

A woman with blonde hair in a ponytail, wearing blue scrubs, is looking at a tablet computer. The tablet displays a video of a baby. She is standing next to a hospital crib where a baby is lying down. The crib has a black and white patterned blanket and colorful toys hanging from it. The background shows a hospital room with a door and some equipment.

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Staff Newsletter April 2019

Babies are video stars

Technology that helps parents
reaches milestone **PAGE 3**

Directorate/HSCP	Questionnaire launch date	Questionnaire end date	Date Reports Available	Action plans due date
eHealth, Public Health, Communications, Board Medical Directorate, Clyde Sector, Renfrewshire HSCP, Inverclyde HSCP	18/02/2019	11/03/2019	25/03/2019	17/06/2019
Acute SMT, Diagnostics, Regional, South Sector, Specialist Children's Services, East Dunbartonshire HSCP	15/04/2019	06/05/2019	20/05/2019	12/08/2019
Women & Children's, Board Admin, HR & OD, North, Oral Health, West Dunbartonshire HSCP	13/05/2019	03/06/2019	17/06/2019	09/09/2019
Chief Executive Office, Glasgow City HSCP, East Renfrewshire HSCP	10/06/2019	01/07/2019	15/07/2019	07/10/2019
Estates and Facilities, Finance, Board Nursing Directorate	22/07/2019	12/08/2019	26/08/2019	18/11/2019

(HSCPs) well under way. Last year our overall response rate was 54 per cent – this year we want to do better!

Diana Hudson, staff governance advisor, said: “We want to improve responses in all areas, ensuring everyone has the opportunity to engage with the questionnaire and share their thoughts and experiences of working in NHSGGC.”

The schedule for 2019 is to the left. You should check when your Directorate/HSCP starts and look out for the link to your personal iMatter questionnaire (email) or your line manager can provide you with a paper copy to complete.

To find out about iMatter, visit: www.nhsggc.org.uk/iMatter or email us at: imatter@ggc.scot.nhs.uk

You can also look at the National Health and Social Care Staff Experience report at: www.gov.scot/publications/health-social-care-staff-experience-report/ to get a feel for the outcomes across all NHS Scotland Boards.



Your feedback is welcome...

iMatter is the national staff experience measure, run annually, and provides us with information about your experience of working within NHSGGC. It highlights areas of success along with opportunities for

improvement, so it's key that you take the opportunity to engage and feedback.

The 2019 iMatter process has started in NHSGGC, with some Directorates and Health and Social Care Partnerships

Raising awareness of delirium is a global hit on Twitter

We were firmly on the world map last month after our social media messages on World Delirium Awareness Day were some of the most read globally.

This worldwide presence meant we were the tenth most read source of information on Twitter regarding the awareness day.

Dr Hazel Miller, consultant physician at Glasgow Royal Infirmary, said: “Over the last few years we have put a real emphasis on raising awareness of delirium and its effects.

“This year we made a concerted push to get as many staff as possible involved and they made themselves very visible to patients, families, friends and colleagues.

“One of the ways we did this was by dressing up as ‘Delirium Superheroes’ and sharing as many photos of

“We made a push to get as many staff as possible involved”

this as we could across Twitter, making sure we included the #WDAD2019 hashtag.

“It was really heartening to see that we had so much interaction with all our Twitter activity.

“It was a great opportunity to share our key message that delirium is everybody's responsibility. On the day, we asked all staff to remember to be a Delirium Superhero every day.”

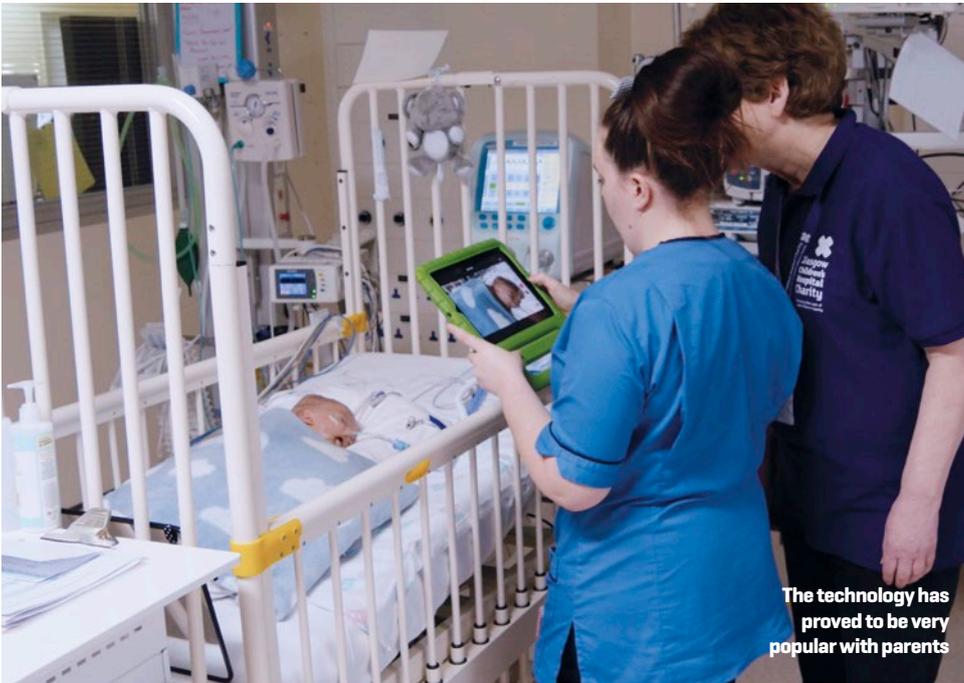
Delirium is an acute change in a person's mental state with impaired attention and



Staff dressed up as 'Delirium Superheroes'

awareness. It is common in hospitals and can have devastating consequences, however, with the right measures, we can reduce the risk of it occurring by about one third.





The technology has proved to be very popular with parents

Baby blockbusters hit a memorable 3,000 videos mark

Major milestone in support for parents and families reached

Staff using technology that personalises videos to help parents stay connected to their new born baby in the Royal Hospital for Children (RHC) has recently reached a major milestone.

Back in 2017 the RHC became the first unit in the UK to adopt the vCreate technology and, almost two years on, they have now cut their 3,000th film, giving 500 families the opportunity to watch their baby in hospital at times they are unable to attend.

The initial idea of creating a short video which parents can access came from a parent who used video for customers at his garage. He asked staff at the RHC's neonatal intensive care unit if it was possible for staff to send him video updates of his own baby.

Neil Patel, consultant neonatologist, said: "When we started this project, we had no idea just what a hit it would be.

"At the Royal Hospital for Children we aim to offer the very best care and support to newborn babies and their parents or carers. Having a baby can be a very stressful time and, as a specialist centre, we have babies from all over the country here.

"Many parents have other children and some live considerable distances from Glasgow, so

"When we started this project, we had no idea what a hit it would be"

being with their baby all the time is impossible. It's been so rewarding for us to use technology to keep that bond going when it's not possible for the whole family to be together.

"Staff who make the videos love to get creative. In just a few moments they can make a video and personalise it for a family, sometimes adding music and special messages. It really helps to create a strong relationship.

"Parents tell us it makes a huge difference, helping them to be involved in their baby's care, giving them reassurance, and helping mums to supply precious breastmilk for their baby.

"We have now been able to offer this tremendous benefit to our 500th family, with over 3,000 videos being made in total so far, and to them every single one feels like an Oscar winner!"

After the development of this technology in our unit, it is now being rolled out across the country and is benefiting families in neonatal units throughout the UK.

Driving at work policy revision

More than 11,000 NHS GGC 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.

Kenneth Fleming, head of health and safety, said: "If this affects you, you will be required to log on to the DVLA website to obtain your license details. But don't worry, guidance will be available on HR Connect to help you get this information from the DVLA".

If you use your car in relation to your 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.

Staff should note that expenses will not be paid if insurance and licence details are not submitted.

Some of the key aims of the policy are:

- To increase staff awareness of safety issues associated with work-related driving
- Support is available to staff involved in work-related driving incidents
- Driving licence checks are in place for all staff who drive on work-related business.

Occupational health will also require staff to:

- Group 1 drivers (cars and motor bikes) complete a health declaration through occupational health, every five years
- Group 2 drivers (lorries) have an annual health assessment through occupational health. These drivers will also need to undertake the DVLA Certificate of Professional Competence.

Full details of the policy will be available on HR Connect soon.



A Safer Place to Work

Fourth year medical student is top of the class

A promising young medical student from the University of Glasgow has won the prestigious St Mungo's Medal in recognition of his work on frail patients in the intensive care unit (ICU) and their chance of survival.

David Hewitt, below, is a fourth year medical student and defeated the competition to win the award at the 2019 St Mungo's research meeting at Glasgow Royal Infirmary.

David's research looked at the link between a person's chance of survival in relation to how frail they were when admitted to ICU.

David said: "Frailty is not just about mobility, but covers a whole range of things. It's really about a person's ability to cope with every day activities and their reserve against disease, trauma and infection.

"My study made adjustments for age, gender etc, as well as their reason for being admitted to hospital. Frailty was associated with significantly decreased survival at all time points up to one year from ICU admission. I believe this research could help with decision making in ICU."

The organising committee of the annual GRI St Mungo's research meeting, which aims to highlight GRI-based research, is made up of, Dr Terry Quinn, Prof Colin McKay, Dr Russell Drummond, Dr Donogh Maguire and Prof Adrian Stanley.

Prof Stanley said: "It was fantastic to again have a very large number of research submissions to the meeting from the wide spectrum of specialities at GRI. From the 70 submissions, the judging panel chose the best eight for oral presentation and another 30 for poster presentation.

"The abstracts were presented by a mixture of

"I believe this research could help with decision making in ICU"

consultants, junior doctors and students, with the prize-winners in six categories chosen by a panel consisting of senior University and NHS clinical staff.

"In addition to the St Mungo's medal for best presentation, prizes were also awarded for the best clinical and best pre-clinical research, the best junior doctor and best student submissions and also the best poster. The Keynote lecture this year was delivered by Prof Mike Lean and he outlined the world-class research his team have undertaken in the field of nutrition and diabetes over the past few years.

"The annual St Mungo's research meeting is extremely important both to support the high level of research at GRI and to encourage and inspire juniors and students in this aspect of medicine.

"We congratulate David and the other prize winners on their excellent work and we look forward to next year's meeting."



Awards call for



The 2019 Chairman's Awards are now open and this year, we have given the categories a facelift to recognise our key aims – Better Care, Better Health, Better Value and Better Workplace.

While our popular Nursing and Volunteer categories remain, the International Service category has been renamed Global Citizenship.

Chairman John Brown said: "I am delighted the categories this year better reflect the organisation's key aims.

"Every day in the NHS, dedicated teams and individuals go to extraordinary lengths to provide exceptional care for

people who use our health services, and this is our way to reward that dedication."

The awards recognise individual staff, teams, services or projects that have made an exceptional contribution to NHSGGC and an outstanding difference to the care and wellbeing of our patients, their carers or our staff.

So if you have taken an innovative approach to patient care or are involved with an initiative which seeks to improve the health and wellbeing of patients or staff, then we want to hear all about it. Maybe you have implemented an initiative to achieve better productivity within your area, or maybe

Medic prize open for entries

If you are a medic (or team of medics) who has made a significant contribution to local service innovation then you should enter this year's

William Cullen Prize.

The prestigious William Cullen Prize, which is awarded at the Celebrating Success event, recognises excellence

Our key 'Better' qualities in 2019



you have submitted an idea to our Small Change Matters campaign which would also sit within our Better Value category.

Or have you – or someone you know – travelled overseas to provide healthcare or education, or maybe you have taught people from aboard in one of our hospitals. Perhaps you know a nurse who displays the best qualities of patient care and the ethos of nursing?

Or maybe you work alongside a dedicated volunteer who gives up their time for the benefit of patients.

We know there is lots of fabulous work going on throughout the organisation and we need you to tell us about it.

John Brown added:

“The awards were of an exceptionally high standard last year and the competition was stiff. I have no doubt that we’ll receive the same high standard of entries this year and I look forward once again to the difficult job of choosing the winners.”

The seven categories are:

- Better Care
- Better Health
- Better Value
- Better Workplace
- Global Citizenship
- Nursing
- Volunteer.

For more information on the categories and to send in a nomination, visit: www.nhsggc.org.uk/chairmansawards



and innovation in a medic, or team led by a medic, who has made a significant contribution to local teaching or service innovation in Glasgow and Clyde.

Remember all nominations [team or individual] should include a description of the background, challenges, what has been done, the outcomes and any future plans. To enter

the William Cullen Prize simply complete the online application form, visit: www.nhsggc.org.uk/williamcullen

The winner 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.

Myths about special diets

A myth we often hear from patients is that therapeutic or special diets can't be catered for while they're in hospital.

Special diets are only required by a small percentage of hospital patients. However, it's important that every patient has access to the most appropriate food to help with their treatment and recovery.

In fact, patients may become nutritionally at risk if they do not receive the right food and fluid to meet their specific needs while in hospital.

As a Board, we work within Healthcare Improvement Scotland's Food Fluid and Nutritional Care Standards.

These standards ensure patients are given a choice for all food and fluid options in hospital, including therapeutic and texture modified diets.

Helen Blackwell, catering strategy dietitian, said: "Our catering teams across all of our hospitals offer a variety of special menus, including gluten free and meals for those with food allergies.

"All hospital catering teams are happy to discuss individual requirements with patients at the request of ward staff.

"We can offer gluten free bread, cereal, biscuits, or milk substitutes such as soya milks and other specialist foods for patients on request."

To ensure each patient gets the meals they need, ward teams can contact the catering department when the patient is admitted.



NHS Heroes

Read all about you – written by patients for you

Queen Elizabeth University Hospital

"The respiratory staff at the Queen Elizabeth Hospital (Level 7) and New Victoria Hospital (out-patient) have been outstanding over the duration of mum's illness. Their care, empathy and kindness to both mum and the family was greatly appreciated at a time of great stress and concern. Their professionalism and proactive approach meant we knew that all was being done to help. A big thank you from us all."

Queen Elizabeth University Hospital

"This is just a thank you note for the supreme care and attention I was afforded at the QEUH. From check in to check out, I was cared for by all of the staff in the most professional and courteous manner."

Queen Elizabeth University Hospital

"We had outstanding care on ward 6b following the



Your work with patients is greatly appreciated

admission and sad passing of our relative. All levels of staff were simply outstanding, and very caring of us as her family. We are in awe of the work you do. Thank you."

Inverclyde Royal Hospital

"Gastroenterology (Digestive system) – I would like to thank the nurses and doctors for my care they do a fantastic job in Inverclyde thank you."

Royal Alexandra Hospital

"I was a patient on the AMU. The standard of food was excellent. Sue and Barbara provided a great service and a wonderful sense of humour. Well done!!!!"

Glasgow Royal Infirmary

"My daughter was diagnosed with terminal cancer and is in GRI ward 50 and, due to the speed of the cancer, she and her partner brought their wedding forward and were married in her room. The staff went above and beyond all duty of care and expectation to make their day as happy as possible – and may I say they succeeded – and showed the true spirit of what the NHS is all about. In my eyes, and in the eyes of our families, each and every one of them deserve a medal and the highest praise possible. This is just a short version of the whole story but I hope their efforts are recognised."

New Victoria Hospital

"I would like to praise all the staff at the Minor Injuries department. I came in with a knee injury from hill walking and the member of staff who saw me – also a walker – was very helpful and knowledgeable about my injury and explained very clearly how best to treat it."

FOOD FIRST

Food & fluid myths in hospital

Myth: If you need a special diet, your NHSGGC hospital won't provide food **FALSE**

In all of our hospitals we cater for a variety of special diets including Gluten Free, various food allergies, vegan or vegetarian. We also provide food for those following a Halal or Kosher diet.

KOSHER FOOD

Vegan

HALAL FOOD

For further information: www.nhs.uk/ggorg/foodfirst

Recognition for The Anchor

The Glasgow Psychological Trauma Service had a chance to showcase their service when Clare Haughey MSP, Minister for Mental Health, paid them a visit.

The service, known as The Anchor, was developed in response to an increase in demand for trauma survivors and is welcoming, safe and accessible.

Complex traumatic experiences such as childhood abuse, adverse childhood experiences, domestic abuse, war, torture, trafficking and major incidents can have a major impact on survivors' mental health and psychological functioning. This service is committed to providing a quality and equitable specialist mental health service to these survivors to ensure they have easy access to high quality evidence-based treatments and interventions.

Dr Lisa Reynolds, lead, Psychological Trauma Service, said: "We were delighted that the Scottish Minister for Mental Health visited Glasgow Psychological Trauma Service. The fact that the Minister recognised our contribution to helping those who have experienced trauma highlights the Government's commitment to trauma and mental health.



From left: Jacqueline Kerr, Assistant Chief Officer, Glasgow City HSCP; Clare Haughey MSP, Minister for Mental Health; Dr Lisa Reynolds, Lead, Glasgow Psychological Trauma Service

"It was also powerful to hear from the service users who have experienced our service and it was reassuring that we have managed to develop a safe trauma-informed service for survivors of trauma, where they can access evidence-based psychological treatments and

interventions for trauma." This centre brings together expertise in working with asylum seekers, refugees, young people, homeless individuals and female offenders, all of whom have an increased risk of experiencing complex trauma. As well as offering individual assessment and treatment services, the service delivers extensive training and consultation on Complex Post-Traumatic Stress Disorder to help build skills in the wider health and social care partnership.

Clare Haughey, Minister for Mental Health, said: "It was a privilege to meet the team at The Anchor Centre and hear about the important work being done to improve the mental health of people coping with the effects of trauma.

"I heard deeply moving testimonies from people who have used the service, demonstrating the skill, care and compassion at the heart of The Anchor Centre, and I am grateful to all of them for sharing this with me.

"The Anchor is a true centre of excellence, and the team should be immensely proud of the difference they are making to people's lives, both locally and nationwide."

Remote hand surgery initiative saves islanders huge round trips

Grzegorz Sianos, NHSGGC orthopaedic surgeon, is collaborating with a physiotherapist in NHS Western Isles to offer video conferencing clinics to patients.

Grzegorz, below, who specialises in hand surgery at Glasgow Royal Infirmary, has teamed up with Innes Morton, an extended scope practitioner at Western Isles Hospital in Stornoway, to offer this economical service to patients.

Together they are providing this new remote service which allows patients in the Western Isles to receive their initial assessments via video, in order to prevent unnecessary travel to mainland Scotland.

Grzegorz said: "Previously, patients in the Western Isles who had specialised/



complex hand problems had no other option except to travel to Glasgow for an assessment and then possibly a return journey for the procedure to be done.

"Now the initial assessment is being done by video link where I can ask questions as well as having access to the National PACS [Picture Archiving and Communications Systems] to view X-rays. We then make a decision about intervention.

"If a patient is offered surgery all pre-operative screening is done in the Western Isles."

What's more, alongside this efficiency saving, this new set-up is also keeping waiting list times down as patients can be more efficiently scheduled in and most of the diagnostic as well as non-surgical treatment



Innes Morton runs the clinics with a screen link to Grzegorz Sianos

solutions are to hand. The project is a perfect example of how realistic medicine strives to best support patients and how we are at the forefront of revolutionising healthcare in Scotland.

The service was recognised when it scooped the Innovative Remote and Rural Services Award at the recent Digital Health and Care Awards.

Changes to how you can access interpreting support

From 1 April a direct line makes the process simpler and quicker

Telephone interpreting is a quick and easy first point of call for spoken language interpreting. As with all interpreting support, it's paid for centrally, not by individual departments or services.

Telephone interpreting is now available via a mobile app – download the Capita LiveLINK Client App free from your app store – as well as by telephone, call 0800 004 2000.

There is now no operator to go through, making it easier and quicker for staff to access the service, whether it's on a landline or mobile.

Each site now has its own unique code

for telephone interpreting and a password for the mobile app. If you do not yet know your code and password, go to HR Connect/interpreting to find all the information you need.

Anne-marie Munro, a community staff nurse with the Asylum Health Bridging Team, says: "My team uses telephone interpreting every day and we find it very straightforward to use.

"It's also very quick, which is absolutely vital for our service, where clients drop in for a whole range of reasons. To be honest, we'd be lost without it!"

Spoken language and British Sign Language face-to-face interpreters are

available through the NHSGGC Interpreting Service.

To arrange a face-to-face interpreter, telephone 0141 347 8811. All out of hours interpreters can also be reached at this number.

New materials, including a wall chart and desk cards, are currently being distributed throughout the organisation to ensure the new information is on hand. Links to further resources, including short films, are available at www.nhsggc.org.uk/HRConnect

If you have any questions about these changes, or require resources, please email: citadminteam@ggc.scot.nhs.uk



TELEPHONE INTERPRETING

Call 0800 004 2000

MOBILE APP

Download the Capita LiveLINK Client App free from your app store

Save the date!

After a short break, the Active Staff Walking Challenge returns and we're determined to make the 2019 edition our biggest and best yet. Whether you're new to the Walking Challenge or you're a

seasoned veteran, join us as we [virtually] tour the castles of Scotland!

The challenge will run from 15 May-26 June and registration opens on 1 May. Look out for more information in May's edition of *Staff Newsletter*.

Conquer the castles of Scotland with the **activestaff** Walking Challenge.

15th May - 26th June 2019



Find out more and sign up at www.activestaff.worldwalking.org