

SN

Staff Newsletter
April 2015



Back to basics

New approach delivers quality to every patient, every day

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Clyde area emergency eye care is changing

A NEW short-notice appointment system is being introduced across the Clyde area which will offer major improvements to patients requiring emergency eye care.

The new Clyde Ophthalmology Acute Referral Centre (Clyde ARC) will see patients being referred via their optometrist or GP for emergency eye care to either the Royal Alexandra Hospital (RAH) or Inverclyde Royal Hospital (IRH).

This system is already successfully in place across Greater Glasgow and has seen a major reduction in casualty waiting times and quicker access to treatment.

The new service will be rolled out across Clyde at the beginning of April and patients who are experiencing problems including itchy eyes, watery eyes, sore eyes or red eyes can now approach their local optometrist, who will either treat the condition or organise an appropriate appointment at either the RAH or IRH.

Of course, any patient with an eye injury that requires immediate attention should attend the nearest accident and emergency department and all children under one should attend the Royal Hospital for Sick Children.

Dr Ehab Abdelkader, consultant ophthalmologist, Royal Alexandra Hospital, said: "Optometrists in Scotland are highly trained to



diagnose a vast number of eye problems and many are now able to prescribe treatments for common eye conditions.

"Joined up working between community optometry and the hospital eye services is bound to deliver a much better service for all patients.

"This will allow providing treatments in the community to

many cases, avoiding the need to travel to a hospital which can often be a prolonged process for patients not living near one.

"In addition, this enables the hospital eye services to provide specialist care in a timely and a much more efficient manner."

Speaking about the changes, William Wilkie, chair of the Lead Optometry Group, added:

"Community optometry is ideally placed to deliver prompt, effective solutions for most eye problems.

"It has been shown that less than one in five eye problems require referral to the Hospital Eye Service.

"Thus, having patients assessed at their local optometrist will ensure that the truly serious emergencies will receive immediate treatment."



Chairman Andrew Robertson

Chairman's Awards recognise your hard work and initiative

OUR Chairman's Awards have a category to suit every member of staff. Perhaps you've implemented an initiative to improve the health of staff or patients or maybe you work with a deserving nurse or volunteer who goes above and beyond?

This year, we have also introduced an International Service Award, which will commend a member of staff for the hard work they have undertaken overseas.

Additionally, don't forget to submit your entry to your local

Facing The Future Together awards. We need you to tell us your stories.

It couldn't be simpler – simply click on the big blue Chairman's Awards button on the front page of StaffNet, where you will be directed through to an online entry form.



Back to basics

New approach will deliver the highest levels of care to every patient, every day

THE nurse directors of NHS Greater Glasgow and Clyde, Lanarkshire and Ayrshire and Arran are leading a bold new initiative that will delegate more responsibility and control to most senior nurses and midwives on the wards of their hospitals and community areas.

This will see senior charge nurses (SCNs), midwives and team leaders empowered to lead their teams to deliver 13 professional standards of care consistently across all areas of NHS service delivery.

The standards will replace all the other initiatives that come and go and create layer upon layer of “priority” actions for senior nurses and midwives running the wards in our hospitals.

The approach will deliver consistency and clarity to our nursing workforce and delegate the power and responsibility to deliver all of them, every time to every patient, to our front-line nursing leads – the SCNs. It has been received with great enthusiasm by senior ward nurses and their teams.

The “back-to-basics” approach of delegating responsibility to ward level is officially known as CAAS – Care Assurance and Accreditation System.

The approach will be trialled by the three boards of Greater Glasgow and Clyde, Lanarkshire, and Ayrshire and Arran in adult acute, inpatient mental health, maternity and paediatrics hospitals. It will also cover



community midwifery, paediatrics, and adult nursing and health visitors.

NHS Greater Glasgow and Clyde nurse director Rosslyn Crocket said: “We hear from front-line staff all too often that there are so many competing initiatives passed down to them – all with a high priority tag on them – that it is often too easy to concentrate on the latest priority at the expense of other priorities or key requirements to patient-centred care.

“Nursing and healthcare professionals in general want nothing more than to deliver the very best care to all their patients and sometimes, systems and edicts can simply get in the way of this goal.

“I and my counterparts in Lanarkshire and Ayrshire and Arran examined a different approach that was developed and is now implemented in Salford in England. We were mightily impressed by its results, the way the staff were empowered and enthused by it

and by the results that came back from patients and relatives.

“We took what they had, developed it and adapted it to our particular needs in Scotland and when we shared the idea and new approach with our senior nurses, they gave us a huge thumbs up.

“This is something I believe will help put good, old-fashioned nursing quality and a consistent practice model back into NHSScotland. It is care that will deliver for every patient and be recognised by relatives as a welcome return to consistent quality care, in some of the best and most modern hospital settings.”

Another key aspect of the newly developed model for Scotland is to release the senior manager levels of nurses, the lead nurses and midwives, for two days a week from their office-based functions – where they control nursing and midwifery staffing budget issues and monitor patient flows – to work directly with the nursing teams.

This will ensure effective close team working and linkages to the core values of nursing and patient care run through the NHS at every level.

The lead nurses and midwives will spend those two days dedicated to quality care and spending time with patients and families, enhancing the ward level care delivery and ensuring full 360° understanding of both management and ward-level patient care issues.



Volunteers are a great source of support to our nursing staff

A helping hand

Vital role for volunteers in new South Glasgow hospitals



Western Infirmary Legacy Ball

Join your colleagues in celebrating
the life and times of the Western
Infirmary 1874-2015

Saturday 2 May 2015
Thistle Hotel Glasgow,
7pm till 1am • £50

For information and tickets,
email: michael.mcgurk@ggc.scot.nhs.uk

WE are calling on volunteers to build on the legacy of the internationally famous “Clydesiders” from last year’s Commonwealth Games to sign up for the new South Glasgow hospitals.

About 200 volunteers are being asked to register for the new acute adult and children’s hospitals.

Volunteers will be easily recognised by their distinctive red polo shirts, which display the NHSGGC logo, and are clearly marked “Volunteer”. They will wear NHS ID badges and undertake duties to welcome and guide patients and visitors, including providing guidance on the use of self-service check-in kiosks. They will also support patients in ward activities such as befriending.

The volunteers will signpost patients to waiting areas and to “calling screens” that will be located there and in cafés. The screens are used to call patients to their appointments and volunteers, on request, will guide patients who have been called to their destination.

This will complement the services provided by our paid employees.

Margaret Young, corporate lead for volunteering, emphasised: “Our volunteers are not substitutes for our professional, paid colleagues and

we are very proud of the role they play. They are complementing the professional care patients receive. Many are service users themselves and have often said that volunteering can aid their own recovery.”

Claire Ferrier, senior charge nurse, cardiology, Inverclyde Royal Hospital, welcomes the presence of volunteers on her ward.

She said: “It’s been very beneficial to have volunteers coming into the ward and chatting to patients. It has a calming effect, which has made a huge difference and is a real benefit to both staff and patients. In fact, I am hoping to have volunteers on the ward five days a week – at the moment, they are here on Tuesdays and Thursdays.

“We would choose to have them in between 11am and 2pm when they can not only sit and chat to patients, but also encourage them to eat and drink, which helps patients’ emotional wellbeing. I have recommended to fellow senior charge nurses that they set up volunteer services because I am convinced this would be a positive move in the ward and staff area.”

>> For more information: email: voluntary.services@ggc.scot.nhs.uk or visit: www.nhsggc.org.uk/volunteering



Facts about the new rooftop helipad

THE helipad on the roof of the South Glasgow University Hospital is the only elevated helipad in Scotland. At 64.07 metres above ground level, it is one of the highest in the UK.

It is anticipated that there will be about 400 flights per year, with 62 of these being patients for the children's hospital. The flights will include Scottish Ambulance Service and military helicopters. The helipad will be operational 24/7.

The first test flights took place last month. Emergency medicine consultant Dr Phil Munro said: "We are delighted the first landing has taken place and it went perfectly.

"The design of the helipad was agreed at the outset of the build after emergency doctors and planning colleagues looked at the best hospital helipad designs nationally and internationally.

"We believe this design offers the best possible helicopter to Emergency Department transfer time for adult and paediatric



patients. The new south Glasgow helipad is similar in design and height to the Royal London Hospital, which is the busiest trauma unit in the UK."

Twenty-four members of staff have been trained to support the transfer of patients from helicopters

into the hospital.

In the event of severe weather such as high winds, helicopters will divert to the nearby Bond Aviation site on Govan Road.

The helipad is one of the most talked-about things on the new hospitals campus. It has generated

urban myths and led to inquiries from journalists convinced they have uncovered an exclusive.

In the past few months our press office has been asked: "Is it true that the helicopter landing platform sinks down into the hospital, enabling a patient to be unloaded directly into the emergency department?"

We have also been asked if it is true that the helicopters will be unable to land on the helipad because the route clashes with aircraft routes to nearby Glasgow Airport. And we have even been asked if the helicopters will be too heavy to land on the helipad!

Staff can be assured that the helipad was built to take the weight of a helicopter; that the helipad is not capable of Thunderbirds-style technology to sink into the central core of the hospital; and that helicopters won't be held up from emergency landings because of holiday jets...

Communicating the migration

A SIGNIFICANT communications programme launches this month around the phased migration of services from existing Glasgow hospitals. This high-profile public information campaign supplements the staff communications that have been ongoing for many months, but are being significantly ramped up as we approach the move.

Radio Clyde 1 and Clyde 2 advertising, featuring a number of tailored public information messages, began on 30 March and will run through till mid-June. These ads will give clear site-specific information and direct listeners to a web resource where more detailed information can be accessed.

Health News is being revamped from a 12-page tabloid newspaper into a 16-page magazine format. The first issue of this new-style magazine will be printed on 15 April and will be dedicated to acute hospital changes.

It will promote the wonderful new hospitals and detail how patients should access NHS services following the closure of old sites and the opening of the new ones.

This magazine will be inserted inside every issue of *The Herald* and the *Evening Times*, but will also be made available in every pharmacy in Greater Glasgow and throughout all Greater Glasgow and Clyde hospitals for staff and the public.

A special eight-page Public Information booklet detailing changes to acute hospital



provision is being sent to every household in our health board area (that's 561,000 homes). Royal Mail will deliver them in the week beginning 11 May.

Key to all our messaging is signposting people to a newly developed web portal that will sit on our website www.nhsggc.org.uk featuring detailed information and links to travel details; a campus guide, including parking and drop-off points, and, importantly, an interactive digital feature enabling users to key in a postcode and be told what A&E or Minor Injury Unit they should use.

This web portal became functional on 1 April

and will continue to be updated and developed throughout the migration period.

Four specially developed short films have been created using a blend of animation and photography. One concentrates on transport and accessing the new hospitals; another is about arriving at the children's hospital and how to find your way about; the third focuses on arriving at the adult hospital, finding your way about and its facilities; and the fourth is about how to access the appropriate A&Es and Minor Injury Units during and after the migration period.

Posters in existing hospitals, along with large vinyl display signs, will support the communications strategy together with newspaper adverts. GP briefings and posters in community settings are also part of the campaign, as are the ongoing staff roadshows and regular SN staff briefings.

Four 24-page archive magazines telling the wonderful social history of each of the hospitals due to close during this period are now being printed and will be made available to staff and local communities.

These very desirable archive magazines feature sepia-toned historic photography running through to black-and-white photography and into colour photography to tell the story of more recent history.

Each of the booklets concludes with a fold-out section depicting the new children's and adults' hospitals.



Listening to patients

Taking on board feedback can hugely improve our service

A FEW simple adjustments or a small investment in equipment to introduce changes can make all the difference to patients during their stay in our hospitals.

Louise Watson, occupational therapy professional lead (acute), is one example of a member of staff who listened to and worked with a patient to introduce equipment to meet the particular needs of a genetic condition.

Patient Patricia Ryan has achondroplasia, which results in short stature because of restricted limb growth. Patricia was being treated in bed, because of a lack of appropriate seating, having no access to appropriate height toileting facilities and unable to independently use the shower area.

Via her independent advocacy worker, Patricia expressed concerns about the lack of appropriate

equipment for herself or anyone else of a smaller height.

Louise said: "I met Patricia and we worked together to identify appropriate equipment to improve care for her and other patients to give independence and dignity during hospital admission."

Equipment has now been purchased for both the north, south/west and Clyde sectors, and is being stored in occupational therapy (OT) departments. It is available for any staff to use for a patient during admission by contacting the OT department or any OT staff on wards.

Louise added: "Patricia and I met to review the equipment and she is delighted with this outcome."

Rossllyn Crocket, board nurse director, said:

"This is an excellent example of listening to patient feedback and working with patients to improve their experience during their hospital stay.

"I would encourage all staff to follow Louise's example of listening to feedback from patients and responding to their needs."

Don't forget that our web-based Patient Feedback system is a great way to recommend changes to the way we do things or showcase good practice. It is there for patients and the general public, but clearly, the views of staff who use our services is greatly valuable too. Patient Feedback is available at: www.nhsggc.org.uk



It's the end of an era for Eamon

Consultant paediatric cardiac physiologist Eamon Murtagh has retired from the Royal Hospital for Sick Children (RHSC) after 42 years.

Eamon will always have strong emotional ties to the hospital, not least because that's where he met his wife Josephine, a neonatal nurse.

During his career, Eamon saw the development of many complex and highly skilled techniques, including cardiac ultrasound (Echo), one of the most important investigations for diagnosing

congenital heart disease in children.

Eamon played key roles in the introduction and setting up of the children's electrophysiology catheter lab service and establishing and developing the physiologist-led interventional trans-oesophageal and epicardial ultrasound techniques.

He said: "When I first started, far more invasive procedures were carried out to diagnose what was wrong with a child's heart.

"Now there are a number of tests physiologists can perform, such as

ultrasound scans of the heart, leading to non-invasive diagnosis.

"Thanks to medical advances, children with the most complex congenital heart diseases can live very normal lives with their families."

Eamon added: "I've worked with some amazing colleagues over the years who have supported and encouraged me, and I have had an amazing career at the RHSC." *Due to the scale of the organisation, we only have capacity to feature retirees in excess of 40 years.*

Are you a part of Scottish WW2 history?

Research into disabled workers

A NEW project, "War and Disability in Scotland, 1939-1950", run by the Scottish Oral History Centre (SOHC) which is based at the University of Strathclyde, is appealing for the personal stories of a little-known section of the WW2 workforce.

The centre is looking for workers who were disabled, or became disabled during the war, and were then recruited into jobs essential to plug the gap left by many workers who joined the armed forces.

While some research has been carried out into this particular group

of workers, the personal stories of those directly involved are extremely scarce and this is why the project is very keen to hear from former workers, co-workers and family members.

The appeal also includes those who worked for disability organisations during this period.

>> Anyone who knows disabled workers who worked during the war or who helped the disabled during this period should contact David Walker, tel: 0141 444 8367, email: david.walker@strath.ac.uk



Social media – spread your news

DO you have good news to shout about to the rest of NHSGGC's staff and beyond?

If you have a project, service or campaign that you would like to share with a wide audience then it couldn't be easier.

@nhsggc is the main social media account for the health board, with just over 3000 followers keen to hear about what's happening across NHS Greater Glasgow and Clyde.

If you would like to share your message across



the organisation and beyond, simply get in touch with the communications team by emailing press.office@ggc.scot.nhs.uk and detail the information you would like included, bearing in mind

that tweets shouldn't exceed 120 characters – you can always provide a link to more information.

If you're not one of our twitter followers, you can still see our tweets on the Live Twitter Feed on the homepage of our recently revamped website at: www.nhsggc.org.uk

>> For information about NHSGGC's corporate use of social media policy visit: StaffNet > Human Resources > Policies

>> Follow us: @NHSGGC on Twitter – it's an ideal way to keep up-to-date with news and developments on your own smart devices.

Go online to read all your staff communications on the go

THIS month sees the launch of the Staff Communications web portal, bringing all your staff communications at the touch of a button from your home computer, tablet or mobile phone.

Responding to feedback from staff, we have made it possible for you to catch up on all the latest staff information at your leisure.

The new-look NHSGGC

website has allowed us to expand the *Staff Newsletter* web portal into a dedicated Staff Communications web portal, with additional mobile-friendly functionality allowing you to keep up to date with all the latest staff communications on the go.

Whether you want to read Core Brief, *Staff Newsletter* or enter the hottest staff competitions it's all now

available while you're on the go.

Our new "spotlight" section will keep you up to date on hot issues such as pension changes, official openings and the latest health improvement campaigns.

There will also be direct links to our Media Centre, Recruitment, Celebrating Success, Staff Benefits and Staff Policies.

Ally McLaws, director of

communications, said: "I am delighted that with the development of the NHSGGC website, we are now able to bring our staff all the latest communications, both internally and now externally."

>> Your new Staff Communications portal is available this month at: www.nhsggc.org.uk/staffcommunications

Rugby players are Oz-bound

Elaine and Joanne are 'honoured' to be representing Scotland in the Touch World Cup

TWO members of staff are jetting off to Australia this month on international touch rugby duty.

Advanced nurse practitioner Elaine Clark and sister Joanne Campbell, who both work at Glasgow Royal Infirmary, have been selected to play for Scotland in the Touch World Cup taking place in Coff's Harbour, Australia, between 29 April and 7 May.

For Elaine, this will be the 28th time she will be playing for her country, in a career spanning five years, while Joanne is picking up her ninth cap. Both play on the wing.

Elaine said: "It's always an honour to be picked for Scotland and I'm really looking forward to competing against some of the top teams in the world."

Joanne added: "Touch rugby is a

fast-moving game and I'm delighted to be playing at the highest level of the sport."

In this form of the sport, a legal touch is on any part of the body of an opposition player, clothing or ball, while they are in possession.

After six touches, there is a change of possession and the process begins again while in the attack.

Scotland's progress can be followed at Scotland Woman's 27s Touch on Facebook, or #scowo27 on twitter and instagram, and the official tournament website is www.touchworldcup.com

>>Elaine and Joanne play for the Glasgow Lions Touch Rugby Football Club and to find out more about the sport, visit: www.glasgowlions.com/



Elaine (left) and Joanne

WIN TWO FREE TICKETS



**Homebuilding
& Renovating Show**

SECC GLASGOW
16-17 MAY 2015

Sponsored by



GO online to enter our fantastic competition to win a pair of tickets to The Scottish Homebuilding & Renovating Show.

The Scottish Homebuilding & Renovating Show, Scotland's largest consumer exhibition for self-builders, home renovators and improvers, is back at the SECC on May 16-17 2015 and we have a pair of tickets to give away to 12 lucky winners.

>>To enter, visit: www.nhsggc.org.uk/staffcommunications



THIS month we're giving away another star sporting prize, where one lucky person will win hospitality for four people at the Glasgow Warriors v Ulster Rugby game.

On the weekend of 15 May (fixture date and time TBC) you and three friends will enjoy a fantastic experience at Scotstoun Stadium in the Hospitality Club Deck, where you will receive a complimentary drink.

You will then enjoy a two-course meal before watching the match. At half-time, you will return to the Club Deck for tea, coffee and pies.

To win this fantastic package, simply answer the question below:

Q: Under what section on our new-look website will you find Board meeting papers?

HOW TO WIN

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 0XH.

>>T&C: The competition is open to all NHSGGC 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 30 April 2015