



All your HR needs  
under one umbrella

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**ABLE INNOVATION FUND**

## Applications opening for Dr Alison Bigrigg fund

**APPLICATIONS** open next month for a fund launched two years ago in honour of the late Dr Alison Bigrigg, a pioneer in sexual and reproductive health and wellbeing and former director of the Sandyford.

The Alison Bigrigg Legacy Education (ABLE) Innovation Fund

invites applications from all NHSGGC staff who believe that they can make a positive contribution to their service, including trainees and students on placement.

Alison was the director of the Sandyford from 2000 until her early retirement in 2012.

>> For more information about applying, please visit: [www.sandyford.org/able-innovation-fund](http://www.sandyford.org/able-innovation-fund) or contact Charlene McKay, senior business support assistant, tel: **0141 211 8604** or email: [charlene.mckay@ggc.scot.nhs.uk](mailto:charlene.mckay@ggc.scot.nhs.uk)

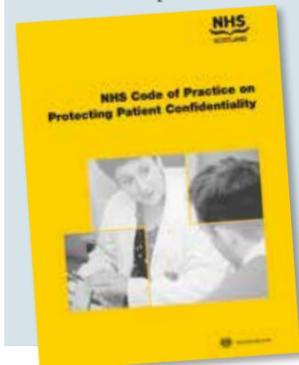
**DATA PROTECTION**

## The importance of patient confidentiality

**PATIENTS** should feel 100 per cent confident that when they are in our care, their personal information is kept confidential and treated with respect. All NHS Greater Glasgow and Clyde staff have an ethical and legal duty to keep patient information confidential and secure.

There are two training modules available on LearnPro explaining how we should treat personal information to ensure we comply with the Data Protection Act 1998. They can be found at: <http://nhs.learnprouk.com>

If patient information becomes public, this may be viewed as a breach of confidentiality and of the Data Protection Act and could be dealt with in line with the Board's Disciplinary Policy and Procedure. All staff are also bound by the NHSScotland Code of Practice: Protecting Patient Confidentiality which can be found at: [http://elearning.scot.nhs.uk:8080/intralibrary/open\\_virtual\\_file\\_path/i123n1168626t/6074NHSCode.pdf](http://elearning.scot.nhs.uk:8080/intralibrary/open_virtual_file_path/i123n1168626t/6074NHSCode.pdf)



The chairman with the board administration team

**ON THE FRONT LINE**

# Out and about with the chairman

**OVER** the past few weeks, I've continued to visit frontline staff to improve my understanding of who we are and what we do.

These visits have also given staff the opportunity to raise with me issues or concerns they have and I'm pleased to say that many people have made good use of this opportunity.

I've continued my programme of visits to our Mental Health Services and visited Parkhead Hospital and Leverdale Hospital.

While I was impressed by the standard of care our staff in Parkhead deliver, I was pleased to hear that they are looking forward to moving to better quality accommodation at Stobhill Hospital early next year. At Leverdale, I was particularly impressed with our approach to preparing long-stay patients for their return to living in the community.

In addition to visiting frontline staff who work directly with patients, I've also visited the board administration team who provide support to a wide range of governance committees.

This team is also responsible for managing cases referred to the board by the NHS Ombudsman and respond to more than 800 Freedom of Information requests each year.

I've also been looking at how NHSGGC interacts with the other organisations that support the overall delivery of health and social care services.

I've met with the CEOs of SAMH, Volunteer Glasgow and the Glasgow Children's Hospital Charity.

I also spent a very interesting afternoon visiting The Prince & Princess of Wales Hospice. Their approach to the delivery of palliative

care is of the highest standard and will be further enhanced when the Hospice moves to new, purpose-built accommodation in Bellahouston Park.

Although I will continue to visit frontline operations next month, I expect this will be limited as I have five days put aside to interview candidates for the Non-Executive Board Member vacancies that will arise over the next year.

The response to this recruitment exercise has been very positive with 192 people, including some staff members, applying for these posts.

I think this clearly reflects how people recognise the importance of services the NHS provides across Greater Glasgow and Clyde.

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

# The 2016 NHSGGC Home Technology Offer

This fantastic new exclusive offer is now open! Staff on our payroll can enjoy a brand new iPad, computer, Smart TV or games console at home using a tax-efficient salary sacrifice arrangement.

The great thing about this initiative is payment is made directly from your gross pay, making savings on tax and national insurance.

What's more, payment is deducted from your salary over 36 months and you will receive extended warranty and/or insurance included with all main packages.

How does it work? Outside funding is a critical component of this scheme being available to NHSGGC employees and in order to facilitate the best deal possible we have partnered with the NHS Credit Union to provide the necessary credit facilities.

Our close and long-standing working relationship with the Credit Union offers the best value for you and is a natural fit for this staff offer. In order to participate in the scheme you will be asked to join the Credit Union as a member if you haven't already! This will ensure a seamless operation of the salary sacrifice scheme.

So don't delay – the order window is only open for a limited period!

For more information on the Credit Union, visit: [www.nhscreditunion.com](http://www.nhscreditunion.com) or telephone: 0141 445 0022

## Make savings on the latest technology...

A range of Windows 10 laptops and desktop PCs

Microsoft Surface Book and Surface Pro 4

The latest iPad Pro, iPad Air 2 and iPad mini models, plus iMac and MacBook range

Microsoft Xbox One and Sony PS4 games consoles

Accessories are available including Beats headphones, Sonos speakers, Canon cameras, Apple Watch and more...

The latest 2016 Samsung Smart TVs – including 4K UHD and Curved models!



For more details about the scheme, further information on the products and to place an order, visit: [www.lets-connect.com/nhsggc](http://www.lets-connect.com/nhsggc). Orders must be placed by 3rd June 2016.

If you have any questions, telephone: 0330 2000 230.

# How our nurses make a real difference

The dedication and commitment of teams across NHS GGC in delivering excellent patient care embodies the theme of this year's International Nurses Day

**THIS** year's theme for International Nurses' Day on 12 May is "Nurses: A Force for Change: Improving Health Systems' Resilience."

Teams across NHS GGC work all year round to achieve and maintain this challenge and here we turn the spotlight on just three examples of excellent practice.

Dr Margaret McGuire, nurse director, said: "I am

delighted to see such positive examples of the very real difference nurses make to the lives of patients and the contribution they make to the delivery of excellent care.

"I can't thank them enough for everything they do, and the board really appreciate all their efforts to improve the care and experience of patients and their families."

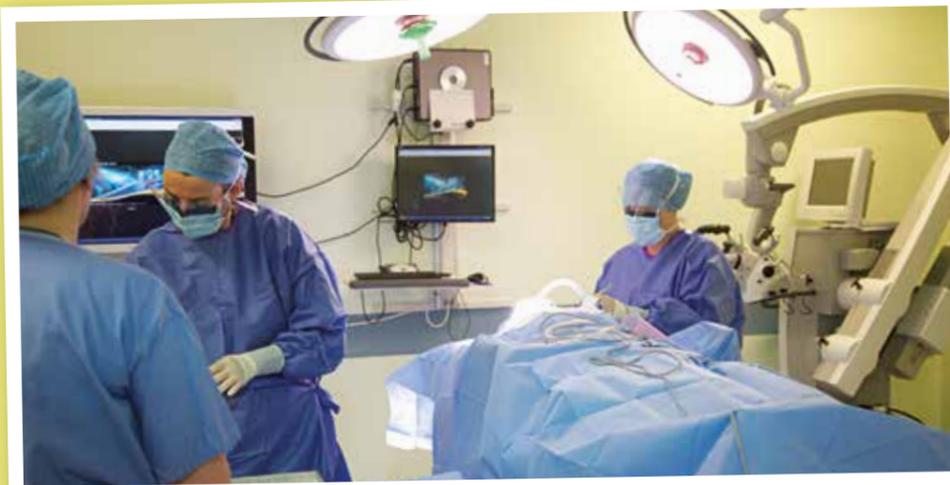


Image from NHSScotland photolibrary

## INNOVATION

### New theatre form tells everyone what's happening

**THEATRE** teams at the Royal Hospital for Children are using a new form to keep everyone up-to-date about issues and case details.

The brief/debrief form was created following the children's hospital move from Yorkhill to the Queen Elizabeth University Hospital campus.

Every day prior to the theatre starting in the hospital's 11 theatres, a briefing is completed that includes information about patients, the equipment that's needed, and what problems might be anticipated.

The debrief section of the form is completed at the end of the day where teams consider outcomes, recurring themes, and how the teams coped with any patient issues.

The form was designed through collaboration between anaesthetic and theatre staff and following feedback, a revised version was brought in for all elective operating theatres, except

cardiac, at the beginning of this year. Each theatre keeps a folder with all their paperwork, including case details.

Action lists have been developed to deal with recurring issues, with named individuals taking responsibility for resolving them, giving clear evidence of how problems are being solved.

With the formation of teams of new and existing members, the form has enhanced team working and creates a record for clinical governance.

Senior charge nurse Kathleen Thomson, who together with Dr Ailie Pigott led the team which created the form, said: "Staff have reported a culture of open communication leading to a reduction in misunderstanding.

"There is also an improved awareness of contingency plans and the creation of an environment where everybody feels part of the team."



## TEAMWORKING

### Clyde staff rise to challenge of added pressures in winter

**FOUR** lead nurses and their teams at the Royal Alexandra and Inverclyde Hospitals pulled together to quickly relocate wards, services and extend times during the challenging winter period.

Thanks to their resourcefulness patient flow was improved with the patient journey made as seamless as possible. Wards and areas required to be relocated and expanded to meet patient demand and assessment units were relocated and working hours extended to increase capacity.

One ward at the IRH was dedicated for

patients who had been identified for discharge within 48 hours, freeing up other beds. "Hot clinics" were set up for patients who could be discharged early following a review by a consultant or for rapid access for patients who had been seen and referred by their GP"

Plus "Virtual clinics" were available for surgical assessment staff who carried out reviews by phone for patients who did not have to be admitted.

This change programme was put into place rapidly and smoothly and involved a number of specialties, facilities and estates teams to deliver it.

At the helm were four lead nurses – Val Richmond, lead nurse medical specialties RAH; Susan Gallacher, lead nurse for medicine and the emergency department IRH; Lorna Reid, lead nurse surgical specialties IRH/RAH; and Sue Wilson, lead nurse for emergency care RAH – whose excellent communication and team-working skills ensured the changes were implemented safely and effectively.

The nurses paid tribute to colleagues for their response and commitment to making sure the plans were introduced quickly and safely.



Susie Dodd, SIPC (senior infection prevention and control nurse) provides feedback to staff nurse Christine Flynn. Picture: Medical Illustration Services

## TECHNOLOGY

### A new tool in infection control

**INFECTION** prevention and control nurses (IPCs) have swapped paper for new technology to carry out audits on all wards throughout NHS GGC and minimise infection risks to patients.

Thanks to using tablets to record the information, action plans to address any problems are drawn up and implemented within minutes.

The Infection Prevention and Control Audit Tools (IPCAT) synchronises the data which transfers via wi-fi to the infection control central database maintained by our data team.

An action plan is automatically generated on the system and the senior charge nurse receives a notification that the plan is ready to view and work can begin to resolve issues.

Previously audits were carried out using paper forms and transferred to an electronic database.

This could take a number of days to check that the transfer was accurate and that the action plan was sent to the correct person for action.

The IPCAT also holds information about the Standard Infection Control Precautions (SICPs), a minimum set of standards to be practised by all healthcare staff and are monitored in every clinical setting by IPC nurses.

Evelyn Frame, chief of midwifery, welcomed the new system because it provides real time information both at local level right up to senior managers such as herself.

She added: "I really like the way you can filter for your remit and see areas of good practice and identify areas where support is required."

Pamela Joannidis, nurse consultant, infection control, added: "By working together with our data team and IT colleagues, the IPC nurses have redesigned a system that embraces technology and now use it to improve clinical outcomes for our patients."

Do you know an inspirational nurse or team of nurses? Enter them in the Chairman's Awards, visit: [www.nhsggc.org.uk/chairmansawards](http://www.nhsggc.org.uk/chairmansawards)

NEWS IN BRIEF

### Staff uniform policy reminder

STAFF are reminded that where changing facilities are available they should use them to change in and out of uniforms. Uniforms should not be worn while carrying out errands, and they should be covered by a coat or jacket when travelling to and from work, especially on public transport.

All staff must comply with the National Uniform Policy, Dress Code and Laundering Policy, and any questions should be put initially to your line manager/supervisor. Guidance is also given under personal protective equipment elements of the SICPS policy which can be found in the ICN manual.

### Wear your ID badge

IT is extremely important that all staff wear a visible name and identification badge at all times when on NHSGGC premises. By wearing a photo ID badge, staff are easily identifiable to colleagues, patients and visitors. It is your responsibility to ensure you have the appropriate ID to enable you to carry out your role. If you have a query regarding staff ID badges or require one, please contact your local Site Facilities Management Team.

### Western site returned to university

THE historic former Western Infirmary site has been sold to the University of Glasgow. It will now become part of plans for a £1bn investment in the university's Gilmorehill campus. Chief executive Robert Calderwood said: "The Western Infirmary played a hugely important role in advancing medicine, not just in Scotland, but

globally. As we look to advance medical knowledge at the Queen Elizabeth University Hospital, it is fitting that the land is now being returned to the university almost 140 years later." A clause in the agreement to build the Western stated that if the site ceased to be used as a hospital then the university could buy it back.



HEALTH AND SAFETY

## Healthier menu options help to reduce waste and waists

**CATERING** staff and food nutritionists have spent months talking and carrying out food testing with patients and the public to discover what are the most and least popular dishes to serve up on hospital menus. The results have led to staff

creating new menu selections offering healthier options, and lighter and higher energy choices. And thanks to this extensive patient feedback, we are reducing food waste, and increasing the efficiency of our catering department.

HUMAN RESOURCES

# HRConnect goes live online

## New website and support unit offer range of services and advice

IN last month's *Staff Newsletter* we told you about the changes taking place in the human resources and organisational development service.

These changes are now happening, with the first big event being the launch of our HRConnect website: [www.nhsggc.org.uk/hrconnect](http://www.nhsggc.org.uk/hrconnect)

As well as general human resources information and guidance, the site provides advice and support on the full range of services provided by the department, including recruitment, staff banks and interpreting services, health and safety, occupational health, learning and education, organisational development, and workforce planning and analytics.

Staff feedback will be used to inform the development of the site to ensure that HRConnect is a dynamic resource and future change and enhancements will be shaped by the needs and requirements of NHSGGC colleagues.

One of the key principles underpinning the vision for the reconfigured department is the "One Team" approach, allowing us to develop shared values and a service of best practice. This is now becoming a practical reality with the new human resources support and advice unit team joining their health and safety and occupational health colleagues in our new office facility at West Glasgow ACH this month.

Colleagues in recruitment, interpreting services and the staff bank will complete the team



Occupational health nurses Elaine Boag (left) and Karin Forrest

following their move from Gartnavel to the new site at the start of the summer.

With the support and advice unit team in place, the new unit will be open for business from Monday 16 May. You can contact the unit by email: [HR.Support@ggc.scot.nhs.uk](mailto:HR.Support@ggc.scot.nhs.uk)

On the same day, the new HR Helpline phone number – **0141 278 2700 (internally 12700)** – will be launched. Individuals dialling this number will be presented with a range of options including the new support and advice unit, recruitment, and health and safety allowing them to talk to a member of the team from

the area in which they are looking for advice.

Anne MacPherson, director of human resources and organisational development, said: "The launch of the HRConnect website and the opening of the new human resources support and advice unit represent two key milestones in our move to a new, reconfigured human resources service. In the end it is all about patient care and our new service has been designed to provide the best support and advice possible to our NHSGGC colleagues to assist them in providing safe, sustainable and high-quality services to NHSGGC patients."

The management accounts team at Dykebar Hospital



ACTION PLANNING

## Dykebar accounts sum up teamworking in iMatter success

**WELL** done to the management accounts department at Dykebar Hospital who have embraced iMatter with a three-hour team-building and action plan session.

The session was used to reinforce the importance of working as a team and despite the department scoring an impressive 78 per cent in the iMatter questionnaire,

there is always room for improvement and they focused on identifying three areas for improvement over the coming year.

HEALTH AND SAFETY

## Robust forum made stronger

**NHSGGC** is a complex organisation with a full range of hazards from slips, trips and falls; musculoskeletal risks; and violence and aggression, affecting staff, patients and visitors.

It is therefore vital that we have a robust Health and Safety Forum in place to ensure appropriate consultation takes place with our staffside colleagues but also to ensure that there are appropriate governance and legislative compliance arrangements in place.

With the recent changes in organisational structures, it became clear that the current Health and Safety Forum would need to be reviewed. Following consultations, it was decided to revise the membership of the forum, update the terms of reference and incorporate the work of the Acute Health and Safety Forum. The main functions of the forum include:

- development of the three-year health and safety strategy and action plan for NHSGGC
- monitoring implementation of the strategy
- reviewing Health and Safety Executive (Enforcing Authority) activity
- audit and review of the Health and Safety Management System (including Health and Safety Management Manual and incident management processes [Datix]).

Kenneth Fleming, head of health and safety, said: "We will continue to strive to ensure that the forum adds value to our health and safety management arrangements and ultimately promotes our aim of ensuring the highest standards of health, safety and welfare for our staff, patients and visitors."

To view the Health & Safety pages, visit: [www.nhsggc.org.uk/hrconnect](http://www.nhsggc.org.uk/hrconnect)



Kenneth Fleming, head of health and safety

Get your entry in now for this year's Chairman's Awards, visit: [www.nhsggc.org.uk/chairmansawards](http://www.nhsggc.org.uk/chairmansawards)

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## FITNESS

### Jog your way into summer

**CALLING** all wannabe joggers! A new weekly class begins this month based on the Gartnavel Hospitals' campus.

It is being led by Fiona Watt, health improvement senior (physical activity), and follows in the success of the first eight-week 0-5k group earlier this year.

The next block begins on 18 May, meeting at 12.30pm in the foyer of JB Russell House.

The group has a walk/jog format with the goal of being able to run a 5k.

>> For more information about the class, email: ActiveStaff.Legacy2014@ggc.scot.nhs.uk We'd like to hear about the activities happening on your site so get in touch and email your stories to: Staffnewsletter@ggc.scot.nhs.uk

## NATIONAL GAMES

# Team Glasgow to challenge for Inter Spinal Unit Games title

**STAFF** in the Queen Elizabeth National Spinal Injuries Unit worked hard to prepare a team of seven patients to challenge for the 2016 Inter Spinal Unit Games title.

The Inter Spinal Unit Games introduces wheelchair sport to recently paralysed people and is widely recognised as the flagship event for spinal injury centres across the UK and Ireland.

Glasgow last won the title in

2014, and both the staff in the unit and the team were confident they could bring the trophy home again this year. Alas, this was not to be; however, the team can still hold their heads high as they took fifth place at this year's games.

Held at Stoke Mandeville Stadium, the birthplace of the Paralympic movement, for many participants this can be the first trip away from hospital after the

long journey of rehabilitation.

Susan Walker, general manager, Queen Elizabeth National Spinal Injuries Unit said: "We were all behind this year's team and are delighted with their achievements at the Games."

"This is massive step for some of the patients and everyone in the Unit is extremely proud of both the patients taking part and the staff who work tremendously hard with the patients involved."



Pictured left to right: [front] Caroline Davie, Samantha Maguire, Louis Clegg, Darren Hampton and Angela Brown [back] Susan Gilhespie, Alan Davies, Marion MacLeod, Caryn McCubbin and Jen Cloughley

## COMPETITION

### GET READY FOR SUMMER WITH £250 VOUCHERS

**WITH** summer around the corner, could you do with a new BBQ, prefer some new garden furniture or perhaps you would like something for indoors? Whichever is top of your list, enter this month's competition and £250 of Argos vouchers could be yours.

All you need to do to enter is answer the question and email your answer, 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 date is International Nurses Day?**

>> 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 May 2016.



Get your entry in now for this year's Chairman's Awards, visit: [www.nhsggc.org.uk/chairmansawards](http://www.nhsggc.org.uk/chairmansawards)