

SN

Staff Newsletter
December 2010

NHS
Greater Glasgow
and Clyde

LET'S GET BETTER TOGETHER

Campaign aims to improve patients' time in hospital

DJ Mikey Hughes backs our new accessible policy

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This pair perform at their peak for Motor Neurone Disease

SEE PAGE 8



NHSGGC scoops four wins at the Scottish Health Awards

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More mentors wanted

GOOD organisations recognise the importance of supporting people during periods of change and challenge. To help with this, Organisational Development (OD) is working to expand the mentoring network so it can assist staff facing difficult or complex issues. A register of key managers as mentors has been established and OD is looking for more.

The benefits of becoming a mentor include:

- developing your knowledge and skills
- reflecting on your own experience and practice
- acquiring new organisational perspectives.

The mentoring provision currently has three main areas of focus: managerial issues, barriers individuals feel they face because of a personal issue (diversity), and issues in taking forward improvement or service redesign activities.

For more information, visit the OD Homepage of StaffNet under HR, or contact Yvonne Campbell at: yvonne.campbell@ggc.scot.nhs.uk or tel: 0778 534 5348 or Jane McKinlay at: jane.mckinlay@ggc.scot.nhs.uk or tel: 0777 139 0541. If you are interested in being a mentor, fill in the form on the OD Homepage of StaffNet and return to: debbie.conlon@ggc.scot.nhs.uk

Dog policy welcomed

THE new assistance dog policy sets out requirements under Disability Legislation relating to access to services by disabled people who have specially trained dogs to assist with day-to-day activities.

Staff should be aware of key aspects of the policy including:

- the different types of support provided by assistance dogs
- the support needs of patients when the patient or visitor has been separated from the assistance dog
- infection control and patient safety
- assistance dogs will generally be permitted into wards and other hospital areas, GP surgeries and clinics with the exception of any high-risk area.



In cases of unplanned care where family or friends are unable to look after the dog, organisations such as The Guide Dogs for the Blind Association can arrange for the care of the dog during this time. A list of helpful organisations and their contact details are listed in the policy. The policy is at www.equalitiesinhealth.org

NHSGGC would like to thank all who have contributed to the development of this policy, including guide dog user Deborah MacMillan and Margaret Arthur of Hearing Dogs for Deaf People.

Deborah said: "NHS Greater Glasgow and Clyde has developed a good Assistance Dog Policy which is great news. I think it is important that all staff, including managers, read the policy."

Margaret added: "Developing this policy is very positive and I welcome this step forward."

For further information, contact senior equality and diversity adviser Anne Taylor tel 0141 201 4973 or email anne.taylor@ggc.nhs.scot.uk



A huge achievement: Glengalmond's 10 Mile walkers present their cheque to Lynsey Neilson and Kevin McAveety at the Beatson teenage cancer unit

Walkers bring miles of smiles for young Beatson patients

Pupils from the Perthshire independent school Glengalmond College have donated nearly £17,000 to the Teenage Cancer Trust Unit at the Beatson West of Scotland Cancer Centre.

A group of 15 boys and girls completed a sponsored 100 Mile Walk from Kinloch Hourn in the Highlands back to Glengalmond, raising the biggest lump sum the

school has ever donated to one charity.

The money raised will go towards making the quality of life for young people with cancer better, for example by providing complementary and other therapies as well as funding group outings.

Teenage and young adult cancer clinical nurse specialist Liz Watt said: "We are incredibly impressed by what the Glengalmond pupils have

done. Our patients say I am a young person first and a young person with cancer second and that's how we treat them. This money will be put to very good use."

The cheque was handed over by pupils to 23-year-old Lynsey Neilson, a trainee teacher from Stonehouse, and 16-year-old Kevin McAveety from Possil, who have both undergone treatment in the Beatson's teenage unit.





We need to get better together

A STAFF conference to discuss the results of the inpatient experience survey, part of the national Better Together programme, has kick started a campaign to improve our inpatient experience and ensure that our patients are central to everything we do.

Chairing the conference, chief operating officer Jane Grant said: "The patient is hugely important and embedded in everything we do. Our patients want to know someone is interested in them, that they are not just part of a process. We must think what treatment would you want for you and your family in our hospitals."

NHSGGC inpatient results

We sent nearly 19,000 surveys to patients who stayed overnight in our hospitals from October 2008 to September 2009. The response rate was a successful 47 per cent.

Questions asked in the survey covered admission, hospital and ward environment, care and treatment, staff (including all members of the team) and leaving hospital.

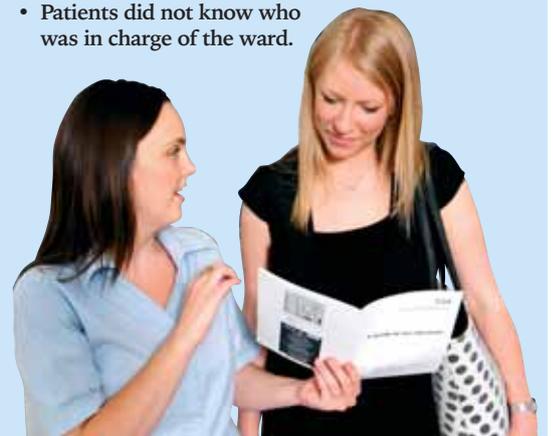
From the results, we have now developed an improvement plan featuring highlights and lowlights from the survey. These were taken from our top five results and bottom five results.

Highlights

- Patients understood how and when to take their medicines
- Patients understood what their medicines were for
- Patients had privacy when being examined and treated
- Information given before attending hospital helped patients understand what would happen during their stay
- Patients were treated with care.

Lowlights

- In A&E, most patients were not told how long they would have to wait
- Patients were not happy with the food and drink they received
- Patients were not given help to arrange transport
- Patients were bothered by noise
- Patients did not know who was in charge of the ward.



Who are we looking after?

Dr Robin J Northcote on how a hospital visit made him rethink his approach to care

Nothing teaches us more about healthcare than being a patient. It has been said that no one is interested in health, they are only interested in bad health – and even then only when they've got it. Unfortunately, this statement sometimes applies to us as health care professionals.

How many times have we read a complaint about the lack of communication between staff and patients, arrived in an unfamiliar ward or clinical area and felt ignored, or heard hospital staff discussing their weekend over a patient, oblivious to the fact that the patient is there?

We excel in measuring and complying with targets and guidelines, but sometimes neglect the most important part of our role: care and compassion.

Care is a difficult thing to measure and has become the "Cinderella" of the medicine we now practice. Recently, I visited a relative in hospital and found the experience unsettling. There was no welcome, no communication and evidently little care for the patient. Visiting with a non-medical friend, I was embarrassed.

A short time later, we had the opposite experience when buying a coffee – there was a welcome, a smile and a good product. The contrast was stark. This led me to question everything I did when looking after patients and to start to measure the quality of patient experience, to help find out where we could

improve. Early results indicated what I anticipated: we could do better with communication, identifying ourselves to our clients and improving our approach to care.

Small changes can make a huge difference, and much can be done on a team basis locally. I would encourage NHSGGC to roll out a programme of customer care training for all staff – porters, nurses, ward clerks and doctors... even consultant cardiologists. All

Visiting with a non-medical friend, I was embarrassed

are involved and all are responsible for the patient experience.

A start at local level would be to introduce a formal strategy of "meet and greet" in each ward or department, and introduce a proactive strategy of communication with patients and their relatives – not waiting for them to approach us. It seems obvious, but it does not happen.

One day, we will all be on the other side of the fence. We all have a vested interest to improve this side of our game.

Dr Robin J Northcote is a consultant cardiologist at the Victoria Infirmary and member of the Better Together steering group



Outstanding honour for Sir John

NHSGGC former Chairman Professor Sir John Arbuthnott has been awarded the St Mungo Prize for his contribution to Glasgow.

The St Mungo Prize honours the outstanding work of a son or daughter of Glasgow.

As well as being our former chairman, Sir John is a renowned academic in the field of microbiology, a former principal of Strathclyde University and has carried out work on the reform of local government.

Sir John said: "Although I have worked in many places around the world, I regard Glasgow as my own city."

Lord Provost Bob Winter will present Sir John with his award early next year.



Recognition for team

HOT on the heels of its Public Relations Consultants Association (PRCA) award for Team of the Year, the comms team cleaned up at the CIPR awards winning two Golds and two Silvers.

The Gold Awards were for Best Public Sector Team of the Year and recognised *Health News* as Best Newspaper.

Silver awards went to Internal Communications and *Staff Newsletter* as Best Magazine.

String of h for health

NHSGGC staff were recognised for their excellent work at the Scottish Health Awards

Four leading health professionals and teams from NHSGGC have picked up an esteemed award at the Scottish Health Awards 2010.

After fighting off stiff competition from across the country, the winners were praised at a dazzling ceremony at Edinburgh Corn Exchange.

The full list of winners from Greater Glasgow and Clyde includes:

- **Therapists Award**
Scott Smart, Phoenix House Rehabilitation Centre
- **Cancer Care Team Award**
Janice Watt, Macmillan Cancer, Easterhouse
- **Mental Health Team Award**
Renfrewshire Intensive Home Treatment Team
- **Equality in Healthcare**
Attiq Asghar, Equality and Diversity Officer

Worthy winner Scott Smart picked up the Therapists Award for creating the innovative football programme Tackling Recovery in association with Queens Park FC and the Scottish Football Association (SFA). This award came just after

Scott picked up the Chairman's Award at the annual review last month.

Tackling Recovery aims to reduce stigma, increase physical activity, and encourage confidence and self esteem in mental health carers and patients.

Janice Watt and her team at Macmillan Cancer Care Information Centre in Easterhouse scooped the Cancer Care Team award after a thankful husband nominated them for their advice and support during a difficult time.

Janice and her team have managed to help more than a thousand people affected by cancer. All are highly trained to provide information and support to cancer sufferers. This valuable service provides details on all aspects of cancer from treatment options and pain relief to managing money worries.

Over at Renfrewshire, the team were definitely on a winning streak. As well as collecting the Mental Health Team Award from



Therapists Award winner: Scott Smart, Phoenix House Rehabilitation Centre

The awards are a great testament to the work they do day in and day out, saving and enhancing lives



Cancer Care Team Award winner: Janice Watt, Macmillan Cancer, Easterhouse

Honours heroes



Mental Health Team Award winners: the Renfrewshire Intensive Home Treatment Team



Equality in Healthcare winner: Attiq Asghar, Equality and Diversity Officer

the Scottish Health Awards, Renfrew Health and Social Work Centre picked up the Design Award from the Glasgow Institute of Architects (GIA).

Attiq Asghar won the Equality in Healthcare Award for his work in equalities over the last four and a half years. He has delivered innovative projects such as the first dedicated NHS board equalities website packed with resources which had translations in up to 14 different languages. He has also project

managed the corporate induction equality and diversity e-learning module, which more than 2000 staff have completed.

NHSGGC Chairman Andrew Robertson has congratulated all staff who scooped prizes in this year's Scottish Health Awards. "We are incredibly proud of all the staff within NHS Greater Glasgow and Clyde, and particularly so of those who have been successful in the Scottish Health Awards.

"It's a great testament to the work they do day in and day out, saving and enhancing lives. Congratulations to them all!"

Leverndale is the UK's most inspiring team for smoking cessation



There's no "butt" about it, Leverndale Hospital and the Mental Health Smoking Cessation Team are among the best in the UK when it comes to inspiring smokers to quit!

The team beat nationwide competition to scoop an Organiser of the Year Award for this year's No Smoking Day in March.

Smoking cessation staff were presented with this and two other prizes at a special ceremony in Glasgow. They clinched Best Use of the Big Cig Award, were runners up in the Best Photo section and highly commended for Best Use of this year's Break Free Theme.

Leverndale's Stop Smoking link practitioner Denise Meldrum said: "We are absolutely delighted to have picked up awards in these three categories. The top award came as a result of the team coming up with a unique quiz where entrants had to correctly name the location where the 'Big Cig' was found.

Patients came up with the idea for building a wall of cigarettes and imprisoning the 'Cig' behind it

"Among the well-known locations the 'Cig' appeared at was the front of Glasgow Caledonian University... and he even tied to steal the Scottish Cup from Hampden!

"Patients came up with the idea for the 'Break Free Theme' by building a wall of cigarettes and imprisoning the 'Cig' behind it and we were highly commended. The picture they took

earned us our runner-up prize."

No Smoking Day president Duncan Bannatyne said: "NHSGGC's Leverndale Hospital and the Mental Health Hospitals' Smoking Cessation team definitely deserves the award for all the fantastic creativity and effort they put into their No Smoking Day event and to helping smokers break free from the habit.

"There were more award entrants than ever before, so NHSGGC should feel very proud of its achievement. Many congratulations!"

Since No Smoking Day, the cessation team has seen a 40 per cent increase in patient referrals and a 260 per cent increase for staff.

Director of mental health partnership Anne Hawkins added: "This team is a real success story in smoking cessation terms.

"They are working with some of the hardest-to-reach smokers and are achieving marvellous results. I am extremely pleased that the work of the team has received UK recognition."



To view the full list of finalists, or for more information, visit www.scottishhealthawards.com

...brief

Scott's a worthy winner



THE first winner of the Chairman's Award has just collected his award and we are already on the look-out for next year's winner.

When it comes to improving health services and facilities some of the

best ideas come from our staff.

The Chairman's Award recognises the best staff ideas in NHSGGC which aim to improve services, enhance the working environment or have a generally positive effect.

This year's winner, senior occupational therapist Scott Smart (pictured), scooped the award for The Tackling Recovery project. This brought together 10 men aged 18 to 35 with mental health issues to complete a 12-week football coaching programme.

Funds for joint approach

A COLLABORATIVE project between the haematology and biochemistry departments has won funds from the chief scientist to improve the diagnosis of hereditary haemochromatosis in primary care.

Haemochromatosis is the abnormal absorption and retention of iron and is greatly underdiagnosed. It is the most common genetic disorder in Scotland.

About 25,000 Scots have the genetic predisposition for the full-blown disease, though less than 1000 cases have been formally diagnosed.

Senior lecturer and honorary consultant Edward Fitzsimons said: "This funding award is just more evidence that collaboration is alive and well... and the best way forward."

A recipe for super food

STAFF Newsletter took a trip to Inverclyde Royal recently to take a look round the newly refurbished super kitchen. And it was indeed super!

Using state-of-the-art equipment, the central production unit kitchen is currently providing food for the IRH, Larkfield Unit, Ravenscraig, SGH and VoL with a view to expand to more sites in future.

The first of its kind in Scotland, the kitchen has been upgraded and kitted out with the latest equipment, including high-tech cooking kettles and the latest freezing technology.

Staff are developing new recipes to offer patients more menu choices and are already preparing meals never before offered.

The food is prepared, cooked, portioned and blast frozen to -18°C. Each hospital has invested in special ovens which reheat the food without losing any of the taste or look of the meal.

Central Production Unit (CPU) manager Michael McCall at IRH said: "The quality of the food provided is now far superior. In fact, the whole process is smoother."



DJ Mikey Hughes says it's important that staff understand the needs of people with a disability

Accessible information for everyone

A new policy will help us provide patients with information in a way that suits them

Making information more accessible for our patients has long been a priority for NHSGGC. Now a new Accessible Information Policy takes us a step forward to achieving this.

The aim of the new policy is to help staff develop patient information in a format which best suits their needs. To help staff do this, the new policy also comes with a practical toolkit which staff can use to help them create their own document.

Helping to launch the new policy is blind Insight radio DJ and Big Brother runner-up Mikey Hughes, who has written a personal view of what it's like to be a patient with a disability.

He said: "It is important that all staff have a basic understanding of various communication needs and to know where to go to help the patient with their request. I know I often feel embarrassed having to ask

for documents to be sent out in audio CD as it causes extra fuss.

"It is important as a disabled person to be as independent as possible. I don't like asking for help especially when I think, 'shouldn't the organisation be sending out the information in an accessible format to me?'"

The policy and toolkit advises staff on how to provide information for those patients whose first language

is not English or who have literacy issues, those with visual/hearing impairments and those with cognitive impairment.

It is important that all staff are aware of the policy and guidelines which are there to help them. We have developed a section on the equalities website which will store documents which meet the AIP criteria and this will continue to be added too as more information is developed so staff can see good examples of accessible information at work.

Mikey added: "Hopefully the NHSGGC Accessible Information Policy will help to educate and ensure whatever a patients' communication needs are, they are met ensuring a better staff and patient experience."

I often feel embarrassed having to ask for documents to be sent out in audio CD as it causes extra fuss

DJ Mikey Hughes

Read about Mikey's patient experience in full in SN Online.

Teamwork all the way for the Beatson Pebble Appeal

An artist's impression of the new Beatson



The new Beatson Translational Research Centre will be named "The Wolfson Wohl Research Centre". This is thanks to a very generous joint donation from The Wolfson Foundation and the Maurice Wohl Charitable Foundation, the Beatson Pebble Appeal has announced.

Campaign chairman Professor Sir Michael Bond explained: "The University of Glasgow has enjoyed a long-standing relationship with the Wolfson Foundation, spanning more than 60 years and their continued support is of great value to the University. In contrast, we are delighted to have started a

relationship with the Maurice Wohl Charitable Foundation through their support of the Beatson Pebble Appeal.

"Their joint donation has had a significant impact on our appeal, bringing the reality of this world-class facility which will transform scientific advances in the lab into real benefits for patients a good deal closer."

This donation, along with more than 1900 other gifts, takes the total raised for the appeal to £8 million and within sight of the £10m target. The team hope that the majority of funds will be in place when the build starts in March 2011, so the

challenge is to keep the momentum going. A number of fundraising individuals and groups from across NHS GGC have been supporting the appeal organising a number of events to raise money. To date, the appeal has benefited from everything from coffee mornings to fire walking and climbing Kilimanjaro!

For more information on any aspect of the campaign contact Lindsey Donald, tel 0141 330 4951 or email Lindsey.donald@glasgow.ac.uk or you can visit: www.beatsonpebbleappeal.org

On track to roll out TrakCare

TRAKCARE, the new computer system for all our acute hospitals, will be introduced across all sites by summer 2012. This new system will be used to care for patients in wards and clinics, following them on their journey throughout their care, as they receive tests and treatment and are then discharged.

It will replace a number of systems currently in use across NHS GGC such as EDIS, COMPAS, HELIX, SCI Outpatients, HISS and iSoft PAS.

The plan is to introduce the new system first in Inverclyde in April/June next year, followed by the RAH and Vale of Leven in autumn 2011 and Yorkhill in the

winter. By spring 2012, the system will be in place in South Glasgow followed by North Glasgow in summer 2012.

TrakCare service lead Alastair Bishop explained: "TrakCare is a big opportunity for NHS GGC. This new way of working will improve the experience of care for patients and will help make care safer. It will also save staff time and help us save money."

TrakCare from InterSystems was chosen by the Patient Management System (PMS) consortium made up of NHS GGC, NHS Ayrshire and Arran, NHS Borders, NHS Grampian and NHS Lanarkshire.

Alastair added: "Implementing

the new TrakCare system across NHS GGC is the beginning of a long journey. We will be using TrakCare for at least the next ten years, and we will start with the highest priorities such as patient journeys and test requesting. This is an opportunity to look at the different ways of working we currently have, and improve them and make them more consistent."

TrakCare is developing its own pages on StaffNet, for more information about TrakCare, visit www.staffnet.ggc.scot.nhs.uk/Applications/Patient%20Management%20System/Pages/PMS.aspx

Read me! IT policies will alert users

AS part of the ongoing strategy of improving IT security and compliance, NHS GGC has invested in new software to monitor staff awareness of key IT policies.

The purpose of this software is to support staff in the event of a security breach, mitigate compliance and security risks to NHS GGC, while minimising the cost of demonstrating compliance.

Under the Data Protection Act, the Information Commissioner's Office (ICO) now has the power to fine Public Authorities up to a maximum of £500,000 for serious security breaches.

Under investigation by the ICO, organisations will have to give evidence that it has put in place adequate measures to reduce the risk of a breach occurring. This includes evidence of data protection training and that staff are aware of, and have read, the relevant organisation's policies. This software will allow us to produce such evidence, if required, as well as ensuring staff understand security policies.

Key information governance and IT security policies will be delivered to staff via their computer. Once an employee logs on to their computer, before their applications appear, they will be informed that a policy is available to be read and asked if they wish to continue. The user will have the option of reading the policy immediately or 'snoozing' to read at a later date.

It is planned to deliver key IG/IT policies to a number of staff using this method. Delivery of policies will be approximately one per month and we will monitor uptake.

If you have any questions regarding this, contact information governance manager Isobel Brown tel 0141 211 1790 in the first instance.

Healthy working golfers

OUR staff continued in the spirit of Healthy Working Lives with the recent 13th NHSGGC annual golf outing.

Good weather graced Douglas Park Golf Club in Bearsden where staff from across the organisation gathered for a super game of golf.

Not everyone could be a winner, though – that honour went to David McLintock, a former member of the Nursing Homes Inspection Team. This was the third time David scooped the winner's title, taking home the trophy and a



David McLintock, right, accepts the winner's trophy from John Hamilton

voucher for dinner for two at Cameron's Restaurant in the Glasgow Hilton, courtesy of the Hilton.

Runner-up was director of finance Douglas Griffin, who walked away with an iPod Shuffle, courtesy of Connect Communications. And last but not least, head of board administration John Hamilton took third place. He won a driver, courtesy of Axis Media.

Join us for 16 Days to reduce violence

SIXTEEN Days of Action is an international campaign aimed at eliminating male violence against women and children.

The campaign runs annually from 25 November until 10 December – International Human Rights Day – and highlights the fact that male violence against women is a human rights issue.

The White Ribbon campaign runs in tandem with 16 Days of Action and aims to get men to take more responsibility for reducing the level of violence against women.

NHSGGC is actively involved in working to improve how we respond to people affected by male violence.

As part of this, we have just launched an e-module aimed at raising staff awareness of this issue. This includes working with partners



to support the 16 Days of Action and White Ribbon campaigns.

You can read more about male violence against women and how to deal with it in the workplace via NHSGGC's new Gender-Based Violence (GBV) e-module, which is available on the Equalities section of StaffNet.

To buy a white ribbon, visit www.whiteribboncampaign.co.uk Find out more about 16 Days of Action at: www.16days.org

As if climbing Mount Kilimanjaro wasn't enough, Rosalie and David ran a half marathon two days later

A pair at the peak!

ROSALIE McSwiggan, from the East Crisis Team at the Arran Centre, has now completed her challenge to climb Mount Kilimanjaro and take part in the Great North Run half marathon just two days after her return from Tanzania. We featured Rosalie in the June issue of *Staff Newsletter*.

Rosalie has come back to tell us that she and her partner David managed to complete both Kilimanjaro and the half marathon, fortunately without any

loss of life or limb. She said: "The climb was an amazing experience and the memories of it will stay with us for a long time to come. It has to be the hardest thing we have ever done but, equally, the most enjoyable."

"A great atmosphere at the Great North Run is always guaranteed and this year was no exception."

"David and I want to say a huge thank you to all those who have generously donated and supported us through this adventure."

A massive £3,500 has been raised so far for Motor Neurone Disease with donations still being made at: www.justgiving.com/Rosalie-Dave

