



Staff Newsletter **October 2019**



Flu hero

I got my flu jab because...

to protect myself and those around me

😊

NHS Greater Glasgow and Clyde

Bee their flu hero. Don't infect. Protect

Flu hero

I got my flu jab because...

it's the right thing to do! 😊

NHS Greater Glasgow and Clyde

Bee their flu hero. Don't infect. Protect

We're the flu fighters

Michelle Wilson and David Wilson are gearing up for vaccine programme Full story on **PAGE 3**

Encouraging feedback

A total of 2,206 staff responded to our survey on the Small Change Matters campaign, asking your views on how effectively we are involving staff in the scheme.

Encouragingly, a high percentage of those who responded had already heard of Small Change Matters, mainly via the Core Brief, *Staff Newsletter* and StaffNet, and 52 per cent of responders didn't think we could do anything further to promote Small Change Matters. Staff also identified with the Small Change Matters posters which were distributed to ensure inclusivity for colleagues who don't regularly have access to a personal computer.

The online form via our Small Change Matters StaffNet button was identified as the most used form of submitting ideas, followed by email, and we will continue to monitor the form submissions, emails



and the paper forms that we receive.

Helena Jackson, head of financial improvement programme, said: "Suggestions on how to improve the submission of ideas are, in the main, already in place, but introducing time for discussion at team meetings is one thing that we would encourage all managers to build into team meeting agendas.

"Most people who submitted an idea could remember receiving feedback acknowledging and following up on their ideas, however we know that this is an area that we need to improve as there are some people not getting feedback promptly, feedback that is meaningful to them, or receiving feedback at all.

"We will endeavour to work closely with our Workstream, Directorate and Sector FIP contacts to get better and faster responses to the ideas generated."

The FIP Programme Management Office would also consider assisting with running a focus event on ideas generation with staff groups of a reasonable size, so contact us if you would like to discuss this further, email: FIP-PMO@ggc.scot.nhs.uk

To submit an idea to Small Change Matters, visit: nhsggc.org.uk/smallchangematters



Event details

Patients, families and staff are invited to this learning day:

- **Date:** Friday 15 November
- **Venue:** Teaching and Learning Centre, Queen Elizabeth University Hospital
- **Time:** 9:30am - 4:30pm [please plan to participate in the whole day]

You can expect to hear from:

- Family members and patients
- Ward staff who have been working on key improvements to make person-centred visiting a success
- NHS Greater Glasgow and Clyde's Director of Nursing Dr Margaret McGuire
- Scottish Government's strategic advisor for person-centred care and improvement, Shaun Maher.

Please save the date – more information about how to register will be issued via Core Brief.



Making person-centred visiting a success story

There is growing recognition of the importance of encouraging and supporting people to stay connected with the people that matter most in their lives while they are in hospital, and supporting whenever possible how they would like them involved in their care.

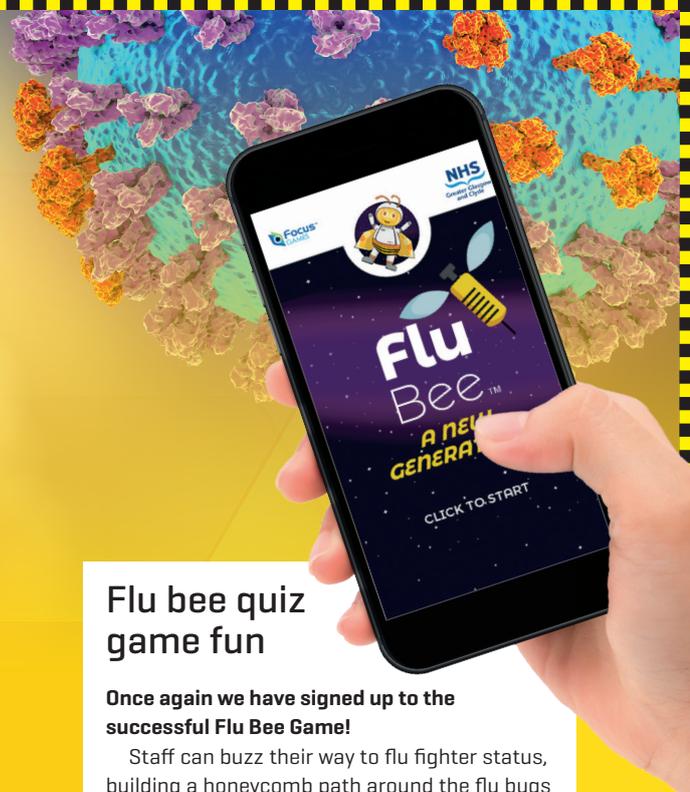
We are aiming for person-centred visiting to be implemented across all inpatient areas by May 2020. Since summer 2019, we have been working with wards across NHSGGC to try out key

changes to make person-centred visiting a success. You are invited to attend a learning day on Friday 15 November to come and hear what we've learned, and consider how to take this forward in your area.

To attend please fill in the registration form at: nhsggc.org.uk/patient-centred-care-autumn and send it to Marianne. cloherty@ggc.scot.nhs.uk. Places are limited and will be allocated on a first come, first served basis. Therefore if you are allocated a place, attendance should be prioritised.



This
winter...
tell flu to
buzz off



We need your help. Trust the facts. Get the flu vaccine.

The most predictable thing about flu is its unpredictability, with the virus constantly changing. For this reason, staff need to get their flu vaccine every year.

This year's flu vaccine protects against four different strains of flu and remains the best defence against flu, protecting you, your patients and your family.

Myths about the flu vaccine still persist which is why this year's national flu vaccination campaign asks people to 'Trust the facts':

- Flu is a highly infectious disease that can hit anyone, with symptoms that come on very quickly
- Even for healthy people, flu can be very serious, making them feel extremely unwell and unable to carry on with everyday activities
- Approximately one in four healthcare workers may become infected in a flu season; infected healthcare workers can spread flu to their patients and colleagues even if they have very mild symptoms or have no symptoms at all
- The flu vaccine contains no live viruses so it can't give you the flu.

Our staff flu vaccination programme kicked off on 1 October. You can find out where and when the mass flu clinics are

taking place this year at nhsggc.org.uk/staffflu

We know from looking to Australia that their flu season has peaked much earlier than usual this year and we are therefore encouraging all staff to get their flu vaccination as early as possible.

Once again we're looking for volunteers to join the cohort of peer vaccinators we have across NHSGGC.

Jennifer Reid, Public Health Programme Manager - Immunisation, said: "A big thank you to those who have already been in touch interested in becoming peer vaccinators and offering flu vaccination to their colleagues in their work area.

"This really is the quickest and easiest way to be vaccinated and we would encourage staff to sign up to become a peer vaccinator."

Staff wishing further information or to register as a peer vaccinator are asked to complete the short online registration form at nhsggc.org.uk/staffflu

All staff are asked to register online before attending for their vaccination using the new and improved system that has been developed this year and is available on HR Connect, visit nhsggc.org.uk/staffflu

'Bee' a flu hero. Don't infect. Protect.

Flu bee quiz game fun

Once again we have signed up to the successful Flu Bee Game!

Staff can buzz their way to flu fighter status, building a honeycomb path around the flu bugs from outer space to reach the moon.

Players answer questions which bust common vaccine myths and helps them understand why, and where, they should get vaccinated.

You can play the Flu Bee game on any device through a browser, it only takes a few minutes and it's fun!

Don't forget to share your score with colleagues and challenge them to beat you.

This unique game is tailored specifically for NHSGGC giving staff an opportunity to play this enjoyable educational quiz game that presents flu facts, busts vaccine myths and tells staff where they can get vaccinated.

**To download the game, visit:
www.ggc.flubee.com**

You'll survive the flu...

He may not



**We care for you!
We don't want you to get flu**

And there are lots of people you care about too...

Pregnant women and babies, young children and patients who are immunosuppressed due to their treatment or condition are all 'at risk' from a flu infection becoming more serious.

Be their flu hero this winter and do everything you can to keep them safe. We can all work together to reduce flu risks for everyone visit: www.nhsggc.org.uk/staffflu

Try the flu bee game at flubee.com

Be their flu hero. Don't infect. Protect

Warm welcome to our 39 newly recruited midwives

Chairman John Brown and Chief Executive Jane Grant welcomed Margaret Foley, Lynda Douglas and Liz Love to celebrate



Thirty-nine newly qualified midwives have joined us after completing their midwifery degrees at the University of the West of Scotland.

Evelyn Frame, chief midwife, said: "We are delighted to welcome the 39 midwives who have joined us.

"It's fantastic to recruit such a large group of midwives at one time and it shows that we are seen as a wonderful place for midwives to develop their careers.

"These new appointments will ensure continued support for the already high level of quality midwifery care being provided to

women and their families across Greater Glasgow and Clyde. The midwives have now completed their induction programme with us which is designed to support them in transitioning into their new roles.

"Each one has a development plan for their early years in the role to ensure that they continue to build and develop their skills in all areas of midwifery.

"We are investing in our future by supporting our midwives and ensuring we're always well placed to meet the developments we see in the continual evolution of maternity care."



Celebrate outstanding

Last month we celebrated with our staff who have reached the astonishing milestone of 50 years' service to the NHS.

Our Chairman John Brown and Chief Executive Jane Grant welcomed three members of staff to a special tea party arranged to celebrate this extraordinary achievement.

The Chairman, Professor John Brown CBE, said; "I want to say personally how very much I appreciate the exceptional commitment to the service that you've demonstrated. I am impressed on a daily basis by the professionalism and the kindness and respect I see our staff give to our patients every day and this is a particular quality of NHS staff.

"Your length of service is testament to your own dedication and resilience and to that of the teams around you. It really is an exceptional experience in my career."

Liz Love, Clinical Nurse Coordinator, said: "I started on 4 August 1969 at GRI and

NHS Heroes

All about you – written by patients for you

Queen Elizabeth University Hospital

I had occasion to call an ambulance which arrived within fifteen minutes. The two paramedics immediately set forth to investigate my complaint and spent twenty minutes in the process. It was decided to transport me to the Queen Elizabeth University Hospital in Glasgow. When we arrived, the system immediately fell into place and I was soon being examined by several medical staff. This continued for several hours during which time it was decided that I should be detained for tests which continued for a long period of time. I was constantly supervised and fed, examined and made to feel that I was important and valued. When I was discharged, I



was given a verbal and written report in detail with further and future prognosis. I cannot speak highly enough of everyone concerned all of whom were courteous, pleasant, professional and thorough.

Royal Alexandra Hospital

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

Vale of Leven – Community Midwifery

My partner and I would love to make you aware of an incredible young midwife called Holly who helped us delivery our little baby. She was so kind and kept us calm during the birth. She even managed to come find us the next day on the ward to check on us. She is such a lovely young lady and a credit to your department.



...ating an ...nding 50 years' service



I retired on 4 August 2019 at the QEUH! It really has been a wonderful job that I would recommend to anyone.

“Being a clinical nurse coordinator basically means I’m a problem solver – and I’m not going to say in print exactly what I solve – it’s bad enough that you know I solve problems!

“I’ve loved my job over the years and I am going to miss it and the people I’ve worked with very much. However it’s the patients who have made my job so rewarding and I know I’ll miss them the most.”

Margaret Foley, eHealth, Clerical Officer, joined the service in 1968, working in Health Records at Belvidere Hospital. At the time the majority of patients were being treated for TB and it was still the practice to have them sleep outdoors on open galleries to benefit from ‘fresh air’.

In 1975 she moved to Rottenrow Maternity Hospital and stayed there until it closed in 2002. She then went with her team to the Princess Royal Maternity on the Glasgow

“Your length of service is testament to your own dedication and resilience and to that of the teams around you.”

Royal Infirmary campus. She works at the PRM two days a week, as well as caring for her two grandchildren. The biggest change in her career was the introduction of computerised health records.

As maternity case notes have to be kept for 25 years, space was always at a premium for storing paper records and the team became very expert at locating case notes that had to be kept in a wide variety of locations.

Lynda Douglas, West Community Macmillan Palliative Care Team, said: “I

started my career in September 1968 and the only time off I’ve had has been maternity leave! Like Liz I absolutely love my job and am continuing to work two days a week, the other days I look after my grandchildren, homeschooling – it can be exhausting at times but I love it.

“The patients are everything to me – the cancer journey has changed so much over the years with patients having a better quality of life – I used to see patients over months now I’m seeing them over years – it’s amazing.

“I work in a small team, in fact the other member of the team has just received their 40 year badge so between us we have 90 years service now that’s a scary thought!”

If you would like to receive your 20, 30, 40 and even 50 year badge then let us know who you are. Simply visit: www.nhsggc.org.uk/longservice and fill in your details; it’s that easy!

Team is working hard to make positive changes



The Gastrointestinal Clinical Nurse Specialist team has consistently achieved an iMatter report and completed an action plan. This year there was a notable difference to the team approach to using the feedback from the report, and the value that this could add to their team.

Vikki Garrick, Clinical Nurse Specialist, said: "In March last year, I became a Fellow of the Foundation of Nursing Studies (FoNS) and one of the aims of the programme is to support a Facilitative Leadership approach recognising and addressing workplace culture.

"Over the last 18 months the team have worked hard to reflect on their dynamics and have steadily grown towards a more

inclusive and collaborative and inclusive approach with a culture of honesty, openness and trust."

The areas for improvement were around the wider organisational section and the team agreed that if there are gaps relating to visibility, engagement and inclusivity with more senior elements of the management team, then they would be proactive in inviting managers to come to them.

Vikki added: "The whole team found their iMatter team discussion much more meaningful this year with everyone seeing value in their collective feedback and collaborative approach to responding to this.

"The team has worked extremely hard on addressing their workplace culture, and while shifting this is something which takes a long time, they are already seeing the benefits of this. In the context of a more caring workplace culture, iMatter was a valuable tool and provided a framework to help celebrate and progress the themes from our report.

"As part of our reflection at the end of our session we created a 'team tree' to illustrate

how we see our services. We all love it! It's a poster in our workspace now to remind us that we care about and respect each other and why we're actually at work."



Speak up against hate

NHSGGC prides itself on being able to meet the often complex care needs of our diverse communities. Sadly, some of these needs come from daily exposure to hate crime, carried out because of prejudice based on race, religion, disability, sexual orientation or gender identity.

This October we promote Hate Crime Awareness Week [7-13 October] and ask staff to remember the importance of being vigilant and report any incidents that might undermine the unity of our workforce, the safety of our colleagues and the trust of our patients.

Alastair Low, Planning Manager with our Equality and Human Rights Team, said: "As a care provider, we are in a unique position to sensitively support our patients to reveal what's been happening and treat the health consequences of hate crime. We continue to place an emphasis on working with victims to help them report directly to either Police Scotland

or through the many third party reporting centres available."

If you experience or witness a crime motivated by prejudice, we encourage you to report it to the police. You can report a non-emergency incident to the police:

- **By calling 101**
- **Through the online hate crime reporting form on the Police Scotland website: www.scotland.police.uk/hate-crime/**

If there is perceived immediate risk to an individual then a 999 call should be made. It's important when contacting Police Scotland that you specifically call it a 'hate crime'.

There's no room for complacency. If you see it or hear it, please report it, and help make NHSGGC a better place for everyone.

For more general information visit our hate crime pages at: www.nhsggc.scot.nhs.uk/hatecrime

Staff and patients reap the benefits of an integrated approach to PDP

Work is continuing across services to ensure all staff have a KSF Development Review discussion with an agreed Personal Development Plan (PDP).

The Public Dental Service are taking this further by encouraging staff to see how different aspects of their development journey link together to improve performance, helping both patients and staff.

Karen Gallacher, Operational Service Manager, said: "The management team has been working with staff to take forward activities across a range of areas such as Personal Development Planning & Review, Staff and Clinical Governance, iMatter



Karen Gallacher

and Statutory and Mandatory training compliance and the response has been really positive."

When it comes to KSF review/PDP discussions, the Public Dental Service works hard to ensure that they are meaningful meetings scheduled at least two weeks in advance, giving time for staff and managers to prepare well to get the most out of the discussion. At the meeting key aspects include talking over the previous PDP and outcomes from it, discussing the three questions on what has gone well, what might have gone better and the difference staff want to make and reflecting on the preparatory

information. They also link to the General Dental Council eCPD requirements.

Karen confirmed that they work hard to encourage staff to take ownership of inputs. For instance, in iMatter, action plans allow smaller groups to focus on a wider area that's of interest/relevance to them. These are then discussed at staff meetings with the links to reviews and PDPs explained. She said: "It is important to encourage innovative ways for group members to take more responsibility in the creation of storyboards that reflect the iMatter journey and the links to development."

For more details and other good practice case studies, visit: [HRConnect nhsggc.org.uk/turas-news](https://hrconnect.nhsggc.org.uk/turas-news)

Learning disability LearnPro module



Dr Margaret McGuire

Specialist Learning Disability Services have developed a new LearnPro module.

This module will support staff across all of our services to gain a better awareness of the needs of people with a learning disability. The module focuses on working in partnership to improve health outcomes and highlights simple reasonable adjustments that all staff can make, including tips on good communication. It also contains real life experiences of the challenges people with learning disabilities their carers and families continue to face when coming into contact with our services.

Dr Margaret McGuire, Nurse Director, said: "It is important that all staff recognise how to

care for and support patients with learning disabilities.

"We know that patients with learning disabilities experience health care inequalities and if not cared for properly will experience poorer outcomes.

"This module helps staff to communicate and care for patients with learning disabilities so that they can have the best possible experience and outcomes.

"I fully endorse this module and encourage you all, regardless of which part of the service you work in, to learn from the personal accounts of care and practical advice it contains."



Julie Murray



Allison O'Donnell

Julie Murray, Chief Officer, East Renfrewshire HSCP, added: "Providing person-centred care is at the heart of what we do across all of our services. This module gives us all the opportunity and the foundational skills to tackle the common themes which impact so negatively on health care and make a positive contribution to improving outcomes."

Allison O'Donnell, Practice Development Nurse, learning disability, said: "I am delighted that we are now able to share this module with colleagues across NHSGGC.

"The module has been developed to support staff to feel confident about supporting someone with a learning disability. It contains a printed booklet which is a good reference guide and has a number of short films."

You can access the module on LearnPro, Specialist Subjects tab, GGC: 225 Health Inequalities – Learning Disability.

Our NHS
Our People
Our Planet

PRINT
EFFICIENTLY

TURN OFF TAPS
WHEN BRUSHING
OR WASHING

SUSTAINABILITY
ACTION

ON A NEW BIKE OR
CYCLE ACCESSORIES!

Free apps for
smartphones

**SUSTAINABILITY
ACTION**
Our NHS Our People Our Planet



Get involved in Climate Week

The Scottish Government has acknowledged that the world faces a 'global climate emergency' and has set out its aims for tackling climate change. NHSGGC recognises that we need to do our bit in order to address the global challenge we all face and once again we are using Climate Week to raise awareness and inspire you to take action.

We are using Climate Week, 7-11 October to get you to think about what you can do to make changes that matter, whether they are small or large every little helps.

Throughout the week we will be assigning each day to an environmental, energy and waste-related topic that has an impact on

climate change. An email will be sent to staff each day of Climate Week giving an insight into what we are currently doing to promote sustainability and reduce our impact in NHSGGC, the challenges that we face as an organisation and how you can get on board.

There will also be daily Hot Topics, focusing on plastic reduction; travel and emissions; recycling and waste; energy consumption; and a round up reflecting on the week.

Keep an eye on our @NHSGGC Twitter and Facebook accounts to find out what days we will be visiting QUEH, GRI, RAH and the New Stobhill and Victoria Hospitals to promote Climate Week and give out advice

on sustainability and what can be done at work and at home. Martin Johnston, Sustainability Manager, said: "As Scotland's biggest health board we want to be leading the way in support of climate change.

"I urge all staff to take this opportunity to get on board and do what they can both at work and at home to help this important cause.

"We are also encouraging staff to take part in our Climate Week Survey, available at: <https://link.webropolsurveys.com/S/26DFEB7AB1621D09>"

Please send any thoughts you have throughout the week to: sustainability.team@ggc.scot.nhs.uk

Home Energy Scotland – find out if you could benefit

Home Energy Scotland is keen to hear from staff and patients to see if they can help households that qualify for the Scottish Government's Warmer Homes Scotland scheme, which can offer funding to provide things like home insulation, central heating, draught proofing and home renewables systems.

If you're struggling to keep up with your bills, or finding your home hard to heat, Warmer Homes Scotland may be the solution and it is available now – so you can get support before the colder weather arrives.

All you need to do is contact Home Energy Scotland and chat to one of their friendly advisors, free of charge, to see if you could benefit.

A patient at the New Victoria Hospital was referred to Home Energy Scotland from the Support and Information Centre.

After a cancer diagnosis they sought advice to see if there was a way to reduce their energy bills and improve thermal comfort levels within their home.

Their referral was successful and they subsequently benefitted from the installation of a new heating system, radiators, a CO detector and smoke alarms all installed in a

matter of weeks and completely free of charge. Home Energy Scotland also advised on how they could shop about for a cheaper energy supply.

Call free on 0808 808 2282 quoting NHS or visit homeenergyscotland.org for more information.



**HOME
ENERGY
SCOTLAND**