



Staff Newsletter **February 2019**

A group of approximately 15 staff members are posed on a modern staircase. The staircase has a wooden handrail and a glass balustrade. The background features a grey brick wall and large windows with wooden frames. The staff members are dressed in a variety of professional and casual attire, including blouses, sweaters, and jackets. Many are wearing lanyards with ID badges.

Gorbals centre opens its doors

£17 million health facility
a major boost for area
Full story on **PAGE 6**

Record increase in number of prisoners engaging with smokefree services

All prisons in Scotland went completely smokefree at the end of November.

The following month saw a quadrupling in the number of prisoners referred to our Quit Your Way team, compared to the previous December.

Scotland is the first part of the UK to make this significant move following growing concerns about the welfare of people in custody and prison and our healthcare staff.

Levels of smoking in Scotland's prisons were up to four times higher than the national average. A national study revealed air quality in some prisons was so bad that it was the equivalent to a non-smoker sharing a house with a very heavy smoker.

NHSGGC delivers all healthcare services across three prisons: HMPs Barlinnie, Greenock and Low Moss. As a result, we developed extensive plans to seamlessly meet the requirements of the legislation which saw the removal of all tobacco from prisons.

Our Prison Health Improvement teams worked with public health and Scottish Prison Service (SPS) staff for more than four years to ensure prisoners were given every possible support to successfully stop smoking.

Doris Williamson, health



QUIT YOUR WAY
with our support

improvement lead (prisons), said: "Making our prisons smokefree is already delivering significant improvements to health, quality of life and sense of well-being for all those in our care as well as our staff.

"National testing recorded

a pronounced improvement in air quality in prisons within just a fortnight of the smokefree legislation starting.

"The introduction of smokefree prisons has been a huge challenge and helping prisoners who smoke prepare for the change has been absolutely crucial to its success. Our NHS Quit Your Way prisons team provided – and continues to provide – increased levels of stop smoking support for prisoners.

"The response from all three prisons has been great. The response we have seen in Barlinnie, in particular, has been fantastic.

"In December alone, we helped 190 people compared to 49 the previous December.

"We fully understand how difficult it is for many in our care to give up smoking. We have worked closely with SPS to ensure this vulnerable group are provided with the help they need.

"Our public health service has put in significant investment, both financially and in staff time, over the last four years to ensure the Quit Your Way service meets prisoners' needs and that services are as effective as they can be.

"The support available from our Quit Your Way programme is the same as in the community with participants offered a 12-week course of Nicotine Replacement Therapy in conjunction with behavioural support.

"It's important to realise that providing a smokefree prison environment for people to live, work and visit has the potential to improve health and change smoking behaviour – not only in prison but also as people return to their wider communities."

"The response from all three prisons has been great"



Glasgow Royal Infirmary

Inverclyde Royal Hospital

After a short stay at Inverclyde Royal Hospital [IRH], I would just like to say the treatment I received there was first class. From doctors, nurses [H North] and tea ladies – everyone. I have heard and read so much negativity about IRH in the past, all I can do is praise everyone for the great job they do, a lot of which goes unrecognised.

Royal Alexandra Hospital

I was recently admitted to ward 29 to have a surgical procedure. To say I was terrified is an understatement. The staff who cared for me put my mind at ease

and ensured my stay was as comfortable as possible. I cannot praise the staff within this ward enough, they were all excellent. Thank you from the bottom of my heart.

Glasgow Royal Infirmary

I was an outpatient visiting from the Outer Hebrides and I wanted to say what an exceptionally good experience I had at the cardiology outpatient's clinic. The staff were so helpful, caring and reassuring. The organisation couldn't have been better and I was out 30 minutes after my appointment time. All staff are to be highly commended.



Left to right: Lisa Johnston, Margaret Hopkirk, Linda Tindall, Frances McLinden, Shona MacKenzie, Jackie Wilson, Margaret Weir and Linda Armstrong

Embracing iMatter in Oral Health

iMatter, now in its third year within the Oral Health directorate, has become an integral part of staff engagement.

Oral Health understands iMatter as a concept to support its everyday work, not just a survey. It is widely discussed in team meetings and team briefs so all staff know about the process and ensure managers have the information needed to discuss it locally.

Frances McLinden, general manager oral health, understands the value of the process, supporting that which she and her senior team sought to demonstrate. Their local team brief details how iMatter benefits Oral Health's biggest asset - its staff - and highlights the importance of their positive



experience at work.

Each run has produced good results, with response rates rising from 78 per cent to 81 per cent between 2017 and 2018, and employee engagement index scores consistently sitting at 75 with action planning rates more than 90 per cent each year.

Individual teams are invested in the process

and the majority ensure that action plans are complete and the senior team meet to discuss improvement actions needed across the service. This supported feedback is provided by teams in relation to the organisational questions asked in iMatter.

Frances said it was important to really showcase the difference made through "You said, we did" activity - that's where staff really saw the value in getting involved with iMatter and how their contribution was acted upon and valued.

Throughout the process, communication is vital and this continues afterwards, maintaining the momentum built up in preparation for iMatter. Noticeboards have been put up in hallways in each site, encouraging staff to put up ideas, share knowledge and identify areas of good practice. This allows staff to make suggestions as to what needs to be highlighted and discussed within the senior team.

Frances said: "My teams are encouraged to 'Get involved' because 'it Matters'; they have embedded the process to the way they work and engaged all staff on the way.

"It has proven successful through the results produced in terms of key performance indicators but also in engagement of staff to ensure we deliver on our vision, working together to provide the best oral health services."

New study gives hope to Parkinson's sufferers

RESEARCH

Two Stobhill Hospital staff have devised a study which has produced promising results for Parkinson's sufferers with mobility issues.

Consultant geriatrician Dr Anne-Louise Cunnington and specialist physiotherapist Lois Rosenthal designed the research which suggested rhythmic sensory electrical stimulation (eES) reduced sufferers' freezing of movement and helped them walk more quickly.

Dr Cunnington said: "Freezing of gait is a movement abnormality that presents in the more advanced stages and is one of the most debilitating symptoms of Parkinson's. People with Parkinson's often describe it as a feeling as if their feet are stuck or glued to the floor, preventing them from moving forward.

"The unpredictable nature of freezing of gait leads to increased falls risk and increased fear of falling for those affected. The results from this study give hope for the development of a new non-pharmaceutical way of improving the management of freezing."



Lois Rosenthal and Dr Anne-Louise Cunnington

The condition gained prominence recently when Billy Connolly spoke of his fear of being unable to move freely on stage in his documentary *Made in Scotland*. He said: "I didn't know how standing there would feel... I discovered I got rooted to the spot and became afraid to move. Instead of going away to the front of the stage and prowling along the way I used to, I stood where I was."

Parkinson's disease affects one in 375 adults in Scotland, which is approximately 12,000 people.

The study was carried out with the National University Ireland Galway and

involved people with Parkinson's attending the Stobhill Movement Disorder Service to test electronic devices to manage this symptom of the disease.

Lois recorded the time taken to complete a walking task and the number of freezing of gait episodes during the task. This data was analysed and showed that stimulation (eES) resulted in a reduction in both time and frequency.

To read the full study in the Journal of Healthcare Engineering, visit <https://www.hindawi.com/journals/jhe/2018/4684925/>

Positive results from medication switch

Aim is to save £15m by the end of March in a project now sharing its expertise abroad

FINANCE

Expenditure on medicines is one of the largest costs for NHS GGC. In order to ensure that we get best value for money, the Medicines Management Workstream (as part of the Financial Improvement Programme) focuses on ensuring that we use medicines as cost effectively as possible.

The Pharmacy Medicines Cost Effectiveness Group has a central role in this work. The group is made up of acute and primary care pharmacy staff who work together to identify areas where medicines can be used more efficiently, as well as making sure that hospitals and primary care work together on any initiatives where

possible. The group also works closely with doctors, nurses and the Acute Prescribing Management Group to generate ideas and implement any changes.

The key priority of the Medicines Management Workstream is to give the highest possible patient care while working hard to make savings by looking at which medicines we prescribe to patients, how we use medicines and reducing waste.

“All teams involved have worked hard to make these changes to patient care.”

Since April 2018, the Medicines Management Workstream has saved more than £10m in acute alone – and we still have three more months of the financial year to go, with a forecast of reaching £15m by the end of March.

Janice Watt, lead pharmacist acute services, said: “All teams involved have worked incredibly hard to make these positive changes to patient care while at the same time making financial savings, one example we wanted to share is an approach adopted across all sectors of acute in rheumatology and gastroenterology in particular.”

The multi-disciplinary teams in these specialities (for both children and adults) including pharmacy; nursing, medical staff

Self help for children at touch of a button

Finding information on how to self-manage children's health and wellbeing couldn't be easier with the development of a new website – www.nhsggc.org.uk/kids

This wonderfully rich resource is a single point of contact for parents, teachers,

healthcare professionals and children looking to access an extensive range of information on self help.

Stephen McLeod, head of specialist children's services, said: “Establishing the KIDS website was a massive challenge, however this was achieved thanks

to the dedication of our clinical team, the tremendous support and help from our web team and the funding from Glasgow Children's Hospital Charity. KIDS is packed full of interesting and useful information, including advice, strategies and self-help support from all disciplines working within specialist children's services.”

There are four main sections on the website. The Child Development area has a developmental timeline, interactive questionnaires, information on prematurity and transition. The Life Skills section aims to support children and young people to reach their potential by



developing life skills.

The Health A-Z has information about common childhood health conditions and the Resources section has downloadable support that can be saved or printed.

The resource has been tested, and of the children and young people seen for first contact between February and August 2018, 76 per cent were directed to KIDS as part of their input from the





Drew Fell, Emma Carson, Dr Janet Gardner-Medwin, Dr Jo Walsh



Clyde rheumatology multidisciplinary team



worked together with patients to ensure a smooth transition from one version of a biologic medication to another.

Patients were sent letters beforehand telling them what was going to happen, there were education sessions – for staff as well as patients giving clinical assurance

– and committed, proactive teamwork to ensure everyone involved knew what was happening and why.

The result is a very successful switch of medication for patients to alternatives that cost less but are equally effective, with very few asking to go back to their original medicine and saving millions for NHSGGC.

This particular example is so successful that we are sharing the learning across the US and Europe.

Congratulations to everyone involved and we look forward to bringing you another example of great teamwork leading to success in the Financial Improvement Programme soon.



The KIDS website offers advice and information across all disciplines working in children's services

service. Twenty five per cent were directed to the site and received no other input, being discharged at first contact with advice from KIDS.

The web team is an integral part in the development of websites so if you are looking to create web pages for your service or department, please ensure you are aware of NHSGGC's Web Content and Development Policy and get in touch with

webteam@ggc.scot.nhs.uk

To download the policy, visit www.nhsggc.org.uk/webinfo

If you would like more information or training on using the website or if you have ideas for universal or targeted information that you would like to share, speak to your line manager in the first instance and then contact KIDS. Scotland@ggc.scot.nhs.uk

Share ideas to save money

Remember: let's make every NHS pound count! Small Change Matters is looking for your ideas... from savings on postage to standardising medical equipment. Every idea has its merits and nothing is too big or too small, so share your inspiration with us. Don't assume someone has already come up with your idea, every suggestion counts.

To encourage all your great ideas, our FIP team will be rewarding the person or team [staff only] that comes up with the best original "Idea of the Month" with £50!

To submit your idea, visit www.nhsggc.org.uk/smallchangematters





Dignity and respect for all

WORKFORCE POLICIES

This month we focus on the fourth Staff Governance Standard – Treated Fairly and Consistently.

This Standard supports all staff being treated with dignity and respect, in an environment where diversity is valued.

This means workforce policies fit for purpose and applied fairly and consistently. It also ensures a clear strategy for the management of workforce equality, diversity, human rights and dignity at work agendas.

“It is vital our staff feel valued and respected as individuals to provide quality services for our communities,” said Jackie

Erdman, head of equality and human rights. “It is important that as an organisation we have effective programmes in place to promote equality.”

The Equality, Diversity & Human Rights Policy is part of a suite of workforce policies that support all the Staff Governance Standards. It sets out our commitment to the principles of equality, diversity and human rights in employment.

The Equality, Diversity & Human Rights team supports this work, with aims to remove discrimination caused by gender, race, disability, sexual orientation, age, gender reassignments, social class and religion and belief. It focuses

on tackling health inequality and responding to the needs of marginalised groups such as homeless people.

Laws are in place to protect people from unfair discrimination, and A Fairer NHS Greater Glasgow & Clyde 2016-20 explains how the organisation is addressing these issues and promoting equality. The document can be found on the equalities website.

Staff involvement is key in highlighting workplace issues and we have developed ways to engage with staff from equality groups. We have an active Staff Disability Forum and online LGBT network. Recently we met black and minority ethnic staff to discuss their issues. The aim of this engagement is to identify good practice and areas for improvement, while supporting the organisation to make changes. See the Staff Forums page on HR Connect for details.

For more information on HRConnect, visit www.nhsggc.org.uk/hrconnect

For more information, visit www.equalitiesinhealth.org

New classes will teach British Sign Language

We are pleased to announce new training dates for this popular staff training course.

Places are limited, so book your space as soon as possible!

An Introduction to Signing and BSL Awareness

6 March – 29 May
Teaching & Learning Centre,
Queen Elizabeth University
Hospital

This 12-week course covers basic signing skills, BSL culture and the experiences of Deaf patients using health services.

Classes run on Wednesdays at the following times –
12pm-1pm
1pm-2pm
6pm-7.45pm
(New evening class!)

To register, please contact citadminteam@ggc.scot.nhs.uk

We are planning to run this course in other sites across NHSGGC. This will be based on demand so please contact us with your site details if you are interested.

If you have already undertaken training in BSL and would like to refresh your signing skills, please also contact us regarding refresher courses.

For more information on any of the above contact the Equality & Human Rights Team at citadminteam@ggc.scot.nhs.uk



Doors open to new range of services at £17m Gorbals Health Centre

The new £17 million Gorbals Health and Care Centre opened its doors to patients last month after work began in June 2017.

The new modern facility provides improved access to a range of community and primary care services including four General Practices, one Dental Practice and primary and community care services. It also houses specialist children’s services, alcohol and drug recovery services and children and families social work services.

The new facility has been delivered as a partnership with NHSGGC, Glasgow City HSCP, Glasgow City Council and Development Partner Hub West Scotland and their main contractor Morgan Sindall. New Gorbals Housing Association was a key partner in the project.

The new building provides the opportunity to reshape services from a patient and service user perspective with care that is integrated, accessible and efficient.

Chairman John Brown said: “I am delighted to see this new centre open its doors to the patients it serves, providing high-quality health and care facilities under one roof.”



David Williams, chief officer, Glasgow City HSCP, added: “This multi-million pound facility is a major boost for the area. Everyone involved has worked hard to deliver this new centre, which will greatly enhance the quality of health care and support available to the community.”

Front cover show staff from Addictions, GP Practice and Specialist Children’s Services

Family holidays for physio

This is the time of year when many of us are busy deciding where we plan to go on holiday this summer... Spain, Turkey or perhaps further afield to Mexico.

There's no such dilemma for senior physiotherapist Becky Dunphy.

For the past 11 years her family holidays have been to the same place, Dalitso in Malawi, where their break is spent delivering medical aid, equipment and overseeing the running of two orphan care and education centres and a small rural health centre.

"It might not be everyone's idea of a holiday, but I love it," Becky told SN.

Becky and her family are part of a charity called The Dalitso Project.

"Dalitso means 'blessing' in the most common language spoken in Malawi, Chichewa, and the name was chosen by those of us on the management team of the charity because, while we hope to be a blessing to those we work with in Malawi, we recognise that we ourselves have been so blessed to have been part of this project," Becky explained.

"We work in two centres – one in Kambilonjo which is a small town on the

Mozambique border in the district of Ntcheu and one in the town of Thyolo within the district of Thyolo. Between the two centres we feed and educate more than 300 children each day (as well as providing clothes and essentials such as soap and books) and fund a further 60 children through secondary school and university education.

"We also have some skills training and local business training opportunities for pupils who will not go on to further education. We run a local health centre in a remote part of Malawi where previously locals had to walk 10km to get to the nearest hospital. This treats more than 300 patients every month and really does save lives.

"This year, I will be travelling with my

parents, younger sister and the charity chairman and close friend Charis Bowie, to work alongside our orphan centres and healthcare clinic. We have a sponsor-a-child programme that links people in the UK with individual children. These sponsors contribute £15 per month to each child's education and food, which allows us to help so many young Malawians."

Each summer, Becky's group takes out presents from sponsors and interviews each child so she can take letters and reports back to the sponsors.

For more information about the Dalitso charity, visit <https://en-gb.facebook.com/thedalitsoproject>



Quashing the supplement myth by promoting a Food First approach

■ SUPPLEMENTS

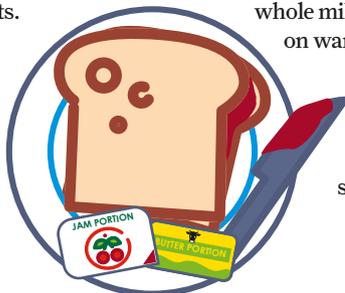
Supplement drinks or shakes are better than eating food. That's a myth many of our staff hear from patients and their families every day.

Supplements can play a role in plugging dietary gaps, however food is the best source of nutrition in order to maintain a normal eating experience.

It's important we help patients improve their diet before using supplements.

Nutrients are at their most potent when they come from food.

Nutritional supplements



are specially formulated foods or drinks that are prescribed to patients as they contain energy, protein, vitamins and minerals.

Wards have a well-chosen selection of foods and snacks which can be as beneficial as a supplement drink.

Lynsey Robinson, lead project dietitian for ONS prescribing, said: "Combinations of foods and drinks, such as jam sandwiches or buttered digestives

accompanied by a glass of whole milk, are available on wards and can

provide similar amounts of energy to nutritional supplements.

"These supplement shakes and drinks can be helpful for people who struggle with a loss of appetite, have difficulty chewing, have trouble preparing balanced meals or are recovering from surgery or an illness.

"However, it's important to remember these drinks aren't magic bullets for nutrition.

"They may be used when people are unable to eat enough food to support recovery. Where a patient is able to eat food, we always encourage a Food First approach."

For more details on the myths our Food First campaign has been busting, visit www.nhsggc.org/uk/foodfirst

Food & fluid myths in hospital

Myth: Food isn't as good as a supplement drink FALSE

There are many foods and snacks available in the hospital ward that can be as beneficial as a supplement drink. A combination of foods and drinks can provide similar amounts of energy to nutritional supplements:

A glass of full cream milk with 2 digestives with butter and jam (336kcal, 9 grams/protein)

A jam sandwich made with 2 slices of bread with butter (288kcal, 8 grams/protein)

Oral nutritional supplements are specially formulated prescribable foods or drinks that contain energy, protein, vitamins and minerals. They can be used for patients who are unable to eat enough food needed to help them recover from illness.

Encouraging a 'food first' approach is preferable to maintain a 'normal' eating experience.

For further information: www.nhsggc.org.uk/foodfirst

Compete in Scottish golf classic

The NHS Four Nations golf tournament brings together teams from England, Wales, Northern Ireland and Scotland to compete for the Red Review Events trophy.

In 2019, the Scottish qualifying event will be held over the Earl of Mar Championship Course at the five-star Mar Hall Hotel, Golf & Spa Resort on 14 May.

The top 10 scores overall will qualify to represent the Scottish team at the NHS Four Nations Finals being hosted in Scotland on 19 and 20 August. Available on the day:

- Registration from 10am in Morton House

- Tea, coffee and morning rolls served at registration
- Complimentary range balls to warm up before tee-off
- Shotgun start at 12 noon
- 18 holes
- Two-course golfers' meal served in Morton House
- Prize giving and raffle
- The format is Stableford full handicap (maximum handicap for gents is 18 and for ladies is 24)
- Entry cost is £90 per person for NHS players (payment in cash on the day)

- Raffle entry: £10
- Prize: Fourball, Earl of Mar Championship Course, Mar Hall Resort & Spa.

To register or for more information, contact Gail Proudfoot, email admin@eventsredreview.com or gal66events@yahoo.com or call 07519 071662.

NB Entries can cover multiple people in one email. This will be considered a contract with the venue and as a result any call offs within seven days of the event will be liable to a charge if replacements cannot be found.



Small steps to a fitter you!

If you're looking to get a bit more active this year, but don't know where to start, why not join staff who are already taking part in the Daily Mile.

The initiative encourages people to walk or run for 15 minutes every day to improve their physical, social, emotional and mental health. It's a great way to fit physical activity into your normal day and socialise with your colleagues.

At Activestaff, we've produced site maps for all our hospitals, with suggested walks to help you take that first step.

You'll find these on our website where you can also pledge to try and do the Daily Mile five times a week as part of NHSGGC's efforts to help make Scotland a Daily Mile Nation.



For information, visit www.nhsggc.org.uk/thedailymile

COMPETITION

WIN an Apple Watch series 3



Enter this month's competition and Get Active while you Stay Connected!

From this small device on your wrist you can make calls and send texts, stream 45 million songs with Apple Music and ask Siri to set a reminder, send a calendar invitation or give you directions.

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: Since April 2018, how much has the Medicines Management Workstream saved in acute services?

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 1 March 2019.