



Staff Newsletter July 2017



# Life savers

Off-duty nurses come to the aid of their exercise class friend

Full story on **PAGE 2**

a little my name is NHS  
**JUNE Doherty**  
Registered Nurse

a little my name is NHS  
**SUZANNE**  
Primary Care Team Lead



# Quick-thinking Greenock nurses help save a life

## HERO NURSES

**Greenock nurses June Doherty and Suzanne Taylor thought they had finished for the day when they set off for their regular exercise class.**

Little did they know that their lifesaving skills would be put into action, minutes into the Boexercise class in the Victorian Suite in Greenock.

Thankfully, instinct kicked in for June, who works at Inverclyde Royal Hospital, and Suzanne, who works in primary care, when a woman in her 50s collapsed right in front of them and they began resuscitating her.

They managed to stabilise her until paramedics arrived and, thanks to their actions the woman, was taken to hospital to recover.



Suzanne Taylor and June Doherty

June said: "The class had just started and the woman collapsed. She had stopped breathing and both Suzanne and I started CPR to resuscitate her.

"We have worked together a long time and we are friends. But we have never come across this outside of work before. There were a few tears after it all.

"The family got in touch, sending us lovely messages thanking us for saving the lady's life. We are just glad we were there and that she is going to be okay."

Suzanne, added: "It has been very emotional for us. We are just so happy the lady is doing well. That is all that matters.

"She was behind me and I just thought she had fallen over at first and then we realised it was bad. The adrenaline kicks in and instinct takes over.

"It is very different when you are in a hospital setting and all the equipment is there. You obviously are expecting something to happen and you are prepared for it at work. June and I were colleagues for 18 years - a very long time - and we are very close friends. We worked as a team to carry out CPR."

June and Suzanne believe that the incident highlights how important it is that more members of the public should be trained in first aid.

June said: "My teenage daughter and her friend were there with me. They saw it all and it really shocked them. They now want first aid training and I hope if anything this highlights how important that is."

# £38m investment in healthcare

**Two 'Sod Cuttings' mark the start of a new work programme that will see new health and care centres for the residents of Woodside and the Gorbals.**

A combined budget of £38 million has been approved, with the buildings being operational by October 2018.

The projects represent much more than the modernisation of the existing facilities. As well as delivering an improvement to the environment in which care is delivered, the new facilities offer an opportunity to reshape services from a patient and service user's perspective to provide care that is more integrated, accessible and efficient.

Woodside Health and Care Centre will provide a wide range of services including the transfer of eight General Practices, a dental practice, a pharmacy and other primary and community care services from



John Brown, Chairman, Shona Robison, Cabinet Secretary for Health and David Walker, Head of Operations, Glasgow City HSCP South Locality

the current health centre, as well as the introduction of other services, including specialist children's services, community addictions services and an older person's day care service.

Gorbals Health and Care Centre will provide a wide range of services including

the transfer of four General Practices, a dental practice and other primary and community care services from the current health centre, as well as the introduction of other services, including specialist children's services, community addictions services and social care services.

## Nominate your NHS Hero

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

Closing date for nominations is 31 July

# SECURITY

## We all make the difference

**Staff right across NHSGGC responded swiftly to the tragic events in Manchester, London and other incidents that have occurred in recent weeks.**

As the national threat level was raised to 'Critical' (meaning another attack in Britain was considered imminent), our board's security and resilience group convened to ensure we were doing everything we could to heighten security levels and minimise the threat of a terror incident.

Response alert systems were tested and re-tested. ID badge security issues were raised and addressed and staff on the ground fed back vital local intelligence about issues that could be tightened up such as security doors being left open and other related issues.

Following review by the Joint Terrorism Analysis Centre (JTAC),

the national threat level was reduced to 'Severe' on Saturday 27 May, meaning that an attack is still highly likely.

However, Police Scotland's message to NHSGGC staff and the public remains the same – "Be alert, not alarmed" and "Be vigilant and report suspicious behaviour".

Assistant Chief Constable Steve Johnson, Police Scotland, said: "I have said before that 'Communities Defeat Terrorism' and Scotland's greatest defence against the terrorist threat is our close-knit communities and the relationship police and partners have with the public."

The message is clear – we must all maintain our high levels of vigilance. "Prevent" posters are now displayed in hospitals, health centres and other NHS buildings to help keep a focus on the ongoing threat and the need to remain security aware.

## COMMUNITIES DEFEAT TERRORISM

### MAKE NOTHING HAPPEN

If you see or hear something that could be terrorist related, act on your instincts and call the police, in confidence, on **0800 789 321** or visit **gov.uk/ACT**



**ACT**

ACT  
ACTION  
AGAINST  
TERRORISM

### Some tips:

- make sure you have an official photo ID badge and, when at work, wear it at all times
- don't leave your ID badge at work when you go home... you may need it to get into work in the event of an incident
- security doors should never be left jammed open. Don't let anyone unauthorised walk in behind you when using a security door
- if you lose or misplace an ID badge fitted with a secure door entry chip, please report it immediately so that it can be deactivated and a new one issued.

## BSL online service



**An innovative new service to allow staff to communicate effectively with deaf patients is currently being introduced across the organisation.**

British Sign Language (BSL) Online interpreting means that deaf patients will be able to communicate with staff while waiting for a face-to-face interpreter to arrive. It is hoped that the service, which has

already been trialled in the Queen Elizabeth University Hospital, will have a significant impact on the experience of deaf patients, particularly with regard to unplanned visits.

Jac Ross of the Equality & Human Rights team said: "We know from talking to the deaf community that there are high levels of stress associated with coming to A&E and not being

able to communicate. The online service means that staff can quickly connect with an interpreter and communicate with their patient.

"It is also useful for hospital stays, when an interpreter is not always present. Patients can use the service to communicate with staff and with family members at home, helping to reduce the feeling of isolation."

Deaf BSL user Scott Campbell, said: "The online service helped me a lot. The interpreter was late for my last appointment and so the doctor got me the laptop so that I could communicate. I felt so much better having it there."

The BSL Online service is available across a range of sites including the Queen Elizabeth University Hospital, the Royal Alexandra Hospital, Inverclyde Royal, Glasgow Royal Infirmary, Stobhill Hospital and the Beatson West of Scotland

Cancer Care. The service will continue to be introduced across NHSGGC sites over the coming months.

"It's important to realise that English isn't a BSL user's first language, so writing things down or trying to use lip reading doesn't always help and certainly isn't sufficient for a clinical situation," said Jac.

"We must ensure that we are providing an equitable service for the deaf community, in accordance with equalities legislation. BSL Online is part of a range of work we are currently undertaking to promote BSL as a language and culture and improve the experience of our deaf BSL patients."

**Look out for the 'BSL Used Here' posters and visit [StaffNet > Info Centre > Interpreting Services](#) to find out where you can access the service.**

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# We're tackling rising agency costs

A new approach will help us create a cost-effective and skilled workforce

SPOTLIGHT

**THE cost of premium nurse agency staff has been rising in recent years and last year in Greater Glasgow and Clyde it reached £3.7 million.**

To stem this costly way to fill nursing and midwifery shifts, NHSGGC stopped the use of premium agencies on 1 July in tandem with a raft of new measures, including increased bank nurse activity, streamlined recruitment processes and improved rostering.

This decision has not been taken lightly, but with the organisation continuing to face significant financial challenges, the need for tightened controls has become pressing.

Over the past few months, the Board's nurse director and HR director have been working together with colleagues to prepare to stop using agency staff.

A new online process for booking bank staff is just one of the improvements they have put in place.

Here, nurse director Dr Margaret McGuire explains the measures that are being introduced to help prepare for the switch-off.

**The right levels of cover**

"Our priority is to ensure that we have the right workforce to cover our predicted activity and levels of acuity. Effective rostering is the basis for this. Mandated national workforce tools have been created to help ensure that the nursing and midwifery establishment for each

clinical area contains the correct number of staff with the appropriate skill mix.

"These national evidence-based tools already allow for a predicted absence of 22.5 per cent (for annual leave, maternity leave and study leave) but a recent review of rostering across the organisation revealed that this was not routinely being taken into account by colleagues responsible for planning duty rotas.

"A new management programme, *Making a Difference*, has therefore been delivered in recent months to lead nurses and senior charge nurses, supporting them to hone their skills in workforce and workload planning,

**"Having the right staff with the right skills also requires effective, responsive recruitment"**

sickness/absence management and use of management information. These masterclasses are building capacity to ensure effective rostering is routinely applied across all our services.

"Having the right staff with the right skills also requires effective, responsive recruitment.

"We've worked closely with colleagues in recruitment services to develop a new streamlined approach to nurse recruitment.

"This approach sees us moving away from an onerous process based on filling individual

vacancies – where appointable candidates can be lost to the system if unsuccessful – to a cohort programme where regular sector/directorate 'one stop shop' events will be scheduled throughout the year to identify a range of candidates to fill all live vacancies.

"This will speed up and streamline the recruitment process and help ensure vacancies are filled quickly."

**Covering unfilled shifts**

"The nurse and midwife bank needs to be prepared to supply to areas when a shift cannot be covered by other means. The recruitment process for the nurse bank has been overhauled in line with the new streamlined approach for nurse recruitment with more frequent recruitment cycles for both registered and non-registered staff now in place. A variety of incentives are available to encourage individuals to sign up with the bank including: training; the opportunity to secure substantive positions through joining the bank; access to favourable T&Cs as substantive post-holders; and accrual and payment of annual leave.

"Those accepted for a substantive post are also offered bank work whilst their appointment is being processed.

"And to speed up and simplify the process of booking a shift, a new online booking system 'Allocate' is being launched this month. This online booking service allows staff on the



Nominate yo

Get your entry in now for this year's Chairman's Av

Closing date for n





bank to select shifts they want to work through their phone or tablet. It also speeds up the process for wards requesting a shift to be filled and allows them to track their request in real time.”

**Managing challenging behaviour**

“Around 50 per cent of requests for premium rate agency nurses are for RMN input into the care of patients with challenging behaviour. A number of measures are being implemented to enhance the skills of staff in the acute sector for managing challenging behaviour. NHSGGC already runs an in-house programme of de-escalation training and staff will be supported to attend these training opportunities.

“Additional MAYBO conflict resolution training is also being provided for particular ‘hot spots’ where patients are more likely to require enhanced observation due to their behaviour.

“I have also funded the development of a new module at Glasgow Caledonian University which provides staff with awareness of mental health conditions, signs and symptoms. Bank staff routinely cover enhanced observation shifts and are experienced in this. The nurse bank will continue to meet this demand if required when the premium nurse agencies are switched off.”

**We’re in this together**

“Obviously the nurse bank relies on registered and unregistered staff choosing to sign up but premium rate agencies have their appeal.

“To be successful in the switch-off, we need to encourage more colleagues to choose the bank option rather than an agency. We are, therefore, working with our colleagues across the West of Scotland and the central belt to agree an approach that sees all boards discontinue the use of premium agencies. By taking this stance together, we will all make best use of the resources we have to get the right staff, at the right time, with the right skills, in the right place providing high quality care.”



Margaret McGuire

**Trade Union support**

Trade Unions have also given their backing to the measures being taken within the Board to tackle premium rate agency use.

Dorothy McErlean, employee director, said: “The staff side supports reducing the cost of agency spend within the Board and supports the use of our own bank staff. Using the rostering policy more effectively will also help to reduce unfilled posts and therefore reduce the stress for staff working in these areas.”

**If you are with a nurse agency, we would be happy to consider your application to join the Nurse Bank. Your experience will be taken into account. For more details, visit: [www.nhsggc.org.uk/HRCconnect](http://www.nhsggc.org.uk/HRCconnect)**



**Join the Nurse and Midwife Bank**

**Bank workers enjoy favourable terms and conditions**

- Access to training and CPD opportunities
- Rates of pay in line with experience
- Opportunities to gain permanent employment
- Favourable terms and conditions
- Accrue annual holidays/holiday pay
- Access to free activestaff fitness classes
- Support with revalidation

**For further information:**

- ☎ 0141 278 2555
- ✉ [staff.bank@ggc.scot.nhs.uk](mailto:staff.bank@ggc.scot.nhs.uk)
- 🌐 [www.nhsggc.org.uk/nursebank](http://www.nhsggc.org.uk/nursebank)

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Greater Glasgow and Clyde

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# Credit Union’s magical million

**Our NHS Credit Union is the fastest-growing Credit Union (CU) in the country with 16,500 members – 2,500 up on this time last year.**

As word continues to spread about the unique benefits to NHS staff, more and more of us are joining and using the range of savings and loan facilities on offer. During May, the Glasgow-based CU staff team processed and issued more than £1 million to members. It’s only the third time in the CU’s 18-year history that loans have topped £1m in a month.

The loan that took the CU through the £1m mark this time was to help a member prepare a special celebration for her mum’s 70th birthday. Ten other loans were to help fund weddings and more than 230 (worth a total of £470,000) were for members’ holidays.

Debt consolidation loans totalling more than £100,000 were given to help members – including one loan that quite literally stopped a member being evicted from her family home.

Credit Union chief executive officer Robert Kelly said: “It’s a source of great pride – and a testament to the superb efforts of all our staff – that we have managed to give financial assistance totalling more than £1m to our members in the month of May. But what is



Scotland’s NHS Credit Union staff and VIPs from Peach State Credit Union, Georgia, USA, were “wowed” by the Royal Hospital for Children when they went on a walkabout tour.

Lead nurse Melanie Hutton and colleagues, senior charge nurse Alisa Shivas and staff nurse Mhairi Parris took the group

around key areas of outpatient and inpatient treatment areas.

But it was the child-friendly design, examples of patient-centred care and facilities such as the Medicinema, outdoor play areas and the fantastic activities for young patients in the atrium that most impressed the delegation.

even better is to hear the individual stories behind these loans. We’ve helped members create their dream wedding; sent some off on the holiday of a lifetime and kept some out of the spiralling misery of high-cost loans.

“We look on ourselves as a financial family – and are delighted to have been able to

help so many customers out in this way.”

Staff in NHSGGC can pay into their savings and also make loan repayments direct from payroll. They can also benefit from the free life savings and loan protection scheme. To become a member or to find out more, visit [www.nhscreditunion.com](http://www.nhscreditunion.com)



## Schiehallion Appeal

Prof. Gibson leading a climb to the top of Schiehallion

**Glasgow Children’s Hospital Charity recently launched its Schiehallion Appeal in partnership with NHSGGC, aiming to raise £500,000 to provide even better treatment for children with cancer in Scotland.**

Money raised from the Schiehallion Appeal will enhance the clinical trials centre in Schiehallion and bring more of the latest cancer treatments to Scotland.

Professor Brenda Gibson, Professor of paediatric haematology, explained how the Appeal will make a difference: “We liken the ward to the mountain – Schiehallion – to mirror the journey for children with cancer.

“We recognise that it’s an uphill struggle,

but we also recognise that you can walk up a path with lots of people who will get you to the top. We hope that everyone will get behind our appeal to help children with cancer in Scotland.”

**To help, you can make a donation by:**

- texting CHILD to 70707 to donate £5
- donating online at [www.glasgowchildrens-hospitalcharity.org/donate](http://www.glasgowchildrens-hospitalcharity.org/donate)
- calling 0141 212 8750.

Glasgow Children’s Hospital Charity is also offering free places to all staff taking part on its 10k Sponsored Walk on 2 September.

For more information, visit the Glasgow Children’s Hospital Charity Fundraising Hub at the Royal Hospital for Children.

## Guidance on photos

**Over recent months, a number of staff have enquired about what can be done if they see someone taking inappropriate photography on our sites.**

In some instances, images of patients and staff have been uploaded to social media sites such as Facebook or YouTube.

Everyone using NHSGGC facilities and services has a reasonable expectation of privacy and dignity during their time with us. To protect this privacy and dignity, no one is permitted to make unauthorised pictures, videos or audio recordings in healthcare settings that feature other service users, visitors or staff.

We have clear policies in place regarding the use of mobile devices and photographic equipment and if you do see someone taking inappropriate photos or videos, then you are well within your right to ask that person to leave the premises.

We need to ensure everyone respects patient and staff privacy and dignity.

**Guidance is available at: StaffNet > Corporate Services > Communications**

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# Survey will help us tackle stress at work

## STRESS IN THE WORKPLACE

**Almost 10,000 staff have been supported to complete a stress survey to help identify and minimise the risks of harm from stress.**

The risk assessment process, developed by the Health and Safety Executive, uses simple surveys to understand how staff feel about the demands on them, their ability to cope with these demands, the extent to which they are fulfilled by work, the control they have over work and the support they receive from their manager and colleagues.

The findings from the anonymised, confidential questionnaires are then shared within the team so that they can work together to identify and agree potential solutions.

The Occupational Health Service plays a key role in supporting teams going through the audit.

Head of service



Rona Wall

Rona Wall explained: "The risk assessment is designed to involve all staff within a clinical area or a department to determine contributory factors that could be increasing numbers of staff feeling stressed at work.

"A manager may choose to do this if there is a higher number of staff advising their manager that they are feeling stressed.

"It can also be used following the iMatter team results, where further information may be sought to identify support for staff. If a manager wishes to do this survey, they should discuss this with their local HR lead and training will be put in place.

"The training will be provided by Occupational Health, with support from Health and Safety, and this will also include guidance for managers of the signs that they should look out for within their teams to recognise those who may be feeling stressed.

"The questionnaire is given to all staff to complete in the form

of an electronic survey tool. It's really simple and only takes 10 minutes to complete."

All departments are recommended to carry out a risk assessment every three years or more frequently if there are indications of a deteriorating situation.

"The questionnaire is really simple and only takes 10 minutes to complete"

More information on the HSE risk assessment process is available in the Stress in the Workplace Policy: [www.nhs.org.uk/stressintheworkplace](http://www.nhs.org.uk/stressintheworkplace)



A Healthier Place to Work

## Alison's legacy to sexual health

**The Alison Bigrigg Legacy Education (ABLE) Innovation Fund is open to staff who are looking to make a contribution to sexual and reproductive health and wellbeing.**

If you have always wondered what working in sexual and reproductive health and wellbeing would be like, you may find that ABLE Innovation funding could allow you to:

- work in the field of sexual and reproductive health and wellbeing



Alison Bigrigg

- shadow and learn from someone you admire
- arrange a placement in a different environment.

Or if you have an idea that could improve sexual and reproductive health and wellbeing services, then apply to the ABLE Innovation fund,

and you might be able to:

- take time out to develop your idea
- visit others who are doing the same
- trial your idea in a different service or even in a different organisation.

Or perhaps you are passionate about customer service? The Innovation fund could help you to:

- go and work with a company renowned for its customer service for a while
- bring back what you learned to the workplace

- test your idea at work.

Feedback from a previous recipient was very positive: "It provided an opportunity to explore an innovative technique that can be used in engaging with patients and the public."

Applications are open until 10 August. For details and an application form, contact Jo Wilson, tel: 0141 211 8179 or email: [joanna.wilson@ggc.scot.nhs.uk](mailto:joanna.wilson@ggc.scot.nhs.uk) The form should be completed after discussion with your line manager.

For more information, visit: [www.sandyford.org/able-innovation-fund/](http://www.sandyford.org/able-innovation-fund/)

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# Sun shines on footie tournament

**Nine teams took part in our annual staff football tournament at Goals Glasgow South on Sunday 4 June. The tournament, played in great spirits and glorious sunshine, saw staff from a range of sites and departments compete to win the coveted tournament trophy!**

In the end, it was FC Cardio who emerged victorious, coming

from 2-0 down to win 4-2 against FC Langlands in the final. Well done to all who took part and made it such a good event.

**At Active Staff, we hold regular staff football leagues at Goals Glasgow South that are free to enter. For more information, email: [ActiveStaff.Legacy2014@ggc.scot.nsh.uk](mailto:ActiveStaff.Legacy2014@ggc.scot.nsh.uk)**



FC Langlands



FC Cardio



## Well done on the Walking Challenge

**Congratulations to all staff who took part in the recent Walking Challenge. Some 2603 participants in 705 teams from NHSGGC and the council completed the challenge, covering a total distance of 620,000km.**

Hats off to The Hoovers from Lainghill Clinic, who walked an astonishing 2,900km and ranked first among the NHS teams taking part.

Well done also to the other NHS teams, who all won an Active Staff sports t-shirt throughout the challenge. The

lucky teams were: Paediatric Pavement Pounders, RAH; The Clyde Munch Bunch, IRH; Stride It Out, North-East Glasgow; McDuffs, QEUH, and The Racing Thoughts, Stewart Centre.

Staff embraced the six-week challenge that saw them tackle the virtual 'Wonders of the UK' route, a 1,000-mile walk taking in some of the UK's most remarkable natural and man-made landmarks. Keep an eye out for our next walking challenge so you can join in.

### COMPETITION

# WIN

a 20.3-megapixel super-zoom COOLPIX B700 camera!



Capture wildlife from a safe distance, shoot stars in the night sky or take impressive shots at sporting events with the outstandingly long-range 60x NIKKOR zoom lens, extendable to 120x Dynamic Fine Zoom.

To be in with a chance of winning, simply email your answer, along with your name and work location, to:

**[competitions@ggc.scot.nhs.uk](mailto:competitions@ggc.scot.nhs.uk)** or send to: **Corporate Communications, JB Russell House, Gartnavel Campus, 1055 Great Western Road, Glasgow G12 0XH.**

**Q: What's the date we are switching off the use of premium rate agencies?**

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 July 2017.

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