

SN

Staff Newsletter
April 2009

NHS
Greater Glasgow
and Clyde

The new face of...

STOBHILL

Major milestone for new Southern General Maternity

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Introducing our new chief executive Robert Calderwood

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Stewart scoops a top SFA award

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New role to tackle Glasgow's drink culture



DIRECTOR of public health Linda de Caestecker is committed to finding new ways to help tackle the problem of Glasgow's drink culture head on in her new role as chair of Glasgow's Local Licensing Forum.

Linda's appointment means she brings a different emphasis to the role of chair of the forum which was previously chaired by a representative of the licensed trade. However, Linda recognises the roles of all those

involved in the forum. "There are many different interests around the forum table – health is only one perspective. There are representatives from the City Council and Strathclyde Police, as well as local community representatives and the licensed and restaurant trade itself.

"We know from various reports that local community groups in Glasgow have many concerns about alcohol misuse and the social

problems it causes. As chair, I hope that we give these communities a stronger voice to help highlight the real problems alcohol can cause."

The forum supports the work of Glasgow licensing board by influencing and advising on its policies. With the introduction of the new Scottish Government framework around alcohol, the forum

will also be able to monitor the introduction of some of its new powers around special two-for-one offers for drink and minimum pricing, as well as considering moves such as raising the legal age for buying alcohol to 21.

Linda added: "We want Glasgow to be a safe city, where people can go for a night out and enjoy a meal and a drink in any of our many restaurants and bars.

"However we need to strike a balance between Glasgow's reputation as a vibrant city for people who like going out and enjoying themselves and the high level of alcohol-related problems in our population."

Dates for the diary

Bowel Cancer Awareness Month 1-30 April

As part of healthy Working Lives, an information day on bowel cancer is being held at the IRH canteen on 23 April.
www.bowelcanceruk.org.uk

Parkinson's Awareness Week 20-26 April www.parkinsons.org.uk

Depression Awareness Week 20-26 April www.depressionalliance.org

Board meeting 21 April, 9.30am Dalian House, Glasgow

Public Sector Efficiency: how to save money and still improve services 23 April, Edinburgh

This event will examine how the public sector can make efficiencies and still meet the needs of service users.

Tel: 0131 272 2133 or email: efficiency@holyrood.com

West of Scotland Child Protection Network conference 23 April, Glasgow

Conference centering on the abuse of infants under one, focusing on

physical violence and deaths. For further information, email: jennifer.bruce@ggc.scot.nhs.uk

Looking out, looking in: international perspectives on mental health improvement in Scotland

7 May, Surgeons Hall Complex, Edinburgh

Scottish Development Centre for Mental Health hosts this event to assist stakeholders to look outward – to learn from other places – and to look inwards – to highlight what Scotland is doing well and can be proud of.

Tel: 0131 555 5959 or email: events@sdcmh.org.uk

Visualising the future together 13 May, Stirling Management Centre, Stirling University

Scotland's e-health strategy places the exploitation of innovative technology at the heart of improving patient care. The application of new imaging techniques developed in collaboration is already delivering significant healthcare benefits.

Visit: tinyurl.com/convtech to register. Email: events@suip.co.uk or tel: 01786 448 333



Top: the Pathways to Progression Project, and bottom: the Families in Partnership Project collect their prizes from guest host Jackie Bird

Back to work with a flourish

AN innovative local project to help unemployed people from the east end of Glasgow get back to work has won a top award for Team Excellence.

East Glasgow's Community Health and Care Partnership (CHCP) Pathways to Progression Project scooped the "Building a Prosperous City" and the overall Leader's Award in Glasgow City Council's recent Flourish Awards.

Described as an "exceptional project", Pathways recruits local unemployed people – in the main,

young, single mothers from the east end of Glasgow – and supports them to obtain a HNC in healthcare while working within the CHCP. So far, the project has led to full-time jobs for 10 out of the first 12 participants.

East Glasgow CHCP also won in the category "Increasing access to lifelong learning" for the Families in Partnership Project with St Timothy's Primary School. This project enhanced the family life skills of a group of vulnerable children to prepare them for secondary school.



Staff Newsletter is written by staff for staff with the full support of the Area Partnership Forum

Please send articles, letters and photographs to:

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THE PINNACLE OF A REWARDING CAREER

New CEO Robert Calderwood looks forward to the challenges of running the UK's biggest health board

TO become CEO of the board which covers both Greater Glasgow and Clyde carries with it much personal satisfaction, as during my 35 years with the National Health Service, I have worked for just two health boards – Argyll and Clyde for 10 years and Greater Glasgow for the last 25.

I am very pleased to accept this appointment, which is, without doubt, the pinnacle of my NHS career.

Our board area is the largest single health authority in the UK and with the scale of our activity and huge health challenges facing us in the West of Scotland, it goes without saying that the challenges we face are always going to be significant.

I am delighted to be picking up the reins from Tom Divers, who I have had the privilege of working with on and off for the last 25 years. Tom has led the board for the past eight years, delivering so much success and progress across all sectors of health, including joint working with local authority partners.

To be taking over an organisation that has the most able, highly skilled and caring staff in the country is an honour. I can assure you all that I will not be taking up post to the mantra “all change”; on the contrary, I plan to build on the successes and strengths already in place and move ahead purposefully to deliver improvements in patient care, service design and cost effectiveness.

“Cost effectiveness” is a phrase that is often misunderstood or misrepresented, but no one should be in any doubt of the financial issues facing the public sector in these times of recession. The next two or three years will see tight constraints on



Robert Calderwood has taken over the reins as chief executive from Tom Divers

public expenditure and we will have to adapt and modify the way we do things to deliver services.

Our work with staff partnership is critical in this area. We have built good working relationships with staffside in the last three-and-half years and we will continue to build on these.

We are already making changes – one example being the move to increase day surgery. The extra day surgery

capacity delivered with the New Stobhill and Victoria Hospitals will help change the balance of inpatient overnight surgery and could deliver annual savings of more than £8 million.

To achieve this move towards more day surgery, patient care and support in the community must be developed and this brings into focus the importance of developed integrated NHS community and acute teams providing a single service for patients.

This approach is one that I intend to develop further. To this end I aim to get out and about as much as possible to meet and understand more fully the intricacies and challenges facing the partnerships including mental health and community health.

I will strive to forge stronger links with local authority colleagues and political figures, so together we can move forward the all important health agenda.

As one of NHSGGC's 44,000 staff, I look forward to how we can all contribute to the delivery of the next stages of development across the entire spectrum of health service provision and health improvement within NHSGGC, as well as the delivery of our regional and national services.

To be taking over an organisation that has the most able, highly skilled and caring staff in the country is an honour

Robert Calderwood, NHSGGC chief executive

New hospitals



The New Victoria, top, and Stobhill, bottom, will provide state-of-the-art healthcare facilities



THE NEW VICTORIA



THE NEW STOBHILL

FIRST LOOK NEW HOSPITALS

Stobhill and the Victoria will provide the best in patient care

Here is a first look at the long-awaited new Stobhill and Victoria hospitals. While the majority of staff at both Stobhill and the Vicky have had the opportunity to visit the new hospitals for themselves, many of their colleagues across NHS GGC have not yet

had the chance to see these outstanding buildings.

As you can see here, the specially commissioned photography and the work of corporate communications' own graphic designer Amanda Neil perfectly demonstrates how the design of each hospital complements its

surroundings and offers the best working environment to staff.

These new multi-million pound, state-of-the-art hospitals, while very different to each other, will be an essential part in how NHS GGC continues to provide the very best care to patients across Greater Glasgow and Clyde.



Cabinet secretary Nicola Sturgeon with Balfour Beatty MD Tim Clarke and NHSGGC chairman Andrew Robertson enjoying 'a noggin of ale'

Major milestone for Southern General maternity

THE new extension to the Southern General maternity unit has reached a major milestone, with the completion of the external structure. Local staff were joined by cabinet secretary for health and wellbeing Nicola Sturgeon to "trowel off" the final area of concrete, during a special topping out ceremony.

The new three-storey extension, which is the first stage of a £28m plan to refurbish and expand the existing maternity unit, will house a number of world-class maternity facilities for women and babies from across Glasgow and Clyde. These include:

- a brand-new fetal medicine unit which will provide specialist diagnostic facilities and treatment to unborn babies from across Scotland
- two state-of-the-art operating theatres – one equipped with special laser technology used to provide treatment to babies while they are still in the womb
- a neonatal intensive care unit with 34 medical and surgical intensive care/high-dependency cots
- a special-care baby unit with 26 special-care cots for babies who require extra support and care after birth.

Director of women's and children's services and board nurse director Rosslyn Crocket said: "This new extension will not only provide state-of-the-art facilities for local women, but will also deliver world-class specialist care to women and



Nicola Sturgeon trowels off the last area of concrete

"This new extension will not only provide state-of-the-art facilities for local women, but will also deliver world-class specialist care to women and babies from across Scotland"

Rosslyn Crocket, director of women's and children's services

babies from across Scotland."

The extension and refurbishment of the maternity unit is due to be completed by the end of this year. The QMH will then close as planned in early 2010, with services transferring to the Southern General and Princess Royal Maternity units.

KAT ITALS



See the new Stobhill and Victoria hospitals for yourself during two special guided tours for staff.

To help manage the call load effectively, staff wanting to visit the Stobhill site can book from now until 20 April; staff wishing to visit the Victoria are asked to book after 20 April.

- See the new Stobhill on 22 April 4-8pm (book until 20 April)
- See the new Victoria on 13 May 4-8pm (book from 20 April)

Contact the central booking service tel: 0141 201 3562 (13562) to register and be allocated a time slot. Tours depart every 30 mins between 4pm and 7pm with a maximum of 25 people on each tour.

...brief

Return to learn

CONGRATULATIONS to all staff who recently completed the Return to Learn Programme.

The successful learners came from a wide variety of roles and departments including administration, hotel services, oral health, nursing auxiliaries, care workers and occupational health.

To help highlight the programme's success, a short presentation was arranged to let managers and other staff find out about what's involved in the course and what the learning has done for all of the participants.

One member of staff who completed the programme said: "Returning to learning was scary at first, but I got a lot of support. I'm now confident enough to stand up and speak to a group. I couldn't believe studying could be such good fun!"

To find out more about the latest learning and education opportunities, log on to the new training calendar: For Greater Glasgow: <http://staffnet/Human+Resources/Learning+and+Education/default.htm> For Clyde: www.staffnet.ggc.scot.nhs.uk/Human+Resources/Learning+and+Education/default.htm

Travelbudi who loves to shop

CONGRATULATIONS to IRH superintendent physiotherapist Fiona Russell, who is the first winner of £100 of Love2Shop vouchers after joining the NHSGGC travelbudi scheme.

Fiona joined at the beginning of the year and was entered into the draw when she registered at www.nhsggctravelbudi.com

You can still win if you sign up for the scheme as draws for £100 shopping vouchers will take place on 1 April and 22 May and £500 worth of travel vouchers can be won on 1 June.

Treating people fairly

ALTHOUGH much is being done to tackle discrimination across the NHS, there are still situations when we fail to meet the different needs of the people who use our services.

The following case is a real example of discrimination which happened in NHSGGC.

Martin's story

Martin is a deaf man whose first language is British Sign Language (BSL). A smoker for many years, Martin finally decided to take the plunge and quit.

After looking at the various options available to help him, he decided that he would like the support of a group. On enquiring, however, Martin was told that he couldn't attend a smoking cessation group because there was no budget for an interpreter.

It was the responsibility of our staff to ensure that Martin received the help he needed to use this service. A BSL interpreter should have been available. As well as



meeting our commitment to patients, it is also the law.

Head of inequalities and health improvement Sue Laughlin said: "We discriminate when we treat people as if they are all the same, even when they have different needs. Martin's story is an example of this.

"We also discriminate if we treat people differently in a negative way due to their gender, age, social class, sexual orientation, race, faith and belief or disability."

NHSGGC's equality scheme explains how the organisation aims to ensure our services are delivered in a way which recognises the different needs of patients and does not discriminate. The implementation

of the equality scheme has just been through its yearly review process with the Equality & Human Rights Commission, which is responsible for monitoring progress and identifying issues that are not being addressed.

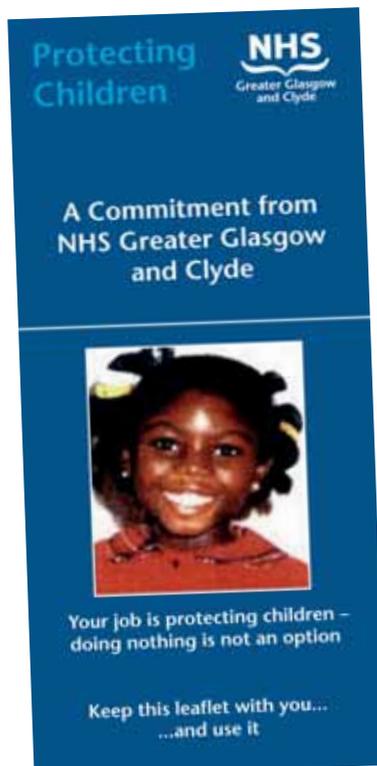
"It was clear from our annual monitoring process that while some areas of the scheme are progressing well, we still have a lot of work to do," explained Sue. "In particular, we want to raise awareness of the issues around discrimination and our responsibilities to both patients and staff."

As part of this work, a leaflet highlighting examples of discrimination within NHSGGC has been distributed to all staff. A section for staff on tackling discrimination has been created on the equalities in health website and new staff training opportunities are being developed.

"Every one of us has to be aware of and tackle discrimination," said Sue.

For further information, visit: www.equality.scot.nhs.uk or contact the Corporate Inequalities Team tel: 0141 201 4560

Child protection - doing nothing is not an option



THE tragic case of Brandon Muir in Dundee has once again put the spotlight on how we all have a responsibility to protect vulnerable children. To ensure you know what to do if you're worried about a child, we've produced a new leaflet for staff.

The leaflet sets out our commitment to child protection and highlights how this is an issue which affects everyone in the NHS, not just those working in children's services.

For example, any member of staff could become concerned about a child's safety and welfare in the course of their day-to-day job.

This could be children of women receiving treatment or support for domestic violence; children of parents or carers receiving treatment for mental health, alcohol or drug abuse problems or a learning disability; or simply a child visiting relatives in hospital.

If you have any concerns about a child, whether it is sexual abuse, physical injury, emotional abuse or neglect, you must take action. Doing nothing is not an option.

What should I do if I'm worried about a child?

If you are concerned about a child, you should write down exactly what you see and hear and report it to your supervisor, line manager or senior colleague.

Who should I contact?

If you want specialist advice, you can contact:

- **The NHSGGC child protection unit** – 0141 201 9225 (office hours) or, if you need to speak someone out of hours, an on-call paediatrician can be contacted via the Yorkhill switchboard, tel: 0141 201 0000
- **Police** – if you are seriously concerned about a child's immediate safety, you should contact the police tel: 0141 427 8089
- **Social work** – you can also let social work know your concerns, tel: 0141 305 6706.

Further information and advice, including a copy of the new leaflet, will be available on StaffNet ([acute > women and children's services > child protection](#))

NHSGGC in the headlines



There has been positive press coverage recently in newspapers such as the Daily Record (above and left), the Daily Express (far left) and The Sun (middle top)

Herculean effort for Stornoway twins

An early morning dramatic transfer by an RAF Hercules plane of premature twins from Stornoway to the Princess Royal Maternity (PRM) sparked massive media interest from media organisations throughout the UK.

The press desk took calls throughout the night of the mercy dash and the following morning staged a press conference at the PRM.

Coverage was extremely positive for all agencies involved and the

team continues to receive regular media enquiries for updates on the condition of the twins, who are still under NHSGGC's care.

Highlighting excellent services

The team has also continued to work successfully with individual media on specific exclusive features.

In the last month, this generated two double-page spreads in the *Daily Record* on the work of the Royal Hospital for Sick Children's orthotics unit and the opening of

Skye House, the new mental health inpatient facility for young people on the Stobhill Hospital site.

The paper described how the "little-known 'factory'" in a corner of the hospital is providing pieces of equipment to correct babies born with twisted spines, hands and feet, so avoiding surgery as much as possible.

Mental health is always a sensitive issue and particularly so when it affects teenagers. By working closely with the *Daily Record*, we were able to ensure

positive coverage of Skye House in the Record's feature on the facility.

The importance of this new specialist facility was highlighted by Lorna McKirdy, who had been treated in our previous inpatient unit for young people at Gartnavel Royal Hospital.

Lorna spoke movingly and honestly about her own experiences and explained why she believes the new unit, whose design she influenced through comments to the architect, will greatly benefit patients.

Viva Las Vegas!

STAFF NEWSLETTER continues its £1000 give-away thanks to the Staff Lottery/Appeals Society.

February's lucky winner was Margaret Stevenson, a support worker in the physiotherapy department in Drumchapel Hospital.

Margaret said: "When I first heard I'd won, I initially thought 'that's two months' childcare', but then my husband said 'let's have some fun instead'. So as it's his 40th this year, we're heading off to Las Vegas and intend to spend the lot!"



at Gartnavel General, won £1500
• Yvonne McNeil, enrolled nurse at Birdston Nursing Home, and

Jacqueline Scally, from the respiratory lab, at Gartnavel General both won £750.

WIN! WIN! WITH SN

For a chance to win £1000 with SN, courtesy of Staff Lottery/Appeals Society, simply answer this question:

When are the staff guided tours to view the New Stobhill and Victoria Hospitals?

Send your answer to: staffnewsletter@ggc.scot.nhs.uk by 30 April.

When emailing your answer, please state your work location. The competition is open to all employees of NHSGGC. Winners must be available for publicity and their details will be printed in future issues of SN. Only one entry per person.

Main winners from the Staff Lottery February draw:

- Shelia Robertson, enrolled nurse from ward 45 at Stobhill, won £5000
- Catherine Blair, catering assistant

i Check out the rest of the winners on StaffNet > Benefits and Services > NHS Staff Benefits Staff Lottery

- To join the Staff Lottery and have the opportunity to win £5000 each month, as well as take part in the mega draws in March and September, contact Isobel Huk, email: isobel.huk@ggc.scot.nhs.uk or tel: 0141 211 5850
- Visit: www.nhsstaffbenefits.co.uk

Encouraging healthier eating

Staff in Inverclyde heard first hand about the problems of a high-salt diet during an event organised to coincide with national salt awareness week.

With the help of the Healthy Working Lives team at IRH, student dietitian Elaine Munro and her supervisor, Inverclyde community nutritionist Dominika Bugajska-Brown, organised a stand at the IRH canteen to raise awareness of the risks of high salt intake.

Staff also had the opportunity to try some no-added-salt snack alternatives such as rice cakes, exotic dried and fresh fruit, vegetables and no-salt dips.

As well as the tasting session, staff and visitors had the opportunity to chat with the experts about low-salt diets and healthy eating.

Elaine said: "Many staff told us that they had learned something new and would now be making changes to their diet."



Staff tried out a variety of low-salt and healthy options at the Healthy Working Lives stall



Stewart tops the league

One of our site facilities managers, Stewart McKenzie, has scooped the top prize at Scottish Football Association (SFA) Grassroots Awards.

Stewart, who is the north-east partnerships site facilities manager, was nominated for his tremendous dedication to the Cumbernauld Colts Football Club, which he chairs.

And the SFA agreed that Stewart was a very worthy winner, recognising him with the Merit Award for Services to Football.

Ten years ago, Stewart stepped in to help relaunch Cumbernauld Colts Football Club when it was in danger of closing. However, thanks to the dedication of Stewart and a few other parents, the first team was soon formed.

Stewart explained: "When my son's team folded, a couple of other parents and I decided to reform the team under the Colts banner and keep the then flagging club going. This was the start of the rebuilding process of the club.

"I've always been a fan of the game: my dad was a semi-professional player and he also coached both junior and juvenile clubs, so when Cumbernauld Colts needed someone to take the reins, I was happy to take on the role."

The club now boasts some 18 teams, including both girls' and

Above, left to right: representative from sponsor McDonalds, U12's coach Billy McGuinness, Scotland manager George Burley, Academy coach Sam Brown, Stewart McKenzie, Kenny Dalglish, U16's coach Wallace Davis

boys' teams and an adult team, as well as running a coaching academy for P1 primary school children. It is the only SFA Quality Mark Community Level Award club in the central region.

Although Stewart heads up the club as chairperson, he points out he couldn't do it without the help and support of all the volunteers.

He said: "We have 50 volunteers who give up their spare time and put in a tremendous effort. The club wouldn't be the success it is without them."

"Winning the award was another wonderful accolade for everyone involved with the club."

Mental health bid for bronze



The mental health partnership (MHP) recently launched its plan to gain the Healthy Working Lives Bronze Award.

Events took place at a number of mental health locations with freebies, snacks, advice and even a massage on offer!

Over the next year, the MHP aims to improve the health of staff, assess health and safety needs and raise awareness of Healthy Working Lives.

Now you can go online to test your lifestyle



IF you'd like to improve your health and fitness but don't know where to start, then why not visit www.checkmylifestyle.com?

This innovative new website lets you test how healthy your current lifestyle actually is and set your own goals for making changes.

You can also sign up for a monthly e-newsletter packed full of tips and

advice to help keep you going and link to information on a wide range of health issues.

Developed by our Health At Work team, the website focuses on the following five key health themes:

- healthy eating
- physical activity
- alcohol
- smoking

- mental health.

The team has also produced a number of promotional materials, including tape measures, pens and postcards, to help raise awareness of the website across Greater Glasgow and Clyde.

If you would like supplies to distribute, contact Health At Work tel: 0141 314 0024.