

A photograph of several people exercising on treadmills in a gym. A man in the foreground is wearing a black athletic shirt and is looking forward with a determined expression. Behind him, a woman and another man are also on treadmills, slightly out of focus. The gym has a bright, clean atmosphere with large windows in the background.

# A new year, a new you

Save money on your local gym membership with our great staff benefits. Find out more on page 3



## Credit where it's due

Nearly 1,000 health service staff have given their family finances a £1 million Christmas treat – thanks to the NHS Credit Union.

Figures just released reveal that loans in November smashed through the million pound barrier for the first time in the organisation's 17-year history.

The month saw 924 loans issued to Credit Union members, with a total value of £1,005,261.58. That figure represented an increase of more than £250,000 on the previous monthly record, which was achieved in July 2015, when loans broke through the £750,000 mark for the first time.

Credit Union chief executive Robert Kelly described the loan record as "another sign of our fantastic progress as a business".

He added: "It's very encouraging to know that more and more health staff are trusting us to provide them with financial services.

"The last financial year has been the most successful in our history, and I look forward to that growth continuing in the years to come.

"The range of services we offer will be transformed over the next 12 months as we introduce a new banking platform for our membership.

"Apart from the continued improvement in our products, the other key ingredient of our success has been our staff. They have worked incredibly hard over the last year to make sure our members are provided with a service that few other organisations can match."

### CREDIT UNION

# Hundreds sign up to the Credit Union

**HUNDREDS** of staff have signed up for the NHS Credit Union since the launch of a *Staff Newsletter* marketing campaign.

During the four-month drive to highlight the benefits of membership of the NHS Credit Union 351 of us have joined... 140 of you in October alone.

Credit Union chief executive Robert Kelly described the response as "a fantastic success".

Hundreds of the new Glasgow and Clyde members took advantage of the special



pre-Christmas £500 Budget Loan facility.

There are now 7,000 NHSGGC staff members in the Credit Union and during 2016, it is forecast that numbers will grow to more than 8,000 as the Credit Union expands its services and becomes more attractive to savers and those who want to bank ethically and borrow responsibly.

The Glasgow and Clyde surge has been matched with huge increases in membership across Scotland – in particular Ayrshire and Arran (A&A) and in Lanarkshire.

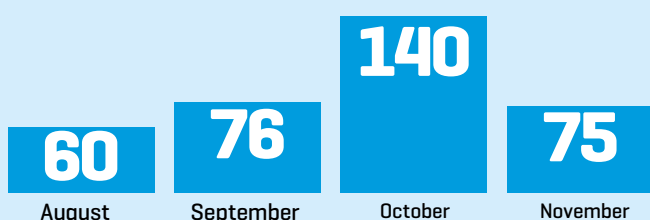
When A&A Health Board's communications team launched its own marketing drive, it resulted in 340 new memberships – up from 712 to 1,052, which represents a total workforce rise from 8 per cent to more than 12 per cent.

In Lanarkshire, the rise was even more impressive with a leap from 15 per cent of staff being members up to well over 20 per cent of the total 10,400 workforce.

The Credit Union now has more than 13,000 members and is one of the fastest-growing Credit Unions in the UK.

>> For more information about the NHS Credit Union, visit: [www.nhscredunion.com](http://www.nhscredunion.com), email: [admin@nhscredunion.com](mailto:admin@nhscredunion.com) or tel: 0141 445 0022

New members signing up to the NHS Credit Union in Greater Glasgow and Clyde  
**TOTAL AUGUST TO NOVEMBER – 351**



### FACT FILE

The NHS Credit Union was founded in November 1998 in the nurses' quarters of Glasgow's Southern General Hospital. Now based in Dava Street, Govan, it offers financial services to more than 13,000 NHS staff and their families across Scotland and the north of England.

STAFF DISCOUNT

# Staff benefit gym offer will help you get 2016 off and running!

**WHAT** more could anybody want after all the excesses of the festive season than a discounted offer to your local council leisure facilities?

For several years, NHSGGC has had a highly successful partnership affording staff great discounts to join the Glasgow Club.

But now, for the first time, we are able to unveil a tremendous staff benefit to join your local council leisure clubs right across Greater Glasgow and Clyde and even in neighbouring Lanarkshire in 2016. It's a brilliant scheme with a simple to join and pay for system.

All the details are available on our website featuring local rates and facilities.

Here's the deal: NHSGGC pay your annual membership directly to the local council area you wish to subscribe to. You will get a 12-month subscription with very attractive discounts.

You will sign a salary mandate and the payments will be spread over a 12-month period, making it discounted and interest free!

Here is a list of the local authorities who have signed up with us to offer the discounted rates:

- East Dunbartonshire
- East Renfrewshire
- Glasgow City
- Inverclyde
- North Lanarkshire



- Renfrewshire
- South Lanarkshire
- West Dunbartonshire

Please note if you are already a participant in the Corporate Membership of the Glasgow Club, you are unable to transfer the membership to another local authority.

>> For further information and prices on all the local authority discounts, visit: [www.nhsggc.org.uk/working-with-us/staff-communications/staff-benefits-services-travel/glasgow-club/](http://www.nhsggc.org.uk/working-with-us/staff-communications/staff-benefits-services-travel/glasgow-club/) or email: [Gym.applications@ggc.scot.nhs.uk](mailto:Gym.applications@ggc.scot.nhs.uk)

STOP SMOKING SUPPORT

# Quit smoking solutions

**IT'S** January and the time for resolutions, and, thanks to our Smokefree team, staff have the opportunity to become healthier and wealthier.

With their support, anyone who quits smoking for just 28 days will be around £250 better off (based on a 20-a-day smoker at current average cigarette costs).

And if you stop for 28 days, you might find that you can keep it going, and realise even more benefits.

Your Smokefree advisor will design your unique stop smoking plan with you. This plan will include friendly support from highly skilled advisors at a time and place that suits you.

This also includes free nicotine replacement therapy or Champix. If you plan to use an e-cigarette to stop smoking, they can chat to you about that too, but can't provide this particular aid.

For a better idea of the help available, go along



to one of our staff drop-in clinics and speak to one of our expert advisors.

Drop-ins are held on the following days and times:

- Tuesday, 11am-1pm, Support and Information Service, Main Atrium, Queen Elizabeth University Hospital
- Tuesday, 10am-11am, Level E, Boardroom, Inverclyde Royal Hospital.

If you work on another site or can't make these times, call 0141 232 0729 and we'll arrange to see you where and when it suits you.

You can also call the Smokeline on 0800 84 84 84 for information and support.



## Support & Information Service

L-R: At the official opening of the service. Jane Collin, Anne Harkness, Rev Norman Shanks, Anna Baxendale and Janette Weir



### PATIENT SUPPORT

# New look for service

**A SERVICE** that has been used by many patients and staff has a new name and look, but the excellent quality advice and information expected from the former Patient and Information Centres, or PiCs, remains the same.

Now rebranded as the Support and Information Service (SIS), it continues to offer wide-ranging support and help to everyone who comes into our hospitals.

Two branches already existed in the New Victoria and Stobhill Hospitals and a third has now been officially opened at the Queen Elizabeth University Hospital (QEUH).

Jane Collin, health improvement lead equalities, who manages SIS, said: "We have been known as Patient Information Centres for six years, but we are really here for everyone – patients, carers, families and staff.

"Having spoken to people in the hospitals who use the service, the most common word used in connection with it was 'support', so we decided to

carry out a rebranding to reflect what we actually do.

"We are still going to be offering the same service. Most people drop in or are signposted by staff. But here at the QEUH, because it is such a big site with so many wards, we are hoping to have staff go to the wards and have resources on Trakcare for referrals.

"We are also looking into getting tablet devices at the QEUH for families and patients in wards to use to get other information."

Between 2012 and last year, there were 52,198 contacts at the New Stobhill and Victoria Hospitals, and at the Family Support at the former Royal Hospital for Sick Children, which has now transferred to the Royal Hospital for Children.

Queries and discussions are wide ranging and include where to go for smoking cessation services, healthy eating, money, literacy and carers support.

Brenda Shearer, a stroke clinical nurse

specialist at Stobhill Hospital, regularly directs patients, families and staff to the service.

She said: "It provides a lot of information, for example, about Macmillan services, benefit checks, debt and financial advice and carer support health checks.

"In my unit, patients can worry about finances after they have a stroke, but SIS can tell them about what state benefits they may be entitled to – it's something less for them to worry about."

Jane added: "We complement the work of medical staff by working alongside them to help people manage their health and put them in touch with services that can help them."

>> For more information about the service: email: [SupportandInformation@ggc.scot.nhs.uk](mailto:SupportandInformation@ggc.scot.nhs.uk)

>> For Family Support in the children's hospital, email: [Family.Information@ggc.scot.nhs.uk](mailto:Family.Information@ggc.scot.nhs.uk)

# Meet our new director of research and development

**PROFESSOR** Julie Brittenden, our new director of research and development, has praised the “awesome” facilities at the Queen Elizabeth University Hospital (QEUH) and the opportunities available to her and her team in NHSGGC.

Julie joins us as NHSGGC research and development director and consultant vascular surgeon. She is also Professor in the University of Glasgow (College of Medical, Veterinary and Life Sciences).

The first woman to be admitted to the Royal College of Physicians and Surgeons as a specialist vascular surgery consultant in 2005, Julie’s team’s key role is to facilitate researchers to carry out and generate research.

Julie’s post will also include holding clinics in the new outpatients’ department at the West Glasgow Ambulatory Care Hospital, Yorkhill, and carrying out vascular surgery.

One of her first steps is organising drop-in sessions where researchers can come to talk to the team about their ideas and experiences.

Julie said: “We can always do better, and the satisfying part of my job is being involved with projects and supporting colleagues to see them through to fruition.”

One of the projects already under way is developing potential life-saving innovative technology in clinical trials involving stroke patients at the QEUH by Aurum Biosciences, of which we are a leading funding partner.

The trials will allow doctors to detect brain tissue at risk and reduce the impact of stroke on the patient by using an injectable oxygen carrier and combined MRI scanners will detect areas of the brain under risk.

Julie added: “We are the only health organisation in the UK looking at this technology and it is a great example of dedicated research activity.

“This is what attracted me to the post. There is a very strong research-orientated culture within NHSGGC.

“Staff are so enthusiastic about exploring means of improving patient care and carrying out patient studies involving new drugs and treatments.

“And at the QEUH, we have great facilities in a fantastic new building.

“This is a dynamic and exciting time for the Board, with opportunities in research and development to get even better.”



## WELFARE SUPPORT

# NHS child poverty initiative reaches £10 million barrier

**HEALTHIER** Wealthier Children is an NHS-led child poverty initiative. In five years, it has resulted in more than £10 million going back into the pockets of local families with nearly 10,000 referrals to money advice services from NHSGGC staff.

The initiative has meant that

many people are now receiving welfare benefits they were unaware they were entitled to. Debts have been written off and sanctions appealed successfully. Families have had access to grants and assistance with dealing with food and fuel poverty.

This advice and support has

resulted in a major reduction in stress and avoidance of financial crisis for thousands of families.

Dr Noreen Shields, planning and development manager, said: “All our midwives and health visitors are now asking about money and debt worries routinely and referring to money

advice services as part of day-to-day care. This reduces the stigma of poverty.

“In an environment where child poverty is rising in Scotland, this initiative makes a real difference to the physical and mental health of families by helping them avoid major financial crisis.”

## PATIENT CARE

# We're top in Scotland for treating people who are suitable for talking therapies

NHSGGC is leading the way in treating people with psychological therapies, also known as "talking" therapies.

The Scottish Government has set a Health Improvement Efficiency Access to Services and Treatment (HEAT) target of treating at least 90 per cent of people assessed as suitable for this therapy within 18 weeks.

Our latest figures show that 96.5 per cent of patients were treated within the time frame and we are only one of four Boards that is consistently meeting the target since it was introduced in December last year.

The others are NHS Highland, NHS Lanarkshire and NHS Tayside.

Fiona McNeill, general manager specialist mental health services, and board lead for the psychological therapies workstream, said: "More than 100 teams are involved with this work across a range of mental health, addictions, learning disabilities, acute health, Child and Adolescent Mental Health Service (CAMHS), forensic and specialist services.

"Our success is largely down to teams recognising the need to think differently about the systems and processes they have in place and embracing change and service redesign, with advice and support from the range of individuals involved in the Psychological Therapies Steering Group.

"Another critical success factor has been the focus on turning data into meaningful information that staff and managers can use to make service improvements.

"I am sure that the focus on improving services will continue until there is no one waiting for more than 18 weeks."



A wide range of talking therapies are offered by NHSGGC



## PATIENT SERVICES

# Adult patients can now go to the MediCinema

**ADULT** patients in long-term wards at the Queen Elizabeth University Hospital are now enjoying the latest blockbusters at their local on-site "cinema".

The MediCinema, built into the neighbouring Royal Hospital for Children, has thrown open its doors to patients in adult services and some have already seen the latest Bond thriller *Spectre*.

Sheila Hay Pacifico, MediCinema manager, explained: "So far, the patients and their families have loved it. I've even had two patients who were moved to tears at being able to 'do normal things again'.

"We try to get our films within the first few weeks of them coming out so that our patients don't have to miss out while they are in hospital.

"The move to the new hospital gave us the perfect opportunity to open the doors to adults.

"Having had patients in long-term care and experiencing how difficult it is for them and their family during that time, and understanding the benefits of MediCinema, I couldn't wait to roll out the service and give other patients the chance to have some quality time together watching the latest films in our state of the art cinema."

Patients are alerted about films by MediCinema nurses doing a ward round in the afternoon of the screening.

Together with ward staff, they discuss which patients can come depending on their circumstances and this is decided on a case-by-case basis.

A ticket is then issued and patients will later be collected by volunteers and staff who accompany them to and from the MediCinema, including being taken in beds and wheelchairs.

# iMatter

## rolling out



**THE** roll-out of our new team-based staff engagement tool, iMatter, has begun in NHSGGC.

iMatter is a short staff experience questionnaire that is designed to measure the level of staff engagement with the teams they work in.

Health Information and Technology was the first directorate to test drive the initiative and the response and feedback from staff and managers has been excellent.

Now iMatter is rolling out in stages and by 2017, all areas will have participated. Diagnostics and Regional are the latest teams to join the roll out.

iMatters produces team level reports that allow key issues for staff teams to be identified and, more importantly, improved and actioned. Team Reports are shared with teams and action plans agreed going forward.

Questionnaires are available online and there are also paper copies. Online questionnaires are sent to staff as unique, confidential individual emails. Paper versions are printed and given to staff, who can then return the questionnaire to an external iMatter contractor in postage-paid envelopes.

Anonymity and confidentiality are guaranteed and to protect individual responses, in teams with fewer than five members, there has to be a 100 per cent response rate to be able to generate a team report. Alternatively, teams of fewer than five members can merge with another on the same level.

Human Resources and Organisational Development provides support to areas to help them with the roll-out, and the implementation of the seven-step process. This includes line manager awareness sessions and team briefings, as well as help with team action planning if that's required.

Anne MacPherson, director of human resources and organisational development said: "Our Board is committed to the roll-out of iMatter. The results so far have been very helpful to local teams and response rates have averaged an excellent 73 per cent.

"This approach enables you to tell us what matters to you and more importantly, to identify meaningful areas for improvement.

"This is a team approach to more effective engagement and involvement of staff which also supports Facing the Future Together (FTFT) and 'Everyone Matters', the national strategy for staff engagement."

## WINTER HEALTH

## Flu vaccinations are still available

As *SN* went to press, 25 per cent of staff have been vaccinated against the flu.

There are still opportunities for staff to take advantage of this free vaccination to protect themselves, their patients and families, either via peer immunisation or by appointment with occupational health.

Information available to date from the

flu strain circulating this year suggests that unlike last year there is a good match between the vaccine and the circulating strain which is expected to make it more effective than last year.

If you want to join the 9,892 colleagues who are already protected, email: [peerimmunisationbooking@ggc.scot.nhs.uk](mailto:peerimmunisationbooking@ggc.scot.nhs.uk)



>> For information on peer immunisation and for occupational health vaccination appointments, tel: 0141 201 5674.

# Choose the healthy option for 2016

IF you've over indulged over the festive holidays, our staff dining rooms and Aroma Cafés can help you lose the pounds thanks to their range of healthy eating options.

All have achieved the Healthy Living Award (HLA) Plus, which means that healthy choices make up 70 per cent of menu items.

Dining room menus are full of healthy alternatives such as fresh soup, baked potatoes with low-fat fillings, a daily vegetable choice, and the ciabattas and toasties come under the healthier category.

The Aroma sandwich list has been 100 per cent healthy since November last year, meeting the HLA criteria for levels of salt, fats and sugar.

Joe Gilbey, NHSGGC retail manager, said: "We've worked hard to meet the tough HLA standards and I'm proud we are now offering some of the healthiest food choices for staff and visitors."

Customers can add to their five-a-day by buying from the bowls of fresh fruit at till points and in the bakery range, more than 50 per cent of the selection is low in salts, sugars and fats.

The soft drinks on offer are also 100 per cent healthy because the fruit juice contains only



natural sugars and the flavoured waters have no additional sugar.

Joe added: "We can prove the quality and nutrition of our menus because they are nutritionally analysed by the HLA team and each unit is audited twice a year by their assessors.

"Staff looking for a healthier diet in 2016 should find no lack of choice on our menus."



## EXHIBITION

### A celebration of Glasgow's pioneering role in the NHS

AN exhibition has been installed in JB Russell House depicting key historical achievements of the NHS in Glasgow.

Sir Graham Teasdale, who was pivotal in developing the Glasgow Coma Scale, came along to the unveiling of the exhibition and made a short speech on his experiences in the NHS.

Glasgow and the surrounding area has a long history of producing great medical pioneers and medical breakthroughs and this exhibition highlights some of them, including brain surgery and neurological care, eradication of tuberculosis in Glasgow, polio and pioneering intensive care, and the invention of the medical ultrasound.



## COMPETITION

### Win a fantastic £250 of Love2Shop vouchers

A WEE boost of £250 at the beginning of February – what would you spend it on?

We are giving away a fantastic opportunity to boost your purse strings with £250 of Love2Shop vouchers. You can spend the vouchers in department stores, on food and drink or leisure and pleasure – Love2Shop vouchers are accepted in more than 130 stores and over 250 travel companies, including Thomas Cook and Virgin.

All you need to do to enter is simply answer the question right and email your answer, along with your 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.

**Question:** What is the new name for the Patient Information Centres?

>> 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 31 January 2016.