

SN

Staff Newsletter
February 2015



The key to
world-class healthcare





On The Move

From left: David Loudon, project director; Ross Ballingall, Brookfield Multiplex managing director Europe; Robert Calderwood, chief executive; and Alasdair Fernie, Brookfield Multiplex project director

New hospitals built on time and under budget

WE have now officially taken ownership of the stunning new £842 million south Glasgow hospitals.

At a special ceremony, Brookfield Multiplex handed over the keys to Robert Calderwood, marking the construction of Scotland's largest-ever NHS hospital project which was delivered under budget and five weeks ahead of schedule.

The new campus, with maternity, paediatric and adult hospitals all integrated on to a single site, offers a gold standard in acute hospital provision.

Speaking at the ceremony, Robert Calderwood said: "I am delighted that our partnership with Brookfield Multiplex has seen the delivery of this world-class hospital complex achieved not only ahead of schedule, but also under budget.

"This accomplishment is testament to every single individual who has worked on this project since the blueprints were first drawn up.

"As we take delivery of the project and embark on the final phase of readiness for the first patients, I wish to acknowledge the contribution of the very many people involved. From the architects and NHS planners and clinicians to the hundreds of construction workers of all

disciplines and the wider business community with whom we have contracted to ensure a lasting community benefit from this project – all deserve recognition for their efforts."

Now that the buildings have been handed to NHSGGC, the work begins to fit the hospitals out and make them ready to receive the staff and the first patients in a little over three months' time.

Our dedicated new south Glasgow hospitals project team will lead the migration and commissioning process which will include:

- more than 10,000 staff to undergo orientation to their new place of work
- purchase of more than £50m of new equipment
- the fit-out, testing and cleaning of 7,600 rooms ready for occupation
- patching of 12,000 IT outlets
- pre-equipping of 2,300 PCs, 350 printers and 190 mobile "clinical" laptops
- installation of 12,000 dispensers for soap, hand gel and paper towels
- 2,000 wireless handsets and 3,500 desktop phones across the campus

- the purchase and installation of £13m of new MRI, CT and digital general X-Ray equipment

- a patient entertainment system at a cost of £1.3m which allows patients to access an individual TV at their bed
- AGV units that will deliver food, linen and supplies throughout the hospital complex.

Robert added: "The scale of what is now involved over the next three months is truly immense. When the new hospitals open, services from four existing sites will transfer over.

"This, therefore, will involve the transfer of patients on a scale never seen before in Scotland, together with a removals operation which will see thousands of items transferring on to the new campus from the Victoria Infirmary and Mansionhouse Unit, Western Infirmary, Royal Hospital for Sick Children and Southern General."

So as the construction crew say farewell after a job well done on 27 January, our project team begins the most crucial of operations... to get these fabulous new hospitals ready to deliver world-class healthcare to the people of Greater Glasgow and beyond.

Staff update by Anne MacPherson, workforce director

Workforce change migration process

The migration process is continuing in partnership with staff side colleagues. This process is being undertaken across staff groups and areas that have agreed and signed off their workforce plans.

To date, 5946 staff have been sent letters informing them of how they are affected by On The Move. Some 5190 have now received concluded outcomes, with 756 remaining in process. There are a further 1877 staff still to be finalised. We aim to conclude this exercise in the coming weeks.

Orientating staff to the new hospitals

All staff moving to the new hospitals will be offered a place at an orientation session once they have received a letter confirming their new work location.

The orientation process will support staff to familiarise themselves with their new workspace.

A total of 157 sessions offering 11,000 places will be held between 3 February and 10 April, with a variety of start times to suit the different service needs.

The sessions will run from Monday to Friday and on certain weekends between the hours of 8.30am and 8.30pm.

Each session will include the screening of a 30-minute DVD

covering topics such as the scope of the campus, changing facilities, wayfinding, transport, retail and catering and fire procedures.

Staff will then receive their photo ID badge from the facilities team, which will allow access to the work area appropriate for that member of staff.

This will be the only route to receiving a photo ID access badge for the new hospitals and therefore staff must ensure that they are booked onto a session before their service migrates to the new campus.

Following the issue of the photo ID access badges, staff will be escorted by their Service Transfer Owner (STO) into the new hospital that they will be working in for an orientation tour. Staff will be booked on to a session by the STO for their service area. Anyone unsure who their local STO is should speak with their line manager.

Booking via the STO allows the STO to co-ordinate the orientation tours for their area and ensure that each member of staff attending an orientation session will have an STO to meet them for the tour.

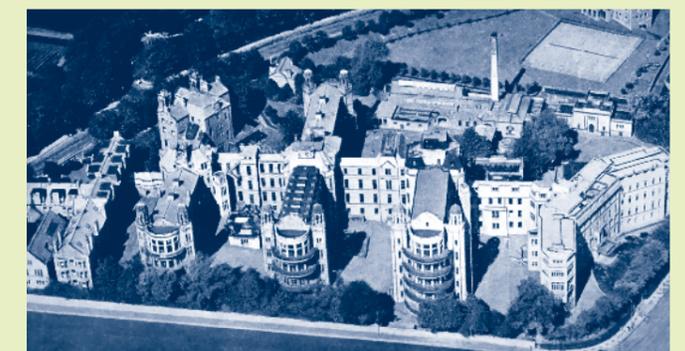
➤ To reinforce the information delivered at the orientation session, a Staff Information Guide will also be provided to staff. The guide will be published on the On The Move StaffNet page.



Staff communication roadshow events

Roadshows are being held across our Glasgow hospital sites to give staff information about the new facilities. Staff are requested to submit any questions to the appropriate departmental head in advance of the sessions at their local site.

DATE	TIME	VENUE
6 February	Noon-1pm	Conference room, Management Building, SGH
9 February	Noon-1pm	Canteen area, Western Infirmary
20 February	Noon-1pm	Medi Cinema, Royal Hospital for Sick Children
2 March	Noon-1pm	Ebenezer Duncan Centre, Victoria Infirmary
6 March	Noon-1pm	Conference room, Management Building, SGH
19 March	Noon-1pm	Canteen area, Western Infirmary
27 March	Noon-1pm	Medi Cinema, Royal Hospital for Sick Children



The Victoria Infirmary 1890-2015

To celebrate 125 years of laughter, tears, and memories that will never be forgotten and friendships that will last a lifetime, we are hosting a Grand Ball. All staff past and present welcome.

Saturday, 27 June 2015
Crowne Plaza Glasgow • Tickets £50

For tickets and reservations, please contact Cathie Bannerman, tel: 0141 201 5829 or email: cathie.bannerman@ggc.scot.nhs.uk

STAFF NEWSLETTER

Email articles, letters and photographs: staffnewsletter@ggc.scot.nhs.uk or tel: 0141 201 4558. Design: Connect Publications: www.connectcommunications.co.uk

Staff survey results

As the responses to the NHSScotland survey are analysed, the good news is that we have improved in the majority of areas – but there is still work to be done



THE latest annual NHSScotland staff survey results are out and an NHSGGC working group is carrying out an analysis of the views expressed by those members of staff who responded.

There was a five per cent increase in the response rate compared to the last questionnaire, with 25 per cent of staff taking part. Another positive is that out of the 40 questions asked, we have improved on 34 of the responses from the previous survey.

There was no movement in four of the remaining six, but two questions scored lower, with 23 per cent of respondents who reported discrimination saying that they were not satisfied with the response, a reduction of three per cent.

There was a drop from 80 per cent to 77 per cent to the question of whether the respondents had had health and safety training. We will be concentrating on improving on these issues.

However, there is no complacency and chief executive Robert Calderwood said: "There has been an increase in positive feedback, some significantly. For example, there has been a 14 per cent increase from respondents who believe that patient care is our top priority.

"Of those who completed the survey, 15 per cent more would recommend NHSGGC as a good place to work."

Another plus point came via our FTFT additional questions, with 36 per cent of staff feeling that they have been able to

ONLY TWO QUESTIONS SHOWED A DECLINE ON LAST YEAR'S SURVEY

If you reported discrimination, were you satisfied with the response?



Have you had health and safety training?



play a part in improvements in their workplace, the equivalent of more than a third of those who responded.

However, there are areas where challenges remain. Robert added: "While the positives are up, there are still some areas where we are not doing as well as we would like to."

Because this year the bottom five scores reflected a perceived lack of consultation around changes at work, attention will also focus on this issue.



Donald Sime, employee director: "It is now incumbent on the Board to respond where staff have highlighted challenges"



Robert Calderwood, chief executive: "There has been a 14 per cent increase from respondents who believe that patient care is our top priority"

Donald Sime, employee director, said: "I appreciate the time taken by staff to complete the survey and so it is now incumbent on the Board to respond where staff have highlighted challenges. "It is anticipated this will be taken forward on a Board-wide basis through the Area Partnership Forum and its staff survey action planning group. I would expect the local partnership forums to analyse the survey and produce action plans to meet these challenges locally."

Ian Reid, director of human resources, added: "The Area Partnership Forum will be considering the results and assessing whether current initiatives are addressing issues arising from the staff survey or whether we need to consider additional actions. We will continue to keep staff informed and advise of progress."

TOP 5 SCORES

I am happy to go the 'extra mile' at work when required



I am clear what my duties and responsibilities are



I still intend to be working within NHS Greater Glasgow and Clyde in 12 months



I get the help and support I need from colleagues



I understand how work fits into overall aims of NHS Greater Glasgow and Clyde



BOTTOM 5 SCORES

I have a choice in deciding what I do at work



I am confident that ideas or suggestions would be listened to



When changes are made, I'm clear how they'll work out



There are enough staff for me to do my job properly



Staff are always consulted about change at work



MOST IMPROVED SCORES

NHS Greater Glasgow and Clyde acts fairly and offers equality of opportunity



I would recommend my workplace as a good place to work



Care of patients is NHS Greater Glasgow and Clyde's top priority



I understand how work fits into overall aims of NHS Greater Glasgow and Clyde



It's safe to speak up and challenge the way things are done



NHS GREATER GLASGOW AND CLYDE VALUES UPHELD IN OUR WORKPLACES

68%

We put patients first

52%

We focus on outcomes

60%

We take responsibility

49%

We work as one team

61%

We always try to do better

56%

We treat each other with respect

NEWS IN BRIEF

Information Centre prizewinners

The lucky winners of the Information Centre's competition, featured in last November's Staff Newsletter, are:

- **1st prize:** Louise-Anne Wason, Glasgow Royal Infirmary [£100 Buchanan Galleries vouchers]
- **2nd prize:** Catherine Mills, Gorbals Health Centre [£80 ATG theatre ticket vouchers]
- **3rd prize:** Agnes Kerr, Smokefree Pregnancy, Southern General Hospital [£60 Restaurant Choice vouchers].

Staff flu vaccination update

According to the latest figures, 32.4 per cent of staff have been vaccinated against the flu either at mass vaccination clinics, by peers or at their GP practices since October.

Jennifer Reid, immunisation manager, said: "I would like to thank everyone who has come forward for their vaccinations, and to staff

who have told us that they were vaccinated at their GP practice."

Rona Wall, occupational health service manager, added: "I would also like to thank the peer immunisers and the bank nurses who supported this programme."

Correction

In last month's issue, we were supplied with the incorrect email address to contact SPPA about your pension. The correct email address is: nhsensionsreform@scotland.gsi.gov.uk



Do you speak my language?

British Sign Language is used by many deaf people, but often staff aren't aware we have an Interpreting Service

WITH a population of deaf people in Greater Glasgow and Clyde whose first language is British Sign Language (BSL) at approximately 4000, it is crucial that staff make themselves aware of how to use BSL for deaf patients.

BSL is the first language of many deaf and hard of hearing people in Scotland, but those who use the language do not have access to the same information as the hearing population.

A new Bill presented to the Scottish Parliament by Mark Griffin MSP has highlighted this.

There is already provision within the Equality Act and the Patient Rights Act to ensure that access to BSL interpreting support is integral to patients' use of our services.

However, despite this and local policies (for example, in NHSGGC, we have an Interpreting Policy), there can be poor provision

due to lack of staff knowledge of the need for BSL interpreters for deaf people.

The reasons for this are complicated, as Jac Ross, corporate inequalities manager, explained: "Staff might not come across many deaf people and may have misconceptions about deafness and the need for interpreters."

"The Bill will offer an opportunity to take additional action and raise the profile of BSL with NHS staff and managers."

BSL interpreters should be provided for all deaf signers in all health appointments. BSL interpreters are booked through our Interpreting Service, tel: 0141 347 8811.

>> For more information on the Bill, visit: www.scottish.parliament.uk/parliamentarybusiness/Bills/53284.aspx

No hiding place for hate crime

A new policy is being introduced that will help NHSGGC staff to understand what hate crime is and how we can support patients and colleagues who are victims

NHSGGC is committed to challenging all forms of hate crime as part of our zero tolerance approach to abuse of staff, patients and visitors and will launch a Hate Crime Policy with associated Staff Guidance next month (March).

Our policy and guidance will highlight the many guises hate crime can take, the impact it can have if left unchallenged, and the support available for staff to tackle it. We also plan to launch a hate crime e-learning module later in the year.

We are working in partnership with a range of local and national stakeholders to develop a consistent and robust response to all incidents and to ensure there is no hiding place for hate crime.

Alastair Low, planning and development manager for Corporate Planning and Policy, tells SN why it is crucial that we as an organisation take a stand against hate crime: "Evidence shows that hate crimes are often characterised by greater degrees of physical and psychological brutality than may ordinarily be the case."

"In the most violent hate crimes in the community, stamping on the head of the victim and kicking, resulting in severe injury, or death, are not uncommon."

"Where there is no actual physical assault, crimes can too easily be dismissed as 'low level' or minor."

"The tragic case in England of Fiona Pilkington, who took her own life and that of her disabled daughter in 2007 after suffering years of low-level abuse, shows how flawed this trivialising response is."

"Though agencies were aware of her ongoing exposure to abuse, there was a catastrophic failure in



Alastair Low

understanding the seriousness of her situation and the hopelessness she felt.

"NHSGGC is in a strong position to support people who experience hate crime. Patients will present with the consequences of hate crime, be it with broken bones or with mental health problems. If we can look past the symptoms to the underlying causes, we can begin to support both staff and patients to appreciate that hate crime isn't inevitable, but rather an entirely preventable consequence of discrimination."



What is a hate crime?

The Scottish Government defines hate crime as a crime motivated by "malice or ill will" towards an identifiable social group.

Currently in law this covers incidents motivated by prejudice against someone because of their:

- race
- sexual orientation
- disability
- religion
- transgender identity.

A SMEAR TEST WON'T BE THE MOST EMBARRASSING THING YOU'LL DO IN THE NEXT THREE YEARS...
And it might just save your life.

Regular cervical screening:

- saves 5000 lives a year in the UK
- prevents 8 out of 10 cancers developing
- takes less than 5 minutes and it might
- is the best protection against cervical cancer.

Don't put it off, add a smear test to your to do list today by contacting your GP.

Watch our embarrassing moments video and others visit: www.youtube.com/ablablaaa

Visit the new Equalities in Health website



THE new-look NHSGGC Equalities in Health website is now live, with a wealth of information on how we are making our services fairer for everyone.

With clearer menus and improved navigation, it's now even easier to find the advice, resources and information you need.

So whether you want to know more about working with deaf or hearing-impaired patients, how to access



Our new responsive site also means that you can easily visit us via your mobile or tablet too.

our interpreting service, getting support for money worries, how to organise an event that is accessible to all, or the evidence behind our current equalities work, visit our website.

>> From age to gender, there are numerous characteristics protected by law. To find out more and how many protected characteristics there are, visit: www.equality.scot.nhs.uk



It could be you!

Our Staff Lottery has big prizes on offer - but you need to be in it to win it

BY simply paying £1.50 a month (35p a week for staff on weekly pay), you could be in with a chance of winning a whopping £15,000 in the NHS GGC Staff Lottery!

If you sign up on a monthly basis, you will be in with a chance of winning varying amounts, between £100 and £5,000. And twice a year, you will enter a mega draw, with the potential of winning £10,000 in September and £15,000 in April.

It couldn't be simpler... all you need to do is log on to StaffNet and click on Staff Benefits, or telephone 0141 211 5885.

You'll need to have your payroll details to hand and supply a signed consent form.

Of course, it's not just you who

could benefit from the Staff Lottery - the Appeals Society funds a variety of amenities to benefit staff and patients.

Previously, staff have submitted bids for a range of products, including gym equipment to create a gym for staff in Renfrewshire CHP; sensory garden equipment enabling patients to get involved in gardening activities in a therapeutic environment; and an iPad providing a facility to show films to children with cerebral palsy undergoing treatment.

If you have a good idea or venture that will benefit staff or patients and can't be funded through normal channels, why not fill in an application form, available on StaffNet.

>> For more information on the Appeals Society, visit: StaffNet > Info Centre > For Staff > Appeals Society
To be in with a chance of winning the April mega draw, your signed application must be returned by: 16 March (monthly staff) and 6 March (weekly staff).
Visit: StaffNet > Staff Benefits or tel: 0141 211 5885.



WIN! WIN! WIN!

Staff Newsletter, along with our friends at the Staff Lottery and Appeals Society, is bringing you a fantastic competition this month to win £500 of vouchers for Cameron House.

Nestling on the world-renowned bonnie banks of Loch Lomond, the hotel provides the perfect setting to treat yourself to a spring break.

Whether it's fine dining, championship golf, a spa break

or simply chilling out, there is no better place than the splendour of Cameron House.

All you need to do to be in with a chance of winning is simply answer the question below and email your answer, name and work location to: staffnewsletter@ggc.scot.nhs.uk or send to: Corporate Communications, JB Russell House, Gartnavel Campus, 1055 Great Western Road, Glasgow G12 OXH.

Q. How many 'protected characteristics' are there on our equalities website?

Read our feature on our new look equalities website on page 7.

T&C: The competition is open to all NHS GGC employees. Only one entry per person. Winners must be available for a photograph, which may be printed with their details in future issues of SN. The closing date for entries is 28 February 2015.



Win one of five £100 vouchers for the NHS staff shopping event

On Thursday 26 March, East Kilbride Shopping Centre, in association with NHS Staff Benefits and the Staff Lottery, is hosting an evening of discounts and offers for NHS staff, just in time for pay day.

Take advantage of the free parking, late-night shopping and exclusive discounts by bringing along your staff ID card.

To make the night extra special, we're giving five lucky entrants the chance to win £100 worth of shopping centre vouchers - a great excuse to treat yourself.

Keep updated about the event at NHS Staff Benefits Roadshows or sign up to the mailing list, visit: www.nhsstaffbenefits.co.uk

For your chance to win, simply answer the question below:

Q: How much is the first prize in the Staff Lottery April mega draw?

HOW TO WIN

Email your answer, name and work location to: info@nhsstaffbenefits.co.uk or send to: CompEK, NHS Staff Benefits, Dykebar Hospital, Grahamston Road, Paisley PA2 7DE.

T&C: The competition is open to all NHS GGC employees. Only one entry per person. The closing date for entries is 27 February 2015.