



Staff Newsletter **October 2017**



# Tomorrow's people

Modern Apprentices celebrate success  
Full story on **PAGE 3**

# Out and about with the chairman



Chairman John Brown with staff from the immediate assessment unit, QEUH

## JOHN BROWN, CHAIRMAN

**This month I've been kept busy talking to people about a wide range of challenges facing the NHS in Scotland – including our response to the increasing demand for unscheduled care across all our services.**

I've been particularly impressed by the structured approach that has been adopted to this situation and the work led by Dr David Stewart on behalf of NHSGGC is a great example of how listening to our front-line staff can identify the best way to deliver patient care. Dr Stewart's presentation on the NHSGGC Unscheduled Care Programme is available to watch, visit: [www.nhsggc.org.uk/unscheduledcare](http://www.nhsggc.org.uk/unscheduledcare)

I would encourage everyone who works with people who could find themselves in need of unscheduled care to take the time

to view this online video.

To see for myself how front-line staff are implementing the recommendations from the Unscheduled Care Programme, I made a return visit to the Queen Elizabeth University Hospital and followed the patient journey from the emergency department and immediate assessment units through to the acute receiving wards. I was accompanied on this tour by our chief executive Jane Grant and we were both pleased to hear that front-line staff have confidence that the changes being implemented from the Unscheduled Care Programme will help us to deliver a better service to our patients. Of course, the hospital staff cannot do this on their own and it is important that our staff and the local authority staff working in the Health and Social Care Partnerships play their part in not only ensuring patients are able to go home as soon as possible but also in

reducing the need for hospital admissions in the first place.

I also visited the National Child Inpatient Psychiatry Unit that is based at ward 4 in the Royal Hospital for Children. This unit is for children under 12 years of age who require psychiatric inpatient care. Patients come from across Scotland and are cared for by an experienced multidisciplinary team that has worked together helping children with severe and complex mental health difficulty over many years. I was joined on this visit by Maureen Watt MSP, the Scottish Government's Minister for Mental Health, and we not only met staff but also had the opportunity to talk to patients and their families about the services the unit provides. Everyone involved recognised the need for this specialist approach to supporting the small number of children in Scotland who need inpatient care and greatly appreciated the quality of services that ward 4 delivers to children and their families.

I ended this month by attending the Royal College of Physicians and Surgeons of Glasgow's conference on Global Citizenship in the Scottish Health Service. This event considered the College's recent report on the value of international volunteering by NHS staff (<https://www.rcp.sg/globalcitizenship>) and I was very pleased to hear how much of a contribution that NHSGGC staff already make to this important work in countries less fortunate than Scotland. I was also pleased to learn that this work will continue to be supported by the Scottish Government and over the coming months action will be taken to implement the recommendations in the College's report that will create more opportunities for NHS staff to take part in this worthwhile initiative.

**If you would like me to visit your department or ward, email: [staff.comms@ggc.scot.nhs.uk](mailto:staff.comms@ggc.scot.nhs.uk)**

## NHSGGC induction video highlights commitment to values

**Chief executive Jane Grant has launched a new staff induction film highlighting the values and ambitions of NHS Greater Glasgow and Clyde and the ethos of patient-centred care. The video will be shown to all our new starts coming to work for us.**

However, it's also an opportunity for existing staff to hear Jane



talk about the core NHS values of: Care and Compassion – Dignity and Respect – Openness, Honesty, Responsibility, Quality and Teamwork – and how we use these values to guide us in all that we do.

Jane said: "NHSGGC is a great organisation with a huge pool of terrific talent. We are committed

to equality and diversity – to a zero tolerance toward racism, sexism and homophobia.

"We have access to some of the finest facilities and resources in the country but it is the values and attitudes we demonstrate as individuals that make the biggest difference to patients and their families".

**You can watch Jane's video at: [www.nhsggc.org.uk/staffinduction](http://www.nhsggc.org.uk/staffinduction)**

# Modern Apprentices celebrate achievements as 60 more join on-the-job training programme

The achievements of 40 young people have been celebrated at an awards ceremony following the successful completion of their Modern Apprenticeships.

The Board offers apprenticeships in 14 different job roles to help young people gain access to quality training opportunities in partnership with Glasgow Clyde College.

All apprentices signed up to a learning programme with on-the-job training roles including nursing assistants, radiotherapy assistants, healthcare support workers and administrators.

In addition to the 40 graduates, another 60 have been confirmed for the third cohort.

At the ceremony, Craig Monteith was declared Modern Apprentice of the Year for demonstrating consistently outstanding ability and commitment during the course.

Craig works as an assistant practitioner clinical technologist in medical equipment management. He works in the renal unit at Stobhill Hospital and has now completed a three-year apprenticeship in electronic engineering.



Modern apprentices pick up their awards

He said: "I was so honoured to be nominated, so it's brilliant to have actually won. It's thanks to the great team I work with that I won as they've given me great support. I'd like to really thank my section manager Graham Craig and all the technicians in the renal workshop for their help and encouragement."

Jane Grant, chief executive, said: "It is a great privilege for us to be able to support

the development of careers and provide the opportunity to put talents to use in delivering a high standard of service for the benefit of our patient population."

Runner-up awards were presented to Connor Stepney, a multi-skilled estates technician, and Ross McGruer, a digital print assistant in medical illustration. All three awards were supported by public service unions Unite and Unison.

## New-look digital format enhances *Staff Newsletter*

Staff can now access all of their SN articles in a new digital format!

We have changed the layout of Staff Newsletter making it more accessible for staff.

From this month Staff Newsletter will be a fully interactive digital newsletter, as well as producing a print edition to make it easy for staff who don't have access to a PC to read their newsletter.

By going digital, the newsletter is better able to relay news about our staff and services using new media, including video and audio clips.

Ally McLaws, communications director, said: "We are very

excited to launch our digital *Staff Newsletter*.

"As an organisation, we have a lot to tell staff – to share the successes of colleagues, to inform them of service improvements, and to explain when difficult decisions have to be made.

"A digital publication allows you to tell all of this in a compelling way using a mix of words, video, audio, images and animations."

To view your new online magazine, simply go to: [www.nhsggc.org.uk/SNdigital](http://www.nhsggc.org.uk/SNdigital)



small change matters

If we each cut NHS spending by £1 a day, that would save over £20 million a year!

Do you have an idea that could avoid wasted resource? Think savings and let your Chief Executive know.

**Small change matters**  
**E: [staffcomments@ggc.scot.nhs.uk](mailto:staffcomments@ggc.scot.nhs.uk)**



## Meet activator Kirsteen Mowat

This month we questioned Kirsteen, one of the new recruits to our team of activators

### How/when did you get involved with activestaff?

I got involved in activestaff in June 2016 by participating in a beginners jogging class and Fatburn Extreme, to try to get my fitness levels back after a knee injury. Then in March this year, after completing a Jog Leader course with JogScotland and speaking with a fellow activator in the QEUH, I also applied to be an activator.

### What do you do/have you done in your role as an activator?

In my role as an activator I have encouraged people to try the different classes that have been advertised, and spoken with them about the Glasgow Club Memberships available to NHS staff. I currently take an improvers and a beginners jogging class. My first beginners class have moved into the improvers class and our second beginners class are currently over halfway through a 10-week course. The improvers classes are going well and everyone is benefiting from the classes.

### Why do you think activestaff is important?

Activestaff allows staff to be active during their working day, where they may not be able to fit in activities after work. It also allows people to network, de-stress, and try activities they may not have tried before. It's not just about the physical side of being active, losing weight or toning up. It's also about the mental health side of being active – it has so many benefits for people that may suffer from anxiety or depression.

### What would you say to someone who was thinking about becoming an activator?

Go for it!

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

# Dealing with financial stress? We're here to help

## ► MONEY WORRIES

**Many of us struggle with money worries at some time or another and sometimes it can feel overwhelming, affecting your health and wellbeing, your sleep, and your physical and mental health.**

When it feels like this, knowing where to go for help or having someone you can talk to can make a huge difference.

There are very good money advice services available, but you need to know where to find them.

Now, as part of NHSGGC's commitment to the health of our workforce, support is to be made available to help staff easily access information about money worries or financial concerns such as debt.

Colleagues in Human Resources, Occupational Health and Support and Information Services already provide advice on a wide range of personal and confidential issues.

Under the new scheme, they will also be trained to support and signpost staff to services that can help with benefits, budgeting and debt-related issues.

Their role will not involve giving financial advice but they will be trained in asking sensitively about money worries and will be able to make rapid referrals to reputable advice services so that you can quickly get the help you need.

Jane Beresford, health improvement lead, financial inclusion and vocational rehabilitation, explained:

“Although NHS staff have protective policies and good pay and conditions, unfortunately this does not make them immune to financial worries.

“Depending on family circumstances and life events, many staff will experience financial difficulty from time to time.

“This was borne out earlier this year by our



A Healthier Place to Work

Employee Wellbeing Survey when a significant proportion of staff responding to the survey reported struggling with money worries.

“While we know that there are groups of staff who are vulnerable to financial stress, for example

people affected by disability, caring responsibilities, family job loss, mental ill health and more serious financial hardship, money worries can affect anyone.

“The support will therefore be available to anyone who requires it.” NHSGGC works in partnership with local money advice services and they are based in local communities. A money

advice service can offer:

- Help with budgeting
- Help with completion of benefit forms – have you checked if you are entitled to anything?
- Help with managing of debt
- Help with high gas and electricity tariffs and fuel arrears.

All of these services are confidential and quality assured and do not charge for their services. Information on local services in your area can be found at [infodir.nhsggc.org.uk](http://infodir.nhsggc.org.uk)

In addition the Money Advice Service has really useful budgeting tools online that are free to use. These can be accessed by going to [www.moneyadviceservice.org.uk/en/tools/budget-planner](http://www.moneyadviceservice.org.uk/en/tools/budget-planner)

NHS Choices also has a tool which helps you self assess the impact of money worries. Go to: [www.nhs.uk/tools/pages/money-worries.aspx](http://www.nhs.uk/tools/pages/money-worries.aspx)

The new service will be launched in January 2018.



Jane Beresford

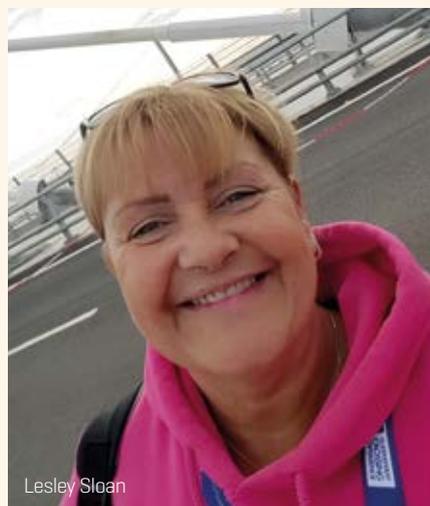
# RAH nurse Lesley sees things from the other side

**Advanced nurse practitioner Lesley Sloan has worked at the RAH for nearly 30 years, but little did she think that she would one day become a patient at the very same hospital. And a very sick patient at that.**

Lesley, who lives in Paisley, first took ill last Christmas, when she was diagnosed with Crohn's disease, but that was just the start of her health problems.

"I was recuperating at home but in February I started to feel so unwell. I was very breathless and then noticed I also had a badly swollen leg. I think I knew then that my symptoms meant something was seriously wrong. Sometimes having medical knowledge is not really a good thing!" said Lesley.

"It was 14 February – Valentine's Day – when I went to A&E. I was immediately triaged, and both myself and the triage nurse agreed it was a probable DVT. Within 90 minutes of arriving I was diagnosed with multiple pulmonary embolisms and had



Lesley Sloan

started treatment – it was all very swift."

Lesley went on to spend a week in ward 27 and, following her recovery, she has now returned to work.

She added: "Looking back I was probably much more ill than I thought at the time. The

treatment I got was tremendous and while it was all very scary at the time, I knew I was in the right place and had complete confidence in all my colleagues. I wouldn't have wanted to be anywhere other than the RAH and although it could have been a little awkward being treated by my colleagues, it wasn't, they all put me at complete ease.

"Through my many years of nursing I know how much a thank you from patients is appreciated – and now I am in a position to do just that. I wanted to use *Staff Newsletter* to say how very grateful I am. As a senior nurse I am so proud of my colleagues who treated me from A&E through AMU to ward 27.

"I love working in the RAH and seeing first-hand what fantastic care we provide was a great but very humbling experience. All members of staff were so professional and extremely kind and caring to me and my family which meant so much to me.

"Thank you is never enough but it's all that I have... and doughnuts for staff!"

## Get your flu jab this year

**NHSGGC staff are being urged to fight flu this winter by getting their free flu vaccination as soon as it is available in a bid to ensure they, their families, colleagues and patients are protected from flu this winter.**

This year's flu season has the potential to be serious, and the vaccine remains the best defence against flu. The vaccine only

takes a few minutes and protects for about a year. Staff flu vaccination is important as patients with underlying health conditions are 18 times more likely to die from flu than healthy people. Staff who are normally fit and healthy can spread the flu to their patients and family, even without knowing if they have very mild or no symptoms at all.

This year's mass flu vaccination clinics begin on Monday 2 October. Staff are asked to register online before attending for vaccination. The clinics and registration forms are available on the occupational health section of HRConnect at: [www.nhsggc.org.uk/HRConnect](http://www.nhsggc.org.uk/HRConnect)

In order to further improve access to flu vaccination for staff, there is one option for clinical staff to be supported to vaccinate their colleagues in their work area through peer immunisation. This is a quick and easy option for staff to receive this year's flu vaccine without leaving their work area.

Staff wishing further information about peer immunisation are asked to email: [PeerImmunisationBooking@ggc.scot.nhs.uk](mailto:PeerImmunisationBooking@ggc.scot.nhs.uk).



Jen Reid



# No alcohol, no alcohol harm warning to mums-to-be

NHSGGC is at the forefront of a new hard-hitting campaign to clear up mixed messages which exist around drinking alcohol in pregnancy.

“No alcohol, no alcohol harm” is the theme of a nine month information campaign, aimed at pregnant women and those thinking about having a baby, to highlight the risk of their child being born with Fetal Alcohol Spectrum Disorder (FASD).

The most conservative estimate is that 500 babies born in Scotland every year have been adversely affected by FASD. The launch of the extensive public health campaign coincided with International FASD Awareness Day. As well as posters and information materials in antenatal clinics, there will be additional training for midwives and social media channels will be used to help mums-to-be make healthy choices.

Dr Linda de Caestecker, director of public health, said: “Women get their information from various places, not just their doctor or midwife. They read books and magazines,

they scour the internet, chat to friends who have had a baby before. And this means they often get mixed messages.

“The aim of this campaign is to set the record straight. NHSGGC will do this even when the truth is less comfortable and less welcome than the popular myths to which our society has clung for too long.

“We need to be clear that FASD is a risk, not a certainty. If you had the odd drink before you knew you were pregnant the risk will be small. But it’s also just kidding yourself on to believe drinking wine with dinner most nights doesn’t really count. The message is that the only way to guarantee your baby not being exposed to alcohol harm is to avoid alcohol completely.”

FASD is often associated with facial features such as small eyelid openings, short upturned noses and reduced sized heads, but

it can also affect the heart and cause varying degrees of learning disabilities. It causes irreversible damage to a baby’s brain.

Unlike adults, babies in the womb have no capacity to metabolise alcohol, meaning it stays in their system longer than the mum’s, increasing the greater potential harm.

Dr de Caestecker added: “Fetal alcohol harm is the single biggest and 100 per cent preventable cause of learning disabilities and behavioural difficulties among children, young people and adults in the UK.

“By weakening the messages about drinking in pregnancy in order not to alarm or upset anyone, we are in fact being disrespectful to prospective mothers and fathers as they are entitled to understand the risks. This is why we offer them the best information available. No alcohol, no alcohol harm.”



Dr Linda de Caestecker

For more information please contact your midwife or other health professional

## Worried about the cost of Christmas?

Christmas is just around the corner, and we all know how costly it can be. But here are **three tips** that could make it a great day for all the family.



**Don't** let money worries dampen your Christmas spirits



**Don't** let extortionate payday lenders empty your wallet



**DO** check out if a Budget Loan from the NHS Credit Union could be the answer

Log on to [www.nhscreditunion.com](http://www.nhscreditunion.com) to find out more about the loan products available to members



**NHS Credit Union**  
be part of our family



## Global address list

**Are your details up-to-date? How are we to contact one another if you don't keep your information current?**

The Global Address List (GAL) is the first port of call for anyone within NHSGGC wishing to contact us and it's important to ensure that your details are kept up-to-date.

Staff should ensure that their details are correct i.e. job title, line manager, location and telephone number (ensuring any Board mobile numbers are available) at the very least. It is also a line manager's responsibility to check that all their reporting staff details are accurate.

William Edwards, director of eHealth said: “In addition to updating your contactable information, this data is also collated and used for pre-populating other systems such as iMatters and other

organisational-wide applications.

“If you don't maintain this data, it impacts the quality and the efficiency of these other systems, and ourselves in having to cleanse this data to make it usable.”

**If you need to update your details, visit: [www.nhsggc.org.uk/StaffNet/GALdirectory](http://www.nhsggc.org.uk/StaffNet/GALdirectory)**



William Edwards

# Dignity at Work survey

**In November, all NHSScotland employees will be asked to complete a short questionnaire – the Dignity at Work survey.**

This gives you the opportunity to tell us how you feel about dignity at work issues. The questions in the survey focus on bullying and harassment; discrimination; racism; abuse and violence from patients and public; resourcing and whistleblowing.

Surveys will be distributed via the iMatter IT portal, so if you currently receive a link by email for the iMatter questionnaire, you'll receive a link for the Dignity at Work survey.

Similarly, if you complete the iMatter questionnaire on paper, you'll be able to collect a paper copy of this survey from your line manager (along with postage-paid return envelope to Webropol – the company who run the iMatter system). If you want to change the way you receive the survey, please let your line manager know

at the earliest opportunity.

Dorothy McErlean, employee director, said: "We all want to feel valued and respected at work. This is an opportunity for all staff to influence and develop the culture within our organisation. The joint trade unions and professional organisations support the Dignity at Work survey and ask that you take some time to complete it."

iMatter results, together with the Dignity at Work survey results, will provide a full overview of staff experience across NHSScotland. This will be available in February 2018 and local Board and directorate level action plans will be developed based on the results. Unlike iMatter, no team level reports will be produced for the Dignity at Work survey.

Your feedback is really important, so please make sure you complete your survey in November. The results will help us to improve staff experience in NHS GGC.



**Dignity at Work Survey 6-27 November 2017**

**Take 5 minutes to have your say**

**'Positive Staff Experience Supports Improved Care'**

[Click here for more information](#)

**EVERYONE MATTERS:**  
2020 WORKFORCE VISION

**Healthier Scotland**  
Scottish Government



## Hate crime

**NHSGGC prides itself on its ability to meet the often complex patient-centred care demands of our diverse communities. Sadly, some of these demands stem from horrific experience of hate crime, perpetrated because of prejudice based on race, religion, disability, sexual orientation or gender identity.**

In October we promote Hate Crime Awareness Week (8-15 October) and ask staff to remember the importance of being vigilant and report any incidents that seek to undermine the cohesion of our workforce, the safety of our colleagues and the trust of our patients.

Alastair Low, planning manager with the Board's equality and human rights team, said: "As a care provider we are in a unique position to sensitively support disclosure and treat the health consequences of hate crime. We continue to place an emphasis on working with victims to help them report directly to either Police Scotland or through third party reporting centres."

If you experience or witness an incident motivated by prejudice, we encourage you to report it to the police. You can report a non-emergency incident to the police:

- By calling 101
- Through the online hate crime reporting form on the Police Scotland website: [www.scotland.police.uk/hate-crime/](http://www.scotland.police.uk/hate-crime/)

**For more general information visit our hate crime pages at: [www.nhsggc.scot.nhs.uk/hatecrime](http://www.nhsggc.scot.nhs.uk/hatecrime)**

**There's no room for complacency. If you see it or hear it, please report it, and help make NHSGGC a better place for everyone.**

## Human trafficking is happening closer that you think

**A campaign to make people aware that human trafficking is happening in Scotland has been launched to bring the hidden crime out in the open.**

Latest figures show there were 150 potential victims of trafficking identified in Scotland in 2016 – a 52 per cent increase since 2013. However, the Home Office estimates this is a tip of the iceberg with about 10-13,000 victims in the UK.

Human trafficking is a complex crime which involves adults and children being traded and exploited for personal benefit.



It is an abuse of human rights which causes victims lasting physical and psychological damage.

Trafficking can involve victims being forced into the role of a servant, being sexually exploited or trapped in forced

labour, with nail bars, car washes and fishing among the industries where potential cases in Scotland have been reported.

**Visit: [www.equalitiesinhealth.org](http://www.equalitiesinhealth.org) for further information on trafficking including good practice guidance and additional support services. Or alternatively, visit: [www.modernslaveryhelpline.org/scotland](http://www.modernslaveryhelpline.org/scotland) for more information on the signs of human trafficking and to report concerns.**



Staff take part in Cycle to Work Day

# Cycle to Work Day

Staff really got on board and took part in this year's Cycle to Work Day on 13 September.

Joining in the day, staff pedalled all over NHSGGC, with more than 280 employees taking part and more than 7,300 miles being cycled that day. Staff also participated in roadshows and free bike safety checks. Here are some comments from staff who took part:

A ride through residential back-streets; a fast, flat, car-free cycle path; a cruise under

the Clyde and then I'm here – a bit fitter and ready for the day ahead! Nicholas, QEUH

My commute is the simplest part of my day – it means I don't have to get the bus, I'm totally in control of my journey AND it keeps me fit! Aileen, Leverndale Hospital

My commute is downhill and quiet in the morning and uphill with busier traffic in the evening, but both ways give me a chance to clear my mind and enjoy the space and

exercise – it gives me a real buzz! Vivien, Royal Hospital for Children

It can be wet and windy, it can be sunny and warm – either way, the cycle commute is sure to wake me up and get me ready for the day ahead. Linda, Glasgow Royal Infirmary

**For all your information on travel in NHSGGC visit our pages at: [StaffNet > Corporate Services > Support Services > Transport](#)**



## Golf glory for John... at long last

**For the past two decades John Hamilton, head of administration, has been organising the NHS Board golf outing.**

Despite his enthusiasm and dedication, his only success in the past 17 years has been receiving a round of applause after the prize-giving for his efforts!

So it was fitting that in his final tournament before retiring, John sunk the putts to take glory and lift the

trophy. After his winning round at Hilton Park Golf Club John was presented with the trophy by Andrew Daly, head of financial planning.

John quipped: "Don't know who was more shocked – me or everyone else. It's been 17 years since I last won it!"

Runner-up was Liz Daniels, retired nurse manager; 3rd Malcolm Watt, GRI storeman; 4th: Alastair Low, equality and human rights planning manager.

### COMPETITION

# WIN



## a Nintendo Switch with Mario Kart 8 Deluxe

Enter this month's competition to be in with a chance of winning a Nintendo Switch – a breakthrough home video game console!

It not only connects to a TV at home, but it also instantly transforms into an on-the-go handheld using its 6.2-inch screen. For the first time, players can enjoy a full home-console experience anytime, anywhere.

Simply answer the question below and 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: When do this year's flu clinics start?**

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 October 2017.