



Staff Newsletter May 2017



A celebration of midwives

International day recognises the incredible job carried out by our maternity colleagues **PAGE 6**

Out and about with the chairman



Jean Keenan, Dr David McCarthy, Maureen Watt, John Brown, Stephen Campbell and Dr Lucy Gamble at Shawpark Resource Centre

▶ JOHN BROWN, CHAIRMAN

The past few weeks have not only been busy, but they have reflected the diverse nature of the chairman's role.

I've spent time with the Scottish Government including meeting the Cabinet Secretary for Health & Sport to discuss a variety of issues around the services we deliver. I've also met with local MPs, MSPs and councillors to discuss issues that are important to their constituents. This included explaining how we are working with the Health and Social Care Partnerships to develop more integrated service delivery plans. All of this reflects how important health and social care issues are to the people we serve and on every occasion I've met key stakeholders they have asked me to emphasise their appreciation of the hard work and commitment of staff across Greater Glasgow and Clyde.

I've also spent time with representatives of the third sector and local activists who

are not only interested in the nature of our services, but are also concerned about their accessibility to our patients. This is clearly a major issue for the work currently under way to determine the future shape of our services and we need to ensure our plans take into account the views of all our stakeholders, including staff, patients and their representatives.

On two occasions recently I've been to see the impressive progress being made in a number of important aspects of healthcare through our close working relationships and formal partnerships with the local universities.

At the opening of the Imaging Centre of Excellence (ICE) at the QEUH campus, I was impressed by the ultra high-resolution 7T MRI scanner that has just been installed in the ICE building. This is the first of its kind in the UK and completes a suite of facilities provided by the University of Glasgow that provides precision medicine, molecular pathology, medical teaching and

a clinical innovation zone for engagement with industry partners.

I next visited the New Victoria Hospital where the Cabinet Secretary and I met the team of clinicians, pharmacists and scientists working with researchers from Strathclyde University to gather information on the clinical outcomes of new cancer medicines. This includes measuring the real-life impact of cancer medicines on our patients.

I also spent time with Maureen Watt, the Scottish Government's Minister for Mental Health, meeting colleagues at the Maryhill Health and Care Centre. We were very impressed to see the work of the Shawpark Resource Centre, including their approach to developing innovative ways of supporting patients with mental health problems. A very good example of this is the Jigsaw Project, a GP-led initiative to design new pathways of intervention in mental health.

Finally, I enjoyed a very informative tour of the Clie Sargent charity's Marion's House. This is purpose-built accommodation for families with children who are inpatients at the Royal Hospital for Children. I was not only impressed by the quality of the accommodation, but also by the overall support that the team at Marion's House give to families at a very difficult and worrying time. I was joined on this visit by one of the Board's Non Executive Members, John Legg. John has recently taken over as chair of the Royal Hospital for Children's Charities Committee. This arrangement gives the charities easy access to the Board and recognises the important part charities play in delivering the best possible experience to patients and their families at what is often a very difficult time.

If you would like me to visit your department or ward, email: staff.comms@ggc.scot.nhs.uk

DON'T FORGET TO WATCH NEW BBC DOCUMENTARY SERIES

'Scotland's Superhospital' spotlight on staff and patients

Just a reminder to staff that a new, three-part documentary on the Queen Elizabeth University Hospital campus has started on BBC1 Scotland.

Episode one was shown in April but there are still two more to go – one at 9pm on 1 May and one at 9pm on 8 May.

The three new programmes are a follow-up to last year's documentary on the opening of the new Queen Elizabeth University Hospital and the new Royal Hospital for Children.

This latest documentary series is about

how the campus has settled one year on and focuses on the staff and patients with trauma, orthopaedics, renal, surgical, emergency and paediatric stories, to name a few.

The stories are funny, heart-warming and sad, but everyone involved depicts what the NHS is all about.

There are some great stories, so if you're home in time, grab a cuppa, sit down and enjoy and if you're still on shift, set the timer to record or catch it on iPlayer.



Dr Amit Roy, emergency medical consultant

Our hospital catering team is among the best in Britain

Our hospital catering team was declared among the best in Britain at a catering awards ceremony last month.

The catering strategy team was one of three finalists in the Catering Team of the Year category at the Hospital Caterers Association awards in Belfast's Titanic Centre.

The team was honoured for its work in devising a variety of nutritious meals, in partnership with dieticians and patients, which meet the needs of a wide variety of patients.

Almost 10,000 of these nutritionally analysed meals are produced daily by board staff in two large kitchen facilities in Paisley and Greenock before feeding patients across 17 hospital sites.

The service was also recognised for introducing more choice and cutting down on levels of food waste. The board has been taking part in a national trial of electronic ordering, with catering staff inputting patient meal orders into a tablet.

This allows the catering service to free up more time for nurses to spend with patients, identify menu trends and reduce food waste by allowing patients to choose meals as close to mealtimes as possible.

The level of unserved meals is running at an average of 7.75 per cent of all meals produced – lower than the national target of 10 per cent.

Kate Murray, head of catering,



Margaret Valenti, administration manager; Kate Murray, board lead for catering, and Helen Davidson, catering strategy dietician, celebrate the team's achievement

said: "Making it to the final is a wonderful testament to all the hard work the catering service has carried out to ensure patients have a wide choice of nutritious and appealing meals.

"We're proud that our own catering staff prepare 3.6 million meals annually and that patients are enjoying the meal options

available to them.

"As a service, we're determined to give our patients meal choices that suit their needs.

"We're part of the multi-disciplinary team involved in nutritional care and are the only board in Scotland employing a full-time dietician as part of the catering team."



Dementia champions

Huge congratulations to the latest 18 members of staff who recently graduated as dementia champions through the NHS Education for Scotland, Scottish Social Services Council, Alzheimer Scotland and Scottish Government programme.

The programme supports improving the experience, care and outcome of people diagnosed with dementia.

Nearly 80 of our staff from a range of specialties have graduated from the programme. Having staff well trained and highly motivated to provide people with dementia and their families the care and support they deserve makes an enormous difference to their lives.

To browse through the photos, visit: www.flickr.com/photos/nhseducationforscotland/albums

For more information, visit NHS Education for Scotland, Education and Training section and click on Mental Health and Learning Disabilities / Dementia, visit: www.nes.scot.nhs.uk



Hospital Caterers Association honour for Stewart McKenzie

Stewart McKenzie, site facilities manager based at Stobhill, has taken on the prestigious national role of chair of the Hospital Caterers Association (HCA).

With 15 branches throughout the UK and more than 250 NHS hospitals represented in its membership, the HCA network is the single largest group of healthcare catering providers within the NHS.

Its mission is to promote, develop and improve

the standards of catering in hospitals and healthcare establishments; educate and train people working in healthcare catering services, and improve the professional interests and status of healthcare catering practitioners.

This is a significant achievement for Stewart, and of his new role, he said: "I hope to continue to drive the importance of the HCA's message of taking a patient-centred approach."



A celebration of the role of midwives around the world

The internationally recognised day for highlighting the work of midwives is 5 May.

This year, we are getting on board with the Royal College of Midwives (RCM), who are hosting the Great Midwifery Cake Off 2017 competition.

The Great Midwifery Cake Off is asking members to embrace their creative side and get baking midwifery-inspired cakes and take a photo of the fruits of their labours.

The winning entry will be the one with the most likes on Facebook.

Over the past few weeks, local RCM

“I’d like to thank all our midwives for the incredible job they do and the positive impact they have on families”

reps and lead midwives have been busy encouraging our midwives to host a cake stall and bake some treats.

While there will be much fun and frivolity on the day, the International Day of the Midwife (IDM) also carries a serious message about the important role these professionals play throughout the world.

The International Confederation of Midwives first established the idea of the International Day of the Midwife following discussion among Midwives Associations in the late 1980s, then launched the initiative formally in 1992.

Each year, the day gives an opportunity for midwives around the world to think about others in the profession, to make new contacts within and outside midwifery and widen the knowledge of what midwives do for the world.

Evelyn Frame, chief midwife,

pictured below, said: “All our midwives work hard every day to ensure mothers and their families receive the quality care that they deserve and this year’s theme for IDM – Midwives, Mothers, Families: Partners for Life – reflects that.

“I’d like to thank all NHSGGC’s midwives for the incredible job they do every day and the positive impact they have on our mothers and families.

“IDM is a great time to focus on midwives and celebrate the great work, effort and advancements that have been done to continually make improvements for mums and their babies across NHSGGC.”

Some of the wide-ranging improvements that have taken place include the examination of the newborn now being carried out by midwives.

Previously, this was carried out by another health professional





Glasgow midwife is thrilled to train as a Queen's Nurse

One of our community midwives has been selected to be part of the first group of Queen's Nurses in 48 years.

Hilary Alba, pictured left, a community midwife manager with the Special Needs in Pregnancy (SNIPS) team, is now taking part in the professional development programme run by the Queen's Nursing Institute Scotland (QNIS). Once she has completed the development programme, Hilary will work to promote health improvement and delivery of services in the local community.

The SNIPS team manages women with the most complex social needs. Hilary provides community midwifery service to women who are asylum seekers, have experienced people trafficking or female genital mutilation.

She said: "I am absolutely thrilled to be chosen as a Queen's Nurse. Although it hasn't been awarded in almost 50 years, it is always associated with excellence in the medical profession and will give SNIPS added kudos.

"It will be a real benefit meeting the other nurses selected and I'm

certain we'll be able to share ideas that I can bring to my role with the SNIPS team.

"The learning will filter down through the team which will improve our service even further.

"Treating more people in the community is the way forward for health services and we will be at the forefront of this."

This ties in with the theme for International Day of the Midwife – Midwives, Mothers and Families: Partners for Life.

By working in partnership with women and their families, midwives can support them to make better decisions about what they need to have a safe and fulfilling birth.

Dr Margaret McGuire, nursing director, said: "I'm delighted that Hilary has been chosen to take part in the programme to become a Queen's Nurse.

"She now has a wonderful opportunity to further enhance her professional skills.

"With health policy rapidly shifting the balance of care towards care at home, it is an opportune time to highlight the important contribution of community nurses."

away from the bedside and mother for a period of time.

Now midwives providing this service means mum and baby can be cared for together and improves the continuity of care.

Another advancement is the treatment of term babies who require intravenous (IV) antibiotics immediately following delivery due to an increased risk of early onset sepsis.

Previously, they required to be separated from mum to be treated in the Neonatal Unit (NNU). This intervention occurred at a crucial time in the mum/baby bonding process and at a time when separation should be minimised.

To minimise this separation staff from NNU are carrying out this treatment in the labour ward. The Maternity Unit at QEUEH plans to share this project with other units.

Evelyn added: "Being a midwife is a very privileged job. Welcoming a baby into your family is a major life event and it's a huge honour to be a part of that. Being able to support a woman through her pregnancy, delivery and seeing the family at the end is an amazing thing to do and be a part of."

If you post your photo on Twitter using #RCMcakeoff, the RCM will retweet it.

Don't forget, if you are celebrating International Day of the Midwife to send pics of your celebrations to Staffnewsletter@ggc.scot.nhs.uk and we'll tweet them too!

STAFF ARE HONOURED FOR THEIR LONG SERVICE IN THE COMMUNITY

International Nurses Day takes place on 12 May and once again plans are in hand to celebrate this special day.

Across the organisation, including in the children's hospital and most of our acute sites, you will see nurses hosting stalls, with balloons, banners and some giveaways.

At Glasgow Royal Infirmary, you can take a trip back in time and browse the exhibit of old pictures and uniforms.

This is also a particularly fitting time to celebrate a further cohort of QNIS [Queen's Nursing Institute Scotland] awards.

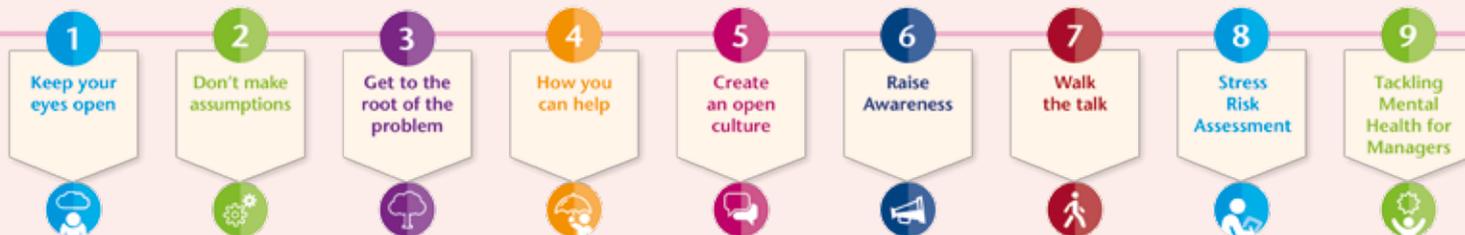
The Queen's Nursing Institute gives awards to nurses who have served 21 years or more in the community and recently 33 staff were recognised.



Linda Hall, Sharon Pettigrew and Mari Brannigan

Mari Brannigan, director of nursing, partnerships, said: "Our community nurses are out in all weather, every day, all year, ensuring our patients are cared for and supported at home.

"It was a delight to celebrate with our long-service award winners at a recent ceremony at House for an Art Lover."



STAFF HEALTH: TOP TIPS

Top tips for line managers

Advice on how to support colleagues' mental health and wellbeing at work

As recently brought to global attention by Princes William and Harry and Lady Gaga, being able to talk about your mental health is extremely important.

Our line managers have a crucial role in supporting the mental health and wellbeing of their staff. From communication to clarity of job role, line managers can influence the success of a team.

In the latest in our series of features on managing stress in the workplace, we provide some tips for managers to help you identify whether your staff are feeling stressed and to understand the important role you can play in helping them to tackle this.

Pocket-sized z-cards are being issued over the next few weeks to managers throughout the organisation as a handy reminder.

In the meantime, here is an 'at-a-glance' guide to the top tips for managers in tackling stress.

Keep your eyes open



The first sign that someone may have depression or a problem with their mental health is often in changes in their day-to-day behaviour. This could be not being able to cope with work, a sudden loss in motivation or absenteeism. These signs are a potential warning that someone may be suffering from depression.

Don't make assumptions



We all have our ups and downs, so a change in behaviour doesn't necessarily mean there is a problem. If you do notice inconsistent behaviour, try to establish whether it's just a blip, or perhaps the signs of a more serious problem.

Get to the root of the problem



It's rare for someone to voluntarily talk about a mental health problem. Approaching a colleague who you



A Healthier Place to Work

feel may be suffering from a mental health issue is not easy. Try to arrange a moment to catch someone privately, and informally ask if they are feeling OK.

How you can help



Depression or anxiety can sometimes be caused by a work issue or a personal one. Act accordingly when you establish what the cause of the problem is. If it is work related, you have the responsibility to help remedy it. If it's a domestic issue, think about the changes you can implement to make things easier, such as flexible working. If they have not already found support, point them towards help from their GP or our in-house employee counselling. This is a free and confidential service based in the occupational health department at the West Glasgow Ambulatory Care Hospital (Yorkhill). Both face-to-face and telephone appointments are available. They can be contacted on 0141 201 0600.

Create an open culture



We need to have a culture where individuals feel comfortable to disclose their mental health condition to their manager if they want. The aim should be to create a working environment that eradicates the stigma of mental health. Making sure staff are aware of policies and procedures will help them feel able to talk about the topic. Our Mental Health and Wellbeing policy guidance document can be viewed on the new HRConnect portal. This is

supported by the relevant rules, practices and guidance within existing policies including: policy on Stress in the Workplace, Supporting the Work Life Balance (Family Friendly policies) and Dignity at Work policy.

Raise awareness



It is important to take steps to reduce the stigma of mental health problems by raising awareness of the issues. Useful resources are available via the HRConnect portal. These include immediate help, employee counselling, money worries, iMatter, Mind, Ahead for Health DVD and Resilience Toolkit.

Walk the talk



A policy will only work if lived out in practice so be aware that your behaviour can set the tone for the rest of your team. Make sure you take a lunch break, don't work long hours and use up your annual leave. Evidence also suggests that exercise, a balanced diet and a healthy work/life balance can help treat mild depression, so encourage staff to take part in any activestaff activities on offer.

Stress risk assessment



We promote the use of health and safety risk assessments to support staff who are experiencing stress. This can be done using the individual risk assessment found in the Stress in the Workplace policy, found on the website.

Tackling mental health for managers



Training for managers is being delivered on a specific directorate basis. Managers should liaise with their HR manager to undertake this training. This should be linked with use of the departmental Health and Safety Executive stress risk assessment tool.

Nominations are open!



The Chairman's Awards 2017 are now open for nominations. The awards recognise individual staff, teams, services or projects that have made an exceptional contribution to NHSGGC and an outstanding difference to the care and wellbeing of our patients, their carers or our staff. The categories are:

- Clinical Practice
- Improving Health
- International Service
- Nursing
- Patient Centred Care
- Using Resources Better
- Volunteer.

Every day in the NHS, dedicated teams and individuals go to extraordinary lengths to provide exceptional care for people who use our health services and this is our way to reward that dedication.

Our awards are a brilliant opportunity to shine a light on someone you know who goes above and beyond the call of duty to provide exceptional care and support.

Chairman John Brown said: "These awards have really struck a chord with staff and the public and every year we receive a high volume of nominations from right across the board area.

"This is testament to the amazing work our staff do and how highly they're valued by the people they see.

"The awards were of an exceptionally high standard last year and the competition was stiff. I'm certain we'll receive the same high standard of entries this year and I look forward to having the difficult job of choosing the winners."

Tips for completing entries

When filling in your nomination form, don't forget to put as much detail as you can. Remember, you are telling a judging panel who don't know the person, team or service you are nominating. Simply saying someone goes above and beyond is not enough detail for the judging panel to score on. Give clear, direct and specific detail. Include enough information for the panel to become familiar with the nominee. Give specific examples that address the award criteria and elaborate on why the nominee's accomplishments are worthy of the award.

You can nominate by visiting: www.nhsggc.org.uk/chairmansawards Alternatively, if you know of a patient or visitor who wants to nominate but doesn't have access to a computer, ask them to call 0800 027 7246. The closing date is 31 July.



What matters to you?

The second NHSScotland 'What matters to you?' Day takes place this 6 June and we are encouraging staff to get involved and ask their patients what matters to them.

'What matters to you?' Day started with the aim of encouraging more meaningful conversations between healthcare staff and their patients, families and carers who receive health and social care.

It's a simple approach but very effective. Just talking to your patient, family and carers makes them feel more at ease and involved in the care of themselves or their loved one. And it gives you a better insight into what the patient is like and what they like. Armed with this information, you are in a better position to find the right way forward.

If you are doing something special to celebrate 'What matters to you?' Day, email us: staffnewsletter@ggc.scot.nhs.uk

William Cullen Prize

For the second year, medical director Dr Jennifer Armstrong, in collaboration with The Royal College of Physicians of Edinburgh, will present two prestigious awards for medics at our Celebrating Success 2017 event.

The William Cullen Prize for excellence in teaching and a separate William Cullen prize for service innovation will recognise a clinician, or clinician and team, as having made a significant contribution to local teaching or service innovation in Greater Glasgow and Clyde. The winners will receive a unique framed print of a William Cullen letter.

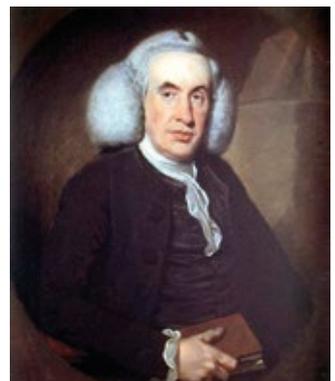
TEACHING AWARD

We currently have recognition awards for medical teaching based on performance in the national trainee and student surveys. The overall William Cullen Prize winner will be selected from that cohort of around 20 of our top performers.

INNOVATION PRIZE

To enter the William Cullen Prize awards simply complete the online application form, visit: www.nhsggc.org.uk/williamcullen

Dr Armstrong and a panel of senior medics will form the judging panel.



William Cullen

Best foot forward for the walking challenge

ACTIVESTAFF

Look out your pedometers, bring your trainers to work, and develop some healthy rivalry... the walking challenge is back.

Our walking challenge earlier this year saw our 10,000th member of staff signing up for one of our challenges.

And now you have a chance to increase that number further by joining our next walking challenge in May.

The six-week challenge will start on 15 May and will see staff, in teams of up to five, tackle the virtual 'Wonders of the UK' route, a 1,000-mile walk taking in some of UK's most remarkable natural and man-made landmarks.



A Healthier Place to Work

As well as the challenge of completing the route, we'll have bonus competitions throughout the six weeks with prizes to be won but you've got to be in it to win it!

So get your team together and get ready to take the Walking Challenge.

Registration opens on 1 May. To register, visit: www.activestaff.worldwalking.co.uk



New activestaff classes launched

Mokyfit and badminton are the latest classes to be offered FREE to staff as part of our activestaff programme.

Mokyfit is a dance workout that uses big chart hits and easy to follow dance moves designed to give a fun but intense cardiovascular and full body sculpting workout. The class is in the cardiac gym at Stobhill from 5.15pm and 6.15pm on Wednesdays.

Our badminton classes are relaxed, social sessions open to all abilities.

If badminton and Mokyfit are not for you, then there are a range of other classes that you can try:

Fatburn Extreme – a fixed 20-minute, maximum intensity workout with no dictated rest periods. The

sessions are comprised of body weight exercises such as push-ups, squats and lunges.

Metafit – a high-intensity workout including a series of bodyweight exercise with interval-style training.

Tai Chi – combines deep breathing and relaxation with slow and gentle movements.

Yoga – an ancient form of exercise that focuses on strength, flexibility and breathing to boost physical and mental wellbeing. It is a safe way to increase physical activity and to improve flexibility and balance. Yoga can also help to reduce stress.

Details of all our activestaff classes, including how to book, can be found at: www.nhs.gov.uk/activestaff

COMPETITION



WIN

Fitbit Charge 2

This month we are giving you the opportunity to win a fantastic Fitbit Charge 2

Following on from the roaring success of our January competition, we are once again offering you the chance to win a Fitbit Charge 2 special edition!

Make every beat count with the Fitbit Charge 2. Record your workouts with multi-sport modes to see real-time workout stats on screen, or rely on smart track to automatically record select exercises for you. All-day activity and auto sleep tracking let you see how your whole routine adds up. With more advanced features in a sleeker package, it's the motivation you need to push yourself further – every step, every beat, every day!

Simply answer the question below and email your answer, along with your name and work location to: competitions@ggc.scot.nhs.uk or send to: Corporate Communications, JB Russell House, Gartnavel Campus, 1055 Great Western Road, Glasgow G12 0XH.

Q. What date is International Day of the Midwife?

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 31 May 2017. Prizes must be claimed within four weeks of the closing date.