



Staff Newsletter December 2018



# Six ladies a'leaping

Braving a bungee for Christmas  
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# Out and about with the chairman

**I recently had the privilege of attending the annual Celebrating Success Event where I presented the Chairman's Platinum Awards to a number of inspirational individuals and teams.**

As the end of 2018 approaches, I also want to say how proud I am of all of our staff who work hard every day to ensure that we continue to provide the best possible care to the people of Greater Glasgow and Clyde.

Every area I have visited over the last

year has demonstrated to me the dedication and commitment of our staff and the important role every single person plays in making NHS Greater Glasgow and Clyde an organisation to be proud of.

This has been especially rewarding in the year we celebrated the 70th anniversary of the creation of the NHS.

I would like to thank everyone for their exceptional work over the last year and I look forward to getting out and about and meeting more of you in 2019.



## iMatter - 'Better Staff Experience Supports Better Patient Experience'



Sarah Jane Taylor, Pierce Chipunza, Jena Mccorrison, Jacqueline Ballantyne, Yvonne Rattory

**iMatter has been adopted throughout NHSScotland to give everyone an opportunity to have a say about their workplace.**

It gives staff the chance to feed back and to influence change and improvement within the team and it helps managers understand their team's perspective on what it means to be in the team and their department.

iMatter was first used in NHSGGC three years ago and

has since been rolled out across NHSGGC, meaning that every member of staff has been offered the opportunity to complete at least one survey.

While five out of 10 of us have completed the survey, the organisation is keen to encourage more of us to take part and have our say.

So SN decided to ask Jena Mccorrison, support services supervisor in estates and facilities, what persuaded her to embrace iMatter and

what benefits it's brought.

Jena said: "When I heard about the iMatter survey I was slightly nervous about what my staff would say about me, but the more I understood iMatter, the more I thought it was a good idea. I had concerns how many of my staff would complete it.

"Some of my staff needed support to complete the online survey and this took some time - I helped them log on and stayed in the background to answer any questions they had.

"To be honest I needed to encourage a couple of them, but when they understood that it was in their own interests to make things better, they were quite happy.

"I was really pleased with my Employee Engagement Index, which showed that my staff had given honest opinions of both their individual experiences, those of how we worked as a team and my own

management style.

"Next I'm hoping to ask all my staff to participate in the action plan. This won't be straightforward due to the different shifts and the number of sites, but I'll make it work.

"I'll be asking them what we can improve upon with our working together and how I can help us work better as a team.

"I have already learned a lot from the report and hopefully with the involvement of my team with the action plan development we will discuss areas that we can improve upon.

"It will give us something to work towards together.

"A member of my team has already commented that he enjoys having a new line manager and the interactions I have with them.

"He enjoys coming to work as he feels we all work well as part of a team.

"I find that very encouraging."

Zoe Dickson, Karen MacLennan, Kirsty Scott,  
Sara Banks, Vicki Harkin, Nicola MacDonald



## NHS heroes

### Royal Alexandra Hospital

I was admitted as an emergency when my waters broke almost four weeks early. Having other pregnancy health-related issues, there was no hesitation, admission it was. Thirty-six hours later I ended up with an emergency caesarean section when my baby became distressed, and she was delivered safely. I would like to take this opportunity to reflect on the care and attention I received, which was outstanding. Every staff member I encountered showed great compassion and care, acted swiftly when it was required and spent time reassuring me all would be well. Having my first child at the age of 43 was scary enough without all the complications. I'd like to thank all the staff in ward 31A, all staff at triage and labour suite and all clinic, ultrasound and community midwifery staff for their excellent care and attention during all my pregnancy visits. I would also like to give special thanks to the early pregnancy unit who took superb care of me when I miscarried my pregnancy previous to my successful one. Thank you all once again for helping me bring my cheeky wee rascal into the world.

# A few jumpers for Christmas

Santa Bungee is a leap of faith for our dedicated renal ward team

### Six brave members of staff from the renal ward at the Royal Hospital for Children started December off with a big drop.

They signed up to the Glasgow Children's Hospital Charity's thrilling Santa Bungee at the Riverside Museum to leap hundreds of feet through the air dressed as Mr Claus himself.

Zoe Dickson, Karen MacLennan, Kirsty Scott, Sara Banks, Vicki Harkin and Nicola MacDonald were inspired to take part after seeing what the youngsters and their families on their ward go through.

Clinical research fellow on the renal unit, Vicki Harkin, said: "Working on the renal unit and seeing everything the children and their families go through, we just wanted to do something different to give back to them, so we got a team from the ward together to do the Santa Bungee.

"The children on our ward don't look ill, but they are extremely ill. With kidney disease, people just aren't aware of the impact that it actually has on children and their families, and that's why we do this job. Even at special times of year like Christmas, it's a completely different experience for our families from the ward.

"Christmas day isn't the same - our kids can't have their Christmas dinner. It's the small things that

everybody takes for granted that the kids can't enjoy."

Staff nurse Kirsty Scott, added: "We all have the privilege of working within the renal unit and have experienced first-hand the benefits Glasgow Children's Hospital Charity has on our children and families on the ward.

"We're really happy to support the charity's renal appeal, and are so grateful to everyone who has sponsored us so far."

Kirsten Sinclair, chief operating officer at Glasgow Children's Hospital Charity, said: "We are delighted to have the renal team braving our Santa Bungee in support of our renal appeal.

"Staff on the ward already go above and beyond to care for young patients and their families, so it's a real honour for us to have their fundraising support too.

"Our renal appeal in partnership with Kidney Kids looks to enhance services for children with kidney failure in Scotland. Their kidneys have failed, but we won't fail them. For us, failure is not an option."

If you would like to sponsor the nurses, visit:  
[www.justgiving.com/fundraising/renalgirls2018](http://www.justgiving.com/fundraising/renalgirls2018)  
For more information about the renal appeal:  
[www.GlasgowChildrensHospitalCharity.org](http://www.GlasgowChildrensHospitalCharity.org)





“Everyone in the lab has got on board and has really supported the idea which is great”

bottle of dye is being used more quickly and will not dry out, turn watery or go out of date. Additionally, using smaller sturdier containers reduces the chance of them being knocked over and if they are spilled less dye will be lost.”

Adele’s idea is simple yet very effective. Already being implemented in the laboratory, it is now making savings of £1500 per year!

We have received hundreds of great ideas to our Small Change Matters campaign, which the Financial Improvement Programme (FIP) team have responded to, some of which are currently being worked up as FIP savings projects.

But we still need you to keep sending your ideas in and you can submit multiple ideas if you have them. Simply visit: [www.nhsggc.org.uk/smallchangematters](http://www.nhsggc.org.uk/smallchangematters) to tell us your good ideas.

If you are chosen as one of our Small Change Matters ‘idea of the month’ winners then you will also receive a cheque for £50.

Adele added: “I’m really delighted to have been selected as a Small Change Matters idea winner and even more delighted to watch my idea come to fruition.

Everyone in the lab has got on board and has really supported the idea, which is great.”



For more information, visit: [www.nhsggc.org.uk/smallchangematters](http://www.nhsggc.org.uk/smallchangematters)

## Adele’s colourful solution helps makes a big saving

**Our third Small Change Matters ‘idea of the month’ has now been selected and the idea has already started to be rolled out!**

Adele Anderson, biomedical scientist support worker based in the pathology laboratory, QEUH, came up with the idea to save money on medical-grade dye.

When *SN* caught up with Adele she explained her idea: “In the lab we use CDI and Atom dye which is between £99 and £200 a bottle.

“Each bench had their own set of each colour and brand and the dyes went out of date or became watery/dried out before the bottle could be finished.

“Opening just one bottle of each colour and brand at a time, which can sit at the end of one bench with the support workers filling small tubs up at the start of the day as part of their bench maintenance, means each open

## Caring and sharing poster packs a punch



**Congratulations to Jennifer Armour, our mental health practice development nurse, who clinched first place in our nursing and midwifery ‘Caring and Sharing – What matters to us’ poster competition.**

Through her poster – ‘For everything, there is a first time’ A South Glasgow initiative to improve mental health care in a general hospital – Jennifer’s aim was to provide support, information,

education and advice on mental health issues, co-morbid mental and physical health issues and clinically related challenging behaviour.

Jennifer said: “I’m delighted to have won first place. I really enjoyed the whole process of putting the poster together, gathering information and the element of design. It was a good opportunity to inform colleagues about their role.”

Congratulations also go to Lorraine Hamill, senior charge nurse education co-ordinator, theatres QEUH, whose poster – Just in time... scooped second place, and Elaine O’Donnell, palliative care practice development facilitator, Lightburn Hospital who took third place for her poster; Views of Care – Delivering End of Life Care Now and Improving for the Future.

# What you can do to help fight the spread of flu

**Over the past few months we have been encouraging you to get your flu vaccination and become a Flu Hero.**

Thousands of you have responded and our league table shows just how well some parts of the organisation have done in delivering the vaccination programme and looking after the health of our staff and our patients.

We've already seen West Dunbartonshire HSCP and East Renfrewshire HSCP exceed the target of 60 per cent of staff getting their flu jab and a number of other areas are approaching target.

We've still got a way to go to achieve 60 per cent of all staff being protected by the flu vaccination.

So, with the flu season now under way in Scotland, we're reminding colleagues how easy it is to get your flu vaccination and protect yourself this winter.

It really couldn't be any easier. We have hundreds of peer immunisers throughout the organisation and they will vaccinate you at your workplace. If you can't get your jab this way, you can contact occupational health on 0141 201 0626 to arrange an appointment in one of their clinics.

Linda de Caestecker, director of public health, said: "The flu season

has now started in Scotland and the virus is highly contagious.

"Frontline healthcare workers are more likely to be exposed to the influenza virus, particularly during winter months when some of the people in their care will be infected, so it is vital to reduce the impact of flu. Flu in its full-blown state is a fairly horrendous virus to pick up. It can cause severe illness, including pneumonia and bronchitis, chest pains and, in some cases, can require hospitalisation.

"Vaccination really is the best option for protecting you, your family and vulnerable patients from the virus."

Anne MacPherson, director of human resources and organisational development, added: "Among even healthy people, flu can disrupt your work and social plans for up to two weeks. People of all ages are seriously affected by flu every year, so it is especially important that frontline staff looking after some of the most vulnerable patients in our care take up this opportunity to help prevent catching flu or passing the virus on to patients."

**For more information on the staff flu campaign, visit: [www.nhsggc.org.uk/staffflu](http://www.nhsggc.org.uk/staffflu)**



Linda de Caestecker (left) and Anne MacPherson

## New cafe-style menus to be unveiled



**In the coming weeks, all of our wards will receive copies of our stylish new cafe-style menus.**

The colourful new menus have been designed for use by patients at their bedside and to help them make informed meal choices.

In the vast majority of wards, our patients can choose their meal in advance.

The menus have been laid out in such a way to allow our patients to easily choose their meals from a selection of options and plan what they would like to eat and drink each day.

Helen Davidson, catering strategy dietitian, said: "The new menus are really eye-catching.

"They've been designed to make it very easy for the patients to choose the most appropriate meals for them."

The menus also highlight options to make it easier to select dishes that are healthier with controlled amounts of fat and sugar, or those that are higher in calories for

patients looking to build up their strength, or easier to eat options for patients with swallowing difficulties.

In addition, a range of alternative menus to meet special dietary needs is also available.

The new menus inform patients of the wide range of drinks and snacks available in between meals - including tea, coffee, hot chocolate, diluting juice, bread, cereal and biscuits.

# Appropriately Trained and Developed

Wide range of learning opportunities to help you improve skills

**Welcome to the second in the series of briefings about our Staff Governance Standards – Appropriately Trained and Developed.**

This Standard encourages staff to regularly have a Personal Development Plan (PDP) in order to appraise past performance and identify any necessary learning and development opportunities.

It also highlights that all staff should have equity of access to training, irrespective of working arrangements or profession. Resources, including time and funding, will be appropriately allocated to meet local training and development needs.

Within NHSGGC we have a workforce learning and development plan that details current and future learning, development

and educational activities, available during 2018-2020. The activities are aligned with the five strategic priorities of the 20/20 Workforce Vision, cross referencing as appropriate to our corporate objectives, the Staff Governance Standards and our Staff Governance Action Plan.

We provide a wide range of opportunities to support staff in their development and training, and can tailor these to meet their needs.

The Learning and Education catalogue ([www.nhsggc.org.uk/L-ECAT](http://www.nhsggc.org.uk/L-ECAT)) details courses available (tutor-led and online). Online courses can be accessed through mobile devices, work or home PCs.

It's important that managers have a quality, detailed conversation with staff

about their personal development needs at least once a year.

This should be recorded to allow a record to be kept and revisited regularly.

Diana Hudson, staff governance advisor, said: "Staff should maintain and develop their skills and professional development ensuring they can do their job safely and effectively."

Visit our HRConnect pages at: [www.nhsggc.org.uk/HRConnect](http://www.nhsggc.org.uk/HRConnect) where you'll find more details on what the Learning & Education team can offer, training courses available, induction, statutory and mandatory training and Turas Appraisal.



## SAVE ENERGY, SAVE MONEY TOO

HOME  
ENERGY  
SCOTLAND

More than **half** of what we spend on home energy goes on heating.

Home Energy Scotland can help you take control of your bills this winter. Support ranges from energy saving tips to keep your home warmer for less, to information about funding and grants for new boilers, insulation and heating systems.

Advisors can see if you're eligible for financial support, benefits and incentives and advise on shopping around for a cheaper energy supply.

Simply call Home Energy Scotland free on **0808 808 2282** or email [advice@sc.homeenergyscotland.org](mailto:advice@sc.homeenergyscotland.org) and an advisor will call you back.

### Win! FREE energy bills for a whole year!

Get involved with Home Energy Scotland's winter competition and put yourself in the running to win FREE energy bills for a year. Simply complete their energy advice quiz and enter your name and email address.

Email: <https://r1.dotmailer-surveys.com/662pt085-d83g8574>

#### TOP TIPS TO KEEP YOU COSY FOR LESS

1. Replacing an old G-rated boiler with an A-rated boiler could save around £200 a year.
2. Set your heating controls to manage the temperature of your home.

3. Turning down the room thermostat by just 1°C can save up to £75 a year.

4. Regularly comparing energy tariffs and deals can help you make sure you're getting the best offer.

5. A quick shower uses less water and energy than taking a bath.



# Don't struggle alone with money worries

Dealing with financial stress? We're here to help

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

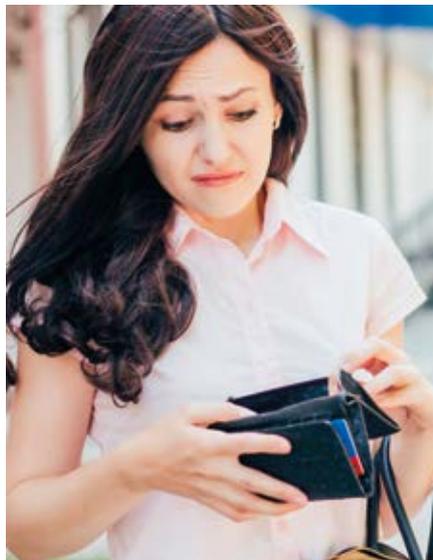
When it feels like this, knowing where to go for help or having someone you can talk to can make a huge difference.

As part of NHSGGC's commitment to the health of the workforce, support is available to help staff easily access information which can help deal with life's ups and downs in relation to money.

We are working in partnership with money advice services based in local communities to allow our staff to access:

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

All of these services are free, confidential and quality assured. Information on local



services in your area can be found at <http://infodir.nhsggc.org.uk> or through the NHSGGC Support & Information Service <http://nhsggc.org.uk/sis>

The Money Advice Service has useful budgeting tools online that are free to use. These can be accessed by going to: <https://www.moneyadviceservice.org.uk/en/tools/budget-planner>

Colleagues in human resources, occupational health and support and information services also provide advice on a wide range of personal and confidential issues. They have also been trained to know where staff can get help with benefits, budgeting and debt-related issues.

Our managers also have a role to play in supporting staff by being aware of the impact of financial stress and strain on health and wellbeing.

## Universal Credit

Universal Credit is being introduced. It will replace a number of existing benefits including Housing Benefit and Working and Child Tax Credits.

This financial support is available for people on a low income. It's a monthly payment to help with living costs, and the amount depends on how much is earned in a month.

If you are currently in receipt of benefits, you don't need to do anything until you hear from the Department of Work & Pensions about moving over to Universal Credit.

For further information, see <https://www.gov.uk/universal-credit>

## Leverndale team recognised for psychiatric excellence



**Congratulations to the MDT of Leverndale Rehabilitation Unit, who were one of only three teams shortlisted for the Royal College of Psychiatry's 2018 award for 'Psychiatric Team of the Year: Non-age specific'.**

This award is to recognise the pivotal role that specialist psychiatric teams play in improving or innovating psychiatric services and care.

Dr Allison Blackett, consultant clinical psychologist, said: "The whole team were delighted to be recognised nationally for this prestigious award."

Picture left to right: Dr Allison Blackett, Consultant Clinical Psychologist, Elaine Aitken, Specialist Occupational Therapist, Veronique Millar, Staff Nurse, Janice Gillan, Senior Charge Nurse, Dr Danielle Graham, Principal Clinical Psychologist, Dr Mughda Kulkarni, Specialty Doctor, and Dr Ciara Kelly, Consultant Psychiatrist.

Nicola Hopwood, Sarah Dunbar, Christine Smith, AnnMarie McAllister and Emma McWilliam



# Memories at twilight

**Staff from the central parenting team recently completed The Twilight 10k walk in Edinburgh in memory of a close colleague.**

Nicola Hopwood, Sarah Dunbar, Christine Smith, AnnMarie McAllister and Emma McWilliam all donned their walking shoes

while Kirsty Wojtczak, Lesley Smith, Liz Stewart, Fiona Punter and April Owens helped their fundraising efforts. Together they raised a fantastic £430.

April said: "Our colleague was diagnosed with a brain tumour only three months before

she sadly passed away. We were all keen to do something in her memory and felt inspired to participate in this walk to help raise money towards finding a cure for brain tumours through the Brain Tumour Charity."

Well done to all of the team.



# Save the date

**The first-ever Lap the Gart event took place on the Gartnavel campus earlier this year for NHSGGC staff and their families to promote Dementia Awareness week in Scotland.**

And we are delighted to say that Lap the Gart will be

returning, bigger and better, in 2019. We will share more information in the new year, but for now you can save the date Sunday 9 June 2019 and check out [www.nhsggc.org.uk/lapthegart](http://www.nhsggc.org.uk/lapthegart) to find out more about the event.

## COMPETITION

**WIN** a Crosstour 16mp 4K action camera



Packed with lots of great features, this 4K 16 MP action camera features rich video resolution options; wireless remote control; 30m underwater feature and built-in Wi-Fi.

A camera that you can take with you capturing all the good moments; ideal for sports enthusiasts and travel enthusiasts, you can take it to dive, climb, ride a bike or surf!

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: How many staff have completed the iMatter survey?**

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 December 2018