



Staff Newsletter June 2019



Hospitals mark 10 years of care

Celebration time at Stobhill and the Victoria **PAGES 4,5**

Health and Safety priorities



All staff who use sharps and those who may come into contact with them are required to complete safety training.

The sharps training is regarded as essential role-specific training. This is in addition to your nine Statutory and Mandatory modules on LearnPro.

The first module is called Management of Needlesticks and Similar Injuries. This should be completed by all staff who may come into contact with a sharp or use sharps.

The second module is within the NES Scottish IPC education pathway and is called Prevention and Management of Occupational Exposure.

This module should be completed by staff who directly use sharps, i.e. most clinical

staff. The easiest way to find both modules in LearnPro is to search for "sharps". If you have not already done so, these modules must be completed by the end of June 2019.

This training is designed to prevent needlestick injuries where possible and inform staff of the procedures that require to be taken in the event of an injury.

There is a risk to staff of a blood borne infection if they have a needlestick injury from a used needle.

The organisation has specific procedures in place to minimise the chance of cross infection from the used needles and it is vital that staff know how to follow these procedures.

Another priority area across the organisation is the completion of the Moving and Handling competency assessments.

Once complete, these must be logged via the on-line survey tool (preferably) or by

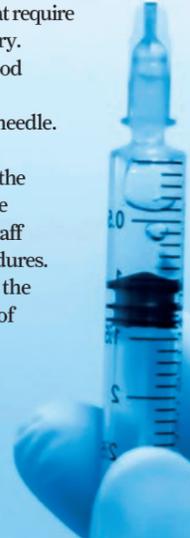
emailing the assessment tracker document to the Moving and Handling Service. The deadline for the first cycle of assessments to be completed is 31 August 2019.

If there are any questions or concerns, please contact the Moving and Handling Service at West Glasgow ACH, email: Movhan736@ggc.scot.nhs.uk

An audit on skin health compliance is taking place across all services.

This will apply to all areas which have wet workers (staff who wash their hands more than 20 times per day) and/or staff who utilise gloves for a significant part of their work. Most of our clinical staff and many of our

estates and facilities staff will be covered by this audit programme and we will report the results of the audit in a future Staff Newsletter.



Changes to the Business Travel Policy

We all have a part to play in helping the organisation work more efficiently – and that includes reducing unnecessary travel and encouraging the use of more sustainable forms of transport.

With that in mind, important changes to the Business Travel Policy have been made.

From 1 July, staff will no longer be able to arrange their own travel when the cost is likely to exceed £50.

All travel will have to go

through the purchasing department travel team. There will no longer be an option for staff to claim back expenses for travel exceeding £50.

If required, all accommodation should be booked by the purchasing department travel team.

You will no longer be entitled to claim back expenses for accommodation.

Look out for a link to the Business Travel Policy which will be issued via Core Brief in the coming weeks.



Royal Alexandra Hospital

I would like to say a big thank you to the staff at the day surgery unit in the RAH. I had a vasectomy completed and the staff nurses, anaesthetists and surgeon were all very helpful, approachable and friendly. Thank you to all.

New Victoria Hospital

I had a colonoscopy and the whole process was excellent from start to finish. I have

nothing but praise for the staff that were in at 8.30 on a Saturday, who were professional, efficient and friendly. They treated me with respect, kept me well informed the whole time and showed kindness and humanity. They made me feel I was not just another job for them, but I was a person. I am so impressed with the NHS.



Time to enter the William Cullen Prize

If you are a clinician and have made a significant contribution to service innovation, it's time to get your entry in for this prestigious prize.

To enter, simply fill in the form at: www.nhsggc.org.uk/williamcullen The closing date is 31 July 2019



What matters to you?

NHSGGC is celebrating What Matters to You? Day on 6 June.

The aim of the day is to encourage and support more meaningful conversations between healthcare staff and their patients, families and carers. It's a simple approach but is also very effective.

Just by talking to your patient, their family and carers, it can make them feel more at ease and involved in the care provided to themselves or their loved one. And it gives you a better insight into what the patient is like and what they like. Armed with this information, you are in a much better position to work with the person and find the right way forward.

NHSGGC has been at the forefront

nationally and internationally in developing tools that provide a consistent and reliable process around 'What Matters' conversations. What Matters to You? Day is an opportunity for NHSGGC to build on this profile, demonstrating continued commitment to person-centred care.

Jen Rodgers, chief nurse, women and children's services, said: "What Matters to You? Day is a wonderful opportunity for patients and visitors to meet with staff and really understand the huge benefits of person-centred care.

"We know from our experience, and growing international evidence that focusing on what really matters to people can play a large part in the quality and

effectiveness of their care. This type of approach can help staff and patients in a range of ways. It helps to establish a relationship and also helps staff to understand the person and the things that are most important to them."

Watch out for a number of events which are being held across the organisation on What Matters to You? Day.

To find out what our staff are doing to mark the day, follow us on Twitter (@nhsggc) and Facebook [NHS Greater Glasgow and Clyde].

If you are doing something special to celebrate What Matters to You? Day, let us know at Staffnewsletter@ggc.scot.nhs.uk



Jen Rodgers says that the day helps both staff and patients

Patients can take comfort in our discharge lounges

Do you use the discharge lounge for your patients?

We are encouraging staff to use the discharge lounges for all patients deemed medically fit who are waiting to be discharged and have to wait for transport (predominantly Scottish Ambulance Transport Service), discharge medication or anything else about their discharge.

Patients transferred to the lounge can not only expect a warm welcome and a comfortable area while they await their medications, family or transport home, but there is easy access to the lounges from car parks, as well as parking outside the lounges for a stress-free patient pick-up. Patients can

also be accommodated in the lounges if they are being transferred to another hospital and are medically stable.

Patricia McGinley, discharge team lead, said: "We want staff to use the discharge lounges for patients as part of their discharge



Staff should make full use of the lounges

routine. This will contribute to the efficient use of beds within wards. All nursing care required is provided to patients during their time in the lounges by registered nurses and health care support workers.

"Patients and their relatives are offered tea, coffee, biscuits and sandwiches during their time in the lounge and special textured diets can be accommodated if required, to make their visit as comfortable as possible."

Discharge lounge staff will liaise with pharmacy, Scottish Ambulance, Red Cross, and family to ensure that our patients' wait is kept to a minimal.

To watch a video of the discharge lounge facilities at the QEUH, visit www.nhsggc.org.uk/QEUH-dischargelounge

For further information, discharge lounge staff can be contacted at: GRI, 0141 232 [2]0767, QEUH, 0141 452 [8]2384 or [8]3614, and RAH, 0141 314 [0]9583.

Time to celebrate

Revolutionary hospitals mark 10 years of patient care

This year we celebrate the 10th anniversary of both the New Stobhill Hospital and New Victoria Hospital and what a decade it has been, with more than two million patients going through each hospital's doors.

Both hospitals opened within weeks of each other to provide revolutionary care to the local communities they serve in the north east and south side of Glasgow.

Costing £100m each, the New Stobhill and New Victoria Hospitals were built to transform the balance of acute hospital care away from inpatient overnight procedures to same day treatment.

The unique aspect of both new hospitals was that surgical patients, who would

normally have needed an overnight stay, have their operations as day surgery and go home the same day.

Day surgery is a safe and reliable method of providing care for patients undergoing a wide variety of procedures.

The number and type of procedures has increased over the years and further advances and developments in surgery, anaesthetics, drugs and technology have been made since

the hospital opened, including more than 150 procedures from a variety of specialties routinely performed as day surgery.

Recently, Stobhill also undertook partial knee replacement surgery on patients who 10 years ago would have spent up to 10 days in hospital for this procedure and are now being discharged within 23 hours.

This revolutionary new way of providing certain orthopaedic procedures to patients is providing less invasive surgery and a faster recovery time. As anaesthetic



Staff celebrate at the New Victoria

10th anniversary facts and figures

Stobhill

Two million patients have been seen, diagnosed and treated at the new Stobhill over the last 10 years with approximately **600,000** of those patients having undergone either outpatient or day case procedures in the hospital.

There has also been more than **200,000** patients who have received care for minor injuries in its Minor Injuries Unit (MIU) which sees patients between 9am and 9pm.

Victoria

Another **two million** patients have been seen, diagnosed and treated at the new Victoria over the last 10 years with approximately **700,000** of those patients having undergone either outpatient or day case procedures in the hospital.

There has also been more than **230,000** patients who have received care for minor injuries in its Minor Injuries Unit (MIU) which sees patients between 9am and 9pm.

and surgical techniques continue to advance it is likely that even more procedures will be carried out in day surgery.

As well as day surgery, both the New Stobhill and New Victoria Hospitals provide traditional outpatient clinics, but also 'one-stop' clinics where patients can have a number of investigations and appointments all on the same hospital visit.

And they also offer a range of diagnostic services and specialist services such as cardiology and gynaecology.

Linda Longwell, registered nurse at the New Stobhill, was the face of our advertising campaign for the opening of the two new hospitals 10 years ago and she is still at Stobhill providing care and support to the local community.

She said: "I cannot believe it has been 10 years since the hospital opened its doors. The time has just flown by for me. "The difference between this new building compared to the old Stobhill is immense. It is light and airy and the patients really appreciate the vast improvement this modern building has made to their care and treatment."

Jean, a patient from Kirkintilloch, said: "I can't believe it's been 10 years since this hospital opened. "I loved the old hospital but being able to come into the clinics, be seen so quickly then have a wee cup of tea or coffee and head home is just marvellous."

Mhairi Lloyd, lead nurse, emergency care and medical services at the New Victoria, added: "It has been a remarkable 10 years since the Victoria opened its doors to patients."

"The Minor Injuries Unit (MIU) where I am based has provided care for more than 230,000 patients and approximately 700,000 patients having undergone either outpatient or day case procedures in the hospital."

"The hospital is at the forefront of providing care to the local community in the south side of Glasgow and the staff are at the heart of the care and treatment offered to all patients coming to the hospital."

MIUs treat patients that have minor injuries such as cuts that need stitches, broken bones, sprains and minor burns.

They are open between 9am to 9pm every day of the year.



Linda Longwell loves the changes at Stobhill Hospital



The New Victoria

Let's all be realistic about the future of medicine

The Chief Medical Officer's latest paper, entitled *Personalising Realistic Medicine*, has just been launched and is being billed as the clinical voice – but do we really know what Realistic Medicine actually means?

Clinical lead for Realistic Medicine, Dr Alastair Ireland, has welcomed the report, saying the most important message it offers is on the subject of Shared Decision Making.

Alastair said: "Realistic Medicine is taking us back to the core of why we entered caring professions, reminding us that we are much more than just systems or processes. We are people responding to people.

"We can go as far back as Hippocrates to see examples of Realistic Medicine."

Hippocrates said: "It is more important to know what sort of person has a disease, than to know what sort of disease a person has."

Dr Ireland added: "We are reminded that there are two experts in every contact between the professions and patients – one advising on the options and the other having a chance to describe and ask questions about what is right for them.

"So we're going to be developing ways to help people ask more questions – such as the pros and cons of treatment options, what the



Dr Alastair Ireland welcomed the report

realistic alternatives could be and what would happen if a different approach were chosen."

In a workforce survey last year, building a personalised approach to care was felt to be the top priority for Realistic Medicine to focus on.

A hugely-oversubscribed Citizens' Jury, made up of a cross section of the population, surprised us with their number one recommendation: "We should have programmes to inform and educate patients of their right to ask questions... and which

questions they should ask." The second recommendation was that there should be training for all health and social care professionals on shared decision-making.

Realistic Medicine also has a major emphasis on supporting and valuing our staff, listening to what they are telling us, developing 'compassionate leaders' and looking at new ways of helping teams form strong bonds to help cope with the challenges of our roles.

Alastair added: "Just as health is more than the absence of disease, a fulfilling job in the health service has to be more than just the absence of burn-out.

"We're keen to support our staff with further training and refreshers in how to approach honest and necessary conversations that we have to have, with patients and sometimes with each other."

In NHSGGC, we are going to begin work on these recommendations as soon as possible and are keen to hear from teams who wish to learn more and act as pilot sites.

If you want further information about Realistic Medicine, you can read more at: <https://realisticmedicine.scot/> or contact Alastair Ireland at alastair.ireland@nhs.net

You don't have to go it alone if you're caring for someone

You may have recently seen social media messages or information on the NHSGGC website on a new campaign to encourage people who have taken on a carer role for a family member or friend to identify themselves.

The Carers Campaign, which we launched at the beginning of May, is not just for patients and visitors to our healthcare facilities, but also our staff.

The campaign is aimed at people who provide some form of care but do not know how to access support. By identifying themselves as carers, they can get the information and support they need.

We now have a duty to involve carers, including young carers, in discussions and decisions about the person they care for before they are discharged from hospital.

A carer is a person who provides unpaid practical, physical and emotional support to a relative, a friend or neighbour due a physical or mental illness, addiction, frailty or disability and three out of five people will become a carer to someone at some stage in their lives. The carer does not need to live with the person to provide care.

As well as visitors and relatives who provide care to our patients, we have 39,000

NHS
Greater Glasgow
and Clyde

If you are looking after someone, we can help

Phone 0141 353 6504
Email SIS@ggc.scot.nhs.uk
Web nhs.gov.uk/carers

staff across Greater Glasgow and Clyde and there will be a colleague close by who is providing some level of care to someone.

We want anyone who is a carer, especially our staff, to know they are not alone and there is a range of help and support available for not only the carer but the person being cared for.

There is dedicated carers' support available on practical information and services, financial support, emotional support, training that will support you as a carer and information on how to access respite care.

There is key information available for all NHSGGC staff so they know what is required, from them, to meet the requirements of the Carers (Scotland) Act.

This will help our staff to identify, involve and support carers with decisions on patients in our care.

Staff can access any information on help, support, information or the Act on the NHSGGC website at <https://www.nhs.gov.uk/your-health/health-services/carers/> You can also listen to carers own experiences at www.facebook.com/carers

New menus are a hit with patients and staff

This spring, we have been launching new café-style menus in our inpatient areas.

Prominently displayed in areas including bedside lockers and dining rooms, the menus let patients see breakfast, lunch, evening meal and snack options in advance of ordering.

The menu choices alternate weekly, allowing patients to see the range of options available at each mealtime with healthier, vegetarian and higher calorie meals clearly highlighted.

Karen Brand, catering manager, Vale of Leven Hospital, said: "The feedback we're receiving on the new menus from both staff and patients has been really positive.

"Patients are telling us that they're enjoying being able to browse at their

leisure and see which choices are available each day.

"The best feedback we've had includes one patient saying the new menus are encouraging them to try new food and another who said that being asked to pick from a three-course menu and having the order taken on a tablet is like being in a hotel!

"Families are also looking through the menu at visiting times and can see and discuss with the patient what they would like to eat.

"We're also hearing from staff about the time benefits of not having to go through the full menu at ordering times.

"It's positive for our catering department too; being able to choose in advance means more patients get the meal that they want and there is less food waste."



Catering manager Karen Brand with a patient

Reading scheme is a true success story for children

For children in hospital, books and stories are particularly important – they comfort, distract, reassure and entertain.

This month we are celebrating six years of Read for Good working with the Royal Hospital for Children. They have provided a regular supply of 120 books every six weeks along with professional storyteller visits to brighten up the days for the children.

The storyteller will spend time with children, letting imaginations run wild and bringing laughter into places where a little distraction goes a long way.

Children unable to leave their beds can choose books from their specially-designed mobile bookcase which wheels right up to

their bedside. Because they are brand new, the books are safe for those at high risk of infection.

At the hospital, the play department and volunteers play an integral part in promoting and operating the scheme on a weekly basis, ensuring that young patients can access the magic of stories during their stay.

Geraldine Moreau, volunteer manager at Glasgow Children's Hospital Charity, said: "Reading and listening to stories can help



From left: Claire Differ, Lynn McLaughlin, Aillie McMillan, Kirsty Mackenzie, Jackie Thomson, Alison Dun and GCHC Volunteer Sheila Brown

children escape from the worries and stress of a hospital stay.

"When they become absorbed in a book they can become heroes, princesses and champions, and our volunteers and the play team love nothing more than sharing the excitement of a story with patients."



The sessions are proving popular

Strolling to health goals

Jamie Westwood, a paediatric research nurse in the women and children's services, is calling for staff to 'stroll' to health by joining him at a walking football session.

Jamie is also a congenital cardiac and respiratory patient and due to his medical conditions over the last few years, his exercise tolerance has vastly decreased. However, clinicians have advised Jamie to try to keep his exercise levels up as much as possible.

As someone who loved to play football it was devastating news that he could no longer play. So, when he heard about walking football for the over 65s he was a bit unsure, as he is only 27. But keeping fit and taking part was more important than his pride at playing with men 40 years older than him. Playing really helped him both physically and mentally but as the sessions were held during office hours it was difficult to attend.

Jamie said: "I wanted to continue to play so I set up my own walking football for the under 50s. The game is not only aimed at people with medical conditions

but for those who are unfit, have weight issues, ongoing injuries, social isolation or who just love football.

"It's a non-contact game that minimises the chances of injury or strain but is intense enough to provide a good workout. I am keen to spread the word about the game to those in similar situations, both men and women.

"I'm hopeful we can encourage enough interest to eventually have different teams throughout Glasgow, where we can play matches against each other."

Sessions are on Monday nights 7pm-8pm at Scotstoun Leisure Centre run by the Glasgow Club and Glasgow Sport. There is a dedicated walking football coach to run the sessions and it only costs £3.50 or is free for Glasgow Club members.

If you would like more information contact Scotstoun Leisure Centre, or email Jamie directly on jamie_westwood_92@hotmail.co.uk or visit Facebook page called Glasgow Under 50s Walking Football, for weekly updates

Beatson Babes had a ball

Following a ladies' afternoon out, Beatson medical secretaries Deb Scott, Marija Hundertmark, Rhona Auchincloss and Lynne Provan decided that it would be a great idea to take part in the Kiltwalk.

Having completed several other long walks together, they thought that this was the obvious way to progress, raising funds and challenging themselves at the same time.

Once back in the office, the enthusiasm of the quartet was infectious and colleagues Zoe Campbell, Elizabeth Newman and Roseann Porter all got on board and accepted the challenge to take part.

Deb said: "On the day we were the 'Beatson Babes'. We had a ball, we laughed a lot, sang and danced. The organisation of the Kiltwalk with all the pit stops and support along the way was fantastic.

"We all have personal reasons for fundraising with most of us having benefitted from the health service and some charities personally. So it was payback or pay it forward!

"We have had strong support from all our family and friends, consultants and other colleagues in the Beatson. They have all helped us to raise more than £1,500 for the Kiltwalk charities and the Beatson."



The Beatson Babes, together with friends and family who joined them on the walk




Nominate NOW

The Chairman's Awards celebrates innovation and the outstanding difference made by our staff who go that extra mile for their patients

To nominate your NHS Hero visit:
www.nhsggc.org.uk/chairmansawards
Closing date for nominations is 31 July