



Staff Newsletter **March 2018**



Champions of the world

How we are making a difference
Full story on **PAGES 4-5**

Nominate your NHS hero

As we announced in last month's *Staff Newsletter*, this year's Chairman's Awards are getting a special 'platinum' rebranding in honour of the 70th anniversary of the NHS.

Every day, our dedicated staff go to extraordinary lengths to provide exceptional care for people who use our services and this is our way to reward that dedication.

So it's now time to start thinking about your nomination. Have you developed a programme that has transformed the way you work, or do you have an NHS hero in mind? If so, tell us!

The categories remain the same as last year and are:

- clinical practice
- improving health

- international service
- nursing
- patient centred care
- using resources better
- volunteer.

Chairman John Brown said: "Each day when I visit services across the organisation, I am hugely impressed by the people I meet and their dedication to their patients and the NHS.

"Our awards are a fantastic opportunity to shine a light on these people and in this special 70th anniversary year, it is more poignant to celebrate the people who go above and beyond the call of duty to provide exceptional care and support.

"Last year, the entries were of an exceptionally high standard, so much so we awarded the highest number of awards since the Chairman's Awards were

introduced. I'm looking forward to reading more inspiring nominations this year."

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.

You can nominate by visiting:

www.nhsggc.org.uk/chairmansawards
The closing date is 31 July.

Second year of prestigious St Mungo's medal research award

Rebecca Norton, a fourth-year medical student, beat off stiff competition to land this year's St Mungo's Medal Research Award at Glasgow Royal Infirmary.

The promising young medical student from the University of Glasgow scooped the award in recognition of her work on patients who have had life-threatening gastrointestinal bleeds.

Rebecca's study was an international multicentre study investigating the use of the haemodynamic "Shock index" as an early prognostic marker in the assessment of patients presenting as an emergency with upper gastrointestinal bleeding.

The medal was revived in 2017 to be awarded that year for the first time in 70 years.

It was originally awarded from 1894 until 1944 by the St Mungo's

College of Medicine to students and junior doctors for pioneering research.

In 2017, hospital clinicians and university staff worked with the university's Curator of Coins and Medals at the Hunterian Museum to recast the St Mungo's Medal and bring it back to

life in the 21st century.

Our Chairman John Brown presented a delighted Rebecca with her St Mungo's Medal on Friday 9 February.

The organising committee of the now annual St Mungo's research meeting, which aims to highlight Glasgow Royal

Infirmary-based research, is made up of Dr Terry Quinn, Prof Mary-Ann Lumsden, Prof Colin McKay, Dr Russell Drummond and Dr Adrian Stanley.

Adrian said: "It was fantastic to again have a large number of research submissions to the meeting from the wide spectrum of specialties at GRI. A judging

panel chose the best eight submissions for oral presentation and another 16 for poster presentation.

"The abstracts were presented by a mixture of consultants, junior doctors, students and nurses, with the prize winners chosen by a panel consisting of senior university and NHS staff.

"There was also a fascinating talk from Professor Paul Horgan on the history of surgical research at GRI and a short talk by chairman John Brown who presented the prizes, including the St Mungo's Medal for best overall research.

"The annual St Mungo's meeting is extremely important both to support the high level of research at GRI and to encourage and inspire juniors and students in this aspect of medicine.

"We congratulate Rebecca and the other prize winners on their excellent work and look forward to next year's meeting."

Rebecca said: "Being awarded the St Mungo's Medal means a lot to me. It was a fantastic opportunity to present this study to people working across NHSGGC.

"I'm excited to take forward what I've learned from this experience in my degree and my future career."



Rebecca Norton [middle of front row], St Mungo's Medal Winner, with members of the judging committee, John Brown, chairman, and colleagues

HIV

I am positive.

I'm retired and enjoy my life. I go to salsa class, walk the dog and spend time with friends.

I watch my grandchildren a couple of days a week.

Are you seeing the positive?

Sometimes they have to come to the doctor with me. They don't understand why I'm treated differently.

I was diagnosed HIV positive 12 years ago.

Are you still seeing the positive?

Staff +ve about HIV awareness

Advances in treatment mean that patients with HIV can now expect to live in good health, with the same life expectancy as everyone else.

And like everyone else, people with HIV may need to attend a range of health services for conditions and problems that are not about HIV.

In 2013, 4,000 staff responded to a questionnaire asking about their knowledge of, and attitude towards, HIV.

This highlighted a lack of awareness about how HIV is transmitted and how it affects people living with it.

The survey also revealed that some staff held negative attitudes about patients with HIV due to their lack of knowledge.

In 2016, staff worked with patients to develop and deliver a campaign to tackle stigma and discrimination in NHS GGC.

The HIV +ve campaign aimed to raise awareness of HIV stigma, encourage staff to reflect on their own practice and attitudes and promote staff education to ensure staff have a good understanding of HIV.

And at the end of the nine-month campaign, a repeat survey was carried out with some encouraging results.

Jo Zinger, health improvement lead – sexual health, said: "From the results of the second survey, we saw better awareness about HIV and how it is transmitted from one person to another.

"Almost everyone who

responded understands that people with HIV are now living long and healthy lives.

"We were delighted that many colleagues reported seeing the campaign and getting new information which challenged their misconceptions and changed the way they thought about or interacted with people living with HIV.

"However, the survey showed that while we have made real progress in tackling HIV stigma, there is still a way to go to support people to live well with HIV. For example, one in five staff remains unconfident about delivering patient care to people living with HIV."

A number of resources have now been developed to help staff get a better understanding of HIV.

Online training is available through LearnPro or via the dedicated website www.hivstigma.scot which has loads of useful resources. A professional helpline at Sandyford is also available for advice and support on 0141 211 8646.

If you witness discrimination, you can report this through our online form at www.hivstigma.scot either anonymously or with your contact details.

Jo said: "Stigma and discrimination has no place in NHS GGC and we hope everyone will use these resources to make sure that we all are positive about HIV."

We hope that everyone will use these resources to make sure that we all are positive about HIV

Making a world of a difference



John McGarrity, technical manager, medical equipment management, travelled to Malawi to help set up equipment donated and explain how it should be used

Many of our colleagues give their time and expertise to volunteering work in healthcare settings across the world.

In this newsletter over the years, we have highlighted some wonderful examples of staff who have responded to humanitarian disasters such as floods and earthquakes; of the courage of medics and nurses who have gone to war zones and of those who have answered the call to help some of the poorest people in the world.

The scale and breadth of activity by Scottish NHS staff volunteering abroad is immense – and the impact is significant.

A few months ago, the Royal College of Physicians and Surgeons of Glasgow published a 78-page report, *Global Citizenship in the Scottish Health Service: The value of international volunteering.*

Authors Stuart Fergusson,

Clinical Leadership Fellow, and Mike McKirdy, Director of Global Health, set out a powerful narrative detailing the value of such work and the opportunity to develop and support more of it.

They wrote: “As long as poverty, injustice and gross inequality persist in our world, none of us can truly rest... overcoming poverty is not a gesture of charity. It is an act of justice.”

Chief medical officer Catherine Calderwood welcomed the report, saying: “I am keen that the evidence-based recommendations that the College makes for improving our engagement with global health needs are considered in depth by NHSScotland and the Scottish Global Health Committee I chair.”

Now the NHSGGC chairman, John Brown, has been invited to chair the

newly formed NHSScotland Global Citizenship Programme Board. He and his Board will introduce a network of Global Citizenship Champions; develop a register of interest in global citizens and create a directory of existing partnerships, projects and individual initiatives.

“The aim is to bring structure and cohesion to all the existing strands of work and volunteering and develop and support global citizenship. I feel honoured to be part of such important work and to be able to drive forward its development,” said John.

The Global Citizenship Programme Board will be formally launched by the Cabinet Secretary for Health and Wellbeing in spring with a dedicated NHS Global Citizenship website going live in May.

NHSGGC GLOBAL CITIZENS IN ACTION

Mark Devlin and Craig Russell provide surgery to children and adults affected by cleft in Scotland – and they volunteer to work in Nagpur, India, providing life-changing surgery to children born with cleft lip and/or palate.

NHSGGC GLOBAL CITIZENS IN ACTION

The Royal Hospital for Children (and its predecessor at Yorkhill) have a twinning arrangement dating back to 2001. The Lahore hospital serves a local population of 10 million, and for the past 17 years the two hospitals have enjoyed a rich collaboration, working together on projects, staff exchanges, learning and education.



Professor Masood Sadiq, chairman John Brown and a young patient celebrate the twinning arrangement between Royal Hospital for Children and Institute of Child Health Lahore



Dr Adrian Stanley has travelled to Malawi several times to help train local clinicians in endoscopy in the use of hospital equipment donated by NHSGGC

NHSGGC GLOBAL CITIZENS IN ACTION

nurse Edward Carberry to Sierra Leone four times to rebuild the hospital, surgical and library in Makeni and re worked closely with the teams. He put himself through a medicine course and an offer to study medicine at University and has an offer to one day return to Sierra Leone as a surgeon.

treat patients with burn injuries and to help build up local skills of medical colleagues through teaching on a national course for health care professionals from all over Ghana.



NHSGGC GLOBAL CITIZENS IN ACTION

Dr Adrian Stanley, consultant gastroenterologist at Glasgow Royal Infirmary, is a regular traveller to Malawi.

He has worked directly with patients, trained local clinicians, delivered desperately needed equipment and inspired fellow NHSGGC colleagues to join him on volunteer missions to help and support the Mzuzi Central Hospital and the local population.

NHSGGC GLOBAL CITIZENS IN ACTION

Dr Basler, consultant in anaesthesia and pain management, travelled to Ghana to

4 MAY 2018



205 (SCOTTISH) FIELD HOSPITAL ARMY RESERVES EXERCISE MEDICAL STRETCH

Have some fun while testing your leadership and teamwork!

- Develop leadership and teamwork
- Enhance your personal skills
- Gain insight into transferable skills that reservists develop
- Teams of five to 10

If you are interested, contact colin.mccormack@ggc.scot.nhs.uk in the first instance.



Visit www.medicalstretch.co.uk



Our Reserve Forces' double commitment to public service

We greatly value the contribution of the Reserve Forces, not only in serving our country, and their commitment to the NHS in Scotland, but also because they travel the world using their skills to help in times of crisis, be it a war-torn country or after a natural disaster.

The training they undertake enhances and develops the skills and knowledge of NHSGGC employees, which is of long-term benefit to our organisation.

Here we speak to practitioner nurse Robert Burns about his experience of being a reservist...

What is your current role?

I have just moved jobs. I was working as an emergency nurse practitioner at RAH in Paisley, but have just started a new job in HMP Barlinnie as a practitioner nurse.

What do you do when serving as a reservist?

I am a nursing officer with 612 Sqn RAF medical reserves based at Leuchars. You have to attend a minimum of 27 days, which include a two-week training block, which could be a course or training exercise.

What skills do you gain as a reservist which transfer to your 'day job'?

Skills that you bring from the reservists include leadership and team working.



Robert Burns

Where have you served as a reservist?

During my career I have been deployed three times during the Afghanistan conflict and once during the Iraq conflict. I have a flight nursing qualification which I gained from the RAF, and last year I was on an overseas exercise in America working alongside RAF regular personnel and personnel from other nations. It was an air mobility exercise with an element of aero-medical evacuation.

Why would you recommend becoming a reservist to colleagues?

I would recommend the reservists to my colleagues as it is enjoyable and you learn new skills that you can bring to your clinical practice.

NHSGGC is very supportive to anyone who is in the reservists and will give you the time off to attend training when needed. This is also backed up by a policy that they have for reservists.

Recognition of our support to reservists

The support we give to reservists has been recognised with a Silver Employer Award from the Lowland Reserve Forces & Cadets Association (RFCA).

We work with colleagues from the 205 (Scottish) Field Hospital and Lowland RFCA and support reservists in our Board during training and in the event of mobilisation. Lyndsay Lauder, head of people and change – organisational effectiveness, collected the award from Air Vice-Marshal Ross Patterson, Air Officer Scotland RAF.

For further information on our Reserve Forces Training and Mobilisation Policy, visit: www.nhsggc.org.uk/HRConnect

Success for our apprentices

In the January issue of *SN*, chairman John Brown met Liam O'Donnell, a former apprentice who, after achieving his BSc, is now completing his registration portfolio to become a fully qualified biomedical scientist.

As part of Scottish Apprenticeship week (5-9 March), we thought it timely to feature some more of our employees who started their careers with us as apprentices and are flourishing in the organisation.

Jenna Omand: joined the medical records team as a clerical officer in 2009. After completing her apprenticeship, Jenna embarked on a health records management course and now, in her ninth year of service, is a health records supervisor at Gartnavel Royal Hospital.

Stephanie Thomson: joined us in 2013 as a youth health

worker. Since completing her apprenticeship in 2015, Stephanie has been promoted to assistant practitioner in health improvement working on a range of topics including youth employability and is in her second year of an undergraduate degree in community education. Stephanie is now sharing her knowledge by delivering training to our new apprenticeship recruits.

Simone Black: joined us in March 2015 as a Band 2 audio typist and completed her apprenticeship in 2016. Since then Simone has been seconded into a Band 4 surgical secretary role and was appointed into this post on a permanent basis in 2017.

Simone says it was the right choice for her as “a modern apprenticeship can open up so many doors; there are so many opportunities available to you”.



Getting ready for the Carers (Scotland) Act



From 1 April, 2018, the Carers (Scotland) Act requires by law that carers are involved in discussions and decisions about the person they care for, before they are discharged from hospital.

To achieve this, hospital staff need to ensure carers and young carers are identified, involved and supported.

Carers are individuals who provide or intend to provide unpaid, practical, physical, and emotional support to relatives, friends or neighbours due to physical or mental illness, addiction, frailty or disability.

In preparation for the Act, work is under way to ensure we are ready and know what is expected of us.

Elaine Smith, Health Improvement Senior (Carers), explained: “We have been using a ‘test of change’ approach to identify the best

ways to identify, involve and support carers, working with 15 wards and multidisciplinary teams across NHSGGC.

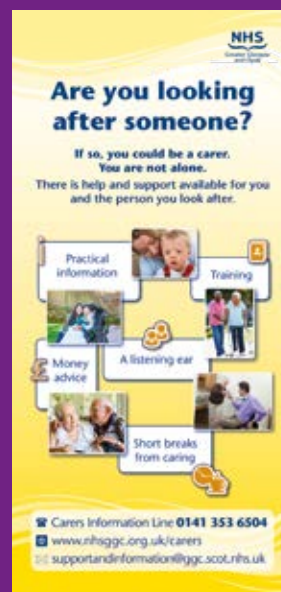
“We have developed and delivered carer awareness briefings to more than 300 nurses, doctors and allied health professions, providing practical guidance for staff on how to identify, involve and support carers and how to evidence this within documentation.

“The information from the briefings is being used to design a short video that will be available online soon. I’d encourage everyone involved in patient care to watch the video or attend ward briefings to understand our responsibilities under the Act.

“We’ve spoken to more than 200 carers to get their views about what being informed and involved means to them. This helped to develop staff briefings and new carer resources.”

Carer resources are available for all staff

to order from PHRD at www.phrd.scot.nhs.uk/HPAC/Index.jsp



So what can you do to get ready for the Act?

Identify carers: Does your patient have ongoing support needs when they go home? Find out who provides this support, they might be their carer. Your patient may be a carer themselves.

Involving carers: Once you have identified that your patient has a carer you should then involve them in discussions and decisions about the person they care for in preparation for your patient going home. Make sure your patient has agreed to this.

Supporting carers: Make sure carers know about community support that is

available to them. Give every carer the ‘Are you looking after someone’ flyer.

For more information: www.nhsggc.org.uk/your-health/health-services/carers/

Bid for endowment funding to mark 70th anniversary in your local teams

LAST month, SN revealed that the 2018 annual Celebrating Success Staff Awards evening would feature specially designed NHS 70th Anniversary Platinum Chairman's Awards.

And since then, work has been progressing both nationally and locally to create more imaginative and inclusive ways for staff, partners, patients and local communities to celebrate the landmark anniversary year.

The actual anniversary is 5 July, but the build-up activity is beginning to get under way already and in Greater Glasgow and Clyde, the staff endowments committee has agreed to support staff applications to fund events or initiatives designed to promote the health service and mark this 70th year of the NHS.

Chairman John Brown, employee director Dorothy McErlean and Allan MacLeod, a member of the endowments committee will consider all applications and agree financial support.

It might be an event promoting support for the NHS through becoming an organ donor, and/or a blood donor; it might be an event depicting the huge changes that the NHS has seen in recent years and highlighting the rapid rate of evolution in healthcare.

Some staff have held events in period uniforms from years gone by to help create public interest in the history of the NHS or a local hospital or service.

Our own Moving Forward Together programme is focusing on how what we do and how we do it needs to change to meet changing needs and make full use of new technologies – maybe you and your colleagues have an idea that would tie the exciting road ahead in the context of the past evolution in healthcare?

We want your ideas and we want to get your photographs and stories of what the 70th anniversary means to you so that we can share them on our social media platforms and on our specially designed

70th Anniversary celebration website – www.nhsggc.org.uk/70thanniversary

We've also asked our 13,500 *HealthNews* subscribers to give us their patient stories to add to the website too. Please send you applications for funding support to: directorofcommunications@ggc.scot.nhs.uk

Please send your photographs, anecdotes or articles you'd like to see included on our website to: linda.davidson@ggc.scot.nhs.uk

And please visit our NHSGGC 70th Anniversary website on www.nhsggc.org.uk/70thanniversary



NHS heroes

In this, the 70th year of the NHS, we want to celebrate our NHS heroes, the men and women in our service who have touched our patients' lives and shown overwhelming dedication and professionalism. Over the coming months, we will share with you some examples of the messages and support we receive about you, our staff, on a daily basis. You are all our heroes!

Queen Elizabeth University Hospital Glasgow – Huge thanks to all the staff of ward 11a QUEH for the excellent care they have provided for our dad following his transfer from the RAH stroke unit. It was a worrying time for our family, but the care and support given to my dad (and my mum) prior to his surgery was excellent. We were fully informed at every step and a stressful time was made so much easier. Every member of staff – general services, nursing and doctors – was attentive and cheery and an absolute credit to the NHS.

Inverclyde Royal Hospital – I would like the powers that be to know that the care my father-in-law received over the past seven months in Ward 1 of the Larkfield Unit at IRH has been excellent. All members of the staff headed by senior nurse Chris have been wonderful. The care they offered in often challenging circumstances means we as a family will be forever in their debt.

Glasgow Dental Hospital and School – My daughter received such good service at the dental hospital. Although the hospital is very busy, all of the staff were so kind and attentive. Although her issue was not serious, the work that was done has given her so much confidence. We are so lucky to have access to such a great resource with skilled staff.

We plan to run these articles throughout the year. If you know of a hero in your workplace please let us know – simply go to: www.nhsggc.org.uk/patientfeedback

Speak up! It's our money. Our service.

My mum has lots of unused medication in her cabinet. Maybe she doesn't need everything on her repeat prescription anymore?

Have you or a family member stopped taking a medicine which is still being prescribed?

Once you collect your medicines from the pharmacy, they can't be recycled or reused by someone else. If you take it but don't use it, it goes to waste.

If you don't think you need it, speak to your Pharmacist or GP practice. If you have any concerns or questions, they can help.

Speak up! It's our money, our service.

The logo for NHS Greater Glasgow and Clyde, featuring the letters 'NHS' in a large, blue, sans-serif font above the text 'Greater Glasgow and Clyde' in a smaller, blue, sans-serif font.

Walkers take winter challenge in their stride

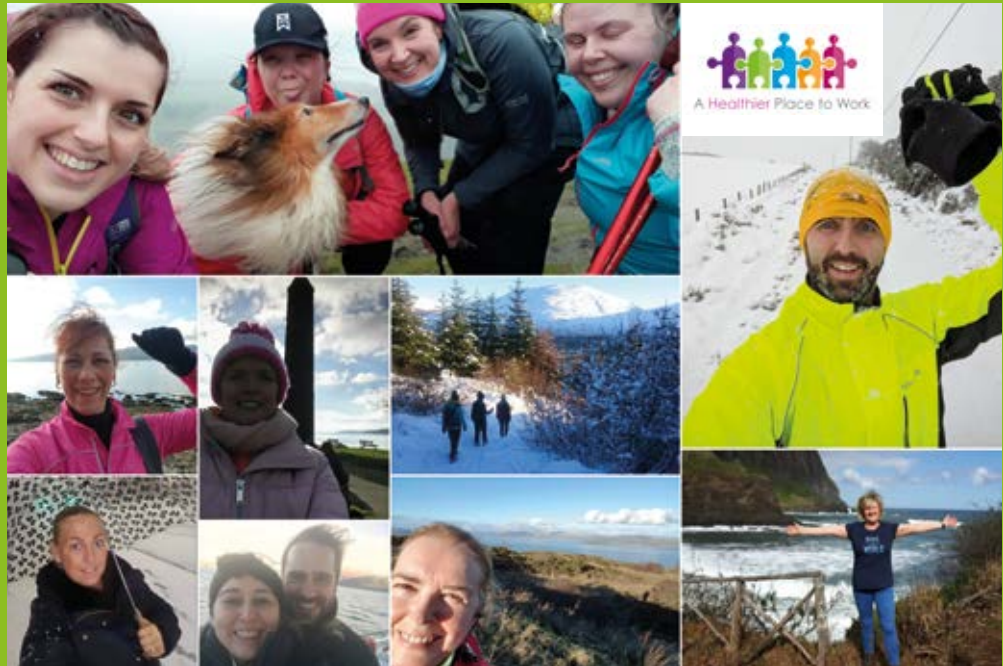
Well done to the 2,352 members of NHS and local authority staff who completed our latest walking challenge in February.

Staff teamed up with their colleagues to walk a virtual route along the Wild Atlantic Way in Ireland.

In total, challenge participants walked an incredible 227,000 miles.

There was a distinct theme to the entries of our selfie competition as challenge participants braved the wintry conditions to get their steps in, making the overall distance covered all the more impressive.

The walking challenge is all about trying to make physical activity part of your normal day and challenging yourself to do a bit more than before.



A special congratulations goes to Gallagher's Gallopers from Renfrewshire HSCP, the highest-placed NHS

team who managed to walk 1,448 miles during the challenge. To find out more about

activestaff and our regular timetable of activities, visit: www.nhsggc.org.uk/activestaff

Staff briefing on data protection law changes

There's a very important legislative change coming to the UK, bringing new regulations to the way we handle data. Referred to simply as GDPR, the General Data Protection Regulation comes into force on 25 May.

All NHS Boards have a legal requirement to comply with GDPR (which replaces the existing 1998 Data Protection Act). There's a lot going on to ensure we are prepared for the changes and what they mean if you handle personal data as part of your role. Training will be provided.

Here are a few key elements of GDPR:

- Where patients or staff request copies of their personal data [Subject Access Requests], this has to be provided free of charge and within one calendar month,

rather than 40 days.

- Privacy Notices will include a lot more information detailing how and why we process patients and staffs personal data, who we share it with, and how long we will keep it.
- A requirement to keep records of all data processing activities [work is under way to enhance our Information Asset Register], and to make this available to the Information Commissioner [ICO] on request. Significant data breaches must be reported to ICO within 72 hours.
- Other individual rights have been enhanced, including rectification, erasure and objection.

For further information please contact the Information Governance Department at data.protection@ggc.scot.nhs.uk

COMPETITION

WIN
WIN
WIN!

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

Q: Who is the Health Improvement Senior (Carers)?

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 March 2018. Prizes must be claimed within four weeks of the closing date.

What would you spend £200 of Argos vouchers on... something for the house, something for the garden or something for yourself?

Enter this month's competition and that decision could be yours! All you need to do to enter is simply answer the following question and email your answer, along with your name and work location to:

