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Staff Newsletter July 2018



Celebrating our 70th in style

NHS platinum anniversary is in full swing
Full story on **PAGES 4 AND 5**



World's top health improvement leaders pay a visit to Glasgow

Some of the world's premier medical leaders descended on NHSGGC last month to attend a world class health improvement event.

Hosted on alternate years between Europe and the USA, the summer meeting of the international Institute for Healthcare Improvement (IHI) strategic partners brings together health organisations from across the globe to share best practice.

We were chosen by organisers Healthcare Improvement Scotland to host the delegates due to international interest in our role in developing and implementing the world renowned Scottish Patient Safety Programme which has led to dramatic

patient safety improvements.

Guests visited the Royal Hospital for Children, Glasgow Royal Infirmary and Gartnavel Royal and Royal Alexandra Hospitals as they work together to spark bold and inventive ways to improve the health of people across the world.

Dr Jennifer Armstrong, medical director, said: "Being chosen to host such a prestigious visit emphasises the scale and significance of the work being done on a daily basis across Greater Glasgow and Clyde. These visitors represented some of the most forward-thinking healthcare organisations in the world. A large part of their time with us had a strong focus on

learning and sharing from our practical experiences.

"Ten years after the Scottish Government set up the world's first national programme to drive up patient safety, patients across Scotland continue to reap the benefits of improvements driven by NHSGGC staff.

"Healthcare is delivered within a constantly changing landscape. Given this, it's a real testament to our dedicated staff that we have delivered so many improvements in patient care.

"This visit was an ideal platform for staff to learn from, and build new relationships with, international colleagues in areas that will support sustained improvements."

+ve Learning: 'It's what you learn after you know it all that counts' – Harry S Truman

The third phase of the HIV +ve campaign focuses on +ve Learning.

It is an opportunity to ensure that all NHSGGC staff are confident and have current knowledge about HIV. This will result in a reduction of outdated HIV information leading to a decrease in HIV stigma and discrimination.

It's important that all staff take responsibility to know the basics, as everyone knows people living with HIV are now

living longer healthier lives than ever before. This means people living with HIV are more likely to be using all NHSGGC services for non-related HIV illness.

Four resources are available to support staff learning:

- 1. The HIV Anti Stigma Z-card learning booklet**, available on request or online at www.hivstigma.scot
- 2. Facts about HIV** at www.hivstigma.scot
- 3. Waverley Care Caring Conversations**, a free online

learning resource designed for healthcare staff working in secondary care. Effective conversations are a key aspect of person-centred care and at the centre of the House of Care model promoted by the Scottish Government. Using an evidence-informed model, real-life case studies and a mix of film and interactive content, Caring Conversations is an engaging and educational online tutorial, which will give you the tools to improve the quality of your patient interactions. To view this new resource, visit: www.caringconversations.scot

4. NHSGGC Anti Stigma – an engaging, interactive HIV Anti Stigma course for all NHSGGC staff, clinical and non-clinical, highlighting examples of person-centred, anti-discriminatory practice.

Jo Zinger, health

improvement lead, sexual health, said: "The training is designed to build staff confidence about what constitutes anti-discriminatory behaviour, sensitive practice and their responsibility to deliver it. The module can be delivered face to face or accessed via LearnPro as an online module."

You can check it out at www.hivstigma.scot



Speak Up! against medicines waste

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 re-used, even if the packaging is intact or in a sealed container.

Every year in NHS Scotland, £20 million is spent on medicines waste. The biggest problem comes from repeat prescriptions that people no longer need or use.

A recent survey of staff in NHS Greater Glasgow and Clyde highlighted a lack of awareness that medication can't be re-used once it is returned.

Now a new campaign has been launched by NHS GGC and the six Health and Social Care Partnerships in the area to highlight the significant and growing problem of medicines waste and to encourage us all to help tackle it.

Audrey Thompson, lead pharmacist prescribing services, said: "Around half of all medication returned to pharmacists for disposal is not opened – meaning that people are ordering and receiving medication that they don't even start to use.

"The reasons why patients don't take all their medication can vary, such as worrying they may run out of medicine or not wanting to tell their GP if they've stopped taking their medicine.

"We want to ensure our staff, whether they receive regular medication themselves, or

"We want to ensure our staff know what to do if they've stopped taking a medication that is still being prescribed"

if they have a family member that is on repeat prescription, know the facts about this issue and know what to do if they have stopped taking a medication that is still being prescribed."

The Speak Up! campaign asks staff to consider and act on medicines waste in their personal life and at work. It will run for four months, and will provide information on repeat prescriptions, self-care, the use of generic drugs rather than branded versions and ways in which staff can help tackle waste.

Look out for the campaign posters, articles in *Staff Newsletter*, and on social media.

To find out more, go to the dedicated webpages nhsggc.org.uk/speakup

There are a number of ways to help reduce wasted medicines

Only order the medicines that you need

- Please let your pharmacist or GP know if you've stopped taking any of your medicines.
- Check what medicines you still have at home before re-ordering.
- Ask your pharmacist, GP surgery or practice nurse for a medication review.
- Think carefully before ticking all the boxes on your repeat prescription forms and only tick those you need.
- If you don't need the medicine, please don't order it! If you need the medicine in the future you can still request it.
- If you need to go into hospital, please remember to take all your medicines with you in a clearly marked bag.

Remember that unused medicines cannot be recycled

- Even if you never open them, once medicines have left the pharmacy, they **cannot** be recycled or used by anyone else.
- Please bring your unused medicines to the pharmacy for safe disposal.
- **NEVER** dispose of your unused or unwanted medicines down the toilet.

Unused medicines are a safety risk

- Return out of date medicines to your pharmacy or dispensary for safe disposal.
- If your medicines change, return your old medicines to the pharmacy for safe disposal to avoid mixing them up with your new medicines.
- Don't stockpile medication – it's a safety risk for children and others who might take them.
- Store medicines in an appropriate place out of reach of children.

My mum seems to have lots of unused medication in her cabinet. Maybe she doesn't need everything on her repeat prescription any more?





RHC theatre staff full of 'inspiration' at work



RHC theatre staff reflect on what makes them come back to work each day



RHC theatre staff enjoy the 'camaraderie' of colleagues

A starring role

This year, on 5 July, we celebrate 70 years of the NHS. Staff across the organisation will celebrate with tea parties and display stands showcasing how services have evolved over the years. Plus, all inpatients will receive a special NHS 70th anniversary cupcake.

On 5 July, the Royal Hospital for Children is hosting a national event commemorating the Year of the Young Person with a special show in the MediCinema, hosted by Jason Leitch, national clinical director, Scottish Government and attended by, the First Minister, and the Health Secretary.

Also as part of the 70th

anniversary, STV spent the day at the RAH filming for their news bulletins scheduled for broadcast on 5 July. They visited a number of areas of the hospital including the emergency department, older adults assessment unit, medical and surgical assessment units and outpatients. STV interviewed a wide range of staff and we identified a number of lovely patients all willing to go on camera.

Here we have selected some photos of the celebrations which have taken place so far. Keep an eye out on our usual channels for photos of the celebrations as they happen throughout the remainder of the year.



STV film with patients at the RAH



STV film staff at the RAH



Staff take part in the Lap the Gart event

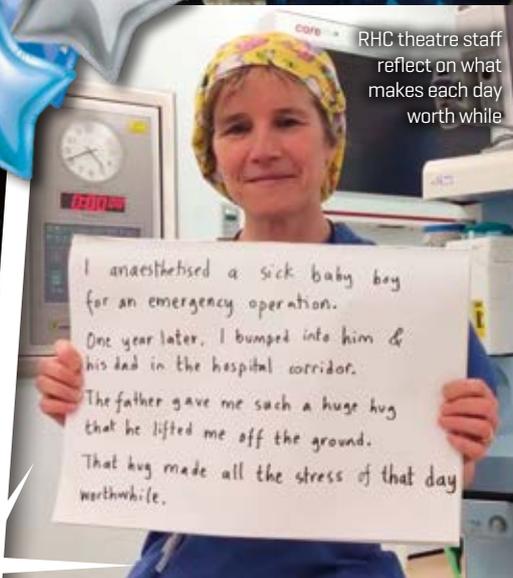




Staff have fun at the Lap the Gart event



Dementia Champions celebrate the 70th anniversary

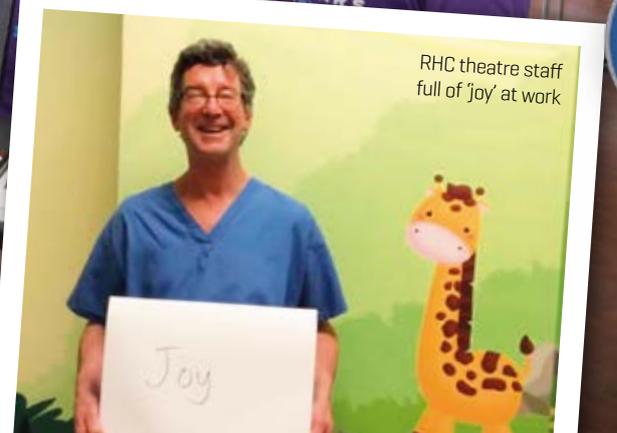


RHC theatre staff reflect on what makes each day worth while

I anaesthetised a sick baby boy for an emergency operation.
 One year later, I bumped into him & his dad in the hospital corridor.
 The father gave me such a huge hug that he lifted me off the ground.
 That hug made all the stress of that day worthwhile.



Dementia Champions have a sing song



RHC theatre staff full of 'joy' at work

Long-service scheme is launched to mark 70th anniversary

Greater Glasgow and Clyde is to introduce a long-service staff recognition scheme to mark the occasion of the 70th anniversary of the NHS.

Chairman John Brown and chief executive Jane Grant are delighted to be able to launch the long-service scheme in 2018 to celebrate the dedication and service of all staff who have served the NHS for 20 years or more.

The badges will mark 20, 30 and 40 years service. So if you have 20 years or more service you will be eligible for our 20 year badge and if you have 30 years service you can claim both your 20 and 30 year badges. And if you have 40 years service you can claim all three badges!

Each of the three service milestones will be marked with a specially commissioned pin badge.

All years working within the NHS count – so the scheme applies to staff who have worked for NHSGGC, or any other Board or Trust anywhere within the UK, as long as they are currently on the NHSGGC payroll.

As this is our first year, we anticipate quite a large number of you will be wanting your 20 and 30 year badges. This will be quite an undertaking to administer so we hope you will be patient and understanding while we get started.

To receive your badge, simply complete the online form at www.nhsggc.org.uk/longservice



Look sharp! Online needlestick injury training has been made a priority for the summer months

All staff will be aware that the Health and Safety Executive (HSE) has been inspecting NHSGGC over the past 12 months, with a key focus being the risk of needlestick injury.

One of the concerns expressed by the HSE is that many staff have still not completed their training related to the use of sharps, whether they use sharps directly or may come into contact with sharps.

Jonathan Best, acting chief officer – acute, said: “Discussions with the chief executive and directors have indicated that significant concern has been expressed that a number of mainly clinical staff have not completed this e-learning training over the past 12 months.

“It has therefore been agreed that this training is regarded as priority training over the coming months to ensure a significant increase in compliance can be demonstrated by the end of August 2018.”

It is a requirement if you use sharps or may come into contact with sharps, that you complete the required modules for sharps safety on LearnPro – there are two modules.

Clinical staff who use sharps will require to complete both modules – most staff have found that these can be completed in around 60 minutes.

Staff who may come into contact with a sharp, but do not actually use the sharp, only need complete the NHSGGC module which will take up to 30 minutes.

You can find the modules as follows:

LearnPro:

- Tab – ‘Role Specific Mandatory Modules’
- Module – ‘GGC: Management of Needlestick & Similar Injuries’

LearnPro:

- Tab – ‘Infection Prevention and Control’
 - Course – ‘NES: Scottish IPC Education Pathway’
 - Module – ‘Prevention and Management of Occupational Exposure’
- If there are any queries, staff can get in touch with their health and safety team contact.

Thank you for your co-operation and assistance to ensure safe practice for both staff and patients.



A Safer Place to Work

small change matters

“What if we asked everyone to turn off lights and their PC monitors before they went home... Would that help?”

Yes it would! Good thinking Laura...

Do you have an idea that could save some money for NHSGGC? We want to hear about them. No matter how big or small your idea may seem, if we all work together, we can make a difference. Let's make every £1 count, because small change really does matter. Visit: www.nhs.org.uk/smallchangematters to share your ideas.

F.I.P. Financial Improvement Programme

stand against homophobia

Come join us at Pride!

Pride Glasgow is Scotland's largest celebration of LGBTI equality.

This year the festival will be held across the weekend of 14-15 July at Kelvingrove Park, Glasgow and NHSGGC will be there to engage with LGBTI service users and staff.

If you're heading to the festival we'd love to see you, so be sure and stop by our stall. This year we're also hoping to bring together a large group of NHS staff from across Scotland to walk in the Pride Parade on the Saturday morning.

If you'd be interested in taking part please, email: alastair.low@ggc.scot.nhs.uk

Still time to win innovation prize

Time is running out to get your entries in for this year's William Cullen Prize.

Up for grabs is a prestigious prize for innovation for medics who have made a significant contribution to service innovation in Greater Glasgow and Clyde, with a second prize presented for teaching selected from our current recognition awards for medical teaching based on performance in the national trainee and student surveys.

This is the third year medical director Dr Jennifer Armstrong, in collaboration with The Royal College of Physicians of Edinburgh, will present these two prestige awards for medics at our Celebrating Success Event on 5 November.

The winners of each prize will receive a unique framed print of a William Cullen letter, which will be selected from the Royal College's archive and will

relate to the area of medical work of the individual winners.

So don't delay, get your entries in now, simply complete the online application form, visit: www.nhsggc.org.uk/williamcullen

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



It's your last chance to enter special Platinum Chairman's Awards

You only have a few weeks left to get your entries in for this year's one-off Platinum Chairman's Awards.

These really are unique awards this year, never again will you get the chance to win a special Platinum Chairman's Award in celebration of the NHS's 70th anniversary.

So what are you waiting for... do you know a colleague, team or volunteer who stands out from the crowd? Perhaps you've watched a colleague who has gone that extra mile to care for a patient? Or maybe you're involved in an innovative project?

The seven categories remain the same as last year and are: Clinical Practice; Improving Health; International Service; Nursing; Patient Centred Care; Using Resources Better; and Volunteer/Patient Ambassador.

Chairman John Brown and his judging panel will select the most outstanding nominees, and the winners will be presented with a prestige award at our glittering Celebrating Success Event on 5 November.

John said: "Our awards are a brilliant opportunity to shine a light on our people who go above and beyond the call of duty to provide exceptional care and support.

"These awards have really struck a chord with staff and the public and every year we receive a high volume of nominations from right across the Board area.

"Our staff see people in a wide range of situations from hospital inpatients to public health initiatives. There are remarkable instances where services have moulded to meet patient needs and projects that have transformed the way we work. It will be particularly touching to end this special 70th anniversary year celebrating the fantastic achievements of staff."

To enter, visit www.nhsggc.org.uk/chairmansawards



Read all about you Written by patients about you

Gartnavel General

I had to be admitted to ward 1C. I would just like to take the chance to say what wonderful care and support I received. Every member of the staff from the consultant down to the students were all so helpful and friendly during my five-day stay. This ward is a true credit to the NHS. I just wanted to praise the staff and I really appreciate all they did for me. It was so nice that a whole team are responsible so committed and work well together to help their patients.

Inverclyde Royal Hospital

I was taken to A&E by ambulance and was surprised to find all staff were awesome. Everything was quick and communication was excellent. I was taken up to H North during the night and was welcomed and put at ease straight away. Everyone has

been so helpful during my two-night stay and I was relaxed even though terrified. Needles were my biggest fear but I got used to them and the staff were just fantastic, including the university staff. Overall extremely happy and a massive thank you to all staff in both departments! Thank you.



Fun day for team

Well done to staff from critical care at the RAH who took part in the recent Medical Stretch Scotland teambuilding competition. The competition for medical services employees tests their leadership, communication, problem solving, quick thinking and fast decision making to complete team tasks and meet objectives.



Send us your great sporting snaps!

Are you one of our many members of staff who take part in various sporting events across the country and beyond?

We know hundreds of our colleagues take part in different charity walks and runs all year round – and we want you to send us in your photos.

Last month, Glasgow hosted the women's

10k followed a week later by the men's 10k. Did you take part in either of these events? If so, let us know!

Email your photos to: staffnewsletter@ggc.scot.nhs.uk and look out for your pics on our social media channels and in Staff Newsletter.



Susan Fitzpatrick (second from left), senior graphic designer, and friends who took part in the Kiltwalk for Kidney Kids Scotland

COMPETITION

WIN

a Fitbit Alta activity and sleep wristband!



Motivation is your best accessory with the Fitbit Alta, a customisable fitness tracker designed to fit your personal style. Stay motivated by tracking all-day activity – steps, distance, calories burned and active minutes – and get credit for workouts with SmartTrack automatic exercise recognition. At night, track your sleep and set a silent alarm to get your best rest.

To be in with a chance of winning, simply answer the question below and email your answer, along with your name and work location, to: competitions@ggc.scot.nhs.uk or send to: **Corporate Communications, JB Russell House, Gartnavel Campus, 1055 Great Western Road, Glasgow G12 0XH.**

Q. What's the name of the pharmacy campaign?

T&C: The competition is open to all NHS GGC employees. Only one entry per person. Winners must be available for a photograph, which may be printed with their details in future issues of SN. The closing date for entries is 31 July 2018.

Put your best foot forward

It's been a few months since we launched The Daily Mile and so far over 260 of you have signed up and pledged to walk one mile a day, five times a week.

So if you haven't signed up yet, why not? It's easy to do – just pledge to try and walk or run your Daily Mile five times a week.

It will improve your physical and mental health, you can do it with friends and colleagues, and it's easy to fit in to your day – on

average it takes around 15-20 minutes to walk a mile.

What's more, each month we will get in touch with everyone who pledges to find out how you've got on and how we can help you to do more. And we'll select one of you at random to win a prize!

To find out more, simply visit: www.nhs.gov.uk/thedailymile

