

SN

Staff Newsletter

60 NHS
Greater Glasgow
and Clyde
1948-2008 60 years of the NHS

NHS Greater Glasgow and Clyde
October 2008

**GRAB A GRAND
- PERFECT FOR A
SHOPPING SPREE**
SEE PAGE SIX



Join in and have some fun at the festival

THE second Mental Health Arts and Film Festival takes place this October, focusing on the usual mix of film, theatre, comedy and much more. NHSGGC is sponsoring the festival again this year and everyone is encouraged to get along and see some of the 100 events planned. Find out more inside on pages four and five, or visit: www.mhfestival.com

A national initiative to investigate cheats across all public bodies in Scotland is currently under way

FRAUD -JUST NOT WORTH IT!

Employee payroll details from the NHS, councils, police and others are being cross-referenced with housing and council tax benefits, pensions and students loans as well as the Home Office for expired visas or failed asylum seekers among others to check for possible fraud.

The National Fraud Initiative (NFI) is run every two years by

Audit Scotland. Leading the project for NHSGGC is fraud liaison officer Alan Lindsay, who explained how and why we must submit employee information to Audit Scotland to assist in the prevention and detection of fraud.

Alan said: "The good news is levels of fraud in NHSGGC are very low, but we still take any cases of fraud very seriously and are never complacent.

CONTINUED ON PAGE THREE

Your chance to have your say

STAFF SURVEY

YOU should receive your copy of the NHSScotland Staff Survey from 20 October. The survey gives you the opportunity to share your thoughts on what it's like to work for NHSGGC.

Paid for by the Scottish Government, this year's survey includes, for the first time, 10 questions set locally so they are specific to what is happening in NHSGGC.

This is the first Staff Survey since we became NHSGGC and your chance to give your views on working for the new organisation.

Head of staff governance Andy Carter has the task of getting the Staff Survey out to us. Andy explained: "As the largest

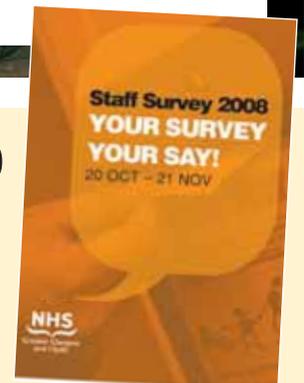
healthcare organisation in the UK and one of Scotland's biggest employers, we take the Staff Survey seriously.

"It's a very useful opportunity to find out from staff what they think we're doing well and want to see more of, and also where staff would like to see improvements being made.

"Last time round, only 27 per cent of staff completed the survey. I would like to see a lot more staff taking part this year.

"We analyse and report the results by service area and we plan improvements accordingly.

"Since our workforce was last
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Dates for the diary

Scottish Mental Health Arts & Film Festival 1-19 October

Various events taking place throughout Scotland. For further information, visit: www.mhfestival.com

World Mental Health Day 10 October

Find out more at: www.wfmh.com/wmhd/2010/about.html

Board Meeting 21 October

Dalian House, Glasgow
The next board meeting takes place at Dalian House on 21 October at 9.30am.

International Breast Cancer Awareness Month October

Find out more at: www.breastcancer.org/campaign

Wear It Pink Day 31 October

Dare friends, family and colleagues to Wear It Pink and donate £2 to Breast Cancer Campaign to help beat breast cancer. Register at: www.breastcancer.org/campaign Remember to take photos if you get involved and send them to SN telling us what you did and how much you raised.

Childhood Obesity: Working Together for a Healthier Future 10 November

Balmoral Hotel, Edinburgh
The one-day conference will examine how the Scottish

Government intends to tackle increasing rates of child obesity through the Healthy Eating, Active Living Action Plan and the broader strategy for a healthier Scotland. NHS cost £199.

For further information, tel: 0131 272 2133 or email: childobesity@holyrood.com

Working Together, Achieving More 17 November

Norton House Hotel, Edinburgh

This first NHSScotland Counter Fraud Conference hopes to bring together everyone connected to the health service who has an interest in countering healthcare fraud.

To register, contact Andrew Barker, tel: 0131 275 7749 or email: andrew.barker@shsc.csa.scot.nhs.uk

Scottish Primary Health Care Conference and Exhibition 17 & 18 November

Glasgow Royal Concert Hall

The conference will enable you to update your knowledge through a mix of presentations and practical sessions, as well as providing you with an excellent networking opportunity. Please register by 3 November.

For further information, visit: www.scottishprimaryhealthcare.co.uk or tel: 0141 201 9353/9264.

CONTINUED FROM PAGE ONE
surveyed, there have been a number of new initiatives in staff communications, learning and education and the development of new HR policies."

Andy continued: "In the last survey, we were told that less than a third of staff were confident that their ideas and suggestions were being listened to.

"Following this feedback, we introduced the Ideas in Action Award Scheme so staff have the opportunity to communicate ideas at any time. Three great ideas were celebrated in the last edition of *Staff Newsletter*."

This year's Staff Survey is shorter than previously and should take no more than 10 minutes to complete, but as many responses as possible are needed to ensure the views acted on are representative of all staff. All staff are urged to complete and return the survey ASAP and before the 21 November deadline.

The survey will ask for your views on a range of issues such as training and

development, pay and benefits, as well as work-life balance. Feedback on these issues will help us to see where we are doing well and also where further changes need to be made to improve our ways of working.

Andy added: "The feedback from the Staff Survey informs the Staff Governance Action Plan for the next year so it does have far-reaching implications which staff should be aware of.

"That Action Plan prioritises a programme of work around people management policies and practices. This is not a tick box exercise, it's an important piece of work which we in Staff Governance are proud to be leading."

All staff should take time to fill in the questionnaire online through StaffNet or via the paper copies that will be circulated.

The Staff Survey is supported by the Area Partnership Forum. Royal College of Nursing lead steward Ross McCulloch said: "NHSGGC will be

going through substantial change over the coming years and it's important for staff to let us know how they want to be kept up to date with developments and how they want to be treated as progress is made.

Completing the Staff Survey will help us to help you."

Employee director Donald Sime added: "This is the perfect opportunity for staff to feed back to the organisation directly and to influence progress and change, so that NHSGGC becomes an exemplar employer."

To find out more about the Staff Survey, you can contact Rachel Fishlock at: rachel.fishlock@ggc.scot.nhs.uk or tel: 0141 201 4431. Alternatively, visit the HR - Staff Governance pages on StaffNet.

This is not a tick box exercise, it's an important piece of work which we in Staff Governance are proud to be leading

Andy Carter



Have you discussed and agreed your KSF based PDP with your Manager?

All staff covered by Agenda for Change must have their Personal Development Plans in place by 31 December 2008.

If you still don't have your PDP agreed (or have the meeting date organised), speak with your manager in the first instance and contact either:

June Livingstone tel: 0141 201 4303 (14303) or email june.livingstone@ggc.scot.nhs.uk or

Marion Henderson tel: 0141 201 1292 (61292) or email marion.henderson@ggc.scot.nhs.uk for further information.



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

We appreciate all of our readers' efforts and contributions. Please send articles, letters and photographs to:

Address: NHSGGC Communications, Staff Newsletter, NHS Greater Glasgow & Clyde, 350 St Vincent Street, Glasgow G3 8YZ

email: staffnewsletter@ggc.scot.nhs.uk

Telephone: 0141 201 4995

Staff Newsletter is designed by Connect Communications www.connectcommunications.co.uk

Health staff urged to set example and protect themselves from the virus

Big push to beat the flu menace

ALL healthcare workers are being urged to have their annual flu jab to set an example to vulnerable patients as part of the Scottish Government's annual winter flu campaign.

As a major target of the Scottish Government's flu campaign this year, all staff are reminded that preventing flu among healthcare workers also helps to prevent the spread of the virus around healthcare premises, protect patients and ensure a healthy NHS workforce during the winter months.

The theme of this year's campaign is "Protect yourself – flu is more serious than you think" and is part of a new three-year campaign strategy which aims to raise awareness of the seriousness of flu and encourage an increase in uptake of the vaccine.

The flu vaccination is free for healthcare workers, so if you are involved in the care of patients at GP practices, in hospitals or in residential care homes, contact your occupational health department about having a jab. If you work in primary care or social care, speak to your employer.

Our own occupational health service (OHS) is offering everyone the opportunity to get their jab at clinics open from 9am until 4pm Monday to Friday across NHSGGC.

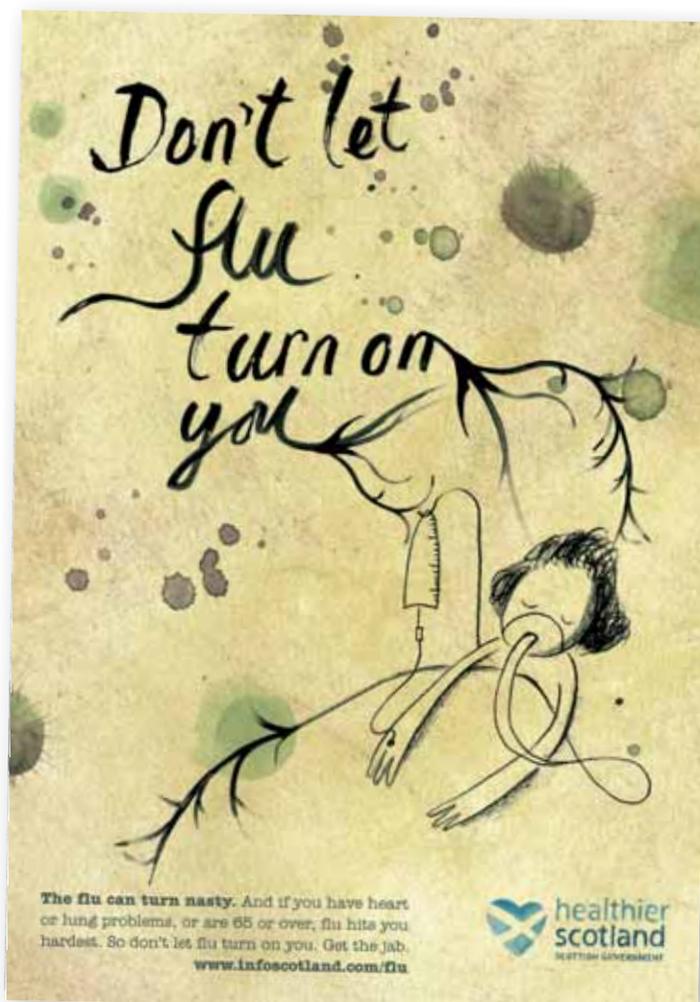
Check StaffNet > Hot Topic > Flu Vac for details.

Open clinics are also being programmed into the Yorkhill site and other areas. Further information will be available on StaffNet. Two roving teams in the North and South of the city will cover ward areas, dining rooms and outlying areas where accessing local OH departments are difficult. The South team will also cover Clyde.

Public health consultant Syed Ahmed said: "Clinical staff play a vital role in reminding patients to have their annual jab. The best way to encourage others to have the jab is to lead by example and make sure we are also protected by having the vaccine."

A local NHSGGC helpline has been set up within the OHS and is available from the beginning of October, Monday to Friday (8.30am-4pm), tel: 0141 201 0455. This will allow staff to access information on where clinics are available and access the flu jab more readily.

 For general information about the flu vaccination, visit: www.infoscotland.com/flu or contact the NHS Helpline, tel: 0800 22 44 88 (8am-10pm, seven days a week).



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"Even if the fraud is against another organisation, it could still result in disciplinary action."

The first step in the process is for all public bodies to submit personal data and info from payroll. This is already under way.

Alan added: "Obviously sharing personal information is a concern for us all – both as an organisation and as individuals.

"Protecting personal information is a major issue, so all due care is taken so this is done in the most



Fraud is a serious issue. This initiative is specifically looking for those who commit fraud against public bodies

Alan Lindsay

secure way electronically. No information is kept or sent on disk."

Once all public sector organisations have submitted their information, Audit Scotland begins to look for "matches". Any matches found will be reported back to NHSGGC in January next year.

"We have a duty to investigate any matches that show up with any of our employees and this can be anything from benefits claims, applications

for the blue badge disabled scheme, or claiming sickness benefit from another organisation while working for the NHS," Alan explained.

"The majority of cases have perfectly innocent explanations and are normally cleared quite quickly.

"However, while we received positive assurance from the NFI last time that NHSGGC had few cases of fraud in the organisation, a couple of matches did result in

further investigation and the dismissal of the employees involved.

Alan added: "Fraud is a serious issue and this initiative is specifically looking for those who commit fraud against public bodies.

"If it is proven that they have, then they could face disciplinary action. If you commit fraud, make no mistake: you are going to be caught."

 For more information, visit: StaffNet - Finance section. http://staffnet/Corporate+Services/Finance/_NFI_MJG_280808.htm Or visit: www.auditscotland.gov.uk/work/nfi.php

Pioneering MRI project could revolutionise treatment

Stroke research funding boost

A PIONEERING NHSGGC research project, which could revolutionise the diagnosis and treatment of stroke patients, has received a major funding boost from Scottish Enterprise.

The work, which is being taken forward by a team based at the Institute of Neurological Sciences on the Southern General site, involves a new way of using MRI scans to identify healthy brain tissue.

If successful, the technique could open up the possibility of using a whole new range of drugs to treat stroke rather than the existing treatment, which simply opens up the blood vessels to increase blood flow.

It also has the potential to improve the diagnosis and management of other conditions such as heart attacks, cancerous tumours and epilepsy.

Dr Celestine Santosh, the consultant neuroradiologist who is leading the research, said: "When people have a certain type of stroke, the blood supply to the brain is cut off and the brain tissue starts to die due to lack of oxygen.

"At the moment, we can't accurately pinpoint which tissues are still alive or in the process of dying using MRI.

"However, we have found that if we give people oxygen during an MRI scan we can monitor changes in the way their brain tissue reacts to the

oxygen which tells us whether the tissue is alive or dead.

"If we can identify live tissue we can then target treatment using certain drugs which help protect the brain cells or neurons."

Initial results using oxygen inhaled through a mask have been very promising and the team now want to see if they can replicate this success by using an alternative technique which involves injecting people with a special oxygen-carrying liquid called PFC.

Dr Santosh said: "The £245,000 'Proof of Concept' award from Scottish Enterprise will allow us to employ a full-time researcher to carry out further research using PFC. If this is successful, we could start patient trials within the next few years.

"This project is a real team effort and we simply wouldn't have got to this exciting stage without the ongoing support of Scottish Enterprise, Glasgow University, Scottish Health Innovations and colleagues within the Diagnostics Directorate, Clinical Physics and Research and Development."

i To find out how Scottish Health Innovations Ltd (SHIL) could help you develop and market a new treatment, service or product, contact one of their advisers, tel: 0141 248 7334.



Dr Celestine Santosh is leading the pioneering MRI research

MUSIC LAUGH

Big names, art shows, music, discussion galore as Europe's biggest mental health arts festival returns for another year of engaging the public and

EUROPE'S biggest mental health arts festival has opened and, once again, NHSGGC is one of its leading supporters.

This is the second Scottish Mental Health Arts and Film Festival with more than 100 events taking place throughout Greater Glasgow and Clyde and beyond.

The aim of the multi-arts festival is to focus on audiences' existing interests in film, theatre, comedy, music, literature and visual arts, and use them to tackle stigma and engage people.

Many leading artists are supporting the festival, including singer-songwriter Carole Laula and writers Liz Lohead, Denise Mina and Tom Leonard.

"Music Like a Vitamin" at the ABC in Glasgow sees some of Scotland's best musicians performing both individually and together over two nights. Film screenings include Sweet Sixteen, I for India and Joy Division and there are theatre performances and discussions of One Flew Over the Cuckoo's Nest, My Life with Kenneth Williams, and hard-hitting contemporary Scottish play Fleeto.

Festival director and health improvement lead for NHSGGC's Mental Health Partnership Lee Knifton said: "We intend to achieve social change by engaging the media, the public and the arts community in a dialogue about mental health issues.

"The festival has inspired artists, writers, musicians and academics to generously donate their time to develop wonderful

creative projects."

Anne Hawkins, director of NHSGGC's Mental Health Partnership, added:

"As one of the lead partners in the development of the festival, we are delighted to continue a leadership role into 2008 as the festival establishes a national and international presence.



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ons and films
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nd the media

"NHSGGC is determined to address the stigma and discrimination associated with mental health problems, and to address the inequalities in mental health and wellbeing that are experienced by the whole population.

"The arts provide a way of exploring mental health issues in depth, challenging misconceptions, and engaging us emotionally.

"The festival has helped us to forge meaningful links with a wide range of arts and voluntary organisations. We are delighted with the range of events that are taking place across Greater Glasgow and Clyde this year using film, theatre, literature and music.

"It is heartening to see the wide involvement from

later life groups, children and families and ethnic minority communities all participating in creative partnerships."

i A full programme of events is available by visiting: www.mhfestival.com



Like a vitamin

On 9-10 October, the festival features Rod Jones (Idlewild) with Norman Blake (Teenage Fanclub), Sons and Daughters and Twilight Sad. Also featured are Kenny Anderson (King Creosote), Emma Pollock (Delgados), Future Pilot AKA vs Concerto Caledonia, featuring Douglas T Stewart (BMX Bandits) and Alasdair Roberts, Jenny Reeve's Strike the Colours, The Phantom Band and Kim Edgar at the ABC, Glasgow.

Your chance to grab a grand!

COMPETITION

YES folks, we've another £1000 to give away, thanks to our fantastic sponsors at the Appeals Society and Staff Lottery.

Staff Lottery has been giving away money to its monthly lottery winners and gearing up for the next big draw when one lucky person could win £15,000!

Joining couldn't be easier. For a small fee, you can buy up to 10

numbers which gives you the chance to win every month. Twice a year, two mega draws are played when you can win up to £15,000.

For more information on the lottery, visit: www.nhsstaffbenefits.co.uk

To join or increase your chances of winning if you are already in the draw, contact Isobel Huk, Staff Lottery, Room 420, Walton Annexe, GRI, tel: 0141 211 5850 or email: isobel.huk@ggc.scot.nhs.uk

Win with SN

For a chance to win the £1000 giveaway with SN this month, just tell us:

Q When does the Staff Survey run from?



Email your answer (you'll find it inside this issue) to: staffnewsletter@ggc.scot.nhs.uk by 27 October.

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.



Lynn Macdonald and Graeme Condie from the Transport Team with the new bike

Lynn's on her bike!

LYNN Macdonald from the Dental Hospital is jumping on her new bike – courtesy of SN and Dales Cycles, which offered us a brand new Giant Rock bike to give away in the June-July issue.

On top of this, Cyclescheme, which operates our cycle to work scheme, has also given Lynn £200 worth of cycling accessories.

Our lucky runner-up was Donna MacKenzie from the Western who won £100 worth of vouchers from Alpine Bikes.

Congratulations and happy cycling to both!



New dental trainees (from left): David Stirling, Clare Dempsey, Aimee McMonagle and Laura Mangan

New training plan for dental students

TRAINEES

AN innovative two-year fixed-term programme will now see dental nurse trainees benefit from practical experience.

This will take place within community dental clinics, the Glasgow Dental Hospital and general dental practices while they attend the West of Scotland Centre for Postgraduate Dental Education on day release.

All dental nurse trainees will now have clinical exposure to primary and secondary care services, supervised by the Oral Health Directorate team

and supported by NHS Education for Scotland (NES) teaching staff.

Thirty dental nurses started the programme at the beginning of September with annual intakes of 30 planned for the future, enhancing the supply of dental nurses who can work in a variety of settings.

As General Dental Council (GDC) registration is now mandatory, all our trainees will meet GDC requirements by completing a record of experience in clinical practice and passing the National Examination Board for Dental Nurses examination at the end of the programme.

Meeting patient needs

EQUALITY PLAN

OUR newly published Communication Support and Language Plan is now ready following consultation. It aims to help those patients who have difficulty explaining to staff what is wrong with them or a member of their family.

There are many reasons why someone might find themselves in this situation:

- English is not their first language
- they have a visual impairment, are deaf or hard of hearing
- a condition such as a stroke or having learning difficulties makes communication hard
- they have difficulty reading.

"We would like to thank everyone who has taken part in the consultation process and the plan will continue to be developed," said Jac Ross of the Corporate Inequalities Team. "Communication difficulties



can have real consequences for patients' health and the services they receive. Many patients miss appointments or are unable to access services because of the language barrier. It is also frustrating for staff who find themselves unable to communicate with their patients."

The plan aims to ensure a more efficient and co-ordinated approach to provide communication support. The areas for action are currently being agreed. These include:

- ensuring that patients are assessed for their communication support needs
- increasing the availability and range of interpreting, translation, and communication support services
- improving the availability and range of patient information in accessible formats.

The Communication Support and Language Plan is available on the Equalities in Health website at: www.equality.scot.nhs.uk

NHSGGC in the headlines

Community Maternity Units' marketing campaign



Greenock Telegraph

FOLLOWING the Board's decision in August to retain the birthing suites at Inverclyde Royal and Vale of Leven CMUs for a further three years, backed by a sustained communications campaign to raise awareness, there has been some early success in promoting the work of the units.

The news desk worked with CMU colleagues to set up positive features showcasing the work of the unit, the staff and some of the proud new mums in local media including the *Dumbarton and Vale of Leven Reporter*, the *Lennox Herald* and the *Greenock Telegraph*.



Greenock Telegraph



Evening Times 09/09/08

Docs said I might not walk after bike horror but I'm proving them wrong

GUTSY is the perfect word to describe Kirsten Murphy, aged 11, from Dennistoun in Glasgow, who, despite serious spinal injuries as the result of a cycling accident, has amazed doctors by taking her first steps.

Kirsten has been treated in the Southern General Hospital and her care is continuing at the Royal Hospital for Sick Children, Yorkhill.

The plucky youngster, who was wearing a helmet at the time of the accident, is now a bike safety campaigner.

Lady luck is smiling

WRVS

VICTORIA Infirmary volunteer Sandra McDonald is wearing a bigger smile than usual following her £8000 win in the WRVS national raffle.

Sandra, who has volunteered in the information and guiding services at the hospital for the past two years, was originally in line for a brand new car but decided to take the money instead so that she could share her good fortune.

She said: "I just could not believe it when I was told I had won the prize draw. I wanted the money instead of the new car so that I could share it with my family, as this will give me just as much pleasure as spending it on myself.

"Don't get me wrong, I will still find plenty of time for a few trips to the shops and I am sure my husband and I will also go away somewhere exotic for a holiday.

"I love helping people. I worked as nursing auxiliary at the Vicky for more than 26 years and when I retired I wanted to give something back

Sandra lands £8000 jackpot and then volunteers to share it out

and felt joining the WRVS would help me do that. I would recommend volunteering to anyone."

Joan Dudley, WRVS project manager at the Victoria Infirmary, was delighted that Sandra had the winning ticket.

She said: "This good fortune could not happen to a nicer person and it does not surprise me that Sandra is sharing her winnings with others. She is just that type of person."



Sandra McDonald collects her cheque

How we can make news for you...

MEDIA

YOU'VE read about your colleagues in the news, now find out how you can get your service recognised.

There are always good opportunities to promote NHSGGC and its staff in a positive way – and the news desk can look at your ideas and develop them for you.

Here are some tips on what makes a good story:

- patient services, innovative treatments and new initiatives are our main sources of good news – we need to tell people about them
- people want to know about advances and innovations in technology and medicines. If your department is doing pioneering work, let us know about it
- people also want to hear about human-interest stories. So, if you have a patient who has overcome the odds and they want to publicise their story, let us know and we would be happy to take it forward
- remember the importance of letting the people we serve know what we are doing
- let us know as soon as possible so we can get something set up. It's no use letting us know after the event!
- local papers are often interested in people – so if you have a colleague retiring after decades in the job, people in the local community will be interested to hear about it. You may have someone working in your department who does interesting volunteer work or excels in a sport, or have a colleague travelling abroad for a charity project – all of these would make a nice story
- if you have an idea which you think could make a good story call us and we can help you set the wheels in motion.

Contact the news desk tel: 0141 201 4429 or email: pressoffice@ggc.scot.nhs.uk

African trip to remember

Tough going, but the girls are keen to return to Tanzania

OCCUPATIONAL THERAPY

TWO adventurous occupational therapists from the CHCP world have now returned from East Africa after spending some time learning about new occupational therapy (OT) practices for children with learning disabilities.

Linda Fitzpatrick from South East Glasgow CHCP and Fiona McConachie from East Glasgow CHCP spent a couple of nights in Nairobi before starting work, splitting their trip into two parts, visiting a children's home then a hospital.

At the children's home in Tanzania, they spent time with three children in particular who had varying degrees of learning

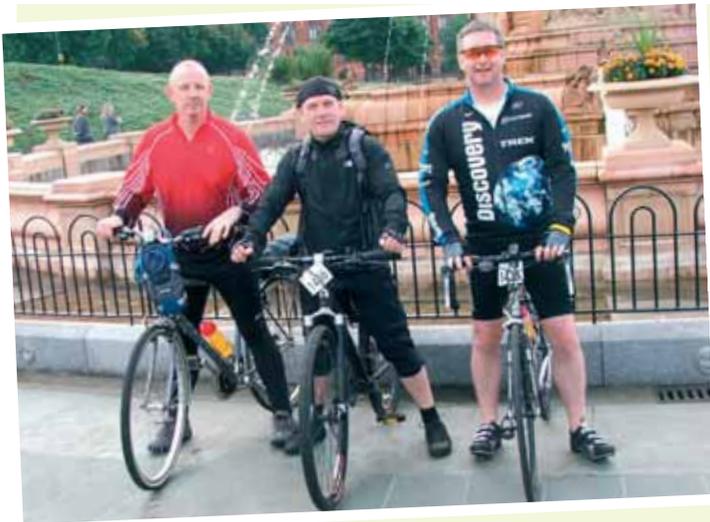
disabilities. Linda explained: "This was a particularly challenging task due to the language barrier. However, some of the older children who spoke a little English helped us out."

The second part of the trip was spent at the Kilimanjaro Christian Medical Centre. Linda explained: "Apparently you have to be fairly well-off to be able to see an OT in Tanzania, who often also end up incorporating speech and language as well as physiotherapy interventions into their treatments."

Fiona added: "I would like to return to Tanzania, possibly next year. I thoroughly enjoyed my time and found the people to be very friendly – I even learned some Swahili!"



From left: Fiona McConachie and Linda Fitzpatrick with their new friend from Tanzania



From left: Paul, Joe and Raymond at the fountain at the People's Palace, Glasgow

Full of eastern promise as pedal power pays off

STAFF from East Glasgow CHCP Adult Learning Disability Teams have raised £450 for local charities by completing Pedal for Scotland.

Registered as Team East CHCP, clinical team leader Raymond Doonan and practice team leader Joe Marlin, both based at Accord Resource Centre, and clinical team leader Paul Brady, based at Riddrie Resource Centre, cycled the 55 miles from Glasgow Green to Victoria Park in Edinburgh.

Congratulations to Team East CHCP and all NHSGGC staff who took part in Pedal for Scotland, as well as those who took part in the Glasgow half marathon and 10k to raise money for various charities.

Don't forget to let us know if you and/or your colleagues are taking part in any sporting events either for charity or just for fun. Contact: staffnewsletter@ggc.scot.nhs.uk with details.

Launching into a healthy working life

HEALTHY Working Lives came to Caledonia, Dalian and Tara Houses with a series of successful breakfast and lunch launches.

The initiative aims to help and encourage staff to obtain and maintain a healthier lifestyle. We are aiming to go for the Bronze Award by the end of the year and then work towards the Silver and Gold Awards.

Linda de Caestecker, director of public health and chair of Healthy Working Lives, said:

"We had really good attendance at all of our launches and are delighted so many staff came along to find out more about what Healthy Working Lives is all about."

Meanwhile, acute staff have been attending a series of roadshows on healthy eating, stress, mental health and back awareness.

More than 200 staff attended the healthy eating event at GRI canteen. Similar events also took place at Lightburn Hospital and Stobhill.



i In the next issue...

WATCH out for our feature on the special paralympics games for spinal injury patients organised by the therapy team at the Southern General National Spinal Injury Unit in the November issue of SN.