



Staff Newsletter **February 2020**

# Global Citizenship

Our staff make a difference  
around the world **PAGES 4,5**



# Let's celebrate our nurses and midwives

In honour of the 200th birth anniversary of Florence Nightingale, the World Health Organisation has designated 2020 as the Year of the Nurse and Midwife – a year which will see the publication of the first ever State of the World's Nursing Report, alongside the celebration and recognition of the crucial role nurses and midwives play in healthcare across the world.

Here at home, we spoke to Board Nurse Director, Dr Margaret McGuire, on what Year of the Nurse and Midwife means for NHS Greater Glasgow and Clyde.

**It's very fitting that aside from the birth of Florence Nightingale, 2020 has been designated Year of the Nurse and Midwife. Looking across Greater Glasgow and Clyde, never has there been more pressure on our services to continue to deliver the high-quality, safe, consistent and effective level of care our workforce is recognised for. Our nurses and midwives form a key part of the backbone to the delivery of that service.**

For many people, nurses are their main and most frequent point of contact whatever role they play and wherever they work – be it in a hospital, community, HSCP, Primary Care or any other associated healthcare service. Our nurses and midwives are responsible for shaping public perceptions of our service and what it means to deliver person centred care.

Our midwives carry the great responsibility of helping bring new life into the world, and play a crucial role as the health professionals providing care, support and guidance to mothers and their partners throughout the whole maternity care episode.

We are extremely proud of our highly

skilled and educated nurses and midwives. As Nurse Director I am privileged to have such a dedicated, reliable professional workforce, and one which is constantly improving and evolving to meet the needs of the population we look after.

As staff know, Greater Glasgow and Clyde is at the heart of a significant forward-looking transformation programme which impacts every service as we implement changes and innovations to help meet ever increasing demand across the organisation.

**“We are extremely proud of our highly skilled and educated nurses and midwives.”**

We have some of the most specialised and highly skilled nurses and midwives in the world working at specialist, advanced and consultant level. While the fundamental principles of care will always remain the same within nursing and midwifery, this transformation involves further education, training for our nurses to continue improving and delivering person centred



Dr Margaret McGuire paid tribute to the work of our nurses and midwives

innovative models of care. There are fantastic opportunities here at Greater Glasgow and Clyde, and as the biggest and busiest health board in Scotland, there's never a dull day which I'm sure the whole workforce can attest to.

As such, it's an excellent landscape to build a career in nursing and midwifery, with brilliant colleagues helping support each other throughout.

While we are under no illusions of the challenges facing the service, and that nursing and midwifery can often face the brunt of those challenges, we know how well received the service is by the public – our most important stakeholders, and how well recognised it is, globally.

That's why I am looking forward to celebrating Year of the Nurse and the Midwife with you. Over the next 12 months we have a number of events and plans at a local and regional level which play homage not only to Florence Nightingale, but to the thousands of nurses and midwives serving Greater Glasgow and Clyde.

I am so proud of all our nurses and midwives and want to thank you all for your immense and valuable contribution to NHSCCG and the population we care for.



Hospital staff have improved communication with patients and relatives

## Lightburn Hospital leads the way in visiting

Lightburn Hospital was the first adult hospital site to introduce person centred visiting in the summer last year, and while person centred visiting is being rolled out across the organisation, SN spoke with Ann Docherty, Lead Nurse, from Lightburn Hospital about the lessons they have learned over the past few months.

### SN - What was the improvement you were trying to make?

**Ann** – To gain information by consistently having introductory meetings with relatives and patients on admission, and discussing person centred visiting as part of that process.

### SN - What changes did you test and implement?

**Ann** – With each new admission we had an introductory meeting with relatives and patients. We developed a guide to introductory meetings to help staff and make the experience uniform, incorporating an explanation of person centred visiting into this meeting.

A charge nurse tried this approach with a patient and family member who had found their previous inpatient experience difficult. The charge nurse met with the family member on admission, talked with them about the ward, what they could expect, and what their preference was about involvement.

The meeting only took 20 minutes and the charge nurse felt that after that meeting, the patient, family member and staff all had a positive experience of their inpatient stay.

### SN - What improvements did you achieve?

**Ann** – Communication improved between staff and patients/relatives

- More structured information-gathering
- Reduction in complaints
- Positive attitudes/relationship with staff and family

### SN - What did you learn from these improvements?

**Ann** – We learnt that small changes help, supporting staff and ensuring they understand the reason for the changes is a must. We learnt that by taking ownership in approaching families early to seek information helped relieve some of their fears and stresses, building a better relationship with the ward staff.

### SN - What recommendations do you have to share with others?

**Ann** – I think the ward has benefitted, staff have seen improvements in communication with families. The initial concerns from staff about person centred visiting was the potential for visitors coming in at all hours night and day, however in practice this did not happen. I feel that introductory meetings are of great benefit to any ward and improve communication, which in turn improves quality of person centred care for patients.

**For more information about person centred visiting, visit: [www.nhsggc.org.uk/pcv](http://www.nhsggc.org.uk/pcv) or contact Rachel Killick, Lead Clinical Improvement Coordinator – Person Centred Care, [Rachel.killick@ggc.scot.nhs.uk](mailto:Rachel.killick@ggc.scot.nhs.uk)**

## Guide to introductory meetings

- 1) Introduce ourselves and advise them that we would like to have a quick introductory meeting.
- 2) Inform them of ward telephone number/consultant name/ward round day/time. Advise laundry procedure.
- 3) Quick overview of patient mobility/cognition prior to admission. Discuss possible delirium and effects may have on progress.
- 4) Quick overview of rehab process/ who is involved i.e. Physio/OT etc and discuss the patient's aim re: home/long term care/intermediate care.
- 5) Discuss person centred visiting and involve patient in this process.
- 6) Ask if any POA or guardianship and request papers.
- 7) Ask if any questions/concerns.



Ann Docherty, Lead Nurse

# Making a difference around the world

**The NHSScotland Global Citizenship Programme aims to encourage, support and co-ordinate NHSScotland staff and volunteers' involvement in global health work and support international development commitments to partner countries.**

Our Chairman, Professor John Brown, is a great advocate and Chair of the Global Citizenship Programme Board. He is responsible for leading and overseeing the implementation and development of the programme.

Professor John Brown said: "More than 600 staff from across NHSScotland already make a significant personal and professional contribution to global health in developing countries.

"This valuable work not only helps healthcare organisations abroad to build capability and capacity to improve the care of the local population it also provides mutual learning opportunities bringing proven benefits for our own NHS staff and healthcare system."

The NHSScotland Global Citizenship Programme also has a network of champions and NHSGGC's Global Citizenship Champion is Linda de Caestecker, Director of Public Health.

Local Champions have personal experience of global health work and act as an ambassador for work within their own health board.

Linda said: "I am delighted to champion this programme. The work and experience that NHS staff provide in other countries is vital, it helps to reduce common challenges such as disease epidemics, but also provides mutual learning opportunities for our staff which benefits the people of Scotland."

For more information on the programme, visit: [www.scottishglobalhealth.org](http://www.scottishglobalhealth.org)

Here we highlight just a few of examples of the wonderful work our staff are committed to doing to help some of the poorest people in the world.

## Out of Africa for Glasgow Royal doctor

**Professor Adrian Stanley, Consultant Gastroenterologist at Glasgow Royal Infirmary, has just completed his eighth trip to Malawi, taking life-saving equipment and expertise to help patients with serious upper gastrointestinal disease.**

Adrian took with him a number of endoscopes donated by NHSGGC to help patients suffering from gastrointestinal bleeding and oesophageal cancer - both major health issues in Malawi.

He delivered two days of training in endoscopic skills to staff in Mzuzu, the main hospital in northern Malawi, which has a particularly high rate of upper gastrointestinal bleeding related to schistosomiasis.

Adrian said: "It is humbling being able to work with and train the people who are doing all the work out there, in very challenging conditions. It is very satisfying to see the desperately needed equipment - that is no longer required in Glasgow - being put to good use. It is also very exciting for Glasgow

support extending to the training of local staff in the management of common acute medical emergencies."

On this visit, Adrian also helped organise and act as faculty for the country's second annual conference on liver disease, held in the capital Lilongwe.

Topics including viral hepatitis, chronic liver disease and liver cancer were discussed, with local audits and guidelines presented.

Adrian said: "This conference was a great opportunity to share knowledge and developments, which staff can then take back to their own hospitals in other parts of the country.

The conference also informed the imminent Malawi National Strategy to address Hepatitis B and C infection, with the aim of eliminating this from the country by 2030 as per the WHO [World Health Organisation] target.

"As ever, it was a very busy but extremely worthwhile visit."



Prof Adrian Stanley



Gaelle with some of the team



## Gaelle answered the call to help in Samoa

**Gaelle Smith, Paediatric Physiotherapist, has recently returned home after treating children suffering the complications of measles, following a significant outbreak on the small Pacific island of Samoa.**

Gaelle was part of a team of 13 British doctors, nurses and physiotherapists who worked round the clock to treat the children as part of a UK Emergency Medical Team (UK EMT) response.

Speaking of her experience Gaelle said: "I feel privileged to have been asked to join the UK EMT team going out to Samoa.

"As a physiotherapist in an emergency setting such as that seen in Tupua Tamasese Meaole Hospital (TTMH), you use respiratory skills to help settle a

child's work of breathing and prevent them from deteriorating or, in children that are so unwell they require non-invasive or invasive ventilation, you can help make it easier for them to take bigger breaths in, or help clear secretions that are often causing significant respiratory distress. It's tough and it's challenging, but there is nothing better than seeing a child's breathing improve, no longer having to fight so hard, no longer in such acute distress and the worry that is replaced by relief on their parents face as they too notice their child's breathing has improved and they are more settled."

Teams were sent following a request from the World Health Organisation and the Government of Samoa to Emergency Medical Teams around the world to help respond to the outbreak. Members of the specialist team were selected based on their expertise in paediatrics, infectious diseases and critical care.

Gaelle added: "A huge element in these deployments is the support you have from your Board, team leads and colleagues and the support I received from RHC and NHSGGC made the deployment process and time working in Samoa seamless.

"The team I work within were amazing

at stepping in to cover clinics/patient appointments and when required, worked longer hours to ensure that no patients receiving physiotherapy through the MSK team at RHC were impacted by my deployment. My colleagues and managers checked in with me regularly, offering assistance from afar for the more complex patients, as they would had I been working my normal job at RHC.

"This support makes such emotionally and physically challenging deployments surmountable and it was a privilege to be able to offer TTMH the paediatric specialist skills required to help the very poorly children admitted. The huge thanks I extend to the therapy team leads and staff at RHC is one that also comes from the staff and patients treated at TTMH in Samoa."



Gaelle praised the support she received from her colleagues



Marc Clancy

## Jamaica journey to treat disease

**Marc Clancy, Consultant Renal Transplant Surgeon, picked up the NHSGGC Chairman's Awards Global Citizenship Award last year for his pioneering work in Jamaica.**

Marc is passionate about ensuring that people with chronic kidney disease have access to transplantation wherever possible, as this treatment provides the best outcome in terms of survival and quality of life.

He was part of a team of charity workers from Transplant Links who travelled to Jamaica to perform the first renal transplant this century in Jamaica with the aim of setting up a self sustaining transplant programme over there.

Marc has also arranged for a newly appointed transplant co-ordinator to spend time in Glasgow as part of role development.

# Shared Decision Making keeps patients informed

The Shared Decision Making module is now available on LearnPro.

Shared Decision Making is one of the core principles of Realistic Medicine, which is about giving patients more information about their healthcare and treatment, equipping them to ask more questions and allowing them to make better informed decisions about what's best for them.

Evidence shows that the more informed people are about their care, the more likely they are to appreciate it, and the less likely

they are to have regrets about any decisions made. The module provides a foundation in the terminology, skills and evidence base that underpin shared decision making.

It supports staff to have meaningful conversations that will lead to appropriate and evidence based treatment, care and support closer to people's preferences.

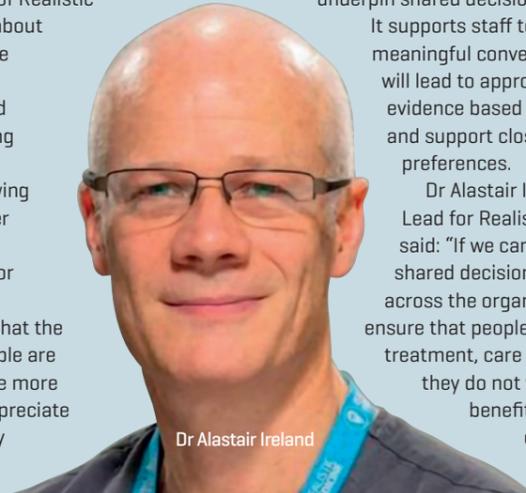
Dr Alastair Ireland, Clinical Lead for Realistic Medicine, said: "If we can embed effective shared decision making across the organisation, we can ensure that people do not receive treatment, care or support that they do not want, need or benefit from. Staff completing this



training will help ensure more people receive treatment, care and support that they really value."

Completion of this training will also support revalidation and appraisal, and support clinicians to comply with the General Medical Council's update guidance on decision making and consent.

To access modules on LearnPro, visit: <https://learnpro.co.uk/>



Dr Alastair Ireland

## iMatter - Pharmacy Services are on Twitter!

Promoting staff experience and encouraging openness, transparency and ownership in teams about what works well, and how things could be improved, is what iMatter aims to support to develop a healthy organisational culture.

Our Pharmacy Services team took this on board and recognised that they needed to look at innovative ways to improve their visibility and communications. They decided to use social media and Twitter was their channel of choice, launching on National Pharmacist Day they

took their first steps into the social media arena!

Andrea Healey, Business Performance & Review Manager, said: "Our page is designed to share the good work happening in teams, highlight successes and help raise the profile of services.

"We asked staff for photos and videos saying who they are, what they do and where they are to demonstrate how they contribute to the 'safe and effective medicines for all' highlighting the pharmacist's role in safeguarding patient safety. This was hugely successful and we now have a Twitter page that we all feel we have ownership of.

"If you're on Twitter please follow us @NHSGGCPharmacy

"We now have 516 followers; our tweets have been seen almost 200,000 times and we have been mentioned by other Twitter users over 500 times."



## Return and recycle walking frames, sticks and crutches

As a result of eight Small Change Matters ideas submitted by staff, the procurement department launched a project to try and reduce the purchase of new walking frames, sticks and crutches.

Corporate Communications ran a 'Zimmer Amnesty' campaign which started in September 2019, with posters, radio ads and social media encouraging unused patient aids to be returned and re-used.

The Board enlisted Haven Ltd, who are one of our supported businesses, to clean and test returned aids prior to them being re-issued to clinics.

The social media campaign

was incredibly successful and to date has reached nearly 194,000 people; it was shared 2,000 times, liked 760 times and with 311 comments. As of December 2019 a total of 170 walking aids have been issued for re-use, resulting in a cost saving of approximately £5,000.



Helena Renwick, Financial Improvement Programme Manager, said: "The interest and success of the campaign during the early stages gives us confidence that the general public are fully supportive, which will hopefully lead to a longer term sustainable programme."

Remember to keep sending in your ideas to: [www.nhs.gov.uk/smallchangematters](http://www.nhs.gov.uk/smallchangematters)

# A Great Place to Work: iMatter 2020



It will soon be iMatter time again with the 2020 schedule beginning in March.

iMatter gives us all the opportunity to share our experience of working in NHSGGC and enables everyone to play a part in improving things in our teams and departments.

Diana Hudson, Staff Governance Adviser, said: "We all want NHSGGC to be a great place to work and by participating in the questionnaire and discussing the results with colleagues we can air our views and make the changes we want to see.

"Please take this opportunity to have your say and let's work together to make NHSGGC a great place to work."

The questionnaire dates for each area are outlined on the right.

Now is the time to review your 2019 team

Directorate/HSCP	Questionnaire Launch Date	Questionnaire End Date
eHealth, Public Health, Communications, Board Medical Directorate, Clyde Sector, Renfrewshire HSCP, Inverclyde HSCP, Oral Health	02/03/2020	23/03/2020
Acute SMT, Diagnostics, Regional Services, Specialist Children's Services, East Dunbartonshire HSCP, Board Admin	23/03/2020	13/04/2020
Women & Children's, South Sector, Human Resources & Organisational Development, North Sector, West Dunbartonshire HSCP, Board Nurse Directorate, Chief Executive Office	18/05/2020	18/05/2020
Glasgow City HSCP, East Renfrewshire HSCP, Estates and Facilities, Finance	01/06/2020	22/06/2020

action plan and, going forward, reflect on the opportunities that engaging in iMatter presents to improve your experience at work.

For more information, check out the iMatter page on website – [www.nhs.gov.uk/org.uk/imatter](http://www.nhs.gov.uk/org.uk/imatter) – or speak with your line manager.

# Major modernisation of telephone systems

During 2020 we are replacing all of our aging telephone systems with state-of-the-art new phones and systems which will bring the Board a cost saving of almost £1million per annum recurrently after implementation as the new technology utilises our existing data networks and results in the withdrawal of legacy telephony circuits.

Pat McGorry, eHealth Programme Manager, said: "This move coincides with BT's announcement that they are withdrawing the current telephony service



that we use by December 2020. However, we've already made a good start with the Queen Elizabeth University Hospital campus, Stobhill campus, New Victoria Hospital and a number of other sites already on the new system.

"We now need to address the remainder of our estate, from the smallest to the largest sites on board, bringing over 20,000 new digital phones to desks."

Over the next 12 months a team of staff supported by an external company (Capita) will need to do the following:

- Start dialogue with each site in advance of changing the telephony system
- Survey the telephony system and the network cabinet at each site
- Install new digital telephones
- Migrate current telephone numbers from our old system to the new system
- Provide support throughout the transformation period.



Pat McGorry and the new phones, left

Please watch StaffNet and other communications for updates, however if you have any questions/queries, please email the team at: [Telephony.Transformation@ggc.scot.nhs.uk](mailto:Telephony.Transformation@ggc.scot.nhs.uk)

# Staff Health Strategy highlights

Staff can now access the highlights from Year 2 of the Staff Health Strategy 2017-2020 on our website.

The strategy sets out five priorities to tackle important staff health issues such as working with disability and long term conditions, fair employment, equality and health, improving health and attendance and supporting older workers. The key actions for Year 2 focused on carers, financial inclusion and mental health.

We are currently providing training sessions on stress and mental health awareness for managers which are running every two months as well as a mental health and wellbeing group which is developing and promoting mental health awareness and support for staff.

Expert help and guidance on financial difficulties is available online for staff and managers at [www.nhsggc.org.uk/allaboutmoney](http://www.nhsggc.org.uk/allaboutmoney) and poverty awareness training for staff is

planned for this year.

A plan is in place to increase self-identification of carers and uptake of carer support services. We want to work with carers to look at how we can support staff to remain at work whilst undertaking care responsibilities at home.

Anne MacPherson, Director of Human Resources and Organisational Development, said: "We are committed to introducing initiatives, practice and support to provide sustainable improvement to our staff's health and wellbeing at work learning from other organisations across the UK. The outputs from the recent Staff Health Survey are really valuable to us and will help inform our next priorities."

**To read the highlights from Year 2 and read the strategy in full, visit: [www.nhsggc.org.uk/staffhealthstrategy](http://www.nhsggc.org.uk/staffhealthstrategy)**



# NHSScotland golf classic

The NHS Four Nations golf tournament is back this year bringing together teams from England, Wales, Northern Ireland and Scotland to compete for the Red Review Events trophy.

In 2020 the Scottish Qualifying event will be held over the Torrance Course at the Five Star Fairmont St Andrews Resort, St Andrews, KY16 8PN on Wednesday 20 May 2020.

- On the day:**
- Registration from 12:00 hrs in St Andrews Bar and Grill [Clubhouse]
  - Soup and bread rolls served at registration
  - Complimentary range balls to warm up before tee-off
  - Shotgun start at 13:30 hrs
  - 18 holes on the course - format is stableford full handicap [maximum handicap for Gents is 18 and Ladies is 24]
  - Baguette meal served in The

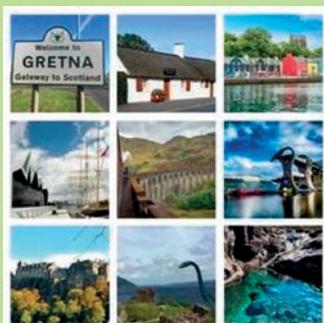
Zephyr Bar, Fairmont St Andrews Hotel  
Prize giving and raffle  
Entry cost for NHS players is £90.00 per person

The top 10 NHS scores qualify to represent the Scottish team at the NHS 4 Nations Finals being hosted in England at the Macdonald Portal Hotel, Golf & Spa on Monday 17 and Tuesday 18 August 2020.]



**For further information or to secure places at the Qualifier, please contact Gail Proudfoot via email: [gal66events@yahoo.com](mailto:gal66events@yahoo.com) or telephone: 07519 071662**

N.B. Entries can be for individual entries or for multiple people in one email, which will be considered a contract with the venue and as a result any call-offs within 10 days of the event being held will be liable to a charge if replacements cannot be found.



## Take positive steps to win challenge

More than 3,000 staff have put their walking shoes on and signed up to the first Active Staff Walking Challenge of 2020.

Counting every step they take, the teams are virtually walking from Gretna to the Isle of Skye passing some of



Scotland's most famous landmarks! With just a couple of weeks left to complete the challenge, the pressure is on and the competition is fierce with local teams across NHSGGC determined to beat their rivals.

Don't forget to tag us in any photos you post on social media @NHSGGC Keep on walking!



## Fun and fund-raising

Staff in Haematology and Blood Transfusion at QEUH have been busy raising money for the Prince and Princess of Wales Hospice through a variety of events.

Staff came together for a fundraising evening at Kingswood Bowling Club, took

part in a fundraising Metafit class with Barry Hope from Active Staff and held a Christmas jumper day, all in aid of their colleague Micaela.

Claire McKie, Sector Laboratory Manager, said: "Micaela was a much-loved colleague who sadly passed away last year at the age of just 32, leaving behind her husband and 23-month-old son.

"We held our fundraising event on 7 September which should have been Micaela's wedding day but it was brought forward due to her terminal diagnosis.

"We have all now committed to regular fundraising which allows a gold leaf to be placed on the 'tribute fund tree' at the hospice to commemorate Micaela's life.

"We are all delighted that so far we have raised over £5,000."

