



# Glasgow Royal Infirmary – Inspirational Team

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# Out and about with the chairman

BY JOHN BROWN, CHAIRMAN

**THIS** month, I've visited a wide range of services and initiatives across Greater Glasgow and Clyde. This included the X-ray department and surgical receiving ward at Glasgow Royal Infirmary (GRI) and the day surgery unit at the Vale of Leven Hospital.

While at the GRI, I attended the 'Daily Huddle' and was impressed by how the patient journey from admission to discharge was being managed by everyone involved, including clinicians and a wide range of support staff.

I've now started looking at mental health services and spent time with staff and patients in Gartnavel Royal Hospital and Rowanbank Clinic at Stobhill. I hope to visit staff working in mental health in the community later this month.

I spent an afternoon at the Oakview Practice in Alexandria where I met GPs, district nurses and health visitors, and while there, I also looked at the IT systems used by our staff working in primary care. The Oakview Practice is a modern, innovative GP practice that is a great example of how quality healthcare services can be delivered locally.



The chairman at the Modern Apprentice Public Summit in the Teaching and Learning Centre

Another location that is changing the way our services are delivered is the Shields Health and Care Centre in Pollokshields. During my visit there, I met with both NHS and social work staff and was interested to see their joined-up approach to primary care, community health and social care services.

This included their work with the Urban Roots charity that works with local volunteers to provide a community garden at the centre.

The Modern Apprentice Public Sector Summit that was held in the

Teaching and Learning Centre at the QEUH campus gave me the opportunity to meet the latest group of apprentices on this scheme. This initiative gives young people the opportunity to learn and develop new skills while they earn, and it is something that I'd like to see more widely used across the organisation.

In addition to visiting front-line staff at their workplace, I've also met the Professional Nurse Advisory Group and gained valuable insight into the challenges faced by

our nurses and their managers across the Health and Social Care Partnerships.

I still have many places to visit, but remain committed to spending as much time as possible meeting our staff on the front line. Not only do I enjoy these visits, I also see them as helping me to understand how we can continuously improve the quality of healthcare we deliver.

>> If you would like the chairman to visit your department, email: [staffcomms@ggc.scot.nhs.uk](mailto:staffcomms@ggc.scot.nhs.uk)



## NATIONAL CLINICAL STRATEGY

# Modernising healthcare

**THE** National Clinical Strategy outlines plans to deliver a range of improvements and reforms to modernise the way care is provided.

This long-term plan takes into account Scotland's ageing population, the shift to more multidisciplinary working and rapid advances in research and technology, in order to make sure it supports the needs of this generation and generations to come.

The National Clinical Strategy outlines:

- the need to provide more care where people need it, with as much care as possible delivered locally
- the transformational change taking place within primary care, which will be delivered by multi-disciplinary teams with strong links with local authority social services
- that to give patients the best

possible outcomes, complex treatments may be delivered in specialist centres, with follow up treatment available locally

- the importance of supporting patients to fully understand and manage their health needs, with a focus on rehabilitation and independence.

The foundation of the strategy is to provide care as locally as possible. A whole-team, community-based care approach is vital to the future of the NHS, and will mean that people continue to be treated close to home, or even in their home, in the majority of cases.

>> The National Clinical Strategy is available online, visit: [www.gov.scot/Publications/2016/02/8699](http://www.gov.scot/Publications/2016/02/8699)





**HR PORTAL**

# New 'one-stop shop' for HR

**THE** way that we provide human resources and organisational development service is changing.

We are taking a "One Team" approach, with the vast majority of HR and OD staff working together on one site at West Glasgow Ambulatory Care Hospital at Yorkhill.

Anne MacPherson, director of human resources and organisational development, said: "We anticipate that our new One Team approach will improve the service we offer and help focus resources where they are needed most. Being based together will allow us to share our values, standards, and best practice, leading to greater consistency in the advice and support we provide to you.

"In addition, our new model will provide a faster response and rapid escalation for those who need it."

One of the first major innovative changes will be the creation of the new HRConnect website, which has been designed with you in mind, giving you 24/7 access to the information and advice you need. Because it is hosted on our website, it can be accessed anytime from anywhere and it's a one-stop shop for almost all your HR needs.

However, if you want to speak directly with an HR practitioner, our new Human Resources Support and Advice Unit will be a single point of access for managers and staff within NHSGGC, with expert, consistent and customer-focused advice and support provided by professionally qualified human resources staff.

Every Directorate will be supported by a dedicated head of people and change, and people

and change managers who will be able to commission support from the unit. For more complex advice and support a range of specialist services will be available – just as they are now, but with additions such as the new employee relations unit for particularly complex cases.

We have also invested in new customer support and telephone systems that will allow queries, whether submitted by phone, email or other means, to be dealt with efficiently and effectively, with progress tracked and monitored to ensure that customers receive the highest level of service.

Services are provided by people, not systems. As well as investing in new technology, we will invest in the development of all our teams to ensure we provide you

with a consistent, high-quality, professional service.

What all of this means is that the way you access our services will change and the way that services are provided to you will change. Our aim is to improve our service in terms of consistency, quality, accessibility, accountability and customer focus, delivered by professionally qualified and highly motivated individuals.

>> Look out for more details of HRConnect launch and HR Support & Advice Unit telephone number coming in the next few weeks via Core Brief.



**BUS CHAMPION**

## Get on the buses!

**COMMUTING** to work by bus is just the ticket for Kimberley Ewan, the latest member of our travel planning office team.

As our "bus champion", she commutes every day to work using the G1 service to her base at the Queen Elizabeth University

Hospital (QEUH) site and says: "Travelling by bus makes perfect sense to me because buses are a fast and cheap form of transport.

"My role is to promote all the bus services going to the new hospital to staff, patients and visitors."

The bus services were publicised to staff via travel clinics in the QEUH and in the Teaching and Learning Centre on the same site.

Information was also available about zone cards and annual tickets, which are paid up through our annual ticket scheme.

Comments and feedback from staff, patients and visitors using the

bus network have been very positive.

The Traveline Scotland website [www.travelinescotland.com](http://www.travelinescotland.com) includes a dedicated section on its homepage to help commuters plan the most direct journeys to the QEUH.

Cyclists can save approximately 32 per cent on the cost of a bike through the cycle-to-work salary sacrifice scheme and more than 3,600 staff are travelling by pedal power since its launch in 2007.

>> For more information about our "green" travel options and how to save money on transport costs, visit: [www.nhsggc.org.uk/travelplanoffice](http://www.nhsggc.org.uk/travelplanoffice)



Bus champion Kimberley

# Recognition for your commitment



## The GRI's "inspire-ational" team!

**INTENSIVE** Care Unit medics and nurses at Glasgow Royal Infirmary have developed a unique patient intervention that is attracting a lot of national attention.

They realised that patients can often have persistent physical and psychological problems as a direct result of their stay in intensive care.

So they developed their thinking about how to tackle this issue and worked with patients and their families to create an innovative new programme that they call "InS:PIRE" (The Intensive care Syndrome: Promoting Independence and Return to Employment).

Now the team behind the five-week rehabilitation and support initiative has been shortlisted for one of the prestige BMJ's "Innovation into Practice Team of the Year"

award, which will be announced in May.

It has also been chosen to be part of the Shine programme, part of the independent health care charity the Health Foundation, and "shines" a light on really innovative projects by providing initial funding of £75,000 for the financial year 2014/15. And now the foundation's Scaling Up Improvement programme has awarded the team £500,000, which will be paid in instalments over the next 30 months.

Dr Tara Quasim, ICU consultant, said: "This innovative project we hope will change the lives of many people who have been cared for in ICU.

"We hope that this programme will navigate patients in their recovery by giving both patients and their relatives access to appropriate services and support."



OUR team from paediatrics and public health team are in the running for the BMJ Prevention Team of the Year top prize for "Not for Play, Keep Them Away", a liquid detergent tablet or liquitabs ingestion prevention programme for families. It was discovered that most parents were unaware of the health risks posed by liquitabs and the aim is to raise awareness and provide solutions to help families prevent children from accessing these tablets.



THE Glasgow Royal Infirmary ICU team is shortlisted for the Anaesthesia Team of the Year in BMJ Awards next month.

They have been nominated by consultant Dr Alex Puxty for their Quality Improvement Programme which measures sedation reduction, mobilisation, sepsis management and medicines reconciliation.

## Chairman's Awards nomination guide

YEAR on year, the calibre of entries to our Chairman's Awards is of a high standard. However, to give everyone the best chance of being shortlisted, we have created a guide to help staff, patients and visitors with their entries:

- Start with a clear, direct and specific statement of why the nominee/project deserves recognition. Make sure you include

enough information for the judges to become familiar with the specific challenges faced, actions taken, and results or goals met. And try to list the most important information in the first few sentences and then elaborate as necessary.

- Give specific examples which cover the award criteria and detail why you think the nominee's/projects accomplishments are

worthy of an award. Examples could include outcomes, results, and/or activities 'above and beyond' the nominee's job description.

- Include qualities that make this person/project outstanding and that are clearly relevant to the award criteria.

- Remember, the judging panel don't know the person, team or project you are nominating so it is

important to describe in detail your entry as you would if you were telling it to a stranger.

>> For a detailed explanation and to nominate in one of the seven categories – Clinical Practice; Improving Health; International Service; Nursing; Patient Centred Care; Patient Ambassador/Volunteer; and Using Resources Better – visit: StaffNet > Chairman's Awards

**Chairman's Awards**



# Awards at the double

**THERE** was a double celebration for the Corporate Communications Team at the first NHS Scotland Communications Awards, which were held in Stirling and were open to the Scottish Government, as well as all special and regional boards in Scotland.

Our new website, which was launched last

March, won Best Health Website in Scotland. The website was given a fresh new design, aiming to be more responsive and allows users to access it from different devices such as tablets and smart phones, and is proving highly popular.

The team also picked up the Best In-House Health Campaign for 'On the Move' which aimed to communicate the complexities of the move by 10,000 staff from four sites to the new Queen Elizabeth University Hospital campus.

>> Visit the NHSGGC website: [www.nhsggc.org.uk](http://www.nhsggc.org.uk)

## Top award for health finance team

**NHS** Greater Glasgow and Clyde (NHSGGC) has beaten off stiff competition to win a major public sector finance award.

NHSGGC's Acute Finance Team was named "Team of the Year" in the influential Chartered Institute of Public Finance and Accountancy (CIPFA) Scotland Awards on 17 March at the institute's conference gala dinner held in the Radisson Blu Hotel in Glasgow.

It recognised the work of Colin Neil, NHSGGC's assistant director of acute services, and his colleagues who completed a demanding management restructuring linked to the opening of the £842m Queen Elizabeth University Hospital and Royal Hospital for Children.

Praising his team, Colin said: "This was an immensely challenging undertaking for everyone involved to support the reconfiguration of acute services and the transitional period of closing four hospital sites and opening



the new adult and children's hospitals. It involved learning new ways of working together and being incredibly flexible to meet the demands of a change programme that impacted on locational changes for more than 7,000 staff and resulted in a complete recast of our financial reporting structure."

Mark White, NHSGGC's director of finance, added: "A project of this scale was unprecedented in the Scottish public sector and its success is down to strong leadership and a real collaborative team approach."

## Success at GO awards

A **JOINT** programme between our procurement team and specialist children's services has won a Highly Commended Award for the Innovation of the Year Award – Social Care at the Government Opportunities (GO) National Awards ceremony.

The partnership developed a unique use of the online PECOS (Professional Electronic Commerce Online System) ordering system, working with families and carers to facilitate the ordering of critical medical supplies for children staying at home with long-term/life-limiting medical conditions, managing these effectively in a home setting. This innovation has allowed parents and guardians to ensure they have the right supplies at the right time for their children and importantly, it has streamlined the process for families/carers to spend more time with their children.

The team had already won a Highly Commended award at the Scottish awards and have followed that up with this UK-wide level award.

Denis Seenan, operations manager GGC – procurement, who co-leads the team with Donna Hunter, community paediatric professional nurse advisor – specialist children's services, said: "It was great that the project was recognised as an outstanding example of innovation and the team was very pleased to be recognised by this prestigious award."

Stephen McLeod, head of specialist children's services, added: "This award recognises the positive impact we have had, working together across GGC to innovate everyday practice, to the benefit of our children, young people, families and carers."



Front row: nurse director Margaret McGuire (second from right), Lynn McKendrick senior nurse, North West Adult Services (third from right). Back row: Elice Morrison, professional nurse adviser, (first from left), Clare Cable, chief executive, QNIS, (second from left) alongside the community nurses awarded

## Long-service awards for community nurses

**NORTH** West Adult Services has celebrated the dedicated service of its community nurses at an event in Whiteinch Community Centre.

The QNIS (Queens Nursing Institute Scotland) long-service awards were awarded to staff, in recognition for having completed more than 21 years service in a community setting and were presented by Clare Cable, chief executive, QNIS.

Clare praised the nurses for proudly carrying the torch for excellent community care, through

the good times and the bad, recognising that excellent care is delivered by excellent nurses, in the everyday and the extraordinary things that community nurses do to support people in their homes and communities.

The nurses displayed their Best Practice Boards, reflecting some of the excellent work that has been undertaken by staff within North West Adult Services, through Releasing Time to Care, Ready to Lead projects, and the Band 5 and 6 Development Programme, during 2015.



# Coming soon – save on the latest in Home Technology



Featuring the latest exciting technology packages

Coming May 2016

Further information and pricing available online at launch



let's connect  
for your benefit

## The 2016 NHS Greater Glasgow and Clyde Home Technology Benefit

A fantastic benefit coming soon which allows staff on our payroll to enjoy a brand new iPad, computer, Smart TV or games console at home using a tax-efficient salary sacrifice arrangement. Payment is made directly from your gross pay, making savings on tax and national insurance.

### Key features

- Range to include the latest iPad Pro, iPad Air and iPad mini packages
- Laptop, hybrid and desktop computers from HP
- MacBook Air, MacBook, MacBook Pro and iMac
- Samsung Full HD, 3D and UHD 4K Smart TVs
- Xbox One and PS4 games consoles
- A fantastic range of accessories are available including Beats headphones, Sonos speakers, Canon cameras and Apple Watch
- Convenient and affordable fixed reduction to your salary over 36 months
- Save on tax and national insurance
- Significant savings off manufacturers' RRP
- No credit checks or deposits
- Extended warranty and/or insurance included with all main packages.

Further information detailing the packages and prices will be available at launch online from the dedicated website below.

Look out for further information, log on to [www.lets-connect.com/nhsggc](http://www.lets-connect.com/nhsggc) or please call 0330 2000 230 to find out more.



# International Nurses Day

**NURSES** and midwives across NHS Greater Glasgow and Clyde are looking forward to celebrating International Nurses Day (IND) on 12 May.

This year's theme is "Nurses: A Force for Change: Improving health systems' resilience."

Get in touch with SN and tell us of your plans for any events to mark this historic day in the nursing and midwifery calendar. We will promote these on our dedicated nurses portal which highlights important information for nurses, staff success and patient feedback.

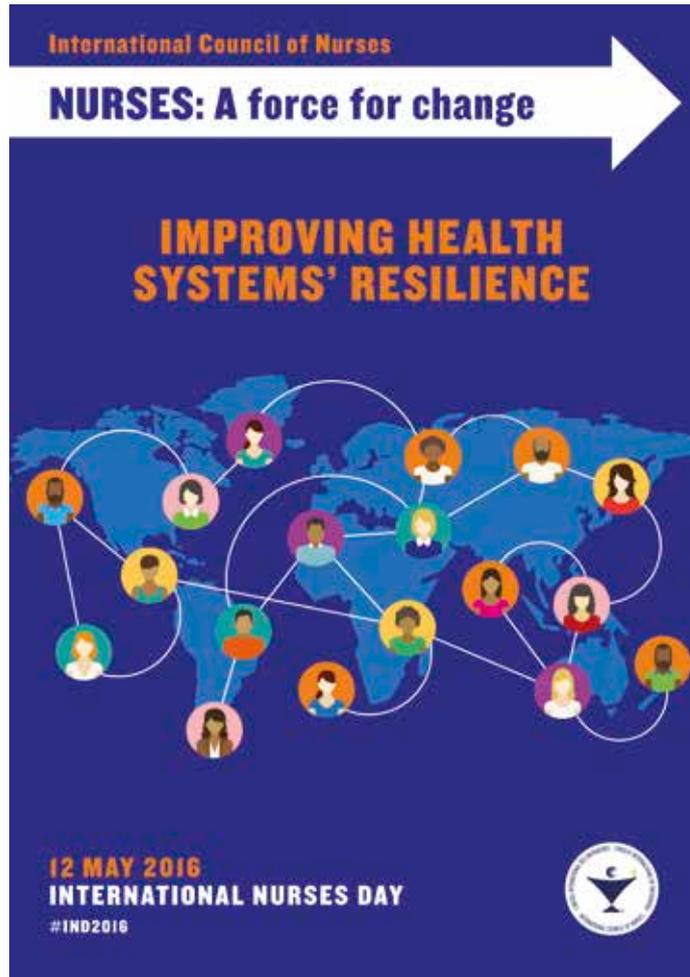
IND is a yearly event marking the birthday of Florence Nightingale who in 1853 was the first nurse to be recognised for her work improving patient safety and care.

Florence demonstrated persistent resilience when she improved sanitation systems in war hospitals.

Nurses today continue working to improve health systems and patient care and, in May's issue of SN, we will share examples of resilience in improving health systems throughout NHSGGC.

To read information on the nurses portal, visit: [www.nhsggc.org.uk/celebratingnursing](http://www.nhsggc.org.uk/celebratingnursing)

>> To tell us what you organised to celebrate International Nurses Day, email: [staffnewsletter@ggc.scot.nhs.uk](mailto:staffnewsletter@ggc.scot.nhs.uk)



## CAMPAIGN

# New name for charity

**YORKHILL** Children's Charity has a new name that reflects the wonderful new hospital that it is dedicated to support.

Now called the Glasgow Children's Hospital Charity, the title reflects the organisation's link to the stunning new Royal Hospital for Children on the Queen Elizabeth campus in Govan.

A massive marketing campaign to ensure the army of charity supporters know about the name change included television advertising, media coverage and a civic reception courtesy of Glasgow's Lord Provost Sadie Docherty to formally launch the new name.

The charity's Facebook page boasted 40,000 views in the first week of marketing activity alone!

Celebrity supporters, such as

actress and charity ambassador Kelly Macdonald, and TV sports pundit Jim White, promoted the name change through tweets to their extensive following.

SN wanted to make sure all our 38,000 staff knew about the name change and how to continue supporting the charity going forward and to highlight the latest fundraising campaign challenge... to raise £150,000 for a surgical microscope which can be used in a range of procedures, including facial reconstruction and lower-limb reconstruction.

Shona Cardle, chief executive,

Glasgow Children's Hospital Charity, said: "The hospital treats children from across Scotland and this microscope will make a huge difference to outcomes for young patients and their families.

"We've been at the heart of the Royal Hospital for Children since it opened its doors in June last year and, although our name has changed, our commitment to providing the best possible care for Scotland's children remain resolute."

>> For more information about the charity, visit: [www.glasgowchildrens-hospitalcharity.org](http://www.glasgowchildrens-hospitalcharity.org)



# Landmark reform takes effect

This month sees Integration Joint Boards (IJBs) formally taking on their responsibilities across all of our Health and Social Care Partnerships: East Dunbartonshire; East Renfrewshire; Glasgow; Inverclyde; Renfrewshire; and West Dunbartonshire, bringing together NHS and local council care services under one partnership arrangement.

From 1 April, both organisations are jointly responsible for the health and care needs of patients, in particular the elderly, to ensure when people move between hospital and care settings their journey is better co-ordinated and as seamless as possible.

It is important to remember that although functions will transfer, and service teams will be jointly managed through an integrated management arrangement, staff do not transfer or change their current employment arrangements.

Everyone will remain an employee of either NHS Greater Glasgow and Clyde or the local authority.

Work is already under way across all Health and Social Care Partnerships to ensure that managers have an awareness and understanding of the separate employer's policies and procedures and terms and conditions.

To support this, local HR services remain in place to provide the appropriate guidance and advice, and trade union colleagues are involved and updated on an ongoing basis.

# Brownlee Centre website redesigned

A new website has been launched for the Brownlee Centre, the outpatient service which provides treatment and care for adults living with HIV in NHSGGC. The revamped site, produced in collaboration with the Patient Forum and staff, offers information for patients and the public on the services available and the various teams involved in delivering care.

>> To check out the site, visit: [www.brownleehiv.org](http://www.brownleehiv.org)



Olivia will conquer her nerves about heights for the zipslide challenge!

**CHARITY ZIPSLIDE**

# Olivia's on a charity high!

**LIVEWIRE** Olivia Cornacchia is overcoming her fear of heights to take part in a zipslide across the Clyde for charity.

Olivia, assistant to the Area Partnership Forum (APF), is based at Board headquarters, and she will be zooming across the river on 15 May at a height of around 170 feet, travelling a distance of about 1,000 feet.

She is raising cash for Cancer Support Scotland, a small local charity based in the renovated chapel on the Gartnavel Hospitals campus.

"I am not very great with

heights," said Olivia, "but I think if you are going to ask people for sponsorship, you should do something that takes a bit of effort, and a little bravery on my part!"

She chose the charity because most people know someone who has been affected by cancer.

Olivia added: "Cancer Support plays a huge part in supporting people and their families who are living with this disease."

>> Anyone who wants to donate to Olivia's challenge can do so by visiting: [www.justgiving.com/Olivia-Cornacchia](http://www.justgiving.com/Olivia-Cornacchia)

## Win £250 of holiday vouchers!



**THIS** month we are giving you the opportunity to jet off on a sunshine break, or perhaps you would prefer to holiday somewhere closer to home.

Wherever your favourite holiday destination may be, enter this competition and you could win £250 of Thomas Cook holiday vouchers!

All you need to do to be in with a chance of winning is simply answer our question and email your answer, along with your name and work location, to: [staffnewsletter@ggc.scot.nhs](mailto:staffnewsletter@ggc.scot.nhs).

uk or send to: Corporate Communications, JB Russell House, Gartnavel Campus, 1055 Great Western Road, Glasgow G12 OXH.

**Question: What is the name of the new HR web portal?**

>> T&C: The competition is open to all NHS GGC employees. Only one entry per person. Winners must be available for a photograph, which may be printed with their details in future issues of SN. The closing date for entries is 30 April 2016.

## Scottish Homebuilding & Renovating Show tickets



[ggc.scot.nhs.uk](http://ggc.scot.nhs.uk) or send to: Corporate Communications, JB Russell House, Gartnavel Campus, 1055 Great Western Road, Glasgow G12 OXH.

**WE'VE** teamed up with the organisers of The Scottish Homebuilding & Renovating Show to give away 50 pairs of tickets.

The show is back at the SECC on 21-22 May. It's a one-stop shop for all your needs, whether extending, undertaking a conversion, renovation or building your home from scratch and will feature over 140 exhibitors.

All you need to do to be in with a chance of winning is simply answer our question and email your answer, along with your name and work location, to: [staffnewsletter@](mailto:staffnewsletter@)

**Question: How many exhibitions will be at this year's Show?**

>> For more information about the show, tel: 0844 858 6754 or visit: [www.homebuildingshow.co.uk/glasgow](http://www.homebuildingshow.co.uk/glasgow)

>> T&C: The competition is open to all NHS GGC employees. Only one entry per person. Winners must be available for a photograph, which may be printed with their details in future issues of SN. The closing date for entries is 30 April 2016.

## 'Walk' the length of the US in the great 2016 Walking Challenge

**STRETCH** out those hamstrings and get set to warm up for this year's Walking Challenge!

Once again, NHS GGC teams will take on rivals from our local authority partners for a 957-mile "walk" in the US beginning at Eureka in the north-west to San

Diego in the south-west via San Francisco and Los Angeles.

Registration is already open and the challenge begins on 11 May, finishing on 22 June.

Staff can register by visiting [www.activestaff.worldwalking.co.uk](http://www.activestaff.worldwalking.co.uk) and those who have

previously taken part simply need to sign in and join the new challenge. As usual, teams will be a maximum of five or a minimum of one.

Our walkers can also join in by downloading the 'Active Staff Walking Challenge' app on the

Apple AppStore or Google Play.

This year, our walkers are being asked to consider raising cash for two local charities, Glasgow Children's Hospital Charity (formerly Yorkhill Children's Charity) and Clyde 1 Cash for Kids.