



Staff Newsletter March 2019

Craig's career is on the up

Career Ambassador inspires young people **PAGE 5**

Out and about with the chairman

This month I was pleased to host two visits to NHSGGC services that are improving the hospital experience for children, young people and their families.

RHC

Firstly, I accompanied Joe Fitzpatrick MSP, the Minister for Public Health, Sport and Wellbeing, to the Royal Hospital for Children where we met with the chief executive of Glasgow Children's Hospital Charity.

Since 2001 the charity has made a difference to the lives of the children and their families who attend the hospital, funding enhanced equipment and services to ensure that all of our young patients receive the best possible care and experience. We visited a number of areas that have benefitted from the charity's support, including the Family Support and Information Centre, the Teddy Hospital, the atrium space, the Parents' Lounge, the MediCinema and Ward 3A.

Cabinet Secretary visits

I then joined Jeane Freeman MSP, the Cabinet Secretary for Health and Sport, on visits to two of our services.

The first was to the Teenage Cancer Trust which I had previously visited last year and I told you at the time how impressed I was with this important support for young people with a cancer diagnosis. The Cabinet Secretary was equally impressed with the work of everyone concerned at the Teenage

From left: Dr Nicholas Heaney; Kirsty Laing; Julie Cain; Lisa Eaglesham; Vanessa Todd; Jeane Freeman; John Brown; Liz Watt; Jane Grant; Ellen Ferris



Cancer Trust. We then headed over to the neonatal unit in the Children's Hospital where we learned about the Helping Us Grow Group (HUGG) which is where families and staff come together to discuss ideas and innovations to help improve their time on the ward.

HUGG has been active since 2016 and in that time it has achieved a remarkable amount from having parents active in ward rounds to introducing new initiatives, such

as sending video messages to families at times when they are unable to be there.

This is a fantastic example of staff working together with patients and their families to improve services to our youngest patients.

I know that there are lots more important services out there and I look forward to getting out and seeing more of them this year.

iMatter results matter in Inverclyde

Staff at Inverclyde HSCP now have regular opportunities to meet and discuss issues with the senior management team following the results of an iMatter survey.

Results from the survey in 2016 and 2017 found that senior managers were not visible enough and that many staff did not feel sufficiently



Louise Long

involved in decisions.

Spurred on to take action to improve staff experience, the senior team put in place a series of visits to listen to staff and find out what is important to them. They created two 'open chairs' for staff members

to attend the Staff Partnership Forum and also encouraged staff to speak to their trade union representative to have views brought to the Forum.

A new induction video for all new starts is also being created to let the newest members of the team know about the values of the HSCP.

This will be followed up by

"iMatter has helped focus on what is important to our staff"

a face to face meeting with the Chief Officer, Chief Social Worker or Lead Nurse within six months of joining. Louise Long, Chief Officer, Inverclyde HSCP, said: "iMatter isn't a panacea, however it is a good indicator, a snapshot of how staff are feeling each year and allows us to plan and assess our continuous improvement journey.

"We are enthusiastic about Inverclyde HSCP and our wonderful staff.

iMatter has helped focus on what is important to our staff and by focusing on this improvement journey we trust that they will know that they matter."

Patients have praised the NHS care they received

eHealth scoop top awards

eHealth staff have been recognised for their efforts in using technology to improve the health of patients at the Digital Health and Care Awards.

The awards celebrate excellence and innovation in the growing digital health and care sector in Scotland and NHSGGC were shortlisted in six categories this year.

Director of eHealth William Edwards won the Digital Leader Award.

William led the development of our ambitious Digital Strategy 2018-2022 which sets out a long-term plan for digitally-enabled transformation of healthcare, and has made significant contributions to regional and national digital health developments.

Our 'Beating the Blues Team' (BBT), who reach out to people who suffer from mild to moderate mental health issues, helping them to access specialised care, was recognised for their dedication to their patients, picked up the Accessing Mental Health Care Award.

Jane Grant, NHSGGC chief executive, said: "I am so proud of all of our staff who were shortlisted for these prestigious awards. The strength of their nominations shows how far NHSGGC has come in using technology to improve outcomes for our patients every day.

"Despite being in post for just 18 months, William has created a flourishing 'can-do' culture that promotes effective, long-term digital transformation and importantly has brought clinicians and staff with him.

"I am also delighted that our 'Beating the Blues Team' have received the recognition they deserve. This small team have shown initiative and created a service which reaches out to people who have never accessed specialised psychology services before."



William Edwards was a winner



NHS Heroes

Read all about you – written by patients for you

Queen Elizabeth University Hospital

I was an in-patient this week and after my op I was taken to ward 11. I had a pretty major procedure carried out and as you can imagine, I was in pain, worried, etc. I was treated so well by every member of staff that cared for me, including cleaners, auxiliaries, staff nurses and consultants. I even had a trip to the hospital cinema on Thursday which was fantastic! The staff are a credit to their profession and to your hospital.

New Stobhill Hospital, Podiatry, General Surgery

I was admitted to the Day Surgery Unit for surgery to my foot. From reception at 7.45 to discharge at 18.00 I was treated with care, professionalism and compassion. As an NHS employee myself, I am only too aware of the sometimes negative feedback which the service receives but speaking as a patient, I cannot praise all the staff highly enough for the excellent standard of care given. The Day Surgery Unit at Stobhill is a credit to the Health Board.

Queen Elizabeth University Hospital

I was admitted as an emergency to QEUH a week ago and from the moment the paramedics took control of my breathing on arrival in my house to D-day (discharge) I cannot praise staff highly enough. Too often

we hear negativity about our NHS and the QEUH. I found nothing but professionalism, kindness and excellent care from the moment I arrived in ED, my stay in ARU1 and ward L7B. The radiographer fetched me for my X-ray as portering was busy! Staff work hard and the facilities are excellent. Goodness me, if I'd had been presented with a bill at the end of it all it would certainly be beyond my and most people's ability to afford. So thanks to all of you and for me, a wake-up call to appreciate what we sometimes take for granted.

Royal Alexandra Hospital

I want to praise the NHS as we all too often hear bad reports. I went to my GP. He referred me to the RAH and I made my way there as my leg was swollen badly. I was taken right away, blood tests, ECG, scan, X-ray all took place – I had a DVT. I was given pills and on my way in less than four hours. Excellent work and staff very helpful.

Queen Elizabeth University Hospital

Amazing service from arriving at A&E to getting admitted for one night. I have to praise all staff from the reception, auxiliary, nursing staff, porters – the care and attention was first class. I also enjoyed the room facilities and the food was really nice. Amazing service from the NHS. Thank you.



Delete In G

More than 6000 apply for service recognition badges

Now 50 years' service badge 'joins the family'

► SERVICE RECOGNITION

The popularity of the recently launched long service recognition badges has been amazing.

Literally thousands have been applied for and have been dispatched to colleagues who have served the NHS for more than 20 years.

Everywhere you go in NHSGGC staff can be seen with the 20, 30 or 40 years' service badges proudly displayed on lanyards, uniforms or displayed proudly on the display presentation cards they are delivered on.

Now a new service recognition badge has been created to mark the achievement of staff who have served for 50 years or more.

The idea came from Liz Love who posted on the QEUH staff Facebook page asking if a 50-year service badge could be considered.

Ally McLaws, director of corporate communications, saw the post and replied to say he'd raise it with our chief executive Jane Grant – and she said “Yes, what a good idea”.



SN can now reveal an image of the specially designed badge that has been commissioned exclusively for NHSGGC staff who have served 50 years or more for the NHS and are currently employed by our Board.

Nickel print on a gold background, the pin badge makes a distinguished addition to the existing prestige badges which mark 20, 30 and 40 years' service.

It was designed by the Board's senior graphic designer, Susan Fitzpatrick, and is expected to be manufactured and delivered to us in the next few weeks.



Any staff who have served for any NHS Board or Trust anywhere in the UK and who are currently employed by NHSGGC can apply for it.

Staff in the communications team have been busy – over and above normal duties – processing and sending out one or more badges to 5,858 staff since just before Christmas and in the last four weeks they have received a further 710 applications from staff right across our hospitals and community services.

Staff communications officers Margaret Brodie and Lyn Stirling have been processing applications and they confirm that the 710 new applicants will be sent their badges for delivery within a few days of this edition of SN being published.

Well done to Margaret and Lyn.

To apply for a 20 or 30 or 40... or one of the new 50 years' service recognition badges simply visit: www.nhsggc.org.uk/longservice

NB: the new 50 years' service badges are still being crafted so please be patient. As soon as they are delivered we will get them out ASAP.

Craig Monteith started as a Modern Apprentice



Craig is a real inspiration

Craig Monteith is so enthusiastic about his career in the NHS he has signed up as a Career Ambassador helping to promote the organisation at job fairs and college recruitment days.

Back in 2014 he started on our Modern Apprentice scheme and he hasn't looked back since. Craig joined the renal team at Stobhill Hospital while still at college and found the vocational and college training an invaluable foundation for his career.

Now a qualified renal technician, Craig said: "My apprenticeship has been the foundation for everything that's happened in my career. From day one I

was working in the environment I wanted my career to take and the combination of learning how to do the

"I think NHSGGC is a great organisation to work for"

practical work while learning the theory at college has been a unique way to help develop and progress my career. I couldn't recommend the Modern Apprenticeship scheme highly enough. It really gave me an

invaluable experience and practical skill set and I think it's a fantastic way to get young people into the NHS."

Craig excelled in his course work and within the renal team and went on to win the Modern Apprentice of the year in 2017.

He said: "I think NHSGGC is a great organisation to work for. The Modern Apprenticeship scheme really worked for me following my career and I want to give back and do what I can to help encourage young people to follow a career in NHSGGC.

"That's why I became a Career Ambassador."

Could you inspire too?

If you're passionate about what you do and are keen to inspire the future NHS workforce then we want to hear from you.

NHSGGC is committed to helping those keen to pursue an NHS career in making informed choices about what job roles might suit them, and the pathways into these.

However, awareness of the range of careers available is generally poor among young people, their parents and teachers, and in the wider community.

It is increasingly important for us to encourage young people to consider the NHS as a potential career, and an

essential part of doing this is getting out and about to engage with young people in schools, colleges and at local and national careers events.

Noelle MacKay, workforce employability officer, below, said: "The Workforce Employability Team support a range of hands-on careers activities throughout the year including: large national events where thousands of pupils attend, visiting school parents evenings, departmental tours and visiting colleges. However, the team rely on a number of dedicated and passionate

Careers Ambassadors from a number of services to help bring the range of NHS careers alive.

"And we are looking to recruit more staff from our services who want to promote their professions to young people."

If you are interested then please join the Careers Ambassador register. Ambassadors are asked to commit to attending a minimum one event per year.

To join the Careers Ambassador Register, visit: www.nhsggc.org.uk/244121 or <https://link.webpolsurveys.com/S/3193511230A7630A>

Additional information is available from: Laura.McKie@ggc.scot.nhs.uk or Noelle.Mackay@ggc.scot.nhs.uk



Health and Safety reminders for staff

Kenneth Fleming, head of health and safety, is reminding all staff about the importance of complying with relevant legislation and providing the best and safest possible healthcare for patients and staff.

In particular, he wants to remind staff about the importance of sharps safety, face fit testing and completing the mandatory LearnPro modules.

Sharps Safety

In most cases staff are required to complete two modules:

1. All staff who may come into contact with a healthcare related sharp must complete:

Category – Role Specific Mandatory Modules

Course and Module – ‘GGC: Management of Needlestick and Similar Injuries’

2. All staff who use a healthcare related sharp must complete both the above GGC module



A Safer Place to Work

and the NES module below:

Category – ‘Infection Prevention and Control’

Course – ‘NES: Scottish IPC Education Pathway’

Module – ‘Prevention and Management of Occupational Exposure’

It should also be noted that these modules require to be completed every two years. A number of staff have now seen one or both of the modules expire which means that the system will register that individual as non-compliant.

Face fit testing

We would like to remind all face fit testers

that they need to ensure that they are progressing with the face fit testing for the area they have been requested to cover.

Local managers must ensure that where areas have been identified as requiring face fit testing that adequate numbers of fitters are in place and all staff requiring face fit testing have been tested.

For more information, visit: www.nhsggc.org.uk/FFP3masks

LearnPro

It is apparent that a number of staff do not have a LearnPro account. This must be addressed immediately. All that is required is an email address and a pay number. This will ensure that staff are able to undertake their statutory and mandatory training, role specific training and also open access to a range of training courses on LearnPro. Managers must ensure that all direct reports have a LearnPro account and all identified modules are kept up to date.

Third HIV anti-stigma survey

The third staff HIV anti-stigma survey has now been launched with the closing date for responses being 1 April 2019. This is the second follow-up survey to the original 2013 survey aimed at finding out what staff know about HIV, their attitudes towards people living with HIV, awareness of discrimination, and staff training needs.

In 2013 the survey highlighted a lack of awareness about how HIV is transmitted and how it affects people living with it.

In response during 2015/16, staff worked with patients to

develop and deliver a staff campaign to tackle stigma and discrimination in NHSGGC. At the end of the nine-month campaign, a repeat survey was carried out with some encouraging results, including better awareness about HIV and how it is transmitted from one person to another.

Jo Zinger, health improvement lead, said: “The survey showed that while we have made real progress in tackling HIV stigma, there is still a way to go to support people to live well with HIV. For example, one in five staff remains unconfident about

delivering patient care to people living with HIV.

“A further staff awareness campaign was delivered in 2018 concentrating on where staff can turn to for support.

“It is now time to assess the success of this latest campaign. So we are asking staff to take part in the survey.”

To take part in the survey, visit:
[https://link.](https://link.webropolsurveys.com/S/6FEEA2054A276883)

[webropolsurveys.com/S/6FEEA2054A276883](https://link.webropolsurveys.com/S/6FEEA2054A276883)

Paper copies are available from Jo Zinger, health improvement lead, tel: 0141 211 0326 or 07773213681 or email: jo.zinger@ggc.scot.nhs.uk



HIV

I am positive.

I work in the NHS and I think I have a good understanding of HIV. But I'm going to be honest... I used to put on an extra pair of gloves.

I didn't know if I needed to. I felt terrible the last time I did it as the patient clearly realised what I was doing.

Now I've called the Professional Helpline and I know you just need to use the Standard Infection Precautions with everyone.

Are you seeing the positive?

If you're a professional looking for advice or additional training, or you've witnessed discrimination, please visit www.hivstigma.scot

vepeople

We're committed to a safer workplace

This month looks at the fifth and final Staff Governance Standard: "Provided with a continuously improving and safe working environment."

This standard details how we ensure staff work in a safe environment, while also supporting them to maintain their health. Importantly, this standard includes the provision of an environment in which staff are able to speak up about wrongdoing or malpractice, in particular patient safety.

Within NHSGGC, we have a suite of policies, all designed to support both health and safety at work, but also to provide clear guidance and support relating to promoting employee health and attendance; and promote dignity and respect at work.

Alongside these policies, our Staff Health Strategy, is based on what staff say would

be helpful in improving their health. It reflects the important role the workplace has in improving staff health, promoting mental wellbeing and physical activity and in tackling health inequalities.

Finally, a key element of this standard is achieving and maintaining the Healthy Working Lives award. As a Gold award holder, we demonstrate that a health, safety and wellbeing culture exists and employee behaviour changes are evident.

A number of sub groups are involved in planning and delivering healthy activities for our staff such as walking groups, weight management sessions and yoga classes.

Visit: www.nhsggc.org.uk/healthyworkinglives for more details.

This all links together to support us in providing an environment in which personal

health, safety and wellbeing of patients and staff is paramount throughout our sites and within services.

Diana Hudson, staff governance advisor said: "We hope the last few months have provided you with an insight into all five Staff Governance Standards –

1. Well informed
2. Appropriately trained and developed
3. Involved in decisions
4. Treated fairly and consistently, with dignity and respect, in an environment where diversity is valued
5. Provided with a continuously improving and safe working environment, promoting the health and wellbeing of staff, patients and the wider community.

"And you have enjoyed finding out more about these important Standards which should be imbedded in all of our day-to-day business."

If you have any questions regarding Staff Governance, please contact Diana Hudson, Staff Governance advisor, email: Diana.Hudson@ggc.scot.nhs.uk

Flashback to the 2018 William Cullen Prize winners



Medical director Dr Jennifer Armstrong, in collaboration with the Royal College of Physicians of Edinburgh, are proud to announce the return of two prestige medics awards for 2019.

The William Cullen Prize for excellence in teaching and a separate William Cullen prize for service innovation will recognise a medic, or team of medics, as having made a significant contribution to local teaching or service innovation in Glasgow and Clyde.

The winners of each prize will receive a

unique framed print of a William Cullen letter. The letter will be selected from the Royal College's archive and will relate to the area of medical work of the individual winners.

The William Cullen Prizes will be presented at our Celebrating Success Event, alongside our annual Chairman's Awards and overall local award winners later this year.

Teaching Award

We currently have recognition awards for

medical teaching based on performance in the national trainee and student surveys. The William Cullen Prize winner will be selected from that cohort of our top performers.

Innovation Prize

To enter the new William Cullen Prize 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.

Turn over a new leaf



NHSGGC's Reading Challenge has had a bit of a spring clean and we've made a few changes for 2019.

It will now run between 1 April – 30 Sept 2019, so any book read over the summer will count – including if you're lying on a beach.

The idea is the same – read books, ebooks, graphic novels, poetry or even listen to an audio book and then write a short review to say what you liked (or didn't) about it. There are different awards depending on how many books you read.

The challenge is open to all NHSGGC

staff or partner organisations and each person who completes will be entered into a local prize draw.

In addition, the Reading Challenge has been linked to KSF core dimensions:

- Core skill 1 - Communication
- Core skill 2 - Personal and people development

To sign up, visit the Library Network on StaffNet > eHealth > Library Network > Reading Writing & Creating > NHSGGC Reading Challenge

PLATINUM AWARD Read 24 books	GOLD AWARD Read 12 books
SILVER AWARD Read six books	BRONZE AWARD Read three books



Dysphagia awareness day

Later this month, our speech and language therapists (SLTs) are taking part in an international day of awareness highlighting the impact difficulties eating, drinking and swallowing can have on a person's life.

SLTs play an important role in supporting people who have eating, drinking and swallowing difficulties – known as Dysphagia – to eat and drink safely. They work directly with affected individuals as well as training others to identify and manage problems. Dysphagia affects all age groups and people with the condition often have other health conditions which can affect their eating, drinking and swallowing abilities.

Jan Stanier, speech and language therapy team lead, said: "Speech and language

therapy can transform the experiences of those living with this condition.

"Eating, drinking and swallowing difficulties have potentially life-threatening consequences. In NHSGGC we have taken part in previous campaigns in 2017 and



2018 which were very successful in bringing more attention to Dysphagia. Last year the Twitter

hashtag trended in the UK and reached millions around the world, including Uganda, Australia, Canada and the USA.

"We want to make Swallowing Awareness Day bigger and better than ever in 2019. We'll be tweeting pictures from the @nhsggc Twitter account with the hashtag #swallowaware2019 showing our activities on Wednesday 13 March."

COMPETITION



WIN
a Fire HD 8 Tablet
with Alexa

Designed for entertainment you can use this handy little tablet to enjoy millions of movies, TV shows, songs, Kindle eBooks, apps and games including Netflix, Facebook, Spotify. You also get full use of Alexa.

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 is the closing date for the HIV anti-stigma 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 March 2019.