

NHS Greater Glasgow and Clyde

# HealthNews

Edition 4



## CUP OF KINDNESS

**How we make a real difference  
to the patients in our care**

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## Talk to us about your experiences because you matter

Our services are designed around you – and as part of our commitment to listen and learn, we want to hear your views

We love it when people tell us about their experiences of our services.

It's the very best way to measure how well we are delivering care and how we can identify things that could be improved.

Right across the NHS in Scotland, there is a drive to put a bigger emphasis on something we refer to as “person-centred care”.

We use the term “person-centred” rather than “patient centred” because in many cases the experience of relatives or carers is just as vitally important as that of the patient.

It was following feedback from relatives and carers that we recently scrapped the restrictive visiting slots to the vast majority of our hospital wards. The new open visiting regime in hospitals across Greater Glasgow and Clyde is designed around the patient and the visitor rather than our hospital ward management.

That's the way we want things to be – services designed around you wherever possible.

This clear example of “person-centred care” is why we are determined to do more to capture

your views and feedback and suggestions.

We also learn from complaints, and this formal process is a key part of our commitment to listen and learn.

When something goes wrong – or not as well as it should have – the formal complaint process is appropriate and worthwhile for both the complainer and the NHS.

But it is evident that many of those who have been in contact with our staff and our services wish to make suggestions and comments rather than go down the road of a formal complaint.

We have now developed a range of ways in which we can capture feedback in a way that it can help us establish broad areas for improvement and identify specific pockets of excellent practice that can be shared with other parts of our service to achieve more consistent levels of satisfaction from patients and their families or carers.

Over the next few pages of this *Health News* magazine, we will highlight the various ways that you can help us make our services even better than they already are.

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

Our staff are committed to delivering person-centred care



## Cuppa kindness made all the difference

One elderly woman coming in to one of our hospitals recently for a cataract operation was asked if she was nervous about the operation.

She told our staff that, at the age of nearly 90, she wasn't too nervous and she wondered why everyone was going to all this bother for her!

Then our patient said that the thing she was most concerned

about was not being able to get a big mug of tea with just the right amount of sugar and milk early in the morning – because that was when she woke up and that was how she had started her day for many years.

Our elderly patient had a very successful operation thanks to the skills of the medical staff.

She stayed in the hospital

ward for a few days to recover, during which time she received great nursing care.

But the one thing that made all the difference was that a member of staff duly turned up at her bedside early every morning of her stay with a big mug of tea with exactly the right amount of milk and sugar in it.

No-one had told our member

of staff to do this – she had heard about how important it was for this elderly patient and just took a couple of minutes out of her busy, early-morning shift to make a difference.

“Person-centred care” is everyone’s business. We are proud to share this story as it says so much about the real impact our staff in all parts of our service make to patients every day.

# Patients are at the heart of all that we do

Your views and concerns about our services and staff will help us to create a truly patient-centred NHS

Thanks to a massive response from patients, we are continuing to evolve our services by making changes to create a truly patient-centred NHS.

Every comment and complaint is an opportunity to learn about how we can better meet the needs of patients and visitors, and deliver health care in wards and other settings.

There are a number of ways in which patients and their relatives and friends can tell us how well or not we are doing.

These range from our formal complaints process to the online feedback system on our public website and using Patient Opinion to inform individual wards and departments.

We acknowledge that there is room for improvement, and feedback, both comments and compliments, can lead to positive change throughout our organisation.

We encourage and want to make it as easy and simple as possible for all of our patients to give feedback and follow this up through staff

using the comments to tailor their approach and deliver the most appropriate care for the individual needs of patients.

There are a number of ways we collect the views of our patients and their carers and families:

- **Surveys and questionnaires**
- **One-to-one interviews**
- **Focus groups of patients**
- **Standing panels of patients, carers or members of the public**
- **Patients or carers being members of clinical networks or advisory groups**
- **Public Partnership Forums provide useful feedback to the Partnerships.**

There are also suggestion boxes in wards and departments and Feedback Boards are available for patients to note what is important to them.

We also have a very popular patient feedback system that enables any patient or carer or relative of a patient to use. This system allows you to give us your comments at a time that suits you.



It's easy to find and easy to use. On our website homepage click on "patients and visitors" and go straight to "Patient Feedback".

We also monitor views posted on the UK Patient Opinion website that refer to our services here in NHSGGC but our preferred online method is the Patient Feedback system on our own website at [www.nhsggc.org.uk](http://www.nhsggc.org.uk)

If you have used any of our services and want to tell us how it was for you then please visit our website and give us your feedback.

NHSGGC nurse director Margaret McGuire is leading some pioneering work to drive up levels of patient input to service development and to drive forward the development of person-centred care across every area of healthcare delivery.

## Patient feedback has influenced

### IMPROVED CLINIC CAPACITY

We have introduced changes to practice in an outpatient clinic on days following public holidays to improve capacity.

This is in response to a patient who complained after a 90-minute wait. After an investigation it was discovered that the clinic had been overbooked through a combination of urgent appointments and a higher number of referrals from the emergency department because

of the previous day being a public holiday.

The service has now reduced the number of appointments arranged on days immediately after a holiday to factor in time to see emergency patients. The complainer was satisfied with the outcome and after a further appointment wrote to express their gratitude because they had found the service greatly improved thanks to our response to the concern they had raised.

### NO SMOKING MESSAGES

One service is piloting a postcard scheme in reaction to a complaint about smoking.

The cards have been designed with a "No Smoking" message and were placed at bedsides and communal areas within the ward.

The aim was to drive home to patients and visitors NHSGGC's Smoking Policy, and if this scheme proves successful it will be spread out across other sites.

### FEEDBACK FROM MINORITY COMMUNITIES

We are committed to and proactively seek feedback from minority communities.

We want to ensure there is barrier-free access to our services for those protected by the Equality Act 2010.

NHSGGC has a wide range of engagement structures including patient panels and a mental health network. A variety of actions and improvements have taken

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

# When you need help to voice your opinion

Patient Advice and Support Service provides free and confidential support on rights and responsibilities

PASS was launched in 2012 to help raise awareness of patient rights and responsibilities and to support people giving feedback, comments, raising concerns or complaints.

The service is provided via the Citizen's Advice Bureau (CAB) who have appointed dedicated PASS case workers, and is independent, free, and confidential.

During 2014/15 a total of 536 clients were helped with 2129 enquiries, the majority about hospital acute services.

An evaluation of the work of the service from its launch to March 2014 was conducted and the report commended the accessibility of PASS and

the support that it offered vulnerable users.

It was recognised that PASS and NHS Greater Glasgow and Clyde staff have a clear understanding of each other's roles and had a positive relationship.

The ability to work together as a wider team worked well and both sets of staff had opportunities to shadow each other's roles and reach an understanding of each other's jobs.

However, it was also felt that more could be done to reach even more people and one of the areas of improvement is to increase targeted activity to promote the service.



## WHEN YOUR FEEDBACK IS A COMPLAINT

If you wish to make a complaint, please visit [www.nhsggc.org.uk](http://www.nhsggc.org.uk) where you will find information regarding our procedure. You may also contact our Complaints Helpline on 0141 201 4500 or write to us at NHS Greater Glasgow and Clyde, Corporate Headquarters, JB Russell House, Gartnavel Royal Hospital, 1055 Great Western Road, Glasgow, G12 0X.

Putting patients first 

## WHAT'S YOUR EXPERIENCE?

We want to know about your experiences of our services. Visit our patient feedback website to tell us what you think.

**With your feedback we can build on what works well and improve what needs to be done better.**

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

## positive change



Your feedback led to the creation of the "Your Rights to an Interpreter" card to enable Deaf people to remind our staff of their right to an interpreter with information about how to book someone.

Community engagement work with the Roma community led to more accessible information on interpreting, and promoting the use of telephone interpreting when no face-to-face interpreter could be booked.

place including the following:

Thanks to regular contact with British Sign Language (BSL) users, we have taken actions to make services more "deaf friendly."

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



Being a non-executive director with NHSGGC is a rewarding role

# Find out about becoming a Board Director in NHS Greater Glasgow and Clyde

A rewarding and challenging opportunity awaits as a non-executive director in the UK's largest single health authority

Being a non-executive director on the Board of NHS Greater Glasgow and Clyde (NHSGGC) is a rewarding and challenging opportunity.

It's a large board – in fact it's the largest single health authority in the UK – with big responsibilities to help steer the strategic development of NHSGGC to deliver safe and sustainable patient care to more than one million people.

The board currently has 27 directors – all appointed by the Cabinet Secretary for Health and Wellbeing and they usually serve for a minimum of four years.

The directors are made up of councillors representing each of the local authority populations served by Greater Glasgow and Clyde, stakeholder directors from staff-side, the Medical School and the professional clinical staff, non-executive directors appointed by public advert and lastly key senior executive directors employed

by NHSGGC such as the chief executive, medical, nursing and finance directors.

So, what kind of person becomes a non-exec director? Current and recent non-execs have come from a varied professional background.

All have a lot of experience in their respective areas of expertise to bring to the table. Some have worked in the voluntary sector or have experience in social work or as community workers. Others come from a financial or educational background. Others are retired healthcare professionals or held senior civil servant positions. We've also benefited from the experience of retired chartered accountants and retired church leaders.

There's plenty of support to bring new board members up to speed with the complexities of an organisation that employs 38,000 staff and delivers all aspects of community and hospital healthcare. There are also opportunities to join the important and influential health and social

care organisations and guide the integration agenda in our six local authority areas.

It's a great ongoing development opportunity to be part of one of the most important public sector organisations in Scotland.

Over the next few months there will be several opportunities for new directors to join us, so if you think this might be of interest to you why not find out a bit more about what it involves.

The time commitment required can vary, but is usually about three days a month. For this commitment, you would receive circa £8,000 a year and essential travel expenses are covered.

**There will be several new vacancies during 2016 so if you are interested in finding out more or wish to attend a forthcoming board meeting, please telephone our head of board administration John Hamilton on 0141 201 4608 and arrange to explore the possibilities.**

# NHS NEWS DIRECT TO YOU

## NEW FREE SERVICE TO KEEP YOU IN THE KNOW

Our commitment to keeping the public informed about all the latest developments in health care as they happen

Everyone uses NHS services and there's always a lot going on in your NHS.

New services, new drugs, health promotion campaigns, new screening programmes. Your local NHS also issues health alerts when there's a public health risk such as pandemic flu risk or a high incidence of a bug such as norovirus, and how to protect yourself and your family.

And as the UK's largest single health authority there's always some big news going on within Greater Glasgow and Clyde about investments in new cutting-edge equipment such as surgical robotic technology or the building of new hospital or community facilities.

Now we are offering a new direct email health news service to anyone who wants to keep right up to date with the very latest that is going on in NHSGGC.

We are committed to keeping the public informed about all the latest important developments and proposed changes to modernise health care service delivery and how you can get the best out of your local NHS.

You will also be sent our quarterly editions of this *Health News* magazine, news as it happens about new treatments and developments, public health messages and details of events you may wish to attend such as board meetings and our annual review.

We will even send you important news announcements and our press releases at the same time as they are issued to the media and to our staff.

More than 5,000 are already enjoying this direct means of contact so why not join them. It could not be easier simply email [robert@axismedia.co.uk](mailto:robert@axismedia.co.uk) and we'll do the rest.



# PUBLIC PARTNERS FOCUS ON QUALITY

Members of the public are helping healthcare professionals to maintain our standards of service through inspections of wards and clinics

Members of the public are playing a crucial role as members of independent review teams carrying out unannounced visits to maintain and improve environmental standards in hospitals across NHS Greater Glasgow and Clyde (NHSGGC).

Called Public Partners, they join healthcare professionals on environmental inspections of hospital wards, health centres and community clinics.

As well as being observers, they contribute to the final inspection reports, and also update their local Public Partnership Forums and other community groups about our efforts to maintain high-quality cleaning and environmental standards.

Sadie Gordon, a former domestic, auxiliary nurse and community health worker, has been a Public Partner for nine years with NHSGGC's Facilities Directorate.

She said: "I've always been interested in making hospitals a better place for patients while they are with us.

"I became a Public Partner when a friend mentioned some issues she had as a patient in Glasgow Royal Infirmary.

"Now I'm able to feedback to the community that any issues we come across during our environmental inspections have been dealt with and this is reassuring.

"I feel I'm making a difference on behalf of the public and also helping staff who make me feel part of the team."

And now these environmental inspections include Infection Prevention and Control (IPC) policy checks with the Public Partners and an IPC professional.

Lesley Anderson, from NHSGGC's

Facilities Partnerships Sector, said: "Sadie is everything we are looking for in a Public Partner.

"The public needs to know that this independent environmental monitoring is happening and that is why it is so important we have Sadie and her colleagues on board at these visits."

John Duffy retired 10 years ago from a job working with people with learning difficulties on health grounds.

Now he makes sure that our patients are served up high-quality and nutritious meals, which are cooked and then blast frozen in our two cook/freeze production units at the Royal Alexandra and Inverclyde Royal Hospitals.

Before they are served to patients, John observes them being regenerated to the correct temperatures in state-of-the-art ovens close to wards.



Sadie, second from left, with some of the facilities team



John Duffy helps to ensure that meals served to patients are nutritious and high quality



He said: "I put myself forward to give something back and say 'thank you' for all the excellent treatment I'm receiving.

"I check that the food is being stirred through to maintain quality and tested for temperature, that the portions are correct, enough drinks are available, that trays include salt and pepper and napkins, and I carry out a visual inspection of the cutlery."

John also approaches a patient after the meal and asks if they would like to rate their meal on a scale of 0-10.

He added: "The average score from all the sites I go to is eight out of 10."

At the end of his visit, John meets the ward senior charge nurse to update them about his audit.

Helen Davidson,

NHSGGC's catering strategy dietician, welcomes the presence of Public Partners.

She said: "They bring a fresh pair of eyes to what we do. People in John's position can not only pick up on improvements we can make, but also offer a positive reinforcement of what our staff are doing."

Anyone interested in becoming a Public Partner should contact their local Public Partnership Forum for further details.

All successful applicants sign up to a Working Agreement and training and expenses are provided.

If you want to become a Public Partner email: healthnews@nhsggc.org.uk telling us a bit about yourself and which area you are interested in. Include your contact details and we'll get back to you.

# Thank you for supporting our smokefree policy



Patients and hospital visitors are playing their part as a new radio campaign helps to drive home 'stub it out' message

We'd like to say a big "thank you" to patients and visitors for respecting our smokefree hospital grounds policy.

We recognise that this can be a challenge for some smokers but thank them for their support.

As a health promoting organisation, the NHS in Scotland feels it is important to declare all our grounds smokefree.

We are also committed to do everything in our power to help smokers who want to quit.

Since 2010, our Smokefree Services have helped around 150,000 smokers make quit attempts, enough people to fill Hampden Stadium three times over.

And we've had positive feedback from smokers battling to quit. One said: "The service is flexible for me because I work shifts.

"It's good to drop in rather than have to meet at set times."

Another commented: "I have my health back, I feel a million times better, I can breathe now.

The group definitely made quitting easier."

Dr Emilia Crighton, NHS Greater Glasgow and Clyde's (NHSGGC) interim director of public health, said: "We recognised how much effort is required from smokers to refrain from smoking on NHS grounds and we thank them for helping us provide smokefree environments for staff, patients and visitors.

"Smokers are supporting our campaign. A count carried out by smoking cessation staff revealed that the number of people smoking at hospital entrances fell dramatically from 404 in 2013 to 255 last year.

"We offer different kinds of support for smokers who want to quit and I would encourage anyone thinking of stopping to contact the Smokefree staff."

Our Smokefree Services team has joined forces with Radio Clyde in an exciting new campaign, Feel Like a Winner, to drive home the stub it out message.

From the smokers who registered with the service in January, one has been randomly selected and their progress in quitting, with



support from smoking cessation advisors, is being followed by the Clyde 1 Bowie at Breakfast show.

The prize for remaining smokefree after 12 weeks is winning the amount of money they would have spent on cigarettes.

Tune in and be inspired by this person's personal battle to quit the cigs.

Meanwhile, think about quitting and feel like a winner! Stop smoking and in 28 days you could be financially better off, with a 20-a-day smoker saving on average £250 in this time frame.

## How we can help you be smokefree

Our Smokefree Services website has been revamped, making it simpler to navigate for people to find and join their nearest free stop smoking service in Greater Glasgow and Clyde.

Simply enter your postcode or click on the "use current location" button to browse the services nearest to you, which can be a pharmacy or local smokefree support sessions.

Potential quitters can join immediately by completing the online booking form and going along to the venue of their choice.

Smokefree Services are available in local community venues, all

pharmacies, all hospitals and maternity services.

For more information, visit: [www.nhsggc.org.uk/smokefree](http://www.nhsggc.org.uk/smokefree) services or call the free Smokeline on 0800 848484.



# Awards that recognise real commitment

The Chairman's Awards celebrate the achievements of our outstanding staff. John Brown wants to hear your inspiring stories of skill, teamwork, innovation, patient care and selfless dedication



Gerry O'Hare,  
winner of the  
International  
Service Award

We have already heard of some tremendous stories over the last six years which have been recognised in our prestigious Chairman's Awards, and now chairman John Brown is asking you to nominate our outstanding staff for the 2016 awards.

John said: "This will be my first awards as chairman and I am delighted to be able to continue to recognise and celebrate team work, innovation and, most importantly, a commitment to ensure our patients receive the best experience possible when coming to our hospitals.

"I would encourage patients, visitors and staff to tell us about staff who have gone the extra mile, services which have moulded to patients' needs and projects which have transformed the way we work.

"We need to continue to recognise and reward staff for their hard work but we rely on you to tell us about them."

There are seven categories in total in the Chairman's Awards and four of these are open to members of the public to nominate: International Service: Nursing; Patient Centred Care; and Volunteer.

Last year our prestigious Chairman's Awards were presented at our second Celebrating Success event, recognising the achievements of colleagues who have demonstrated outstanding levels of skill, dedication,

professionalism and patient care.

Last year also saw the presentation of a Special Judges' Award of Excellence for only the second time in the six years the Chairman's Awards has been running.

The nomination came in from a colleague who was struck by the compassion, care and thoughtfulness of this young nurse. The entry



Louise McPhail,  
first winner of  
the Special  
Judges' Award  
of Excellence

told a story of how this nurse went the extra mile to help support a most vulnerable young mum who has just suffered a heartbreaking bereavement.

The judging panel were so impressed by the entry, for Louise McPhail in the Nursing category, they unanimously agreed the entry was worthy of this special award.

It was also the first time we introduced the International Service Award and the standard of entries was exceptional, but just one entry made it to Gold standard and that was 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.

Gold winners were awarded in each of our seven categories: Clinical Practice; Improving Health; International Service; Nursing; Patient Centred Care; Using Resources Better; and Volunteer.

So whether you are nominating a staff member, a team, a project or one of our many volunteers we want to hear from you. The awards are a fantastic way of not only sharing achievements with the rest of the organisation, but also giving the recognition deserved!

Visit: [www.nhsggc.org.uk/chairmansawards](http://www.nhsggc.org.uk/chairmansawards) or to nominate by phone, tel: 0800 027 7246

# How our hospitals are ready to respond

There has been a lot of media attention on the performances of assessment units and A&Es and of the role of minor injury units in recent weeks. The big acute hospitals in Greater Glasgow and Clyde have been redesigned to help patients to be seen more effectively by the right teams of healthcare professionals.

We thought it would be useful to explain the three key entry points into our hospitals when something unexpected happens.

## Assessment units



If necessary, GPs will refer patients to immediate assessment units

If you have been seen by a GP and they think that you need an urgent specialist hospital assessment they will arrange for you to come to an assessment unit.

These units are in place at the GRI, the QEUH, the RAH,

and the VoL, and are not emergency departments.

Instead, they are areas where senior medical staff can assess and then decide if you have to be treated and then discharged, or admitted to hospital.

Most of the tests and investigations carried out in these units are not available to GPs locally, and it is here that checks are made if you have chest pain, pains in your stomach or difficulties breathing.

You may stay and receive

treatment in the assessment unit for up to a day before being discharged or admitted to another ward.

Four out of ten patients will require no more treatment after having spent time in these units.

## Emergency departments



Accident and emergency departments see and treat patients who have had a serious or emergency medical problem, and because they are very busy they should only be used for real emergencies.

Within NHS Greater Glasgow and Clyde there are five emergency departments and they are at the QUEUH, RHC, GRI, RAH, and IRH.

If your child is seriously injured or becomes so unwell that you think they are an emergency you should dial 999. The Scottish Ambulance Service will take your child to the RHC unless they decide it is more appropriate to go to a closer emergency department.

## Know where to go

### If children are in need of emergency care...

The emergency departments of the Royal Hospital for Children (RHC), the Royal Alexandra Hospital (RAH) and Inverclyde Royal Hospital (IRH) are open all year round to treat children with a medical emergency or serious injury.

If your child has a minor injury such as a cut (including one that may require stitches) a minor burn or a broken bone there are a range of options for speedy treatment depending on his or her age:

### If you live in Greater Glasgow...

Under 1-year-olds: Go to the RHC emergency department.

1 to 5-year-olds: Go to either the RHC emergency department or Glasgow Royal Infirmary (GRI) emergency department.

5 to 15-year-olds: Go to the nearest MIU. You can also attend either the new RHC emergency department or the GRI emergency department (both also have a dedicated area to treat minor injuries).

### If you live in the Clyde area...

For minor injuries such as cuts (including ones that need stitches), broken bones, sprains and minor burns go to one of our four minor injury units (MIUs).

They are at the New Stobhill and Victoria Hospitals, West Glasgow Ambulatory Care Hospital at Yorkhill, and the Vale of Leven Hospital (VoL).

These units are open between 9am-9pm every day of the year. Only outwith these times should you go to your local emergency department.

There are also dedicated areas to treat minor injuries within each of our five emergency departments.

For minor illnesses such as stomach upsets, coughs, running a high temperature then self-care, pharmacy or your GP is the answer – you should not go to an MIU for treatment because it does not deal with illnesses.

Under 1-year-olds: Go to the RAH.  
1 to 5-year-olds: Go to either the RAH, IRH, or the VoL MIU.

5 to 15-year-olds: Go to the nearest MIU. These are located at the RAH and IRH, where both



## Minor injury units

A&Es have a dedicated area to treat minor injuries, or the VoL MIU.

### Minor illness...

If it is a minor illness such as stomach upsets, coughs, running a high temperature then self-care,

pharmacy or your GP is the answer.

To find your nearest emergency department or minor injuries unit simply go to [www.nhsggc.org.uk](http://www.nhsggc.org.uk) and enter your postcode on the 'Find your nearest' section.

# Committed to recruiting 125 apprentices

NHS Greater Glasgow and Clyde is on track in supporting the next generation of staff

Building on our success as an award-winning employer of young people, we are on track to recruit 125 apprentices by August next year.

So far, 50 apprentices have been appointed and the next intake is due to begin in December.

NHS Greater Glasgow and Clyde's (NHSGGC) commitment to increasing the number of staff aged between 16-24 years was recognised when we were named 2015 Public Sector Employer of the Year at Scotland's Modern Apprenticeship Awards.

Anne MacPherson, director of human resources and organisational development, said: "We're absolutely committed to providing jobs, work experience and training opportunities for young people.

"Our Modern Apprentice programme is helping young people secure training and employment opportunities and enabling us to develop a pool of talented and confident young people with the skills NHSGGC needs for the future.

"The programme offers opportunities to develop real hands on skills that can change lives and ultimately support our patient services."

All apprenticeships sign up to a learning programme with on the job training in roles including nursing assistants, radiotherapy assistants, healthcare support workers and administrators.

The programme's aim is to support moves into jobs within NHSGGC when the apprenticeship is successfully completed.

For more information about modern apprentices go to [www.nhsggc.org.uk/yep](http://www.nhsggc.org.uk/yep)



## The patients make my job

"It's the patients that make my job," says Hannah Docherty. "I really enjoy being able to support them and be here for them to try and make things better."

Hannah (21), from Barlanark, was Modern Apprentice of the Year 2015 and is a physiotherapy and occupational therapy assistant in Glasgow Royal Infirmary.

She describes herself as a "caring person" and plans to go on and qualify as a physiotherapist.

Hannah went on: "I work with patients who have come from high dependency units and support them through specific exercises linked to improving respiratory conditions.

"The Modern Apprentice Scheme is a great opportunity for people like me. It's allowed me to learn on the job, which is the best situation for me, and helps me develop my skills and get to the next level."

### Empowering intensive care survivors

An innovative project is improving the health and wellbeing of patients who have been discharged from intensive care units (ICU) – helping them recover and return to work.

The five-week InS:PIRE programme at Glasgow Royal Infirmary focuses on patient education, peer support and the facilitation of self-management.

Each week, patients receive one hour of physiotherapy as a group, as well as individual sessions with health professionals, to help an accelerated recovery and return to employment. Patients are also given a 'social prescription' each week to enable them to meet third-sector organisations that provide sources of support in their community.

Patients create personal goals, and, along with their carers, receive psychological support aimed at coping skills. This is the first programme to also place specific emphasis on recovery for family members.

The Chairman of NHS Greater Glasgow and Clyde, John Brown, said: "I am delighted to have the opportunity to see the difference this unique project is making to people's lives.

"Experience shows that some ICU survivors can have persistent physical and psychological problems as a direct result of their intensive care stay.

"This initiative is helping ICU patients manage their recovery by giving them and their family members access to additional support and advice."

# Peak-time pick-me-up

Glasgow hospitals are now linked by regular public transport services

There are now a series of peak-time bus services linking a number of NHSGGC hospitals with the Queen Elizabeth University Hospital (QEUH) and Royal Hospital for Children (RHC) campus.

The Stagecoach X19 now links the Glasgow Royal Infirmary with the QEUH and the RHC thanks to a service running every 10 minutes.

Gartnavel Royal and General hospitals see a half-hourly service from the First 16 connecting Broomhill to the QEUH and RHC.

The First 34A service, running every 15 minutes, now runs between the QEUH and RHC and the New Victoria Hospital.

Journeys between the QEUH and RHC campus and the new West Glasgow Ambulatory Care Hospital at Yorkhill are catered for by two services: the McGills 17 and First 77 which run every 12 and 10 minutes respectively.



Regular services are helping patients, staff and visitors

## Sport challenge to get women active at work

Get together with friends and colleagues to improve your health

A new campaign to encourage more women to get active has won backing from NHS Greater Glasgow and Clyde's interim director of public health Dr Emilia Crighton.

Scottish Women in Sport (SWiS) is a charity promoting equality across the sporting sector for women and aims to attract women of all ages to join in sports activity through a new WomenActive@Work campaign.

It already has the support of Judy Murray, mother of Scots tennis sensation Andy, Scottish Government and has also won lottery funding.

The aim is to encourage women to come together at work and take on one, some or all of eight challenges.

Now Dr Crighton, pictured inset, has given full support too: "I really welcome this campaign to improve women's health. The message is simple – being involved in sport or simply increasing activity for 30 minutes a day is one of the best things we can do for our health."



Judy Murray

"One of the best ways to keep motivated is to enlist a friend or work colleagues. By doing this you can support each other and make sure you don't let each other or yourself down."

"Being active also has a positive impact by reducing the risks of health conditions such as high blood pressure and cancer."

Research has shown that many young women stop taking part in sport activity on leaving school and entering the workplace. One of the aims of the campaign is to target the workplace as an ideal starting point to bring like-minded women together to commit to taking part in sport together.



Dr Emilia Crighton

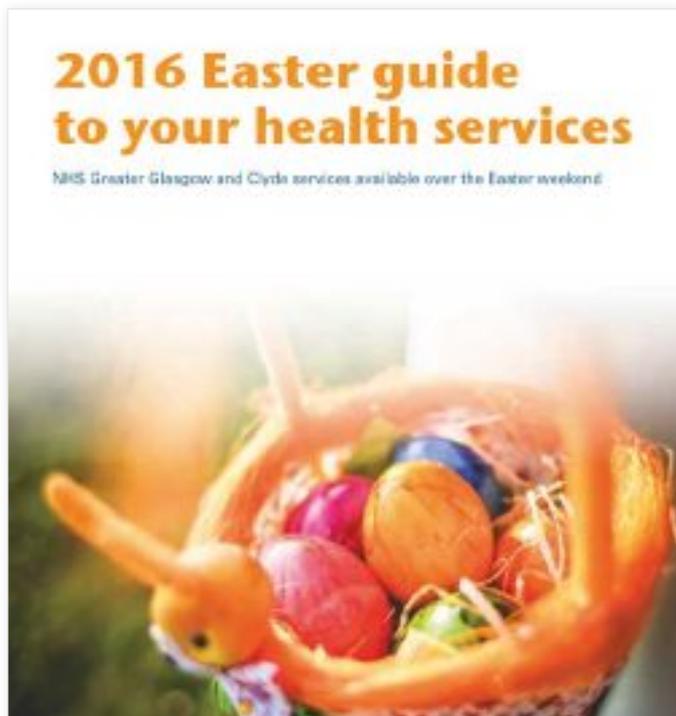
SWiS founder Maureen McGonigle explained: "We'd love to see as many women as possible take advantage of the coming light nights to set themselves a goal and enjoy some sport."

"We'd love women to take on one or all of our sport and activity challenges with friends and workmates and tell us about it using #Womenactive on Twitter. And they'll appear on our Wall of Fame which will document how the challenges are progressing."

For more information about WomenActive@Work visit [www.womenactiveatwork.co.uk](http://www.womenactiveatwork.co.uk) and for more on Scottish Women In Sport [www.scottishwomeninsport.co.uk](http://www.scottishwomeninsport.co.uk)

# Pharmacy Easter opening hours

The majority of community pharmacies will operate as normal on Friday 25 March; however, please note that some pharmacies may close earlier than normal on this day. Pharmacies located in health centres will be closed from Friday 25 to Monday 28 March inclusive



**Boots UK**  
Level 3 Buchanan Galleries, Glasgow G1 2GF 10am-6pm • 0141 333 9306

**Boots UK**  
Central Station, Glasgow G1 3SQ 8am-8pm • 0141 221 7107

**Boots UK**  
55 St Enoch Centre, Glasgow G1 4LZ 10am-6pm • 0141 248 7387

**Boots UK**  
200 Sauchiehall Street, Glasgow G2 3EN 9am-5.30pm • 0141 332 8405

**Boots UK**  
277 Byres Road, Partick, Glasgow G12 8TL 9am-9pm • 0141 339 1954

**Morrisons Pharmacy**  
900 Crow Road, Anniesland, Glasgow G13 1JD 9am-5pm • 0141 959 5689

**Lloydspharmacy**  
263 Alderman Road, Knightswood, Glasgow G13 3AY 9am-11pm • 0141 959 1914

**Rowlands Pharmacy**  
210 Springburn Way, Springburn, Glasgow G21 1TU noon-5pm • 0141 558 5209

**Asda Stores Ltd**  
Pharmacy Dept, Parkhead Forge, Glasgow G31 4EB 11am-5pm • 0141 414 1510

**Asda Stores Ltd**  
Monument Drive, Robroyston, Glasgow G33 1AD 11am-5pm • 0141 557 6210

**Boots UK**  
Fort Retail Park, Auchinlea Road, Glasgow G33 5AT 10am-10pm • 0141 773 4817

**Morrisons Pharmacy**  
117 Riverford Road, Newlands, Glasgow G43 1PU 9am-5pm • 0141 649 0358

**Boots UK**  
Braehead Shopping Centre, Glasgow G51 4BP 10am-7pm • 0141 885 9099

**Lloydspharmacy**  
1851-1855 Paisley Road West, Glasgow G52 3SX 9am-9pm • 0141 882 1513

**Boots UK**  
Silverburn Shopping Centre, Glasgow G53 6AG 10am-7pm • 0141 881 6967

**Houlihan Pharmacy Darnley**  
9-10 Darnley Mains Road, Darnley, Glasgow G53 7RH noon-3pm • 0141 621 2970

**Boots UK**  
6 Main Street, Milngavie, Glasgow G62 6BL 10am-5pm • 0141 956 1241

**Morrisons Pharmacy**  
The Triangle Centre, Bishopbriggs, Glasgow G64 2TR 9am-5pm • 0141 772 1660

**Boots UK**  
9, The Regent Centre, Kirkintilloch, Glasgow G66 1JH noon-4pm • 0141 776 3418

**Morrisons Pharmacy**  
Ravenswood Road, Baillieston, Glasgow G69 7HU 9am-5pm • 0141 771 9216

**Boots UK**  
The Avenue At Mearns, Newton Mearns, Glasgow G77 6EY  
10.30am-5.30pm • 0141 639 5979

**Boots UK**  
182/4 Main Street, Barrhead G78 1SL noon-4pm • 0141 881 5686

**Boots UK**  
98 Sylvania Way, Clydebank Shopping Centre, G81 2TL 11am-5pm • 0141 952 2217

**Boots UK**  
73 High Street Dumbarton G82 1LS 11am-3pm • 01389 763 907

**Boots UK**  
167/169 Main Street, Alexandria G83 0NZ noon-4pm • 01389 752 606

**Boots UK**  
Paisley Centre, High Street Paisley PA1 2AF 11am-5pm • 0141 889 3897

**Boots UK**  
Glasgow Airport, Paisley PA3 2ST 4am-9pm • 0141 848 9960

**Asda Stores Ltd**  
Phoenix Retail Park Linwood PA3 3AB 11am-5pm • 0141 842 8520

**Tesco Pharmacy**  
2 Dalrymple Street, Greenock PA15 1LE 9am-6pm • 01475 295110

**Boots UK**  
43 Hamilton Way, Greenock PA15 1RQ 10am-4pm • 01475 729173

**The above opening hours are for Monday 28 March.**

For the full 2016 guide to NHSGGC services available over the Easter weekend, visit: [www.nhsggc.org.uk/knowwhoturnto](http://www.nhsggc.org.uk/knowwhoturnto)