be delighted to hear from nursing staff who are interested in working in PICU that are registered children's nurses or adult nurses who have one year's experience working in an adult ICU. We have an excellent competency based training programme and full training will be given."

She added: "I am also happy to arrange a visit to the unit for staff who are interested in applying for the band 5 & 6 posts."

Many of these latest developments are to ensure that the ICU is able to meet the emergency challenges it faces all year round but



Paediatric Intensive Care Consultant  
Andrew McIntyre

particularly in the winter months. As well as these constant pressures, the unit must also be capable of supporting elective surgery programmes while meeting waiting times most notably in cardiac surgery which makes up about 50% of intensive care capacity.

As the latest investment is to be shared between both the ICUs in Glasgow and Edinburgh, it is recognised that this is an opportunity for services in both cities to work together more closely both operationally and strategically.

However, at the moment there are no planned changes to retrieval services attached to either Glasgow or Edinburgh. An options appraisal will be carried out over the course of the next 12 months to ensure that retrieval of ill children is provided in the most cost-effective and sustainable manner.

**For an informal chat about vacancies at the RHSC in Glasgow, contact Maureen Taylor, tel: 0141 201 0731 or email: [maureen.taylor@yorkhill.scot.nhs.uk](mailto:maureen.taylor@yorkhill.scot.nhs.uk)**

## Safer management of controlled drugs

**Controlled drugs (CDs) such as morphine and diazepam are subject to many rules about how they are prescribed and records that must be kept because of the risks of them being abused.**

The inquiry into how Harold Shipman killed some of his patients identified ways to improve the management of these drugs. New laws mean Health Boards must ensure that they are given to patients who need them but that unusual clinical practice, criminal activity or risk is identified and acted upon.

Dr Kate McKean, Head of the Pharmacy and Prescribing Support Unit, has been appointed the Accountable Officer for NHSGCG to ensure the legislation is followed. Work is underway to scope the

exact requirements of the new laws, which include:

- developing standards and monitoring the purchase, storage, prescribing, dispensing, administration and destruction of controlled drugs
- inspecting premises across NHSGCG including GP practices, community pharmacies, hospital wards and theatres
- gathering and sharing intelligence with relevant bodies, eg care homes, independent hospitals and the police
- investigating concerns

**More details will be published in PostScript, available at [www.glasgowformulary.scot.nhs.uk](http://www.glasgowformulary.scot.nhs.uk)**

# Switch on for new hospitals' webcams

**H**ospital-watchers all over the world are being offered the chance to keep a virtual eye on the construction of the new Victoria and Stobhill Hospitals, thanks to new webcams at each of the building sites.

Cutting-edge technology has allowed a tiny camera to be mounted on each construction site, giving the chance to monitor the progress of both £100 million state-of-the-art new hospitals.

Anyone who has access to the internet can keep a close eye on the progress of the hospitals via their dedicated webpages.

Director of Facilities Alex McIntyre says it's a practical innovation. "Throughout the design and building process for both new hospitals we're making the best possible use of new technology, and the webcam is just another example of that."

**The webcam forms part of a special homepage of the NHS Greater Glasgow and Clyde website devoted to the hospitals:**

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

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



New Victoria



New Stobhill

# Everyone's a winner

**L**iam Gallagher is a busy man. Officially the Acting Site Facilities Manager for Gartnavel and Western, he is currently involved in coordinating the transfer of the Beatson at the Western to the new West of Scotland Cancer Centre, and recently could be found helping track down a family of foxes on the Gartnavel site for BBC Spring-watch.



When he's finished dealing with all of that, he is also busy giving away money in his role as Chairman of the Appeals Society.

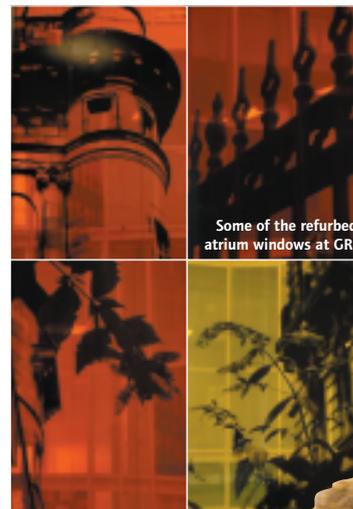
The Appeals Society is the charitable aspect of the Staff Lottery which is open to all staff across the system. The money raised from all who join in the lottery is split evenly between staff lottery winnings and any amount of worthwhile causes.

The latest group to benefit from the Appeals Society/Staff Lottery is the Eurospital Football Tournament due to take place in September. This event involves a host of healthcare workers from across Europe – Denmark, France, Spain, Germany and Ireland.

Liam explained: "We have recently donated £25,000 - one of the largest amounts we have ever given out in one go - to the Eurospital Tournament to try and offset some of the costs involved in hosting the tournament in Glasgow.

"This is a huge event for NHSGGC and one that hopefully lots of people will enjoy and get involved in so we are delighted to help out in this way."

The team representing



Liam said: "The purpose of the funds we give away is to fill the gap where there is no normal revenue available. We give money to pay towards projects that provide a social benefit to staff and/or patients so all the things that you would not expect to see benefiting from any normal revenue source.

"For example we commissioned local artists to use their talents to lighten up a drab corridor and also provided money to do up the atrium windows in GRI's centre block."

Other recent donations have benefited younger adolescent patients who have been treated in adult ITU departments. "We donated enough money to buy a range of games consoles, CDs and DVDs to help them fill some of the time they are in hospital."

Hospital radio at the Victoria and the Southern have also received substantial funds to help buy music equipment, studio gear, and other portable gear to help make life easier. "We tend to steer away from estates work but we will give money to help with enhancements to what's already there," explained Liam.

The Appeals Society has also helped with donations to create several gardens in care of the elderly settings. "It gives older people somewhere to sit that's safe and brings a touch of greenery to their surroundings. It's a small thing but something which helps to enhance quality of life."

The Appeals Society meets twice a year to distribute donations. Anyone can apply to the society for any amount

NHSGGC is from the Yorkhill Hospital site, who have been playing together since 2003 and have played four times before in the Eurospitals tournament.

The Appeals Society urges all staff to get behind the boys and cheer them on at this year's event to be held on 1 September at the Garscube Sports Complex. (For more information on the team and the tournament itself, see the back page).

Although the Eurospitals event is a one-off, the Appeals Society works hard to support a range of causes from toy donations in waiting areas to arranging tai chi classes for older people.

Examples of some of the donations made by the Appeal's Society



of money from as little as £200.

As Liam said: "We often find it is the small awards that make the biggest difference so we are happy to consider small donations as well as larger ones. It is sometimes a difficult choice as we can't meet the requests of everyone despite giving away £70,000 to £80,000 every six months.

"We do receive many more applications than we have funds for so it is often a difficult choice especially as one or more people often ask for the same thing though we are beginning to see a more diverse range of requests coming in!"

**For more information on staff lottery, visit: [www.nhsstaffbenefits.co.uk](http://www.nhsstaffbenefits.co.uk)**

## Join the Staff Lottery

By joining the staff lottery you could win up to £5000 on the ordinary draw and twice a year take part in the mega draws of £15,000 in March and £10,000 in September.

For a small fee each month (£1.50 for each number and you can buy as many numbers as you like) you could win easy cash and help out a range of causes.

## Join the Appeals Society

The Appeals Society relies on volunteers and is currently looking for more people across the organisation to join them.

Currently the Appeals Society is looking to change its Constitution to take account of the introduction of Clyde into what used to be NHSGGC. More reps from across Glasgow and Clyde are needed. If you are interested in sitting on the Committee and helping to decide which causes deserve funding, contact Liam.

## Applying for funds

Applications for funding are invited every six months. Initially you should contact your local rep, explain what you need funding for and how much you are looking for. This application is then considered by your General Manager.

CHPs/CHCPs can also apply for funding.

# Take heart



**A new heart failure service which aims to cut down on hospital admissions and improve patients' quality of life by enabling them to remain at home has been introduced at the Vale of Leven.**

Coronary patients will be referred to the service after a hospital stay and will benefit from follow-up care at home and telephone contact with the nurses.

The Heart Failure Service Co-ordinator, John Carson, who leads the service, said: "Heart Failure Nurses are involved in monitoring patients' conditions and re-adjusting their medication when appropri-

ate. They also advise patients on lifestyle changes, particularly related to diet and exercise and provide emotional support to cope with a terminal condition and declining quality of life. This may include working in partnership with palliative care teams in order to manage symptoms effectively and ensure the patient receives the best possible end-of-life care.

"The nurses also provide a valuable service in the education of other local healthcare professionals, such as practice nurses and district nurses, which helps to promote the improved care of heart failure patients."

# Disability symbol

**NHSGGC has been awarded the Disability Symbol for its work in meeting the five commitments regarding employment, retention, training and career development of disabled employees.**

Given by Job Centre Plus, the Disability Symbol is an important contribution to help us achieve a more diverse workforce.

By using the Symbol, we can make it clear to disabled people that we welcome applications from them and are positive about their abilities. In addition it shows existing employees that their contribution is valued and that they will be treated fairly should they become disabled.

As holders of the symbol, this means we must:

- interview all disabled applicants who meet the minimum criteria for a job vacancy and consider them on their abilities
- ensure there is a mechanism in place to

discuss, at any time, but at least once a year, with disabled employees what can be done to make sure they can develop and use their abilities

- make every effort when employees become disabled to make sure they stay in employment
- take action to ensure that all employees

develop the appropriate level of disability awareness needed to make these

commitments work

- review the five commitments and what has been achieved each year, plan ways to improve on them and let employees and Jobcentre Plus know about progress and future plans.

Human Resources and the Corporate Inequalities Team has put together a project team to assist with the annual review of the award - by the Disability Employment Advisor from Job Centre Plus - as well as to emphasis our commitment to this award.



## Summer's here – so it's time to get 'winter-ready'

**With flowers in full bloom, midges in the air and another Federer victory at Wimbledon, summer is upon us once again. Winter seems a long way off but planning is already underway to ensure that we are ready for the expected peaks in demand over the festive period.**

Discussions kicked off in April with representatives from acute services, community, NHS24, the Scottish Ambulance Service, pharmacy and NHS GEMs coming together to reflect on last year's experience and plan for this winter.

Planning Manager, Janis Hughes (pictured), is co-ordinating this year's winter plan. She explained: "Last year saw an increase in A&E attendees across Greater Glasgow and Clyde during the winter period. There was also an increased number of admissions – the highest levels since 2000/01.

"Despite this, thanks to the efforts of staff, we were able to continue to meet our waiting times targets and see on average 94% of A&E attendees within the target of four hours.

"There is much to learn from our experiences last year and over the summer we will be working with colleagues to identify what worked well and what could be improved to help us cope with this year's winter pressures.

"As we work on these plans, it will be important to communicate them to colleagues – so that we all can be winter-ready. Updates will be provided on Staffnet and in Core Briefs. Look out too for the posters and flyers telling you about this year's flu vaccination programme."

# Smarter spending in the NHS

**The way staff in some of our busiest hospitals order and supply items for their wards is undergoing massive restructure. The new Ward Product Management (WPM) system and team means frontline staff in our busiest wards will no longer have to take time out from caring for patients to fulfil orders for supplies.**

WPM is being introduced across the whole system in six phases:

- Western Infirmary / Yorkhill July 2007
- Inverclyde Royal / Vale of Leven August 2007
- Royal Alexandra / Leverdale October 2007
- Gartnavel General / Stobhill / Dental November 2007
- Glasgow Royal Infirmary February 2008
- Southern General / Victoria Infirmary March 2008

All wards will be allocated a level of WPM so a more comprehensive supplies service can be allocated to individual areas depending on the amount of goods used and the type of ward being supplied.

Project Manager Syd Smith explained: "We have been successfully trialling the WPM System at the Western over the last four months.

"Service levels are categorised as Levels One to Four. Level One offers a service set-up, check stock, order, delivery, put-away on shelf, stock rotation and review visit from the Ward Product Manager. This service covers intensive care units, theatres, labour suites and A&E where demand on nursing staff to care for seriously ill patients can be greatest.

"Level Two offers service set-up, check, order, delivery and review visit from Ward Product Manager but still relies on staff to put stock on shelf and maintain stock rotation. This covers most acute wards.

"Level Three covers most smaller clinical services and non-acute wards where we will agree ordering levels and arrange a review visit from the Ward Product Manager. Lastly, Level Four is non-clinical departments such as admin support which order their own goods."

Syd added: "The majority of staff probably won't notice any difference to their delivery service but we hope by bringing in Ward Product Managers that we enable



staff, especially those who often care for critically ill patients, to have more time to do just that. This service should free them up more to do that vital work."

Sister Linda Gourley from Ward G4 at the Western has been involved in the pilot project of WPM. The ward is an acute medical ward and a Level Two in the ward management system. Sister Gourley said: "This has the potential to be a fantastic system with great benefits for staff. Like all new ways of working, there were a few teething problems in the early stages but I think overall it has been immensely beneficial.

"There has been pretty positive feedback with the overall consistency of the programme and once we have a regular Ward Product Manager, I'm sure any problems can be sorted. The WPM staff are very helpful and friendly which helps a lot."

These changes to ordering and supplies and the introduction of WPM is part of the Logistics Strategy to reduce costs and improve service. It is estimated this will save the NHS up to £50 million a year by March of next year.

The strategy has also seen the development of the new National Distribution Centre (NDC) based at Canderside Toll in Larkhall which has replaced the old stores systems and will supply many locally stocked items from one distribution point across the whole NHS.

With supplies now coming from this one main point, a number of central and local stores which previously supplied NHSGGC will now become 'Area Receipt Points' where goods will be brought from the NDC for internal delivery.



The NDC will not supply catering, pharmacy, laboratories and estates specialty products where current arrangements will remain.

**Anyone with questions regarding any aspect of this project should contact Project Manager Syd Smith, tel: 0141 211 5829 or email: syd.smith@northglasgow.scot.nhs.uk**

# THE WEEK TERROR CAME TO SCOTLAND

**With the RAH at the centre of scrutiny following the Glasgow Airport terror attack, Staff Newsletter takes a look at how the hospital coped during a week which sent shockwaves reverberating across the Globe...**

At 3.15pm on Saturday 30 June 2007 terror came to Scotland for the first time. Two men in a blazing Cherokee Jeep rammed into the entrance at Glasgow Airport. The jeep contained gas canisters and clearly could have caused terrible injuries to many innocent people.

Never before had there been such an attack on Scottish soil and we all hope that we never see the likes again.

In the aftermath there have been many heroes - the now infamous John Smeaton who has risen to worldwide fame as a folklore hero; Michael Kerr who broke his leg tackling one of the suspects and was treated in our Southern General Hospital; PC Stewart Ferguson - the off duty cop who was captured on camera hosing down the smouldering terror suspect. And then of course, the emergency services.

Another group who have been publicly praised have been all the staff at the RAH.

The hospital workforce found the eyes of the world upon them when it was dramatically thrust into the media spotlight. Less than 30 minutes after the attack, one of the two terror suspects was rushed to the hospital for treatment but as we are now aware, that was just the beginning for staff at the RAH...

NHS staff are well practiced in handling emergency situations. Day in day out we deal with a whole range of different, and at times challenging, issues. We also routinely practice for 'real' events such as terror attacks and natural disasters.

As a consequence, the normal escalation procedures automatically kicked in when the call came in that Glasgow Airport had been targeted and a terror suspect was en-route to the RAH.

Very quickly an NHSGGC 'Incident Control Team' mustered at the Hospital. The team, made up of senior managers and clinicians, plays a vital role in managing the hospital's response to emergency situations and is also responsible for working closely with police and other key agencies.

Over the course of the next three days the Incident Control Team and every single member of staff at the hospital faced one unexpected turn after another as the police investigation into the terror attacks in Glasgow and London moved at an astounding pace.

As has been well played out in the media, and as

staff are aware, the RAH experienced the closure of A&E twice. The first time was due to the discovery of a suspect item found in the A&E (this was tested and later found to be safe). The second was due to the main entrance to the hospital being cordoned off after police carried out a controlled explosion on a suspicious vehicle in the hospital's car park. It would later be the case that a further two controlled explosions would be carried out on the hospital grounds as part of the police investigation.

As these events emerged the media's presence on the site grew and grew. NHSGGC's media team counted the presence of around 100 different media outlets on one afternoon alone. They ranged from TV stations from India, Germany, Canada and America, UK and Scottish national media through to the Paisley Daily Express. The eyes of the world really were focused on the RAH.

Whilst being under siege by the media, staff were also faced with a significant police security presence on the site.

It is therefore testament to the sheer professionalism of every single member of RAH staff that, in the face of such incredible disruption, not one operation was cancelled and with the exception of two instances of disruption to A&E, all other services to patients continued throughout.

Babies continued to be born at the maternity unit, even though at one point labouring women had to be brought in through an underground walkway whilst controlled explosions were carried out above. During the initial three days of the incident, when disruption was at its peak, some 13 babies were born.

A memorable highlight was the birth of one Liam McLaughlin on Sunday 1 July. Liam's father, RAH A&E Charge Nurse Gerry McLaughlin, worked tirelessly to support services on the Saturday night as part of the Incident Control Team and then dashed to the hospital's maternity unit on the Sunday morning to witness the birth of his

third child.

Meanwhile the outpatient department continued to deliver care to 898 patients and 462 people attended the Accident and Emergency Department with everyone being treated within the four-hour guaranteed waiting time.

Robert Calderwood, Chief Operating Officer of NHSGGC's acute division said: "The achievement of staff at the RAH in sustaining services is quite remarkable considering the stresses and challenges imposed on them at the time. We should all share the pride I have in this team for dealing with such unusual circumstances in such a pragmatic way."



RAH A&E Charge Nurse Gerry McLaughlin with baby Liam

His comments echo those of the Cabinet Secretary for Health and Wellbeing, Nicola Sturgeon who visited the RAH in the aftermath of these events. She paid tribute to the resilience and professionalism of the Paisley team and met many of those who were involved at a special reception. At the time she said: "NHS staff work under constant pressure, but the serious events of last weekend have put an additional pressure on staff which they have dealt with tremendously. I have been very impressed by the determination and commitment they have shown in continuing to deliver services, and I am delighted to pay tribute to the staff personally."

## From the chairman...

**Professor Sir John Arbutnott, Chairman, has expressed his own thanks for the hard work and dedication of all staff involved in the terror incident which shocked Glasgow.**

**Sir John said: "I was attending a UK wide NHS conference in London during the week that our staff and in particular the RAH came under such intense scrutiny. I was very proud of the professionalism shown by all involved and this was echoed by many of the delegates."**



Pictures courtesy of Evening Times Glasgow

## Cut it out

**On a lighter note, we repeat a story that appeared in The Herald Diary section (11.07.07).**

**After the terror attack, almost 100 media organisations gathered at the RAH to find out what was happening about staff arrests, cars being blown up in the car park and the condition of the terror suspect who was under armed guard. Crews with satellite vans came as far afield as India, Germany, Holland and the US.**

**Many complained fiercely that the thin red line of NHS press officers kept telling them "the terror suspect remains critical. The hospital is functioning normally. For anything else, call the police".**

**As frustration began to boil over, a five-month pregnant communications manager was deployed in the front line. "Come on - tell us something else" called one particularly vocal member of the Indian TV crew. The quick-thinking comms manager obliged with this immortal statement: "OK, I can tell you this... We have a very strict smoking policy here in NHSGGC and that extends to the car parks and everywhere within hospital grounds. If you don't put that cigarette out you will have to leave." Management is now very proud that its flagship smoking policy has international recognition ...and compliance from overseas media. The gent promptly put his cigarette out and a German journalist who was pulling a packet of 20 from his jacket quietly slipped it back in.**

**The comms manager in question was our own Dawn Thom.**

# New age thinking

## Fair For All considers the health needs of older and younger patients

**As we become increasingly aware of the specific needs of older and younger people in accessing health care we need to ensure that all our services take account of their requirements.**

Despite established equality and diversity work, anecdotal evidence and research undertaken across the UK indicates that people do not always get the service required. In particular, treatment options and access can sometimes be poor for these specific groups.

In Scotland, the Jarvey report drew our concerns to the treatment of older people and made recommendations for

better practice to improve the care delivered across NHS Scotland.

The treatment of older people and the barriers which young people experience is often attributed to our ageist attitudes. It is these attitudes which often prevent younger and older people getting their health needs met.

### People's experience

Older people experience a variety of problems some of which appear to be directly associated with their age. They report being denied medical treatment or being placed in wards that offer poorer or non-specialist care and many report that their symptoms are not

taken seriously or symptoms misdiagnosed.

Similarly younger people are often unable to access services or find them unwelcoming. Confidential and anonymous services provided flexibly outside school hours that allow casual drop-in and without parents, can help address some of their needs.

### What the legislation says

The proposed Single Equality Bill is currently out for consultation. It is anticipated that equal treatment on the grounds of age will be extended to goods, services and facilities in line with existing legislation for race, disability, gender, sexual orientation and religion and belief.

It acknowledges for the first time that discrimination and poor treatment because of age is no longer tolerable.

The Bill reinforces the experience of many and sees

ageism as an inherent problem resulting in people not being able to access the services they require; being treated poorly because of their age or not fulfilling their potential. It also acknowledges that different treatment, particularly for those under 18 is necessary to meet different needs. To access the Bill, visit:

[www.communities.gov.uk](http://www.communities.gov.uk) and click on consultations. Staff have until 4 September to comment.

*Fair for All Age is a partnership between the Scottish Executive Health & Wellbeing and Fast Forward. It is an equality initiative working across health boards to improve equality practice and information for healthcare staff.*

**For more information, visit:**  
[www.fastforward.org.uk](http://www.fastforward.org.uk)

**The Equality Act (Sexual Orientation) Regulations 2007**

**Who does this apply to?**

It applies to all service users whether they are or are perceived to be lesbian, gay, bisexual or heterosexual

**What do you need to do?**

1. **Challenge Discrimination**  
Challenge any discriminatory behaviour of colleagues and other patients
2. **Avoid stereotypes**  
Ensure the advice you give and the service you deliver is appropriate to the patient's needs and not based on stereotypes
3. **Use language that is inclusive of same-sex relationships**  
Use words like partner and parents that don't assume a heterosexual relationship. These words are inclusive of all relationships
4. **If in doubt - ask**  
Ask patient's views and treat them as an expert on their own circumstances and how they may affect their healthcare

Where can I find more information?  
Fair for all - lgbt [www.lgbthealthscotland.org.uk](http://www.lgbthealthscotland.org.uk)  
Royal College of Nursing [www.rcn.org.uk](http://www.rcn.org.uk)  
British Medical Association [www.bma.org.uk](http://www.bma.org.uk)

Fair for all - lgbt  
04 Bell Street  
Glasgow  
G1 1LG  
t: 0141 552 4796



**Prestige housebuilder CALA Homes (West) Ltd has been instrumental in re-developing the former Canniesburn Hospital site into one of the most sought after residential developments in Glasgow.**

The former NHS site has proved a major attraction for buyers with more than two thirds of the development already sold. The unique Canniesburn Hospital 'Art Deco' buildings have been sympathetically transformed into modern contemporary apartments and penthouses. New build townhouses have been added in keeping with the design.

Now CALA is gearing up for new major housing developments



## The future of learning

**What is your idea of learning? Bodies slumped over desks and chairs, while the trainer imparts wisdom in regulated chunks? It doesn't have to be like that, and for many people, it's more successful if they can use less formal situations, choose their own time and place, and seek out the new information and skills they need for themselves, with advice and support available.**

NHS Education For Scotland Knowledge Services has launched a new Virtual Learning Centre at: [www.learningcentre.scot.nhs.uk](http://www.learningcentre.scot.nhs.uk) to help you access this less formal kind of learning. Provided in partnership with LearnDirect Scotland, this new service aims to support knowledge and learning needs which are common to all healthcare staff. It focuses on the following areas:

- understanding your own learning needs

- and preferred style of learning
  - IT and information handling skills
  - core skills of numeracy, literacy and communication
  - life skills to support personal wellbeing and help you to fulfil your personal development potential
  - core management and leadership skills
  - a Shared Space service to help you to share resources and experience with others with similar interests
  - links to e-Library resources with information about healthcare topics, and workforce issues such as pay modernisation, equality and diversity etc.
- As well as offering LearnDirect courses, your personal and professional development planning is supported by a dedicated KSF Support Portal. This enables you to browse and search for learning opportunities, websites and other electronic

resources related to all Dimensions of the KSF. If you wish to know more, contact: [elibrary@nes.scot.nhs.uk](mailto:elibrary@nes.scot.nhs.uk)

- e-libraries**
- As well as the new virtual learning centre, special e-libraries are now available for the following staff groups:
- Community Pharmacy staff ([www.elib.scot.nhs.uk/pharmacy](http://www.elib.scot.nhs.uk/pharmacy))
  - Dental staff – including the full range of dental care professionals ([www.elib.scot.nhs.uk/dentistry](http://www.elib.scot.nhs.uk/dentistry))
  - Estates and Facilities staff ([www.elib.scot.nhs.uk/estates](http://www.elib.scot.nhs.uk/estates))
  - Workforce Planners ([www.elib.scot.nhs.uk/workforce](http://www.elib.scot.nhs.uk/workforce))

These new Special e-Libraries were designed following extensive consultation and needs analysis with the relevant staff groups. Each dedicated e-Library serves as a single point of access to best evidence, information, learning resources and tools for sharing knowledge and services for keeping up to date.

- Health Information Portals**
- Members of the public can also benefit from new Patient and Public Health Information Portals. Developed in partnership with NHS24, these Portals support self-care, health improvement and shared decision-making by patients and professionals and are designed to offer a one-stop-shop for quality assured information.
- For more information, visit:**
- Health Information** ([www.healthinfoplus.co.uk](http://www.healthinfoplus.co.uk))
  - Stroke Information** ([www.strokeinfoplus.co.uk](http://www.strokeinfoplus.co.uk))
  - Diabetes Information** ([www.diabetesinfoplus.co.uk](http://www.diabetesinfoplus.co.uk))

# FREE PRIZE-DRAW

in other parts of the Glasgow area with plans to create high quality housing on sites in Newton Mearns, Paisley and Jackton during late 2007 and early 2008. Sales Manager, Aileen McLaws said: "Demand at the top end of the housing market continues to grow and we look forward to launching our latest designs in the Glasgow area over the coming months. "Our new range of homes are really exciting and innovative with bright open plan design maximising light and space, a truly contemporary home for flexible family living."

To see details of the latest CALA develop-

ments visit: [www.cala.co.uk](http://www.cala.co.uk)

NHSGGC Communications Directorate teamed up with CALA to offer our 44,000 Staff Newsletter readers a chance to win £250. All you need do is email your name, work location and contact telephone number to [staffnewsletter@ggc.scot.nhs.uk](mailto:staffnewsletter@ggc.scot.nhs.uk) (please put CALA prize-draw in the subject field)...

Or send a letter or postcard with your name and contact details to: CALA prize-draw, StaffNewsletter, Communications, Dalian House, 350 St Vincent Street, etc. etc.

The prize-draw is open to all NHSGGC staff and all entries will be forwarded to CALA Homes sales and marketing team who will draw at random one lucky winner and issue a cheque for £250 directly to them.

**The winner will be chosen from entries received by 21 September, 2007.**

# Leading the way in nursing

All nurses, midwives and AHPs who have an interest in leadership following completion of the successful Royal College of Nursing (RCN) Clinical Leadership Programme can now join a pan-Glasgow Clinical Leadership Forum.

Following completion of the programme, many clinical leaders have voiced the need for a leadership forum to continue the valuable support and networking opportunities experienced as participants on the programme. The forum is known as 'The Glasgow Clinical Leadership Forum' (GCLF) and has a clear set of objectives for its future.



left to right Committee members Lisa MacDonald, Christine Grahame, Sally O'Rourke and Fiona Wylie, Chair

## Aims of GCLF

- to act as a leader in Glasgow
- raise the profile of the Forum and Clinical Leadership in Glasgow
- to be involved in the formation of local and national policies in clinical Leadership
- provide education/professional development
- support/networking
- raise political awareness – have a national voice
- maintain and enhance a professional support group to all staff working in clinical patient centred approach (PFPI)
- to encourage interest and further knowledge of clinical leadership within the Nursing/Midwifery and AHP Professions

## Educational events

21 August 2007 5.00pm - 8.30pm (Light buffet available) NLP (SILVER Technique)  
28 November 2007 12md - 4.00pm (Lunch available) Strategic Leadership

The venue for the above events will be the Training Department, Management Annexe, Southern General Hospital. Nearer these dates there will be a return flyer slip sent out. If you would like further information about the Glasgow Clinical Leadership Forum contact:

**Fiona Wylie, Chair, Glasgow Clinical Leadership Forum, tel: 0141 211 1511 or email Fiona.Wylie@sg.h.scot.nhs.uk**



## Forum future

- to continue to raise the profile of leadership in Glasgow and to influence the political agenda
- to ensure close partnership working with other leadership forums once established, throughout Scotland
- to continue to work with other agencies
- to ensure there are three forum meetings throughout the year which reflect the needs of its members
- for all forum members to assume responsibility and ensure effective communication with their colleagues in highlighting the leadership forum.

# Targeted recruitment

Recruitment is entering a new era with nursing teams heading out and about to raise the profile of their departments and tell potential new staff about options and opportunities in their specialities.

In the first of several specific recruitment events held for nurses, more than 870 qualified nurses travelled from as far away as Manchester and Orkney to hear more about our job opportunities. Staff from addictions, mental health, paediatrics,

medical, surgical, elderly and rehabilitation, theatres, ICU/HDU, community nursing, sexual health and diagnostics were on hand to meet the candidates and answer questions about working within our services.

A similar event is planned for 9 August in the Argyle Street Job Centre with staff representatives from pharmacy, laboratory medicine and medical records on hand to meet job hunters and discuss the opportunities in their area.



**For more information on recruitment opportunities, or to find out how your service can get involved in targeted recruitment, contact Noelle Mackay tel: 0141 211 3610**

# Annette is our cleaning champion!

The domestic services manager of our biggest hospital is setting the hygiene standards for clinics in some of the poorest and inaccessible areas of Indonesia.

Annette McCafferty from the Southern General Hospital is currently in the Jambi, South Sumatra and Papua provinces of the country advising on cleaning and hygiene.

She spent six weeks earlier this year in the area, auditing the cleaning and hygiene regimes in more than 140 Community Health Clinics, known as puskesmas.

Annette was selected through the UK Association of Domestic Managers for the SCHS EC funded project which is working to improve standards in clinics in the provinces.

Working closely with an Indonesian expert from the Institute of Housekeeping, Annette had made a list of suitable equipment and produced a simple and practical training manual for domestics

working in the clinics.

She is now putting together an easy to follow DVD showing cleaning techniques which will be distributed to clinics in the three provinces.

Annette said: "The people are very proud of their clinics but have no real knowledge of infection control and believe that a wipe with a duster is all that is needed to clean a surface.

"I have made recommendations about how to clean, what equipment is needed for high quality cleaning, and how regularly this should happen."

Some of the clinics are so remote that there are problems getting supplies to them.

"The priority is treating the patient," said Annette, "but a lot of the equipment is very old. There are no handwashing facilities, people just use a bowl. The Indonesian staff said that they wanted the same standards as the NHS, so I am always promoting Scotland and the Southern General."

Malaria is the major health problem in Indonesia, but mosquito nets are in short supply in the clinics.



One clinic can cover 10 villages, but some are so remote they are a 10-hour journey away by jeep.

Annette went on: "Some families will walk for days to come to a clinic and they will camp outside while a relative is being treated."

The clinics are generally staffed by a doctor, dentist and a nurse, but electricity can be erratic and water is collected from unregulated local wells.

"This has been a great opportunity for me, and I think the NHS in Scotland, and the Southern General, should be proud that they are being used as an example of best practice in cleanliness and hygiene in another part of the world."



# Blooming marvellous



May and Wendy with their award-winning display

Staff can now celebrate another blooming award. This time for Wendy Bryson, Nurse Specialist at the Western's Department of Medicine and May Bassy, Head of Staff Governance, who represented their local flower club – Lenzie and District

at the crème de la crème of garden design, the Chelsea Flower Show.

Seven weeks prior to the show, Lenzie and District Flower Club was contacted to ask if they would participate. A daunting challenge maybe, but who could pass up an opportunity like that!

The theme was A Night at the Opera and a team of club members, including Wendy and May, worked on a design based on the opera Aida. Wendy and Club Chairman Lynne Smith assembled the design at Chelsea and won a Bronze Award.

To make it all possible, sponsorship and fundraising came from a number of local businesses, Local Provost, family and friends and the many colleagues of Wendy and May, who contributed to the Clubs 'Sponsor a Petal for Chelsea' poster.

The event itself was very exciting but it was an intense few days. Wendy said: "We met flower arrangers from all over the world and got a real buzz from being part of the world's premier flower show. Quite apart from work with flowers we also acquired a new skill – that of driving a transit van. Should this be logged under KSF?"

May added: "We agree the whole event was the most marvellous experience which we would not have missed and would love to repeat some time in the future."

**NEW YORK POST**  
**GLASGOW'S DESPERATE HOURS**

**A GLASGOW, ÉTAT D'ALERTE ET ENQUÊTE SUR LES MÉDECINS ISLAMISTES**  
**Le Monde**

**Bomb Plot**  
**Suspects Are Foreign Physicians**  
**The Washington Post**

# RAH in global spotlight after airport terrorist incident

As seen on pages 8&9, the RAH was the focus of intense media scrutiny following the incident at Glasgow Airport on 30 June. Events kicked off at 3.40pm on Saturday 30 June when the on-call press officer was called to the RAH. For the next seven days, the press team provided a round-the-clock press liaison service to worldwide media hungry for information. At least 120 journalists and camera crews from as far afield as Australia, the United States, the Middle East and continental Europe came to the Paisley hospital, as part of their continuing coverage of the incident. It was the job of the press team to support staff at the hospital and ensure that this presence did

not impact or intrude upon patient services. Staff worked hard throughout the aftermath of the incident to ensure that the work of the hospital continued and that disruption to patient care was minimised as far as possible. The huge professionalism and skill shown by all staff was acknowledged by senior politicians and NHS representatives across the UK. **For more details on this story, see pages 8&9**



# Cut in car parking charges for staff, patients and visitors

The completion of the review of car parking charges attracted widespread media coverage, across national and local newspapers and broadcast media. The cut in charging levels for patients and staff was well received, with the news of the sliding scale of staff charges being widely welcomed. Another key improvement to the parking policy that was widely noted in Scottish media was the news that around 30% of patients and visitors would qualify for free parking – increasing significantly the number who will park for free. **For more details on this story, see page 2.**



# Fresh perspective on Rowanbank's imminent opening

The opening of the new Rowanbank Clinic in July was preceded by some well-balanced press coverage. Following the decision to build the new medium secure care centre at Stobhill, the centre was often described in the media as a 'mini-Carstairs' which would put local residents at risk from violent patients. Staff have worked hard to change this impression and this has paid off. The tone of media coverage has changed considerably. Recent coverage welcomed the new £19million unit reporting that it will offer the most modern facilities of its kind in the UK. Prior to the opening, Rowanbank was personally visited by the local newspaper – which had previously been one of the most outspoken opponents of the centre. This visit was the basis of a very clear and well-informed feature, which it is hoped will help contribute to a good relationship with the local community.



# Reassurance offered over pregnancy test recall

News that three of our hospitals were among almost 60 in Europe to receive a small number of pregnancy testing kits that may have been faulty was widely covered by media. In June it was discovered that Stobhill, the GRI and the Southern General hospital pharmacies took delivery of 1000 pregnancy testing kits earlier this year from a batch of 83,000 that may have contained up to 44 faulty kits. As well as prominent coverage on the front page of www.nhs.gov.uk, the media was also used to help alert women within Greater Glasgow and Clyde to the slight possibility that anyone tested at the three affected hospitals between April and the first week of June may have received a false negative result. Director of Public Health Dr Linda de Caestecker advised women through the media and NHSGGC's own website that the chance of this was extremely low, but offered advice for any women who were concerned.



# IRH Breast Service Review makes national news

Following the announcement that an immediate review was to be carried out into the work of breast services at the IRH, demand for information and reassurance was very high from print and broadcast media throughout the UK. Prior to the announcement, an urgent review of health records was carried out and a helpline and clinics were set up for those being recalled for further assessment. Staff were able to contact the majority of women who were affected in the 24 hours leading up to the public announcement. This meant that, in our announcement, we were able to reassure the vast majority of women that they had nothing to worry about and had arrangements in place to support the 198 patients affected. Chief Executive Tom Divers and a number of senior medical colleagues were quoted across the media as part of an effort to get clear facts out to as many people as possible. The helpline number set up to offer advice and information was also widely publicised. In media coverage, NHSGGC was subsequently praised for its speedy handling of the issue and for its openness.



# Great Scottish Run 2007



**The fresh'n'lo Great Scottish Run 2007 takes place on Sunday 2 September.**

Once again participants will be able to choose to take part in either the 10k or half marathon.

The race starts in George Square and will take runners past some of Glasgow's most famous attractions and features the hugely popular run over the Kingston Bridge, before finishing up in Glasgow Green.

Participants of the 10k must be aged 15 or over and 17 or over for the half marathon.

**To register, tel: 0845 2700 166 or email: [run.glasgow@csglasgow.org](mailto:run.glasgow@csglasgow.org) closing date to register is 17 August 2007.**

# The winner takes it all!

**The battle for victory to represent us in this year's Eurospital Football Tournament saw four teams from Dalian House, the Southern General, Stobhill and Yorkhill Hospital sites fight it out at Garscube Sports Complex at the end of May.**

After six thrilling matches and some impressive football skills, the team that topped the league was Yorkhill. They will now play against teams from France, Italy and Germany in the international tournament at the beginning of September.

The team from Yorkhill have been playing together as a side since 2003 and this will be their fourth year in the tournament.

Stevie Irvine is the team captain and both he and the boys are thrilled they will be representing NHS Greater Glasgow and Clyde in this year's tournament.

He said: "We were all delighted to win the knockout tournament and represent

Scotland at this year's event. We have been training hard and are hoping for a victorious tournament."

The guys also play charity matches around the West of Scotland to raise money for good causes but the Eurospital Tournament is set to be the highlight of the year.

The tournament takes place at Garscube Sports Complex on Saturday, 1 September.

Robert Calderwood, Chief Operating Officer, Acute Division is encouraging staff and their families to come along and cheer on our team.

He said: "While we would like to win the tournament as the host nation, this is a chance for our staff to get together and have some fun.

"We hope we get a good response from our staff at the tournament and it should be a fun day out where staff can bring along their families and friends to cheer our team on."



Back Row, Left to Right: Danny McMillan, Brian O'Donnell, Alex Wallace, Dale Speirs and Frank McGuire.  
Front Row, Left to Right: Anthony Brown, Paul Day, Stephen Irvine (Captain), Gary Russell, James Kid and Hugh Munro.

# Glasgow golf team bags hole in one!

**The winners of this year's Scottish NHS Charity Golf Classic are the Southern General team of Frank McGuire, Joe Sweeney, Doug Small and Sean Kelly who have now won the tournament two years in a row.**

Victory was even sweeter this year as they beat Robert Calderwood, Chief Operating Officer for the Acute Division's team

(and their boss!) into second place.

Robert said: "It is a great day out but there is a serious side to the tournament. It raises a considerable sum of money for charity and we hope that next year's event will attract even more teams giving the Southern team a good challenge.

Through gritted teeth, he added: "Congratulations to the boys for winning again this year."

## STAFF NEWSLETTER

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

Send your articles, letters and photographs to:

email: [staffnewsletter@ggc.scot.nhs.uk](mailto:staffnewsletter@ggc.scot.nhs.uk)

tel: 0141 201 4995

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