



Staff Newsletter **December 2017**



# Out of this world!

NASA expert shares his safety knowledge  
Full story on **PAGE 3**



Chairman meets staff at Maggie's Centre

## Out and about with the chairman

**Over the past few weeks, I've continued to meet with a wide range of colleagues from across the NHS and the Scottish Government to discuss the future shape of health and social care.**

I've been particularly impressed with the input to the thinking around this that has come from clinicians and other people working on the front line. It's really important that the people who have first-hand experience of caring for the population of Greater Glasgow and Clyde have a say in designing the new integrated health and social care system.

As this work progresses, I'm certain more opportunities will arise for staff and patients to get involved in making sure that we introduce services that are fit for purpose and help us to deliver better health, better care and better value as described in the NHS Scotland Health and Social Care Delivery Plan.

Last month I also visited Lightburn Hospital with Shona Robison, Cabinet Secretary for Health and Sport and Ivan McKee, the local MSP for Glasgow Provan. This visit gave us the opportunity to see first-hand the services provided in Lightburn.

No doubt this visit and the discussions that the Cabinet Secretary had with patients and staff will help inform her decision on the Board's proposal to relocate the rehabilitation of elderly services to other units in the north east of Glasgow.

On the same day, Shona and I also visited the Royal Hospital for Children where we saw the work of the emergency department.

**"I'd recommend a visit to the neonatal unit to anyone thinking about how to improve their engagement with their own service users"**

We were both greatly impressed by the dedication and professionalism of everyone involved in the care of the babies and children who find themselves in need of such specialist care at what must be difficult and stressful times for them and their families.

A few weeks later I accompanied Shona when she visited the neonatal unit at the maternity unit on the QEUH campus. We spent a couple of hours there talking to parents and staff about how this service has developed to become a centre of excellence for high quality, patient-centred care.

The way that the doctors and nurses in the neonatal unit have involved the parents in improving the service is a great example of how changes to healthcare should be designed and delivered.

I'd recommend a visit to the neonatal unit to anyone thinking about how to improve their engagement with their own service users.

More recently, Jane Grant and I visited the Maggie's Centre at Gartnavel Royal Hospital where we met patients and their relatives who explained how much they benefit from having this great facility so close to the Beatson Cancer Centre. We also appreciated the time the staff at Maggie's gave us to explain in more detail how they provide practical, emotional and social support to

people with cancer and their families and friends. Maggie's is one of a number of charities that do fantastic work to support people as they come to terms with a cancer diagnosis and I would encourage everyone to take any opportunity to support Maggie's and the other health and social care charities that do so much good work across the UK.

And finally, I visited Shettleston Health Centre where sister Marie Kirk gave me my flu jab! I firmly believe that protecting ourselves against the effects of the flu virus is something that all NHS staff should accept as their personal responsibility.

Winter has now arrived and if we are to deliver the level of service that our patients require over the coming months, it is vital that our staff are fit for work and able to meet our patients' needs.

Avoiding being absent due to flu is one obvious way of making sure we have the right number of people on duty at the right time and, of course, we want to reduce the risk of passing on the virus to patients who are already suffering from other illnesses.

If you haven't already had your flu jab, I'd encourage you to get it now. You can do this through peer immunisation, or by appointment with Occupational Health.

**For further information, visit:  
[www.nhsggc.org.uk/HRconnect](http://www.nhsggc.org.uk/HRconnect)**



# Out of this world talk on improving patient safety

NASA's top safety official visited NHSGGC to share his knowledge on safety matters which could help further improve patient safety.

A number of staff met with Dr Nigel Packham, manager of the flight safety office at NASA Johnson Space Center, to discuss his area of expertise and how these insights could potentially be transferred to managing safety in our healthcare settings.

Nigel, who was the project manager for the investigation into the Space Shuttle Columbia disaster in 2003, manages safety technical authority for all human space flight programmes and is the deputy technical

lead for life support systems for NASA's Engineering and Safety Centre.

His visit to NHSGGC was in recognition of our staff leading the way in learning from existing practices and putting in place new ways of further improving patient safety.

Dr Jennifer Armstrong, medical director, said: "The meeting was a great opportunity to consider different ways of working and learn from someone from a very different field of work on how he identifies and manages risks.

"Nigel discussed the management of risk in several non-aerospace fields and compared the various methodologies to that used in human space flight."

Nigel said: "The management and understanding of risk to patients is important. Our meeting gave me an understanding of NHSGGC's patient healthcare culture and it is as open as what I see in my day-to-day business at NASA.

"The way risk is approached by staff exactly mirrors the way we address issues which is reassuring.

"The individuals I have met seem extraordinarily well-versed in their areas of expertise and very open to new ideas. Hopefully I've left them with some of the things we do at NASA which might help them in their work."

## Fire safety training

All staff are reminded of the importance of fire safety training.

Fire can happen anywhere and at any time and it is vital that all NHSGGC staff regularly carry out their fire safety training.

Fire safety training is mandatory and can give you the skills needed to deal with fire safely.

Our Fire Safety Policy requires clinical staff to undertake the LearnPro module one year and receive evacuation training the next year - alternating thereafter.

All non-clinical staff should

undertake LearnPro training every two years.

To complete the module, visit LearnPro: <https://nhs.learnprouk.com/lms>

You will need your payroll number to log in.



## Datix Annual Review

**The Datix team have published their annual report.**

Datix is the software used for clinical and non-clinical incident reporting and forms part of the board's Risk Management Strategy.

Over the last year, the Datix team have been working with individuals across the organisation delivering a high standard of project work and they're particularly proud of their work to bring the reporting of overdue incidents down to 35 per cent.

They have also developed a core module for complaints and a bespoke use of Datix to support organisational learning.



Sharon Parrot, Datix manager, said: "I am so proud of what the team has achieved this year but there's still a lot to do. We are introducing a new learning from excellence project and we've updated the FOI module allowing a streamlined way of working."

All adverse incidents should be recorded on Datix. To view the annual review visit: [StaffNet > Applications > Datix](#)

# Stress campaign draws to a close

Our year-long programme has supported staff through a variety of initiatives and useful articles

**At the start of 2017, we launched a new year-long campaign to support staff struggling with stress.**

Every month, *Staff Newsletter* provided you with information to help you, as individuals and as teams, to identify the signs of stress and to signpost you to the range of services and support available.

As part of the campaign, we launched a new healthier place to work section on the website to make it easier for you to find information on the help that's available. To date, these pages have been accessed by more than 30,000 visitors.

We promoted the in-house counselling service that is provided by our occupational Health Service. Demand for this service has never been higher. We published details of stress training sessions and these were snapped up quickly.

As 2017 ends, we take a look back at some of the highlights of the campaign to tackle stress.

In the **January** launch issue, Anne MacPherson, director of human resources and organisational development, said: "When developing the current Staff Health Strategy, we asked staff what our priorities should be. Improved communication and better access to information were seen as key. This campaign is our response to that."

The **February** issue outlined the roles we all have to play in tackling stress.

In **March**, we featured the resilience toolkit, which offers practical tips and a range of coping strategies.

The **April** issue outlined the positive impact that physical activity can have on your mental health.

In **May**, we provided top tips for managers in supporting their teams' mental health and wellbeing.

**June's** *SN* featured the support available to staff who care for others.

The **July** issue featured the risk assessment survey that can be used within teams to monitor stress and agree actions to manage it within a department.

In **August**, we promoted mindfulness, a training programme to help staff reduce stress levels and feel more resilient.

**September** saw the launch of the staff Health Strategy.

In **October**, *SN* provided advice on dealing with financial stress.

And in **November**, we promoted the return of the hugely popular stress in healthcare seminars.

**If you want to read any of these articles, then you can find them all on [www.nhsggc.org.uk/working-with-us/staff-health](http://www.nhsggc.org.uk/working-with-us/staff-health)**





Jonathan Warner, QA Apprenticeships, Noelle MacKey, Laura McKie and Sarah Hogg

# Apprentices programme helps us win employer of the year trophy – again!

**For the second time in three years, we have been named Public Sector Employer of the Year at Scotland's Modern Apprenticeship Awards.**

We won the award in 2015 and have again picked up this national gong for showing exceptional commitment to the Modern Apprenticeship programme.

Our Modern Apprentice Programme was launched in September 2013 and so far we

have appointed 160 apprentices across 14 different apprenticeship frameworks.

Our trainees have access to all the benefits available to NHS staff, including 27 days' paid annual leave, eight paid public holidays per year and enrolment in the NHS Pension Scheme.

The programme provides a training package



to attract, train and retain young people into our workforce, which in many areas is staffed by older employees. Attracting young people into permanent employment provides us with skilled and competent staff and helps us to improve the diversity of our workforce.

Some of the apprenticeships require attendance at college. This can range from full-time college education for the first year of the programme to one day per week to complete an academic qualification.

All our trainees are fully supported by us during their time at college and all the trainees who successfully complete the programme are offered permanent employment within the organisation.

Anne MacPherson, director of human resources and organisational development, said: "The award is a real validation of all the work we are carrying out to make a difference not just as a health board but as an inclusive, forward-looking employer.

"Our Modern Apprenticeship programme is helping young people secure training and employment opportunities. This is enabling us to develop a pool of talented and confident young people with the skills NHS GGC needs for the future.

"By investing time and training in them, the programme offers young people the opportunity to develop real hands-on skills that can change their lives and support our patient services."

# Make sure flu doesn't get you!

THE harsh reality is that flu can kill! And the best way to protect yourself is to get the vaccine.

Jennifer Reid, public health programme manager said: "Flu can kill – it's as simple as that and staff should be protecting themselves and those around them from flu; taking just a few minutes to get the jab could save your life this winter.

"Some 12,267 staff have already received the vaccine so far this year and we would like to thank you for protecting yourself, your patients and your family this year. A big thank you also goes to the staff who have been vaccinating colleagues, including occupational health staff and peer immunisers."

If you didn't manage to attend one of the drop-in clinics, you can still receive the vaccine and protect yourself, your family and your patients. You can either receive the vaccine through peer immunisation or by appointment at occupational health, which can be arranged by tel: 0141 201 0600 and



Carol Sellar has vaccinated more than 360 staff

selecting Option 1 to make an appointment. If you could vaccinate your colleagues against flu through peer immunisation please email [PeerImmunisationBooking@ggc.scot.nhs.uk](mailto:PeerImmunisationBooking@ggc.scot.nhs.uk) for further information.

Carol Sellar, a nursing support sister based at GRI, is a peer immuniser. Speaking to SN, she said: "I feel it is important for staff to

have easy access to the flu vaccine. Therefore I go to the wards and departments and this saves staff leaving their place of work.

"In my experience, staff are delighted that they can have the vaccine at work and that I go to them as a lot of staff have not been able to leave their place of work. So far I have vaccinated 362 staff from all areas of the hospital including nursing, medical, facilities and pharmacy staff."

People with flu can show no symptoms, meaning healthcare workers who feel relatively fit and healthy can unwittingly infect vulnerable patients. Don't let that be you! Getting vaccinated is the best way to stop the spread of flu and prevent deaths.



Karen has worked in the unit since it opened

# Happy birthday to the Queen Elizabeth Spinal Injuries Unit

**It is 25 years since the Queen Elizabeth Spinal Injuries Unit opened its doors to patients on what was then known as the Southern General campus.**

The unit started caring for patients in Scotland who had a traumatic injury to the spinal cord in 1992 and over the years has continued the life-time care of all its patients to maximise their ability to function and to prevent the complication of paralysis.

Karen McCarron is senior charge nurse in the outpatient clinic and has worked at the unit since it first opened its doors.

Over 25 years, she has seen a lot of changes, not only in the care and treatment for patients, but also the age of patients coming into the unit with injuries.

Karen said: "Back in the 80s and 90s, the patients requiring care for a spinal injury were mostly young males, but now we are seeing older patients come through the unit. This reflects what's happening across all

areas of the NHS as we are seeing an increase in the elderly population in society. We are all living longer but many of us are frailer with medical conditions that can increase the incidence of falls."

Facilities in the unit include a combined admission ward and high-dependency unit, and a rehabilitation ward with respiratory care. There is also a dedicated step-down unit for patients and relatives that provides support for patients who are ready to move back into their own homes who can have spent months in the unit.

There has also recently been the development of a Horatio's therapy garden at the unit that provides patients with an oasis of calm, including a greenhouse to grow vegetables and plants, and a play area

for patients' children and grandchildren to enjoy when they visit.

Karen loves her job, but recognises that some staff can find it difficult to deal with the extent of the injuries some patients in the unit have sustained.

She added: "The part of my job I love is seeing the patients as they progress in rehabilitation.

A lot of them will come to us for most of their life, but we get to see them advance. We have watched young people grow up into adults and get married.

"I cannot believe it is 25 years since the unit opened but at the heart of the unit is still the basic nursing care of patients.

However, nurses are now also providing some medical tasks – that is a massive change and is testament to the nursing profession that is adapting to modern medicine."



## Anna dishes up the hits while she's dishing up the dinners!

**Elvis is her favourite, but she also belts out a mean Sydney Devine. And all while she makes the beds and delivers the dinners. Who can this be? Paisley's very own Anna Pyra of course, who brightens up the day of everyone she meets at the RAH.**

Anna, a healthcare support worker, is now better known for her rapping than her mopping as she goes about her daily tasks with a huge smile on her face and a cheery word for everyone.

Rosie Moffat, senior charge nurse at ward 5, said: "Anna is fantastic and a firm favourite with staff and patients alike. She brightens up everyone's day and puts aside whatever cares she may have to bring pleasure to the patients.

"She sings and dances and despite only being 28, has a full set list spanning the 60s and 70s, right up to the present day. If anyone

is feeling down, they spend two minutes with Anna and their troubles disappear. Honestly, when she's happy (which is all the time), everyone is happy. She is contagious!"

Her bright and breezy disposition has even led her colleagues to nominate her for the recent NHS staff awards.

Rosie added: "We were delighted when Anna received her local NHS GGC award. We also attended the Chairman's awards and we had a lovely evening there. Even though she didn't win that night, she will always be a winner in our book!"

Anna said: "Working in the hospital is like a dream come true for me. I love my job and I would never want to be anywhere else. I can honestly say that ward 5 is a great place to work and the whole team are fantastic.

"My singing is just part of that. I'm like a human jukebox! I love all types of music and



Anna, left, often sings to the patients

sometimes I will start a song and pick up another half way through.

"I think it's an honour to look after patients when they really need it and it's great being part of that journey. One man I worked with had communication difficulties and wasn't able to speak. I was helping him shower one day and was singing Elvis to him, when he started humming along. It was the best feeling for me and I really knew I had made a difference. I could have cried with joy right there and then."

# Small change matters

Working together to ensure effective and efficient patient care

**As we work together to deliver the best care possible within the budget available to us, it's vital that we use these resources effectively to secure maximum benefit for patients.**

We have a good track record of identifying better ways of working, and of eliminating duplication and waste; however, there are still many opportunities to alter the way we do things that will help us to further develop high-quality, sustainable services, while reducing

variation and improving efficiency.

The senior team is working on strategic transformation and integration which will ensure a focused approach and clarity in the medium to long term, but we are very keen to listen to, and work with, our staff on any areas where you believe changes could be made to achieve further efficiencies and value for our patients and to address the resource challenges we face.

Chief executive Jane Grant said: "Since we launched the campaign in September,

I have been encouraged to see so many ideas pouring in from every part of the organisation – ideas ranging from procurement to suggestions on how to deliver more efficient patient

care in the community and others on protocols such as how we use thermometers in hospitals... and everything in between!

"Each idea is being considered by my senior team and those taken forward will help contribute to the ongoing work to make NHSGGC more efficient and more effective in using our resources to deliver patient care.

"I want to say a big thank you to those of you who have already submitted ideas and encourage others to send in their suggestions to me and my senior team at: [staffcomments@ggc.scot.nhs.uk](mailto:staffcomments@ggc.scot.nhs.uk)"



"A big thank you to those who have already submitted ideas"

## Statutory and mandatory learning required by staff is supported by LearnPro

**The online learning management system, LearnPro, is the digital platform used by NHSGGC to host learning content, including modules that support the statutory and mandatory learning required by all staff employed within NHSGGC.**

LearnPro tracks the learning and assessment activity for each individual member of staff registered on the platform.

For accurate and timely monitoring of personal and organisational

compliance with statutory/mandatory training, everyone is required to ensure they have their pay number recorded in LearnPro as their identification number.

This number will ensure that all personal learning activity will be correctly linked to the department you work within.

Currently, the human resources learning and education team are checking that all NHSGGC LearnPro users are

using the correct identification number in their learning account.

If this number doesn't meet one of the following formats, you should receive a prompt from the LearnPro system when you log in requesting that you update the identification number in your account:

- C followed by six numbers and X
- C followed by seven numbers
- G followed by six numbers and X
- G followed by seven numbers.

If you need to make a change to your identification number please follow the step-by-step guide below.

Your learning account will not be affected by changing your identification number.

**If you have any questions about making changes to your identification number, please contact [LE.Support@ggc.scot.nhs.uk](mailto:LE.Support@ggc.scot.nhs.uk)**

Step 1. Click on Profile



Step 2. Check your Identification Number



Step 3. Enter your Payroll Number



# Doctors share their expertise and equipment with Malawi colleagues

**Dr Adrian Stanley, consultant gastroenterologist at Glasgow Royal Infirmary, has once again been on his travels to Malawi, taking a number of endoscopes donated by NHSGCC with him to help local teams manage variceal bleeding and oesophageal cancer – major problems in Malawi.**

This time he travelled along with two acute medical consultant colleagues from GRI, Dr Christine Aiken and Dr David Colville, after a request from clinicians at the main hospital in Northern Malawi, Mzuzu Central Hospital, for training in acute medicine in preparation for the setting up of a medical HDU there.

On arrival at Lilongwe, the doctors were shown around Kamuzu Central Hospital and talked to local staff and the hospital director about their current work, requirements and available resources.

They discussed future support and training from Glasgow, and some donated endoscopic equipment was handed over to the team.

It was then time to pack their bags and head north to Mzuzu, where they were able to give the team there three endoscopes and a large amount of related equipment donated from Glasgow.

Adrian said: "It is very humbling being



Dr Adrian Stanley, Dr Christine Aiken and Dr David Colville at Mzuzu Central Hospital

able to work with and train the people who are doing the work out there in challenging conditions. However, it is fantastic and very satisfying to see the desperately needed equipment that we no longer require in Glasgow being put to good use."

While in Mzuzu, the team were able to carry out a range of training. Adrian ran a two-day endoscopic skills enhancement course for the local endoscopists and nurses.

Christine and David led a pilot acute medicine training course covering sepsis, cardiac, respiratory, diabetes, metabolic and gastroenterology emergencies, together with interactive scenario discussions and practical training in patient monitoring.

There was great enthusiasm for the

course, which was very well received by everyone who attended, with very positive feedback obtained.

The doctors also met with the Mzuzu Central Hospital hospital director and head of medicine about further support and training from Glasgow.

After arrival back in Lilongwe, Christine and David travelled home, while Adrian headed on to Blantyre. There, he helped run a two-day endoscopy foundation training course followed by a two-day endoscopy therapy course at the World Gastroenterology Organisation regional training centre, where two further endoscopes and accessories from Glasgow were also donated.

A very busy but worthwhile visit!

## CHRISTMAS and New Year pay

### MONTHLY PAY

DECEMBER - Thursday 21 December 2017

JANUARY - Thursday 25 January 2018

### WEEKLY PAY

THREE WEEKS' WAGES - Friday 22 December 2017

JANUARY [and weekly onwards] - Friday  
12 January 2018

### COMPETITION

# WIN

 Thomas Cook

*The gift of travel*

## £250 of holiday vouchers

Christmas might be just around the corner, but soon you'll want to take off your snow boots and replace them with flip flops. So why not enter this month's competition and win £250 of Thomas Cook holiday vouchers?

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 did small change matters start?**

T&C: The competition is open to all NHSGCC 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 December 2017.