



16 November 2015

# Timing

18.30	Drinks Reception
19.00	Welcome & Introduction – Gina McKie, Host
19.05	Welcome – Andrew Robertson, Chairman
19.15 – 21.00	Dinner
21.00	FTFT & Chairman's Awards Introduction – Andrew Robertson, Chairman
21.05	FTFT Awards Ceremony – Gina McKie, Host
22.00	Prize Draw – Gina McKie, Host
22.10	Chairman's Awards Ceremony – Gina McKie, Host
22.45	Close – Andrew Robertson, Chairman

We're announcing the winners live on Twitter tonight. If you want to get involved then use our hashtag for the evening: **#ggcawards**

# A night of celebration



## **Welcome to the 2015 Celebrating Success Award's Dinner.**

The Chairman's Awards have been running for six years now and every year I am made immensely proud by the quality and quantity of the nominations.

It is tremendous that so many patients and peers take the time and effort to nominate so many of our staff for these prestige awards.

The entries tell the story of a dedicated workforce. A staff blessed with individuals who produce the very finest examples of quality patient care and endeavour that raises the bar to new heights.

To be nominated for an award is worthy of celebration in itself.

To be chosen as a Gold or Silver winner by the judges is a tremendous honour and those who will earn those honours this evening are to be applauded and recognised as amongst the finest examples of what makes the NHS so special in the hearts and minds of the people we serve.

This is the sixth year of the Chairman's Awards and once again the number of entries increased to a new record level. The work of the judges is becoming more and more challenging – but in a very welcoming way!

We have expanded the categories this year to include a new award for International Service in recognition of the tremendous contribution made by colleagues in some of the most demanding and challenged corners of the world. This brings the category awards for the 2015 Chairman's Awards to seven.

Tonight I am also delighted to say that the judges will be announcing a Special Judges Award of Excellence.

Andrew Robertson, Chairman, NHSGGC

# Building on success



Our staff are no strangers to success. Throughout the year there have been many examples of recognition with individuals and teams representing all disciplines within our diverse workforce winning honours for their outstanding achievements.

The breadth and scope of the recognition awards cover everything from excellence in dementia services, design awards, education awards of excellence and recognition for the outstanding achievements of our HI&T staff.

This level of external recognition reflects well on NHSGGC and reinforces our reputation as a dynamic and high achieving organisation.

Tonight is an opportunity to celebrate our own internal recognition awards.

This is a night to relax and enjoy each other's company and to applaud the winners of the Chairman's Award categories and to recognise those teams and individuals who merited the recognition of peers in our local acute, partnership and corporate Facing The Future Together Awards.

Robert Calderwood,  
Chief Executive, NHSGGC

# Charity Draw

Tonight's raffle fund will be donated to The Prince & Princess of Wales Hospice 'Brick by Brick' appeal. The 'Brick by Brick' Appeal aims to raise the remaining £15 million of the £21 million required to build a new 21st Century Hospice for Glasgow. This is the biggest challenge in the history of the Hospice and to date they have some £5m still to raise.

The new facility will be located within the grounds of Bellahouston Park. It is the first of its kind in the UK and will revolutionise the delivery of palliative care as we know it. It will also reduce the age range to 15 years and over and bridge the gap in the provision of care that currently exists for young people suffering from a terminal or life limiting illness.



Artists impression of the new Hospice front entrance



# Prizes

**Simply place a contribution in the envelope provided (suggested minimum donation £5) – write your name and table number on the front.**

## The prizes are:



- Complimentary dinner for two and a bottle of house wine from the 'Wee Menu' in the Collage Restaurant.



- Hospitality package for 4 on a match day at Partick Thistle Football Club.



- Hospitality package for 4 on match day – Glasgow Warriors v. Treviso home match at Scotstoun Stadium on Friday 27 November, 2015. Kick off 7.35pm.



- Apple iPad Air 2 64GB.



# Host



Gina started her career at Radio Tay, as a student before getting her first proper gig on Radio Clyde with 'Late Night Gina' in 2007. Her Late Night show saw Gina win a prestigious New York Radio Festival Award for her unique mix of chat, advice and music. Gina has also presented the drive time show on Clyde 2, Forth 2, Tay AM, West Sound, MFR2 and Northsound 2.

Gina's new show, which she started at the beginning of the year, is late night 10pm – 1am, and goes out across the country as well as networked across North England too...15 radio stations and she Loves it!

Gina McKie

# Award Categories

## Facing The Future Together

- 1 Diagnostics
- 2 Emergency Care & Medical Services
- 3 Facilities
- 4 Health Information & Technology
- 5 Human Resources
- 6 Pharmacy & Prescribing Support Unit
- 7 Public Health
- 8 Regional Services
- 9 Rehabilitation & Assessment
- 10 Surgery & Anaesthetics
- 11 Women & Children's Services
- 12 East Dunbartonshire CHP
- 13 East Renfrewshire CHCP
- 14 Glasgow City CHP
- 15 Inverclyde CHCP
- 16 Renfrewshire CHP
- 17 West Dunbartonshire CHCP

## Chairman's Awards

- 1 Clinical Practice
- 2 Improving Health
- 3 International Service
- 4 Nursing
- 5 Patient Centred Care
- 6 Using Resources Better
- 7 Volunteer
- 8 Special Judges Award of Excellence



#Ifacing the future together

# FTFT Awards

## 1 Diagnostics

### **Our Culture**

*New Blood Delivery System Group:*

*Hugh McLelland, Ewan McPherson & Annie Belton*

Planning and delivering blood delivery system to the QEUH and RHC. Introducing remote issue fridge into the new hospitals.

### **Our Leaders**

Joint Winners:

*Medical Equipment Management Group: Edward Mullen*

Reviewed Maintenance Contracts across the Acute Division and brought them in-house.

*Paediatrics On The Move Group: Andrew Watt & Mary Pirie*

Planned and delivered the transition and migration of Paediatric Imaging services and staff to the new RHC.

### **Our Patients**

*PACS Team: Kenny Birney*

Planned and delivered the roll out of PACS to the new QEUH and RHC in collaboration with the NHSGGC IT Team.

### **Our People**

*On The Move Team QEUH*

Planned and delivered the transition and migration of services and staff to the new QEUH.

### **Our Resources**

*Medical Illustration – On The Move Orientation:*

*Kathy McFall & Sharon Sutherland*

The team played a fundamental role in developing and delivering the orientation process to all staff migrating to the QEUH and RHC.

## 2 Emergency Care & Medical Services

### **Our Culture**

*Emergency Department Teams*

Their combined and individual responses to several major incidents.

### **Our Leaders**

*ECMS Senior Charge Nurses*

For the planning and delivery of complex range of service moves.

### **Our Patients**

*Brownlee Centre*

Management of high risk situation.

### **Our People**

*Respiratory Team – GRI*

Delivery of service redesign to ensure more patients access respiratory care.

### **Our Resources**

*Theresa Duffy*

Her role in co-ordinating resources across the Vale of Leven site.

## 3 Facilities

### **Our Culture**

*Margaret Valenti*

Creation of a meal auditing system to improve catering for patients.

### **Our Leaders**

*Commissioning Team for QEUH and RHC*

For outstanding leadership in difficult situations during commissioning of QEUH and RHC.

### **Our Patients**

*James Dougan & Scott Stirral*

For innovation/improvement to meal service provided for patients at the Beatson.

### **Our People**

*David Pace*

For the integration of FTFT and Investors in People to support staff development to improve performance and focus on patient care.

### **Our Resources**

*Pharmacy Procurement Synergy Project*

Streamlining and rationalisation of two services to improve quality and costs.

### **The Way We Work Together**

*Transport and Travel Team*

For the role played in providing advice to staff/patients prior to migration.

## 4 Health Information & Technology

### **Our Culture**

*On The Move Programme Team*

Major contribution to successful IT commissioning and migration activities for the new hospitals.

### **Our Leaders**

Joint Winners:

*Transfer of Health Records Services: Linda McAllister*

Led by example going way beyond call of duty to ensure success.

*Eleanor McColl*

For leading the successful delivery of visionary IT into QEUH and RHC.

### **Our Patients**

*Electronic Patient Record*

Acute wide implementation of 'paper-lite' enabling the accessibility of patient records anywhere.

### **Our People**

*Clinician Laptop Roll-out*

Allow clinical staff to work more flexibly by using mobile technology.

### **Our Resources**

*Storage & Destruction Contracts Review*

Excellent example of teams working together across different disciplines to achieve common goals.

# #Facing the future together

## 5 Human Resources

### **Our Culture**

#### *Resourcing Service*

The development of team 'Ground Rules' through the use of HSE Stress Survey and FTFT Processes.

### **Our Leaders**

#### *Fraser Wightman*

five-a-side football event as an activity for Healthy Working Lives.

### **Our Patients**

#### *Imran Shariff*

Implementation of the Certification of Death (Scotland) Act 2011 for all of NHSGGC.

### **Our People**

Joint Winners:

#### *Acute L&E Team – On The Move*

Supported staff migrating to QEUH and RHC.

#### *Workforce Change Team – On The Move*

Successful migration of staff to QEUH and RHC.

#### *Staff Bank – On The Move*

Providing additional nursing support in the migration of services to QEUH and RHC.

### **Our Resources**

#### *Recruitment Services*

Streamline processes and moving to paper-lite working and the launch of the Empower Online Application Form in October 2015.

## 6 Pharmacy & Prescribing Support Unit

### **Our Culture**

#### *Surgical Clinical Pharmacy Team*

The Development and Implementation of "Pharmacy View" across NHSGGC.

### **Our Patients**

#### *R & D Pharmacy Team*

The development of a patient centred clinical trial for untreated older adults with sub-clinical hypothyroidism.

### **Our People**

#### *PPSU Education and Training Department*

Transfer of the delivery of Pharmacy Vocational qualifications from Edinburgh College to NHSGGC SVQ Centre.

### **Our Resources**

#### *Hep C Team*

Developing an integrated service with community pharmacy to support patients undergoing treatment.

## 7 Public Health

### **Our People**

#### *Design of Healthy Environment Strategy for QEUH & RHC*

For embedding art and therapeutic design into the QEUH and RHC.

## 8 Regional Services

### **Our Culture**

#### *INS Theatres Team*

For excellent team work during a period of upheaval within the service.

### **Our Leaders**

#### *Renal Dialysis Vale of Leven/Campbeltown Project*

For excellent leadership, team working and communications to improve patient care.

### **Our Patients**

#### *Ward 63 INS: Person Centred Care*

For effective teamwork to improve patient information for Cauda Equina Syndrome (CES) patients.

### **Our People**

#### *The Beatson – High Acuity Unit*

For strong leadership and extensive collaboration during implementation.

### **Our Resources**

#### *Anticoagulant Service – GCAS Kaizen Team*

For successful service redesign, improving processes, communications and patient care.

## 9 Rehabilitation & Assessment

### **Our Culture**

#### *Dr Niall Broomfield & The Stroke Psychology Team*

Developed high quality clinical approaches and adapted them to local stroke services.

### **Our Leaders**

#### *Catherine Nivison*

Ensured a smooth migration for Physiotherapists and Occupational Therapists to QEUH.

### **Our Patients**

#### *Older Adults Assessment Unit*

Focuses on early assessment of frail and elderly patients, with a view to early supported discharge.

### **Our People**

#### *Richard Hassell & Karen Beattie*

Instrumental in delivering the migration of RAD staff to new Admin Block.

### **Our Resources**

#### *SLT Re-design Team*

Achieved equitable staffing, access and balanced skill-mix across NHSGGC comprehensive reorganisation.

# #Ifacing the future together

## 10 Surgery & Anaesthetics

### **Our Culture**

*Helen Dorrance, Paul Witherspoon & Ahmed Alani*

For their lead role in establishing and driving new ways of working.

### **Our Leaders**

*Susan McFadyen*

For her leadership role during the preparation for and move to QEUH.

### **Our Patients**

*Lars Williams & Martin Dunbar – National Pain Management Service*

For their lead role in establishing the National Pain Management Service.

### **Our People**

*Audrey Anderson, Margaret Anderson, Pamela McQuarrie, Fiona Smyth, Lorna Reid & Fiona Muir*

For their dedication to patients and staff during the recent change agenda.

### **Our Resources**

*Jan Deveney*

For her lead role in establishing a highly effective Surgical Assessment Unit at RAH.

## 11 Women & Children's Services

### **Our Culture**

*Jackie Gibson*

Provides an exceptional standard of education and support to the RHC dialysis team.

### **Our Leaders**

*June Campbell*

Excellent leadership in supporting the team to improve the IRH antenatal journey for women.

### **Our Patients**

*Exam of the Newborn Team, Ward 50 QEUH Maternity Unit*

Midwives undertaking examination of the newborn, facilitating timely discharge.

### **Our People**

*Assisted Conception Service*

Excellent teamwork and achievement of new waiting times target during a difficult period of change and relocation.

### **Our Resources**

Joint Winners:

*Karen Prince*

Demonstrating vision and leadership in supporting her team to plan efficient patient flow and an effective RHC OP service.

*Anne Douglas*

Integral to consistently achieving the unscheduled care target with a patient focused approach to flow.

## 12 East Dunbartonshire CHP

### **Our Culture**

*Linda Armstrong*

Introducing a new process to manage the appeals process for orthodontic treatments.

### **Our Leaders**

*Alan Spencer*

Introducing and leading the 'Woodlands Tuesday Social' for men with Dementia.

### **Our Patients**

*Calum Vaughan*

'Get Onside' course. Leading a collaboration supporting positive mental health through football.

### **Our People**

*Primary Care Mental Health Team*

Used tools to make positive changes to patient experience and build team.

### **Our Resources**

*Community Rehabilitation Team*

For increasing efficiency and patient facing time through excellent team work.

## 13 East Renfrewshire CHCP

### **Our Culture**

*Alan Stevenson*

Supporting older people to remain active in the community and promoting intergenerational activity.

### **Our Leaders**

*Kim Campbell*

For innovative work in the planning of Eastwood Health & Care Centre.

### **Our Customers/Service Users**

*Eastwood 1 RES Cluster*

For exceptional integrated care provided to a young patient suffering from MND.

### **Our People**

*Caren McLean*

For taking on additional duties relating to children's planning.

### **Our Resources**

*Inclusive Support Service*

For work they do with children and young people with complex needs.

# #Ifacing the future together

## 14 Glasgow City CHP

### **Our Culture**

*'Let's Talk Shisha' – Heather Bath & Farhat Khan*

Engaging minority ethnic communities to increase understanding of shisha use in South Glasgow.

### **Our Leaders**

*Clinical Learning & Education Centre, Leverndale Hospital – Calum MacLeod*

Investment in staff on Leverndale Hospital site by providing further learning/professional development opportunities via a protected/tailored training area.

### **Our Patients**

*Revive Group, Castlemilk – Lenka Kubricka & Karen McNiven*

Encouraging people before they reach older age to take up health promoting activities and make positive health behaviour changes.

### **Our People**

Joint Winners

*Talk, Plan, Live – Michelle Guthrie & Allison Murray*

Raise awareness of Dying Awareness week (18-24 May 2015) as part of Healthy Working Lives.

*Health Needs of Roma/Gypsy Travellers – Lenka Kubricka & Nicola Fullarton*

Developing and supporting a range of programmes/initiatives that both engage with the Roma community.

### **Our Resources**

*Healthy Recovery – 'Recovery with Rangers' and*

*'Glasgow Veterans United' – Lara Calder & James McDaid*

Engaging with marginalised groups; men and women in recovery from addiction and ex-servicemen with substance misuse issues.

## 15 Inverclyde CHCP

### **Our Culture**

*Reception Team – Hector McNeil House*

For providing a first class professional and caring role for visitors.

### **Our Leaders**

*Telehealth Service*

Providing a self management system for patients thereby reducing admissions.

### **Our Patients**

Joint Winners:

*Debbie McFadden*

Established an in-house nutrition team for patients in care homes.

*Alison McMenemie*

Ensuring that patients continue to be treated in a care home setting.

### **Our People**

*Catherine Calder*

For going the extra mile when dealing with service users in the community.

### **Our Resources**

*Alan Baxter*

For building a stock control system for the joint equipment store.

## 16 Renfrewshire CHP

### **Our Culture**

*Jan Hands & Staff at South Ward, Dykebar Hospital*

Change management and quality improvement work within the Scottish Patient Safety Programme.

### **Our Leaders**

*Dr Chris Johnstone*

Outstanding clinical leadership as Associate Clinical Director and within Renfrewshire Development Programme.

### **Our Patients**

*Helen McMahon & Nursing Staff at North Ward, Dykebar Hospital*

Exceptional patient care provision, support to relatives and other professionals and agencies.

### **Our People**

*Alison Tominey*

Exceptional support and development of staff, parents and children during challenging times.

### **Our Resources**

*Primary Care Support Screening Department*

Contribution to overall efficiency gains, data accuracy and cost savings.

### **Our Volunteers**

*William McKay, Flexicare*

Outstanding contribution to volunteering and fundraising support.

## 17 West Dunbartonshire CHCP

### **Our Culture**

*Young People in Mind*

For promoting and delivering joined-up support for Looked After and Accommodated Children and Young People.

### **Our Leaders**

*Angela Spratt*

For improving the care for and with people with Acquired Brain Injuries.

### **Our Patients**

*Work Connect*

For tailoring person-centred and flexible employment support to adults receiving care.

### **Our People**

*Heather Irving*

For promoting and supporting continuous quality improvement across staff and services.

### **Our Resources**

*Community Older People's Team*

For developing, delivering and improving integrated care provision.



# Chairman's Awards

## 1 Clinical Practice

*This award recognises the importance of staff innovation which helps and improves everyday practices in the workplace and/or approaches to patient care.*

- **Esteem Glasgow**  
Esteem Glasgow is a unique, innovative and dynamic community based mental health multi-disciplinary team working with patients aged 16 to 35 with a first episode of psychosis and their families.
- **Nurse delivered intravitreal injection service**  
Introduced nurse delivered intravitreal injection service to increase capacity and release medical staff time, leading to reduced waiting times for patients for both injections and return appointments.
- **Stroke-vision**  
The team developed and tested a computer "app" called Stroke-vision. The app assesses patients for common stroke related visual problems and also serves as an information resource for stroke-survivors, carers and healthcare professionals.

## 2 Improving Health

*Commending staff who have a Healthy Working Lives idea or have implemented an initiative to improve healthy eating, smoking cessation or improving mental health.*

- **Belt It Oot**  
A pilot community singing group to explore how singing can be used as a health improving activity, particularly by providing a vehicle for building both community/group capacity and for combating social isolation.
- **Care at Home Pharmacy**  
West Dunbartonshire Care at Home Pharmacy Service improves medicines compliance amongst older people in the community, visiting them where they live to help them use their medication safely and effectively.
- **Physical healthcare policy implementation group**  
Implementing the Mental Health Services Physical Healthcare Policy across the organisation aiming to improve the physical health of people with mental illness.

### 3 International Service

*This award recognises staff who have travelled overseas to provide healthcare to people in a war torn or third world country.*

- **Alastair Hunt**  
Alastair travelled to Cambodia to run a multidisciplinary foot clinic in Phnom Penh, developing foot-care training and assessment package for people with diabetes.
- **Gerry O'Hare**  
Gerry travelled to Palestine to educate nurses who have severely limited access to educational materials about the latest advances in nursing cancer care.
- **Dr John Murdoch, Linsay McGarva, Diane Harrison, Lynn Dempsey & Theresa Davidson**  
This team of staff travel to Ethiopia, where they carry out hundreds of cataract operations as well as other eye procedures. They also teach and train local medical staff and have set up a charity called Fighting Blindness in Ethiopia.

### 4 Nursing

*This award recognises nurse(s) who demonstrate the best qualities of patient care and the ethos of nursing.*

- **Irene Gallagher**  
Irene was nominated by her peers for her unique thoughtfulness, kindness and care towards her patients and fellow colleagues. She strives to make people feel happy, safe and cared for (a wee cuddle is always there if needed).
- **Louise McPhail**  
Louise was nominated for her care and support of a young mother's needs while providing palliative care to her baby. Louise's compassion and understanding for this young mother following the death of her baby demonstrated the best qualities of patient care and the ethos of nursing.
- **Paul Marshall**  
Paul is an unsung hero whose professionalism, care and dedication provides reassurance and comfort to his patients.
- **Ward 62, SGH**  
The staff of Ward 62 were nominated for going above and beyond their ward duties with their care and compassion for a patient who wished to get married in the ward.



## 5 Patient Centred Care


*For staff from different departments, directorates or services, who are working together in new and co-operative ways to improve the way we deliver services to our patients.*

- **Cardiac Rehabilitation Team, IRH**  
This team provides 'what it says on the tin' through the delivery of effective and high quality health care, making the Rehab journey for patients an individual route towards health and fitness.
- **Palliative Care Team, GRI**  
This unrivalled team go the extra mile taking time with families and patients at a difficult time to explain the sometimes-bewildering events that may be overtaking them, with humanity and empathy. With good humour they support each other, the medical team and nursing colleagues across the city.
- **Ward G3, WIG**  
This entire ward was nominated for their excellent clinical and nursing skills, professionalism and their own individual qualities of genuine caring, compassion, dedication and approachability.



## 6 Using Resources Better

*Specifically for staff who have increased efficiencies in the way they work or deliver services more effectively.*

- **Healthy Recovery – Recovery with Rangers & Glasgow Veterans United**  
These projects engage with men and women in recovery from addiction and ex-servicemen with substance misuse issues experiencing difficulty with reintegration in to society offering activities that encourage healthy lifestyles and opportunities for personal development and social inclusion.
  - **Pharmacy View**  
This module was developed to allow clinical pharmacists to electronically allocate the patient triage status, document activity and receive referrals.
  - **Recovery Housing Project**  
An innovative partnership approach providing high quality recovery orientated housing opportunities designed to sustain personal recovery and community reintegration.
- 

## 7 Volunteer

*Recognising members of the public/staff who provide outstanding help and support through volunteering. People who go that extra mile, contributing tirelessly for the benefit of others.*

- **Alex Warnock**  
Attending the GRI ICU follow up clinic, Alex speaks to patients who are at the start of their recovery following intensive care discharge. He encourages patients to think to the future and helps them understand that a full recovery is possible.
- **Marlene Hay**  
Marlene took a three-month sabbatical to volunteer to help treat Ebola victims, selflessly putting others before herself.
- **Margaret Millmaker**  
Margaret has been volunteering for more than 10 years, her unwavering commitment to patient and service user involvement and her belief in partnership working has earned her the greatest respect amongst senior managers, staff and other volunteers.

## 8 Special Judges Award of Excellence

*The judges panel were so impressed by this entry they agreed, for only the second time in the six years that the Chairman's Awards have been running, to make a special award of excellence.*

- The winner will be announced on the night.

# Thank you

NHSGGC would like to thank all our supporters and sponsors:

Connect Communications

Glasgow Warriors

Let's Connect

Partick Thistle Football Club

Radisson Blu

SHIL

The Herald



