



Staff Newsletter August 2019



AI revolution in healthcare

Full story on **PAGES 4 & 5**

Meaningful discussions to support KSF PDP&R



It's important to prepare for your review

The Personal Development Plan and Review process is there to help you ensure you have the right knowledge and skills you need to carry out your job.

The aim of the review is to support you to do your job safely and effectively through discussion with your line manager.

As a priority, every individual will be supported to understand and complete their statutory and mandatory requirements of their role.

To help you to plan for a meaningful discussion, we have created the following video and guide:

- www.nhsggc.org.uk/hrconnect
- www.nhsggc.org.uk/pdpr

- www.nhsggc.org.uk/turas-appraisal

As part of your preparation for the Personal Development Review process, you can ensure that every year you have a discussion with your line manager to talk about your progress and personal development using the following points:

- What matters to you in your job
- Be clear about what is expected of you
- Discuss feedback on what has gone well and what might have been better.

When your discussion has been jointly reflected on and agreed it should then be recorded on Turas Appraisal.

For reviewers there is training and guidance available on HR Connect to ensure that the skills required to fulfil the role of reviewer are available: www.nhsggc.org.uk/turas-appraisal



From left: Dorothy McElean, Anne MacPherson, Sue McLintock, Carers Scotland, and Diana Hudson

NHSGGC recognised for caring for its carers

NHSGGC not only cares for its patients but also takes care of its staff with caring responsibilities – and it now has an award to prove it!

Carer Positive awards are only presented to those employers in Scotland who have been able to show they have a working environment where carers are valued and supported.

Carer Positive is operated by Carers Scotland on behalf of the Scottish Government.

We recognise that a large proportion of our staff perform a caring role over and above their work duties. A carer is a person who provides unpaid practical, physical and emotional support to a relative, a friend or neighbour due to 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.

Anne MacPherson, director of human resources and organisational development, said: "As an employer we have to recognise that when our staff finish their shift, they might be starting all over again caring for a sick or elderly relative. We recognise

"Balancing work and personal lives can be challenging"

that balancing work and personal lives can be challenging and as one of the largest employers in the West of Scotland we need to do everything we can to ease this burden when we can.

"We want anyone who is a carer to know they are not alone and there is a range of help and support available for not only them but the person they are caring for.

"This award is a great achievement, celebrating the support available within our organisation for our staff with caring responsibilities, and for those thinking of coming to work for us, further identifies us as an employer of choice."

Health and safety training is vital

There is still a significant number of staff who have not yet completed their moving and handling assessments, falls and sharps elearning training.

Nursing, Medical and AHP staff are at a higher risk, to help address this and support you to complete your training, we plan to undertake a more focused approach to the training and assessment programme.

This programme will run until the end of December 2019 with the following target dates:

August – sharps elearning by RHC medical training staff and RAH ED

medical and nursing staff.

August – moving and handling assessments, older people's south sector wards and spinal wards

September – falls elearning by medical, nursing, PT, OT, SLT and dietetic staff within older people's south sector wards

October – All other higher risk areas for sharps, falls and moving and handling as identified through directors

December – All areas and in-scope staff for the three topic areas

Each service is finalising their methodology for rolling out this programme and individual staff should ensure that they have allocated study time to undertake

any training that is required.

All staff must ensure:

- 1 That you have a LearnPro account.
- 2 Confirm with your manager what 'role specific essential training' you must undertake. This is in addition to the nine statutory/mandatory modules all staff must complete.
- 3 If you require to complete the sharps and/or falls modules these must be undertaken within specific timescales – staff in high risk areas must have the sharps modules completed by the end of August and the falls modules by the end of September. Your local

manager will be able to confirm your requirements.

4 If there are any specific queries contact your local health and safety contact.

Kenneth Fleming, head of health and safety, said: "I would encourage everyone to complete this important training. Health and safety is every individual's responsibility and the sessions/modules don't take long to complete.

"Everyone should take this opportunity to make sure their own health and safety training is up-to-date and get their training completed."



Kenneth Fleming is encouraging staff to complete the training



A Safer Place to Work

"Health and safety is every individual's responsibility"

Coming soon

We offer a wide range of support and advice to help your health and wellbeing.

As part of our Staff Health Strategy, we will be issuing a short questionnaire in

September to ask what you think of the information and services on offer, if you know where to find the information and if you have used any of the information or services.

Your answers will help us to improve the quality and level

of support we can offer in the future. Please help us to understand what will be most useful by filling out the questionnaire which will be issued via Core Brief and Staff Newsletter.



A Healthier Place to Work

We are going through a revolution with technology

Artificial intelligence is improving the level of care and allows patients to speak to health experts through video consultations

As you may be aware, we are at the forefront of a revolution in bringing the latest technology and artificial intelligence to healthcare.

We are working with a range of partners who are helping us to deliver better care to patients not only in Greater Glasgow and Clyde, but across the whole of Scotland.

There are already a number of our services providing virtual clinics to patients in remote areas of the country through the Attend Anywhere service which is a newly developed Technology Enabled Care (TEC) video-link consulting service which allows remote outpatient consultations.

The use of artificial intelligence is still being developed, but here are some of the projects that are already being delivered to patients.

Mums-to-be in Argyll still 'see' doctor

In Argyll, mums to be are having consultations with consultant obstetricians

from the Royal Alexandra Hospital Maternity unit through video-link.

Before this was introduced a consultant obstetrician had to travel from Glasgow to Oban once a week to see patients at various stages of their pregnancy, but now it is only every second week, saving a 180-mile round trip and freeing up more time for direct clinical care.

Dr Liz Blair was the first consultant obstetrician to use this technology and feels both staff and the mums to be are reaping the benefits since its introduction last December. She said: "As it's mostly young women I am seeing, they are already used to this type of technology and don't seem fazed by it at all.

"Before I 'see' each woman I chat through things on screen with the woman's midwife, who will already have carried out the usual checks on blood pressure, urine etc. The midwife can update me on

the woman's background, antenatal history and other issues, which helps tremendously when the consultation starts.

"I see women at all stages of their pregnancy and during the clinic we could be discussing everything from how straight forward or complicated their pregnancy is to where they will give birth and any difficulties they are experiencing.

"It's all done face-to-face so you still feel you are really able to gauge how women are feeling."

Orthopaedic patients in Kintyre getting face-to-face with consultants

Remote video consultations are also taking place with some patients in Campbeltown Hospital where a remote video-link service is offered for orthopaedic patients to specialist orthopaedic consultants located more than 135 miles away in Glasgow.

The service has been hugely successful and is allowing patients who meet the criteria for the service to video call with one of the specialists who treat patients with

"As it's mostly young women I'm seeing, they are already used to this type of technology and don't seem fazed"

Consultant orthopaedic surgeon, Duncan MacDonald (on screen), with patient Linda McKeller and Catriona Watt, Kintyre local area manager

problems in their muscles, bones and joints.

Duncan MacDonald, consultant orthopaedic surgeon, said: "I thoroughly enjoy the clinic. I find that I am able to interact with the patients well and a local advanced physiotherapy practitioner, was able to demonstrate the examination findings for me.

"It was a close match to being in the same room as the patient.

"I am optimistic that this can be developed as an option for further consultations, especially for those patients living in remote areas."

COPD

Another initiative which is in the initial stages of being introduced after a successful pilot will offer patients suffering from chronic obstructive pulmonary disease (COPD) a home remote-monitored non-invasive ventilation (NIV) that has already demonstrated benefits, including reducing hospital admissions.

With approximately 129,000 people in Scotland experiencing exacerbations of COPD, it is the second most common cause of emergency hospital admissions.

The project is seeking to reduce emergency hospital admissions among the highest risk COPD patients through remote monitoring and artificial intelligence-enabled preventative interventions.

Using the latest technology the project aims to prevent at least one emergency hospital admission per year for each patient using the service. The benefit to patients is that they can remain at home.

Dr Chris Carlin, one of our respiratory consultant at Gartnavel General Hospital, treats patients diagnosed with COPD every day and was part of the initial pilot recruiting 42 patients and setting them up with NIV machines and masks at home which were fitted with chip enabling data to be relayed wirelessly to the medics at Gartnavel.

He said: "COPD is one of our biggest global health challenges. We're committed to delivering realistic medicine for our COPD patients. We're excited by the opportunity to deliver our vision for a digital infrastructure and suite of innovations which will enable early detection of potential COPD deteriorations in our highest risk patients.

"Results from the initial pilot showed a significant reduction in both hospital admissions and hospital bed days among the participants."

Physiotherapy for respiratory patients

In March this year, remote video consultations on physiotherapy for patients with respiratory conditions went live in the north sector.

Thanks to a new streamlined approach to



Remote virtual consultation on hand problems

physiotherapy advice, patients can seek information virtually rather than physically attending a traditional clinic setting.

Accessing the service through an app from a phone, PC or tablet, allows the patient to remain at home or work and get the physiotherapy advice and support they need for their condition.

In addition, the system allows other family members to join the consultation using their own device from different locations, reducing the time needed for assisting or accompanying relatives to appointments.

William Edwards, director of eHealth, said: "As well as being able to remain at home or work one of the other key benefits of this project for patients is the ability for others to join the 'consultation remotely'. Patients can have a family member who lives elsewhere in the country or abroad join their consultation."

Training

None of these initiatives can be delivered unless our staff are trained and supported in the use of new digital tools both technically and how we interact with the patients using services across health and care.

The technology to enable remote consultations using the video consultation system Attend Anywhere can be accessed simply by using smartphones, laptops, iPads and PCs using a web browser, allowing both patients and clinicians to conduct an online appointment remotely.

The technology is simple to use and eHealth provide end to end support from initial guidance and set up to training and

support when implementing within clinical services.

Facilitators from eHealth work with services to configure clinics within the Patient Management System (TrakCare) for remote consultations.

Support is also available during the first remote consultations if that is required.

In the last month, eHealth have attended a number of directorate and clinical meetings to demonstrate the system and these will continue into autumn 2019.

For more information or to arrange a live demonstration for your team, please contact: jane.ankori@ggc.scot.nhs.uk



Jane Ankori

The way forward

Our next major step is looking at how we can develop algorithms which can mimic the knowledge of pathologists through artificial intelligence.

This will allow computers to scan digital images for anomalies in biopsies and tissue samples which will speed up the diagnosis process and should take us to a situation where clinicians are only being presented with the significant scans and images that need more interpretation, rather than some of the more mundane or routine ones.

William Edwards, director of eHealth, said: "Our agenda is significant but we've already achieved some remarkable progress demonstrated in some of the projects mentioned above.

"We are looking forward to the challenges ahead and seeing just where this technology revolution takes us".

Charity celebrates 70 years supporting mental health recovery at Gartnavel Royal

Gartnavel Royal Auxiliary is celebrating 70 years of making a positive difference to the experiences of mental health patients in Glasgow.

A new era is being embraced by the organisation as it seeks to raise its profile and attract new fundraisers and ways of supporting the hospital.

As a result, a new name, The Charity for Gartnavel Royal Hospital, has been established as well as a new strapline: Supporting Mental Health Recovery.

Judy Inglis, honorary secretary for The Charity for

Gartnavel Royal Hospital, said: "We are confident these changes will raise our profile and encourage new members with new skills and ideas to complement ours."

"One thing that hasn't changed is our encouragement for hospital staff to submit requests for items patients can use on wards."

"We recently funded table tennis equipment and contributed funds towards bringing the Heavy Horses and the Scottish Owl Centre to the Over the Wall festival on the hospital grounds."



The Charity for Gartnavel Royal Hospital committee members

Chairman John Brown said: "This is an exciting time for the charity as it celebrates its 70th birthday. It has been a great friend to a large number of patients and staff at Gartnavel Royal Hospital for many years."

"I'm sure this wonderful support will endure and the charity will continue to make a real difference to the lives of our patients."

The charity is keen to invite new members to contribute to the work of the Committee which meets eight to nine times a year on the first Monday of the month.

For further details, please contact Gartnavel Royal's Voluntary Services Manager on 0141 211 3681 or Fiona.Sinclair6@ggc.nhs.uk

Six challenges, six charities over six months

to celebrate

60

years!



Angela's adventures have included a firewalk and a tandem skydive



When Angela Scott, occupational health counsellor, West Glasgow ACH, turned 60 she decided to set herself a challenge... or six.

With just one challenge left to do, Angela has done tremendously well and learned new skills, including learning to ride a bike!

Angela said: "I told friends I didn't need or want anything for my birthday but would love it if they donated to charities instead. I chose the charities (Glasgow Children's Hospital Charity, SSPCA, Cancer Research, British Heart

Foundation, Diabetes UK and Alzheimer's Scotland) because each one of them have helped my family or friends at one time or another.

"I started off my challenges with a tandem skydive in April. It was amazing but really scary. I was so frightened of heights and flying that I went for a hypnotherapy session in March to help take the edge off the fear. It worked because I was able to 'enjoy' it a bit."

Angela has also completed a firewalk – which was so good she walked over it

twice – a 10k which she completed with her daughter and a 50k Glasgow to Edinburgh trek. Phew!

At the beginning of August, Angela will take part in an open water swim at Loch Lomond and will end her six challenges in September taking part in the Pedal for Scotland 100k from Glasgow to Edinburgh.

Angela added: "I have thoroughly enjoyed all the challenges I have completed so far. It's been a great way to celebrate turning 60 and I got to learn new things along the way."



From left: Nicky Coia, Runima Kakati, Greig McLachlan, Eileen Mcdade and Alison Crossan

Sandyford awarded LGBT Youth Scotland Gold Charter

Sandyford has been awarded the LGBT Youth Scotland Gold Charter in recognition of their commitment to LGBT staff and service users.

The Charter makes clear their commitment and dedication to providing an inclusive and high quality service for LGBT people.

Staff champions led work ranging from policy and practice reviews through to training delivery and

identification of future actions to ensure Sandyford is as inclusive a service as it can be going forward.

Nicky Coia, health improvement manager, acknowledged the effort of staff: "Thank you and well done to the staff who gave their time to be champions for LGBT inclusion."

"This award reinforces the message that Sandyford places equality and diversity at the heart of our service."

Staff invited to Her Majesty's Garden Party



Cameron Harris and his wife Lorraine

A Glasgow nurse has been honoured for his work with military veterans after being invited to Her Majesty's Garden Party.

Cameron Harris is a staff nurse at Leverdale Hospital and also does volunteering work, providing social and welfare help to vulnerable military veterans.

Cameron wanted to extend his volunteer role with the charity into his NHS work, and as NHSGGC has signed up to the Armed Forces Covenant that no military veteran will be disadvantaged by their service in the armed forces, he established an education and information network for staff which raised awareness of what help was available for veterans and their families.

Congratulations also go to Pat McGorry, Pauline Bowes and Lisa Young from eHealth, who were all invited to the garden party for long service.



Lisa Young, Pat McGorry and Pauline Bowes

NHS Heroes

Read all about you – written by patients for you



Beatson West of Scotland Cancer Centre

I attended Beatson for a PET scan. I would just like to say that the staff were excellent. Especially the nurse who dealt with me. She was very reassuring and a credit to the profession. Thank you so very much for making what was a very intimidating experience for me such a lot easier. From a retired RG nurse.



Queen Elizabeth University Hospital Glasgow

My partner's brother and mother were in a car accident and taken to A&E. Every member of staff we met were extremely helpful, kind and professional. As soon as we went in, reception staff ushered us to family room. All nursing staff and doctors were kind and informative. It was a busy Saturday night and they handled everything excellently. They were kind, patient and thorough before discharging the patients. I sat and felt so lucky to have such an excellent NHS. Thank you.

Royal Hospital for Children

My daughter was treated at the A&E when she broke her arm. The staff were fantastic and made my daughter and myself feel safe and looked after. It is the worst situation to be in as a parent, seeing your child in pain and hurt. The staff that helped us, from the nurses to the doctors and the anaesthetists were outstanding and were so caring, compassionate and professional all together, and this made me have full faith in them caring for my daughter. I genuinely cannot praise this hospital and their staff enough. Thank you.

small

change

matters



What if we asked everyone to turn off lights and their PC monitors before they went home...

Would that help?''

Yes it would! Good thinking Laura...

Do you have an idea that could save money for NHSGGC?

We want to hear all about it. No matter how big or small your idea may seem, if we all work together, we can make a difference. Let's make every £1 count, because **small change really does matter.**

Complete and return the form below, using internal mail, or visit: www.nhsggc.org.uk/smallchangematters to give us your ideas



Your details

Forename

Surname

Department

Email Address

Your idea...

What's your idea?
(For example, saving £ on printed labels)

Is there anything else you'd like to add?
(For example, your thoughts on how it would work in practice)

Please return to:

**Financial Improvement Programme Office, Board Headquarters,
JB Russell House, Gartnavel Campus, Glasgow**

F.I.P. Financial Improvement Programme

