



Staff Newsletter **October 2018**



Help us beat the flu this winter

Join our team of peer immunisers
Full story on **PAGES 4 & 5**

20 million reasons to ask about money worries

Over the last seven years, NHSGGC's Healthier, Wealthier Children initiative has resulted in an incredible £20 million gain for families.

By routinely asking patients about money and debt worries, our staff have been able to make a huge difference to the financial circumstances of some of the most vulnerable families in our community.

Referrals to money advice services have resulted in increased income from unclaimed social security benefits, better debt management and charitable grants. Families have also reported a major reduction in associated stress.

Now, with the introduction of new legislation, more NHSGGC staff are being asked to make sure their patients have the same opportunity to get help with money worries.

"The 2018 Child Poverty Act in Scotland makes it a legal requirement for staff to routinely ask about money and debt worries and refer to advice services," explained Dr Noreen Shields, Equalities & Human Rights Team.

"In a challenging economic environment, NHSGGC staff are in a great position to help patients who are both in and out of work, as often those in work on low income do not know that they are entitled to certain social security benefits. With £13 billion in social security benefits going unclaimed in the UK each year, this is a huge opportunity to make a real difference for our patients."

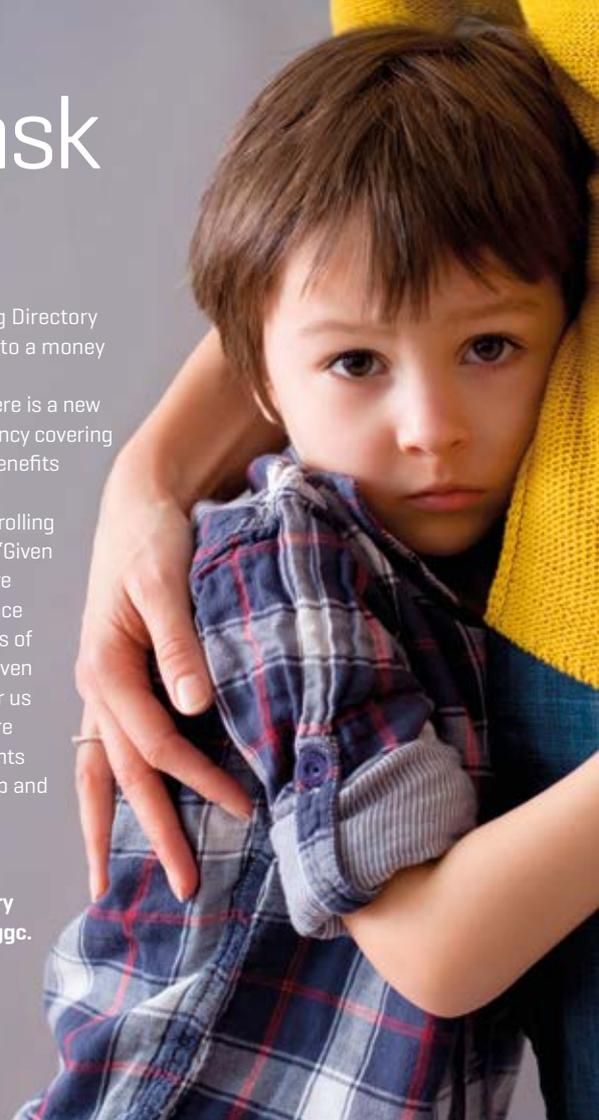
Many NHSGGC services are already routinely asking patients about money worries, resulting in around 16,000 referrals each year.

Simply ask the question "Do you have any money or debt worries?" Then use the NHSGGC

Health & Wellbeing Directory to make a referral to a money advice service.

"In Scotland, there is a new social security agency covering a whole range of benefits and across the UK, Universal Credit is rolling out," said Noreen. "Given the range of welfare changes taking place and the rising costs of fuel and food, it's even more important for us to make sure we are ensuring our patients are getting the help and advice they need."

NHSGGC Health & Wellbeing Directory
<http://infodir.nhsggc.org.uk/>
Challenge Poverty Week 1-7 October 2018



Black and Minority Ethnic Staff Forum



The first meeting of NHSGGC's Black & Minority Ethnic (BME) Staff Forum is being held in October.

The group is being formed as a result of discussions held with BME staff about their experience of working for the Health Board.

Issues raised included stereotyping, discrimination and organisational culture, as well as the impact of negative media reporting and the anti-immigration climate.

"It was clear from our discussions that action was required and that our BME staff needed a voice to help that happen," said Nuzhat Mirza

of the Equalities & Human Rights team.

"In addition to providing a support network for BME staff, the Forum will be supported by members of the Workforce Equalities Group to make positive changes within the organisation."

The first meeting is on 10 October from noon to 2pm in the Lab Building, Seminar Room 2 (010), Queen Elizabeth University Hospital.

Lunch will be provided and the group will be discussing the remit of the Forum, frequency of meetings and first steps. Helping with this process will be a representative from Glasgow City Council who will share the experiences of their BME Staff Forum.

For more information, contact nuzhat.mirza@ggc.scot.nhs.uk or call 0141 201 4560.

Driving licence checks to be introduced for car users

Following the Glasgow bin lorry tragedy in December 2014, it was recommended that employers should carry out a driving licence check for those members of staff who drive in relation to work.

This is now being introduced in NHS Greater Glasgow and Clyde. More than 11,000 NHSGGC staff are currently required to use a car to do their job. Over the coming months, car users who claim expenses will be prompted to provide their licence along with

the routine annual process of providing a copy of their insurance policy.

If this affects you, you will be required to log on to the DVLA website and obtain a print detailing your licence details.

The national eExpenses system has been updated to enable staff to complete this mandatory field easily and to return a scanned version of this print-out to the Expenses department.

If you use your car in relation to work, but do not claim expenses, or use one of the pool cars provided, then you will need to confirm your licence with your line manager.

Details of the scheme and policy will shortly be available on www.nhsggc.org.uk/HRConnect



A Safer Place to Work

New group to maximise success potential for innovation pioneers

Innovation is at the heart of NHS transformation – it will be the key component in ensuring we can develop and deliver NHS services effectively in the future.

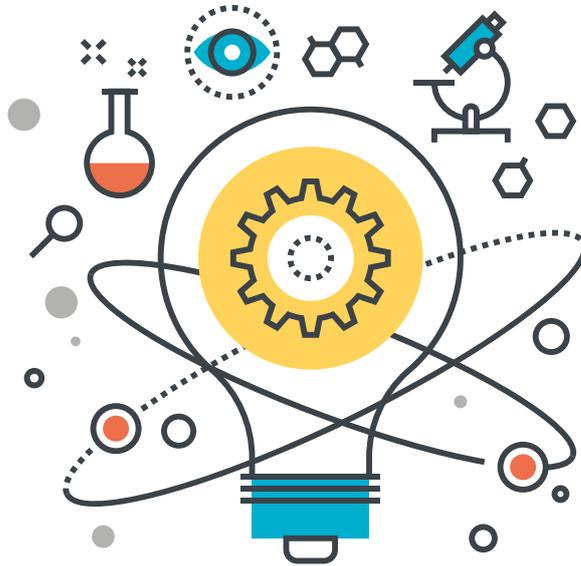
Using our resources to maximum patient benefit is essential – and that includes the way we approach innovation and the way we work together to develop new technologies and approaches and harness intellectual energy.

NHSGGC has some of the very best clinicians in the country. Working together in world-leading research and development and clinical trials with university colleagues puts us in pole position to remain in the vanguard of innovation.

These dynamics have the potential to deliver ground-breaking developments in eHealth and artificial intelligence to their maximum.

To help ensure our resources are channelled and managed most appropriately and supported to win national and international funding, a new Innovation Governance Group (IGG) has been created.

This new group will provide



a shared resource for those who have innovation projects and new developments that might merit an injection of development investment and eHealth support.

The group will be able to prioritise your project and support a team effort with a rapid injection of additional support and expertise in securing UK Innovation funding – or funding from other sources.

It will be able to agree NHS

resource utilisation and governance of access to NHS assets such as data, tissue and images.

Jointly chaired by eHealth director William Edwards and research and development director Professor Julie Britenden, the IGG will approve and register innovation projects and support them.

To seek IGG support and approval and register your innovation project, visit: www.nhsggc.org.uk/digitalasusal

A digitally integrated clinical platform

We are looking for unique projects that develop and adopt technologies of the future such as the artificial intelligence powered service for Chronic Obstructive Pulmonary Disease (COPD).

COPD is set to become the third leading cause of death worldwide by 2030.

Affecting 1.2 million people in the UK, exacerbations of COPD are the second most common cause of emergency hospital admissions and account for one in eight of all UK hospital admissions.

The project will seek to reduce emergency hospital admissions among the highest-risk COPD patients through remote monitoring and artificial intelligence-enabled preventative interventions.

The project aims to prevent at least one emergency hospital admission per year for each patient using the service. The benefit to patients is that they can remain at home.

If this project is successful and introduced across the UK, there could be a cost saving to the NHS across the UK, equating to approximately £1.4 billion.

If you are one of our innovative pioneers, fill in the relevant form at: www.nhsggc.org.uk/digitalasusal

Reporting HIV stigma and discrimination

Last month we told you about the **Sandyford Professional Helpline** to help give you guidance, advice and information when treating patients who are living with HIV.

This month we are launching a new way to report HIV stigma or discrimination.

If you have witnessed HIV stigma or discrimination in one of our services, or think the systems or procedures you use have resulted in stigma or discrimination, there is now an easy way to report this.

Katai Kasengele, HIV peer support and patient engagement manager, based at the Brownlee Centre, said: "Collecting these experiences is not to 'name and shame', but instead helps us to work together to ensure people living with HIV are treated with the dignity, compassion and respect that all patients in NHSGGC can expect.

"The Stigma Forum allows staff to report any stigma or discrimination on behalf of a patient or visitor. You can complete the form

anonymously if you do not wish to be identified; however, if you would like to discuss the incident further, including how to make a formal complaint, please make sure you complete the contact details section."

To access the form, visit: www.hivstigma.scot/plusve-support and click the +ve Support button. Or you can request a paper copy from the Brownlee, tel: 0141 211 1074.

To view our full range of +ve learning tools, visit: www.hivstigma.scot





We care for you! We don't want you to get flu

And we know there are lots of people you care about too.

This year we're aiming to maximise the flu vaccination uptake among all staff. We need you to be a flu hero this winter and do everything you can to keep your patients, colleagues, family and friends safe and ensure you're ready to fight flu ahead of winter hitting.

Do you know you can infect others simply by breathing? You don't have to cough or sneeze to spread the flu virus - it can spread from water vapour, every time you breathe.

To help make it possible for all staff to quickly and easily get their flu vaccination this year:

- we are holding mass clinics at suitable

locations in hospitals throughout the Board area

- we are recruiting more peer immunisers to help improve access for staff located on acute sites or community settings, as well as those who work shift rotations
- we are providing the most effective vaccine possible.

Reminding people that the flu virus can be both very serious and unpredictable, Linda de Caestecker, director of public health, reinforced the simple fact that the vaccine remains the best defence against flu, and that staff need to be vaccinated every year to be protected.

She said: "Last year was a bad year for flu

- we all felt the strain due to the rise in the number of people suffering from flu.

"Staff, especially those who have contact with patients, can play a vital role in limiting the spread of the virus this year by getting vaccinated early. Flu is very infectious and can be serious, so don't risk your health or the health of those around you. Act now and play your part in ensuring we are ready to fight flu this winter."

Bee a flu hero. Don't infect. Protect.

To find out where the mass clinics are being held, fill out a registration form or to register to become a peer immuniser, visit: www.nhsggc.org.uk/staffflu

Our very own online Flu Bee Game will give you a real buzz!

This year we have signed up to a fun and educational Flu Bee Game.

Flu Bee is a digital game that works on any device and takes just five minutes to play.

Players answer questions that bust common vaccine myths and help them understand why, and where, they should get vaccinated.

Correct answers build a "honeycomb path" towards the top of a Bee City skyscraper.

Dodge the flu bug mafia to reach the hive at the top, save the city and achieve Mayor Bee status!

Players can share scores and challenge colleagues through social media, creating a buzz and encouraging others to play the game and learn.

This unique game is tailored specifically for NHSGGC, giving staff an opportunity to play this enjoyable educational quiz game that presents flu facts, busts vaccine myths and tells staff

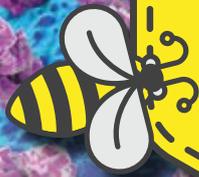
where they can get vaccinated.

This year's theme is 'Flu Bee: Bee in the City' ready for your 2018/19 flu campaign and works on any device through a browser and takes a few minutes to play.

To download the game, visit: www.ggc.flubeegame.com



This
winter...
tell flu to
buzz off



Fiona Rodgers, Jo Gibson, Rhona Galbraith, Adette Gilliland, Katie Morgan, Beth Culshaw and Pamela MacIntyre.
Front cover: Fiona, Rhona, Adette, Katie, Pamela and Emilia Crighton

Can you rise to the challenge?

Our peer immunisers from West Dunbartonshire HSCP got together for a "peer party" recently to celebrate their phenomenal achievements last year immunising their colleagues and, of course, the subject of peer immunisation was high on the agenda!

This small group of nurses managed to immunise a fantastic 520 people from across their area and this year they are hoping to reach 650 people, an ambitious total that's almost all the staff based in the HSCP.

The team are enthusiastic about ensuring their colleagues are all protected and become flu heroes this winter.

Pamela MacIntyre, lead for prescribing, West Dunbartonshire, HSCP said: "We've almost made it a habit for staff to have their flu jab here at the clinic.

"When October comes around, staff know that it's flu season again and we'll be out and about making sure that as many of them as possible get their flu jab.

"People get their jab here with us because it's so much easier than making an appointment with your GP – then you usually

need to get time off work – whereas here you can get the flu jab in the clinic and it only takes moments."

Beth Culshaw, chief officer, West Dunbartonshire HSCP, said: "I am so proud of our staff – to get so many people to have their flu jab is just amazing and reflects the many years of prioritising the importance of flu vaccination as part of our strategy to approach winter."

West Dunbartonshire HSCP have set the bar high for themselves this year, can your HSCP or directorate do as well?

Once again we're looking for volunteers to join the cohort of peers we have across NHS GGC to ensure all our staff are vaccinated this year.

We need peer immunisers who, under the correct prescribing regulation/cover, can deliver an intramuscular injected vaccine and deal with the potential adverse reactions such as anaphylaxis.

If you can do that, we want to hear from you.

Simply visit www.nhsggc.org.uk/staffflu and fill out the peer immunisers registration form.

Meet the Gilchrists – caring for Glaswegians for more than a century

FOUR GENERATIONS

At 22, Kirsty Bridges was later than most to enter nursing, but looking back, she knows it was in her blood. Kirsty is the fourth generation of her family to work in healthcare – and maintaining the family tradition since 1915 is something she is very proud of.

Before entering nursing in 1990, Kirsty had been to Glasgow University to study architecture and then English with History of Art, but doubts were creeping in that it wasn't for her. Now, 28 years on she's glad she made the leap of faith into nursing – something she feels was



Kirsty Bridges

probably in her blood.

Kirsty's dad Bill was a physiotherapist who went on to manage the physiotherapy teams at the Southern General and the Victoria Infirmary, and both her grandfather and great-grandfather were GPs.

Kirsty said: "By all accounts, my great-grandfather John Gilchrist, who was born in 1878, was a bit of a character. Initially he trained as a chemist and ran a number of shops. He was married with children when he announced to his wife he was selling his shops to retrain as a doctor. After his training, he joined the army and saw active service in Egypt during World War One, so I dread to think the sights he saw."

Kirsty's grandfather James was also a GP and set up a

practice in the Gorbals in the late 1920s, right through to the 1950s.

"My grandfather also served as a medic in the war – this time it was the second, and was sent to France the day after the Normandy landings."

Before studying medicine, and around the age of 16, a young James Gilchrist would spend time with his doctor father in the burns unit at the Glasgow Royal Infirmary, tending to burns victims.

Now in the third generation of health professionals, Kirsty's dad had a successful career as a physio, working at Lennox Castle, then Belvedere and finally the Southern General up until the 1990s.

Kirsty said: "Even during his long and happy retirement, he was very passionate about the NHS and was very proud that I went into nursing – eventually! He really did miss his work – it was such a huge part of what he was about.

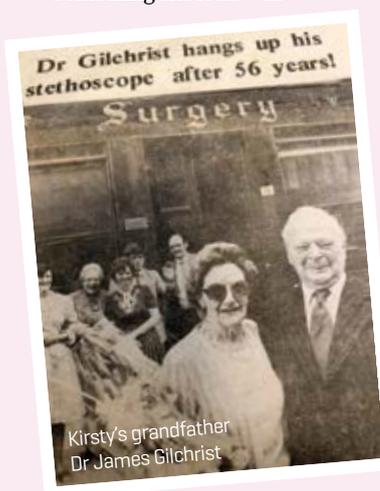
"Dad died in March, so missed all the NHS 70th celebrations – that make me a bit sad as he would have loved all that."

Kirsty has dedicated her life to nursing with

roles in Glasgow, Edinburgh and Lanarkshire.

She spent many years as a staff nurse at the Victoria Infirmary and is now nurse manager at the Beatson in Lanarkshire.

She said: "I have always been fascinated by my rich family history and am proud that the Gilchrists have been caring for Glaswegians for more than a century now – things have changed so much in that time, but caring for patients is still central to everything we did and continue to do."



Read all about you Written by patients about you



Beatson West of Scotland Cancer Centre

I would like to praise the radiographers who looked after me during my MRI appointment at the Beatson. The kindness and attention

that I received was second to none and it was greatly appreciated.

Queen Elizabeth University Hospital

Huge thanks to all the staff of ward 11a QUEUH 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. We were fully informed at every step and it made a stressful time so much easier. Every member of staff – general services, nursing and doctors – were attentive and cheery and an absolute credit to the NHS.

Glasgow Dental Hospital and School

I attended Glasgow Dental Hospital for emergency treatment and was seen promptly at around 9.40am. The student who treated me was assisted by a dentist. I want to express my gratitude for their excellent treatment and advice, which was given in a most efficient manner. Thank you.



Go Rainbow!

We're giving you the chance to switch to a rainbow lanyard in support of the LGBT+ community.

Fear of discrimination is stopping some Lesbian, Gay, Bisexual and Transgender people from accessing the services and care they need.

- More than 20 per cent of LGBT+ people feel uncomfortable being open about their sexual orientation or gender identity with NHS staff.
- More than 30 per cent feel this way about being open with social care staff.
- 41 per cent think they would be discriminated against by staff if they were in a residential home.
- A third of health and social care staff have heard colleagues make negative

remarks about LGBT+ people in the past five years.

"It's vital that LGBT+ people feel they can engage with NHS services without fear of prejudice and discrimination," said Alastair Low, Equalities & Human Rights Team.

"This fear also stops our friends and colleagues from being their genuine selves in the workplace.

"By displaying the rainbow - the recognised symbol of LGBT pride - we can send a clear message of support to the LGBT+ community."

Look out for the LGBT+ Staff Forum's pop-up rainbow stalls coming to sites across NHSGGC over the coming weeks.

For more information, contact alastair.low@ggc.scot.nhs.uk



Robert MacGregor proudly displays the rainbow lanyards

Every little helps!

Lillian Jones, clinical support worker, is passionate about trying to help the organisation work more efficiently.

As part of the hospital at night team, Lillian is in all wards and departments across the QEUEH campus (with the exception of maternity and RHC) and is well placed to spot the little things that can be changed for the better.

And that's exactly what happened with her first idea submitted to the Small Change Matters campaign which caught the attention of the Small Change Matters team who thought her submission was so good they awarded her the second 'idea of the month'... winning Lillian a fantastic £50 prize!

Lillian came up with an idea not only in the hope of saving NHSGGC some money, but also in helping save the planet!

Lillian said: "I work within the hospital at night team at QEUEH and recently I have seen what feels like mountains of plastic medicine cups bulging out of storage areas in every ward I go into - and in a week I am in about 70 per cent of the hospital."

Lillian's suggestion is a win-win idea by procuring paper versions of the small single use



Lillian Jones

medicines cups, hopefully saving the NHS some money and doing something to help save the planet.

"Perhaps it may well be that procuring paper medicine cups is more or less cost neutral, but what a massive contribution towards saving our planet this would be.

"I love our NHS and I will do anything to help sustainability for a further 70 years and beyond, but I also love our planet and realise small changes can equal big impact," Lillian added.

A very big thank you to all staff who have already submitted an idea to the Small Change Matters campaign, we really appreciate each of you taking the time to tell us your ideas.

Staff can submit more than one idea if you think of multiple ways to help us work more efficiently - keep your ideas coming in.

If you would like to submit an idea to Small Change Matters, visit: www.nhsggc.org.uk/smallchangematters



Staff governance

The way every one of the Health Board's 38,000 employees are kept informed, involved and supported comes under the term "staff governance" which is why it's important for us all to know about the five standards used to measure how well we are doing and identify the areas for improvement. The five standards are:

- well informed
- appropriately trained and developed
- involved in decisions
- treated fairly and consistently, with dignity and respect, in an environment where diversity is valued
- provided with a continuously improving and safe working environment, promoting the health and wellbeing of

staff, patients and the wider community.

Diana Hudson, staff governance co-ordinator, said: "It's not just about a list of standards for us to measure ourselves against - individual members of staff can do a lot themselves such as keeping up to date with developments relevant to your job and committing to continuous development."

Actively participating in discussions on issues that affect you is to be encouraged

and we can all ensure our actions maintain and promote the health, safety and wellbeing of other staff, patients and carers and that we treat all staff and patients with dignity and respect while valuing diversity.

Through your SN magazine over the next few months Diana will take us through each standard in more detail.

In the meantime you can find out more at: www.nhsggc.org.uk/imatter or nationally at: www.staffgovernance.scot.nhs.uk

Teamwork helps shed unwanted pounds

Colleagues within the older people's community mental health service at the RAH are thriving in their local Weigh in @ Work group.

Angela Kelly, mental health liaison nurse, was already involved with Healthy Working Lives when her colleagues started to chat about how they too could get a bit more healthy and for some to lose a bit of weight.

Angela said: "I started up a Weigh in @ Work group after colleagues started to talk about getting healthier and losing weight. I'm sure they will not mind me saying that a lot of us are late 40s/50-somethings and were also probably struggling with menopause issues/weight gain.

"I printed off weight cards and we meet up every Tuesday morning. We agreed that we would pay £1 per week and a fine of 50p for no weight loss. At the end of our 16-week period, we had first and second-placed winners.

"It was a great success. It

boosted our morale, we swapped healthy eating tips and recipes, supported each other and last year managed to get away for an overnight retreat to Portavadie for a spa night."

Angela has successfully run

three groups, with her latest group being the most successful to date, losing a combined weight of 32.69KG... which is approximately five stone, two pounds.

The groups also participate in

the Activestaff virtual walks and set up a 'walk @ work' group where group members walk 1.3 miles during their lunch break.

The group has now started their 'little black dress' Weigh in @ Work for Christmas!



Left to right: Carolyn Irvine, Donna Tees, Michelle Lynch, Angela Kelly, Gail Rae, Lesley Findlay, Amanda Kelso, Carolanne Kerr

Busting nutrition myths

Promoting the importance of food and snacks for patients through our Food First social media campaign is helping tackle the risk of malnutrition in hospital.

By disproving a number of myths, the campaign is highlighting the importance of food and drink in helping patients' recovery.

Practice development nurse Elaine Hamilton said: "This month's national Malnutrition Awareness Week, along with our #FoodFirstGGC campaign, is a great way to reach our staff, patients and visitors.

"The campaign has already seen us issue four 'myth busters' that have really engaged our staff and followers on our Facebook and Twitter accounts.

"I'd encourage as many people as possible to follow

@nhsggc on Facebook and Twitter as well as Instagram as we'll be running our campaign there to make sure we can share our message as widely as possible."

Snacks and ward provisions are available for patients who need encouragement to eat and drink.

Jane Bagley, mealtime co-ordinator at Gartnavel General Hospital, said: "We always have snacks available, which is important as relatives and friends come in during visiting times and often give the patient encouragement to eat even if they're not in the mood.

"It's not unusual to see patients eat better when they have a relative with them and there are times when they are better placed to tell us a patient's favourite foods and snacks."

COMPETITION



WIN! WIN! WIN!

What would you spend £100 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 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: When do the mass flu clinics start this year?

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