

STAFF

www.nhsggc.org.uk

NEWSLETTER

The largest single NHS development in Scottish history has been given conditional outline approval by city planners.

The sheer scale of the Southern Campus development means it will be an important part of the wider regeneration of South West Glasgow and the Clyde Waterfront.

Chief Executive Tom Divers said: "This is very good news for Glasgow. It marks the beginning of the next phase of our ambitious hospital construction and service re-design programme to deliver the most modern acute healthcare services in the UK.

"Our plans to significantly develop the existing Southern General site will see a brand new adult hospital, children's hospital and a significantly upgraded maternity facility on the Southern site. The overall development will see Glasgow become home to the biggest and most modern healthcare campus in the UK."

The new 14-storey adult hospital will have 1109 beds with every adult patient treated in a single room with its own washing and toilet facilities. The new 240 bed Children's Hospital will have a separate main entrance. Over five storeys, it will include a mix of four-bedded and single bedded accommodation with links to the revamped maternity hospital.

The next step is to submit the Outline Business Case to the Scottish Government's Capital Investment Group before the end of February.

VISION OF NEW SOUTHERN



Hitch a lift

Win £250

Stevenson Sharpe, the company behind our info points at Gartnavel General and Easterhouse Community Health Centre, is offering one lucky reader the opportunity to win £250.



successful and look forward to working on other projects with NHS Greater Glasgow and Clyde during 2008."

We are currently looking to find out what you think of the Info Points – have you seen them? What do you think of the information they contain? What would you like to see? Email any

comments to:

gordon.robertson@ggc.scot.nhs.uk

To take part in the competition we are looking for your opinions and ideas for Staff Newsletter. This is your opportunity to let us know what you think and be £250 better off!

To find out more, see the back page.

Does the journey to work ever feel a bit lonely? Or are you worried about the impact your one person journey is having on the environment? Then Liftshare could be the answer. Liftshare is the UK's free car sharing and transport information service and is now available for all NHSGGC staff.

The car sharing system provided by Liftshare provides you with a way to share your journeys to, from and between places of work. This system is safe, secure and allows complete anonymity unless contact between users is agreed by both.

The system matches individuals by their preferences (eg smoker/non smoker, sex, age, etc), their proximity to one another, their destination and the times of the journey. Only once you agree will your personal details be given to another user. This person will also be another member of staff within NHSGGC adding to the level of security of the system.

continued on page 2



Liftshare

continued from front page

Sharing car journeys has several positive benefits such as: reduced petrol bills, reduced wear and tear of your own car, reduced road congestion and reduced car parking congestion – not to mention the social networking opportunities.

Importantly, as part of our Greener Travel Scheme, it also reduces our personal and organisational carbon footprint.

Liftshare also plays a large role in our attempts to reduce single car occupancy - a key aim in the travel plans for all acute sites.

Liftshare.com Sales Manager Marcus Seaman said: "Liftshare is delighted to work alongside NHS Greater Glasgow and Clyde to provide the means by which employees will be able to search a database of other employees who are undertaking similar commuting journeys at similar times.

"The AA recently estimated that the cost of running a small family car for 10,000 miles in 2007 was £5611. If staff at NHSGGC use this free service just once or twice a week then that would represent a substantial saving to every participant.

"Thousands of people have found travelling companions using this TravelBUDI technology across the UK. For the Greater Glasgow area, approximately one in three journeys are currently being matched. Crucially, the more members there are, the greater the chance of finding an exact match. So please take the time to register; it really doesn't take long."

You can register on the system FOR FREE at: www.nhsggctravelbudi.com or through the link on StaffNet, or by contacting the Liftshare call centre, tel: 08700 11 11 99



JOIN LIFTSHARE AND WIN

Join the Liftshare scheme during the month of February and you could also be a lucky winner!

Both the AA and Kwik-Fit are offering anyone who registers for Liftshare in the first month the opportunity to win either:

**an AA Emergency Car Kit worth £50
A full Kwik-Fit Service and MOT up to £199 from Kwik-Fit.**

Winners will be chosen at random from those who register in the first month.

For more information, visit: www.nhsggctravelbudi.com



NHSGGC Board Meeting

19 February, Dalian House, Glasgow

The next Board Meeting takes place at Dalian House on Tuesday 19 February at 9.30am.

Healthy, Safe and Here Workshop

20 February, Airth Castle Hotel

The objectives of the day are to discuss delivering performance through best practice within and without NHSScotland services and to develop an understanding of current Occupational Health Service issues in the wider community.

For further information please email: Richard.Snowden@shsc.csa.scot.nhs.uk or tel: 0131 275 7748.

2008 Sexual Health Symposium and Lock Lecture

26 February, Royal College of Physicians and Surgeons, Glasgow

This is a one day symposium on HIV and sexual health.

For further information contact Helen Brown, tel: 0141 227 3236.

Cognitive Behaviour Therapy (CBT) Supervisors' Training

(Five-day course)

5 Mar, 16, 17, 18 Apr, 14 May, Dunblane Hydro Hotel

This course is aimed at those who are eligible, through CBT training or Psychology Training, to supervise on either the Dundee or SOS CBT courses but have not done so before. If you have recently started supervising you would also be eligible to apply.

Closing date for application forms is Friday 7 February.

For further information email: Elizabeth.Shearer@pct.scot.nhs.uk.

Changing Minds

19 March, Centre for Contemporary Arts, Glasgow

This conference gives you the opportunity to learn about recent work with black and minority ethnic communities as part of NRCEMH's (National Resource Centre for Ethnic Minority Health) mental health and race equality programme since 2006.

To register, contact Ruairi O'Brien, tel: 0141 354 2900 or email: nrcemh@health.scot.nhs.uk.



Chairman Andrew Robertson (far left) is pictured above with some of our gifted singers who raised the grand total of £34, 614.36 at the Glasgow Hospitals carol concert held at the Royal Concert Hall in aid of Clic Sargent.

A bundle of care for patients

A new programme is to be introduced across Scotland to make hospitals even safer for patients. Care bundles are part of a national patient safety drive and bring together well-established best practices that can all work to improve patient's health.

Medical Director Brian Cowan, who is leading the introduction of care bundles within NHSGGC, explained: "Care bundles are evidence-based practices recognised to improve patient safety and care. A bundle brings together a package of interventions that must be followed for every patient, every single time.

"Research has shown that when these interventions are bundled together and, when combined, they significantly improve patient care outcomes."

'Bundles' were designed to help health care providers more reliably deliver the best possible care for patients. A bundle is a structured way of improving the processes of care – generally three to five steps – that, when performed collectively and reliably, have been proven to improve patient outcomes.

Care bundles form an integral part of the Scottish Patient Safety Programme which aims to offer better protection to patients undergoing a range of treatments.

Modern healthcare can involve many complex treatments, the Patient Safety Programme is designed to standardise approaches to care. There is good research to show which interventions make a difference when it comes to protecting patients and these are to be introduced across all hospitals in Scotland.

Over the next five years, steps will be taken to:

- ensure early interventions for deteriorating patients

- deliver evidence-based care to prevent deaths from heart attack
- prevent adverse drug events
- prevent central line infections
- prevent surgical site infections
- prevent ventilator associated pneumonia
- prevent pressure ulcers
- reduce staphylococcus aureus (MRSA plus MSSA) infection
- prevent harm from high alert medications
- reduce surgical complications
- deliver evidence-based care for congestive heart failure
- drive a change in the safety culture in NHS organisations

The Patient Safety Programme will also be facilitating the use of care bundles eg, central line bundle, ventilator acquired pneumonia bundle and surgical site infection prevention bundle.

Nine departments across GRI and RAH will take part in the pilot of the first care bundles which will then be rolled out across NHSGGC.

For more information, visit: www.patientsafetyalliance.scot.nhs.uk

EXAMPLE OF A BUNDLE - BOX

Central Line Bundle

Five steps to help prevent "catheter-related blood stream infections" deadly bacterial infections that can be introduced through an IV in a patient's vein supplying food, medications, blood or fluid.

1. use proper hygiene and sterile contact barriers
2. properly cleaning the patient's skin
3. finding the best vein possible for the IV
4. checking every day for infection
5. removing or changing the line only when needed.

Childcare vouchers take-off!



Childcare vouchers can present working parents with a tax-efficient way to pay for registered childcare such as nurseries/ after-school clubs.

The firm Busy Bees provides a childcare vouchers service to all our staff. This arrangement has been running for nine months and, at the last count, well in excess of £500,000 worth of paper or electronic vouchers have been ordered by our staff.

Around 600 employees now order childcare vouchers routinely and that number has grown every month since the scheme started. Childcare vouchers are open to all staff so it is worth checking out if you can take advantage of the scheme.

If you would like to find out more contact Busy Bees, Freephone 08000 430 860 Mon-Fri, 8am-6pm or visit: www.busybeesvouchers.com

Consultation on Clyde health services

Work is underway to prepare for the launch of public consultations on proposed changes to a number of Clyde health services.

These include maternity and mental health services, older people's services at Johnstone Hospital and physical disability inpatient services currently based at Merchiston Hospital.

Proposals for Johnstone Hospital and physical disability services will be launched in early February, followed by mental health services in mid-February and maternity services at the beginning of March 2008.

There are also plans to consult on proposed changes to unscheduled medical care services at the Vale of Leven Hospital, following further discussion with the Independent Scrutiny Panel.

Staff briefing sessions will be organised by local managers to ensure staff are fully aware of the proposed changes and know how to feedback views during the consultation period.

Copies of the consultation papers and additional background material will be available on the NHSGGC website.



Keeping Your Hands Clean!

Staff are being encouraged to keep up the good work promoting good hand hygiene. The huge national hand hygiene campaign launched at the beginning of last year was well received by staff but we need to keep the momentum going.

Stefan Morton, our local Co-ordinator for the National Hand Hygiene Campaign, wants to further enhance the hand hygiene policy.

He said: "We started off the campaign well but we want our compliance rates to be even better this year and for all our staff to be aware of the importance of hand hygiene.

"I am happy to work with as many colleagues as possible to achieve the aims of the campaign and raise the profile of good hand hygiene. Any staff wanting more information or advice on how to promote the campaign can contact me direct and I would be happy to come along to their workplace."

For more information email:
Stefan.morton@ggc.scot.nhs.uk
Visit: www.washyourhandsofthem.com

news in brief

Change to Emergency Workers Act

Minister for Public Health Shona Robison has announced that the Emergency Workers Act, with the approval of the Justice Committee, will be extended to GPs, other doctors, nurses and midwives working in the community.

The Minister said: "We owe our NHS staff a huge debt of gratitude for the work they do on a daily basis sometimes in very challenging circumstances.

"This extension to the Emergency Workers Act sends out a strong message that violence against any healthcare worker is unacceptable and will not go unpunished."

Helping staff help those with mental health problems

Working in partnership with the European Social Fund (ESF) and the Scottish Association for Mental Health (SAMH), NHSGGC is funding, managing and staffing a range of training and rehabilitation projects for people with mental health problems.

The aim of the Glasgow ESF Training projects is to help people build their confidence, develop skills and move on with their lives. At the end of the project, it is hoped that trainees will have developed the personal and communication skills necessary to cope confidently with day-to-day life, as well as skills, that they can apply in the workplace, further education or as volunteers within the voluntary sector.

Training is provided in art, catering, core skills, Information Technology, horticulture, woodwork, picture framing and office skills.

If you work with people suffering or recovering from mental health problems and would like further information about the project contact: Gerry Murphy, Project Outreach Worker RMN, tel: 0141 531 9275 or 07767 647728

Autism Spectrum disorder awareness programme

An excellent example of partnership working between agencies has taken place in a local secondary school.

West Dunbartonshire CHP Senior Speech & Language Therapist Roslyn McCaughey and teacher Lorraine Markwick developed a training programme to raise awareness of Autism Spectrum Disorder amongst all the pupils at the Vale of Leven Academy, in order to reduce incidents of bullying.

Following the programme, the school reported a decrease in the number of bullying incidents being brought to the attention of staff. They now hope to run the programme annually to all new 1st year students with a refresher programme for 3rd year students who could then go on to deliver some elements of the programme to younger pupils.

Patients: our key partners in health

In his first interview for Staff Newsletter new Chairman Andrew Robertson sets out his vision for the future of health in NHS Greater Glasgow and Clyde

With more than 14 years experience of the NHS, including three years as our Vice Chairman, Andrew Robertson has a good idea about the opportunities and challenges facing the health service.

He welcomes the cultural change that has taken place within the NHS in recent years as patients become more involved in their own healthcare. "Patients are our key partners in health. They are no longer viewed as passive recipients and, although this has been a major change, at the end of the day it has led to better results and greater patient satisfaction."

With patients now influencing everything from the design of our new hospitals and health centres to the way our health services are delivered, Andrew believes it's important not to lose sight of the contribution made by our staff. He said: "In my experience some of the best suggestions for service improvements have come from frontline staff and I am keen to look at new ways of showcasing existing examples of good practice across the organisation as well as encouraging staff to put forward ideas for the future.

"In my short time as Chairman I've also been impressed by the enthusiasm, dedication and commitment shown by the staff I have met and I'm looking forward to getting out and about to meet many more frontline staff over the coming months."

Andrew believes that capitalising on the expertise of staff and patients and working together to improve the health of our population are our key priorities. "We need to tackle our unenviable health status by finding new ways to improve the much poorer health of people living in our most deprived communities.

"We recognise, however, that we can't achieve this alone which is why our work with councils, employment agencies and voluntary organisations will become increasingly important."

LEARNING FROM THE PAST

These views are particularly relevant at this time as later this year we celebrate the 60th anniversary of the NHS. Andrew continued: "When the NHS was set up 60 years ago, it was in part a response to Sir William Beveridge's report in which he identified the five giants that held back progress towards a more equal society – disease, ignorance, squalor, idleness and want.

"There was a belief at that time that activities to combat these evils could be pursued in isolation from each other. However experience of the last 20 years has shown that if individual agencies work together they can make bigger gains. I am



therefore confident that, with our Community Health Partnerships in place, we are about to turn a corner in health improvement and see a real change in the health and well-being of people living in some of our most disadvantaged communities."

LOOKING TO THE FUTURE

Andrew is also keenly looking forward to the Commonwealth Games in 2014. "I believe that winning the Commonwealth Games bid has generated a real spirit of optimism and enthusiasm across the city. There is a renewed interest in health, particularly amongst the young, which we need to capitalise on in the years ahead. There is no doubt that the Games offer one of the biggest opportunities to turn around our poor health record and leave a lasting legacy for the future."

The next few years will also see many of our long-term health plans coming to fruition as we deliver our new Stobhill and Victoria Hospitals and take forward the development of the Southern General Campus. Communities across Greater Glasgow and Clyde are also set to benefit from major investment in new health centres and local mental health services.

While many people might feel a bit daunted to Chair an organisation during a period of major change, Andrew is looking forward to the work ahead. He said: "We now have a much better understanding of how we should organise our hospital and community based services to provide the best possible health care. This is a time of exciting new developments which, I believe, will ultimately lead to better services for the people we serve."

Stobhill recognised for efforts on Parkinson's

A service designed around the needs of people with Parkinson's Disease has achieved national Charter Mark status for all their efforts.

The Movement Disorder Service at Stobhill Hospital has been awarded the Government's national standard for excellence in customer service for the way in

which the service has been designed and delivers care around the needs of patients.

Parkinson Nurse Specialist Kay Hood said: "This is a magnificent achievement by the service. It recognises the effort of the team to meet the needs of patients who live with Parkinson's Disease day-to-day.

"The award would not have been possible without the support of Lesley White,

Parkinson Nurse and Jim Davie, Consultant Physician in Movement Disorder, and all our colleagues who assist in

the running of the service as well as the patients and users of the service whose support and opinions are invaluable."



Building up the picture of new Stobhill and Victoria

With only 14 months to go until the commissioning of New Stobhill and Victoria Hospitals, things are hotting up in the Hillington-based Project Offices.

Dr Brian Cowan, Medical Director and Eunice Muir, Interim Nursing Director, are busy working with colleagues to complete implementation plans for all the services that will transfer into the new hospitals.

These plans set out how services will be delivered within the hospitals and include key information on service developments, proposed opening hours and accommodation requirements. The plans also take account of the services that will be re-locating from other Glasgow hospitals, such as day surgery and renal dialysis.

As Eunice explains, this work is vital for the success of the two hospitals. "The complexities of transferring services from five existing hospitals into two brand new hospitals are significant. By building up a picture of the proposed activity within both hospitals in this way, we will be able to develop a schedule to ensure the hospitals are used to their maximum potential – and that everything fits in!

"The plans also form the basis for training and education plans to ensure staff have all the necessary skills for the new hospitals. Clinical Planning Groups are being established in each directorate. We are grateful to the many colleagues who have contributed to them."

As the picture emerges of how the hospitals will function, staff are being given their first glimpse of the interior of the hospitals.

New 360 degree virtual tours are being created to let staff and the public see how key areas within the hospitals are developing and will be available on the NHSGGC website. The virtual tours will cover eight 'spots' within each of the hospitals and will be updated regularly to show progress.

Staff will soon get to see early examples of the hospitals' equipment, finishes and colour schemes. Six areas – three in each hospital - are being completed significantly ahead of schedule to show staff how they will look. For staff that will work in the specific areas, there'll be an opportunity to visit the rooms. Staff will also be able to see photos of the rooms on the website and via StaffNet.

OPENING HOURS FACT FILE

- Although mainly operating throughout the day, the hospitals will have services running throughout the 24-hour period. A number of short-stay overnight beds will support the programme of surgery at each hospital and Primary Care Emergency Centres will provide out-of-hours GP and nurse-led consultations
- There will be early morning, late evening and weekend clinics in both hospitals
- Minor Injuries Services will run from 9am till 9pm
- Day surgery may also operate over three sessions till 9pm

Healthy innovations

Do you have an idea for a new healthcare product that could help patients or save the health service money? Then Scottish Health Innovations Limited (SHIL) could help make it a reality.

SHIL is a not-for-profit organisation set up to help NHS Scotland employees develop ideas for new healthcare products. It can help at all stages of the development from concept to market and is interested in all your ideas from the very simple to the most complex.

Ideas that have originated from NHSGGC include MyPal - a Posture Management System developed with two Physiotherapists; the Arc Meningitis Skin Test - a product developed to help identify the rash associated with meningitis; and Tell a Story - a Psychology Assessment Tool developed by a Child Psychologist.

Business Development Manager Jim McGuire explained: "Our aims are to help NHS Scotland and their staff to develop ideas and improve patient care by identifying and realising these new technologies and where possible to generate additional income for the NHS from the commercialisation of products.

"The variety of projects SHIL is involved in demonstrates the staff of NHS Scotland are ideally placed to identify where there is a need for new innovations and SHIL are here to help ensure there is a route to take these ideas forward."

Ideas have come from a wide variety of health care professionals - nurses, doctors, physiotherapists, physicists and bio-medical scientists. SHIL works with the inventor, advising and guiding them through the product development process. It may also assist in protecting the idea and identifying external partners for design, manufacture and distribution.

If you have an idea for a product to improve patient care, contact SHIL tel: 0141 248 7334 or email: jim.mcguire@shil.co.uk or Gillian.barr@shil.co.uk

For more information on SHIL, visit: www.shil.co.uk



Volunteering with

The Voluntary Service Overseas (VSO) is currently looking for volunteers to take part in the scheme.

The key groups which are most in demand are doctors (general medical, A&E, Obs and Gyn and Paediatrics), midwives, nurses and therapists (Occupational Therapists, Speech and Language Therapists and Physios) all with at least three years experience and preferably with some teaching experience.



Currently, VSO roadshows are being held at several sites across NHSGGC, check StaffNet (News> Conferences and Events notices) for the list of dates.

For more information about VSO, visit: www.vso.org.uk

Recruitment move to Tara House

NHSGGC Recruitment Services has moved to new city centre premises at Tara House, 46 Bath Street, Glasgow, G2 1HJ, main switchboard, tel: 0141 278 2666.

TEAMS WHO HAVE MOVED INCLUDE:

- recruitment
- job evaluation and medical staffing from Ross House
- recruitment and workforce information from the Southern and Gartnavel Royal
- the nursing/midwifery bank from the RAH, Stobhill and the Victoria
- recruitment from GRI
- workforce planning and working for health from Dalian House

KEY CONTACT NAMES AND NUMBERS INCLUDE:

Administrative and Clerical Staff Bank
Lindsey Greene, Operations Manager, t: 0141 278 2557

Advertising and Marketing
Noelle Mackay, Advertising and Marketing Officer, t: 0141 278 2673

Agenda for Change
Paul Watt, Job Evaluation Unit Manager, t: 0141 278 2618

Medical Staffing
Raymond Rose, Head of Medical Staffing, t: 0141 278 2610

Nurse Bank
Irene Barr, Head of Service NHSGGC
Nurse Bank, t: 0141 278 2556

Recruitment
Lynne Stockey, Recruitment
Manager, t: 0141 278 2673

Redeployment
George Carson, Redeployment
Officer, t: 0141 278 2676

Work Access Programmes (WFH)
Annette Monaghan, Work
Access Programme Manager, t: 0141 278 2694

Workforce Information
Doug Allan, Workforce Information Manager, t: 0141 278 2683

Workforce Planning
Derek Morgan, Workforce Planning Manager, t: 0141 278 2688

For a full list of contacts visit the recruitment home page on StaffNet.

To download job packs visit: www.nhsggc.org.uk and follow the links from the jobs page.

To request job packs, tel: 0845 3000 831 or email: nhsggcrecruitment@nhs.net quoting the reference number.



Priority housing for staff in South West

Staff working in South West Glasgow are in line to benefit from an innovative partnership project between NHSGGC, Glasgow City Council, and Govan Housing Association.

As part of a pilot project, NHS staff working in South West Glasgow will qualify for inclusion on a priority purchase scheme that aims to provide access to affordable housing in South West Glasgow. Currently the scheme is open to predominantly South West

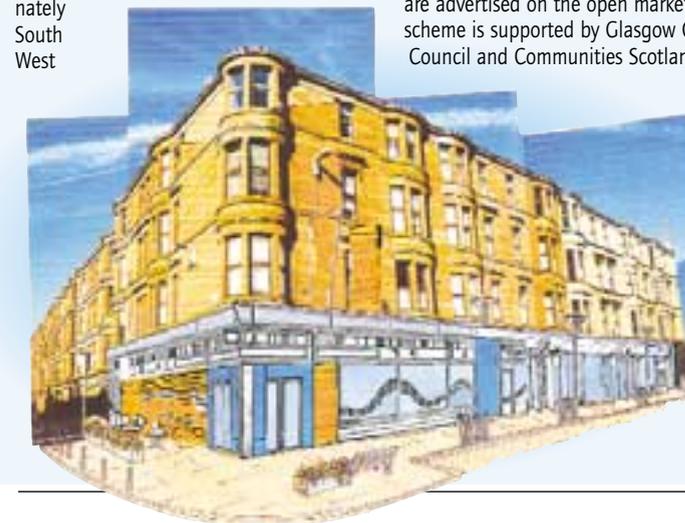
Glasgow residents. However, following discussion with Govan Housing Association and Glasgow City Council, the scheme has been extended to include NHS staff working at the Southern General or for the South West Glasgow CHCP now or in the future.

The priority purchase scheme will give local residents and NHS staff who meet the criteria the first opportunity to purchase new or refurbished affordable houses in South West Glasgow before they are advertised on the open market. The scheme is supported by Glasgow City Council and Communities Scotland to

ensure that homes under the priority purchase scheme are affordable.

To determine whether there is demand for affordable housing in South West Glasgow from NHS staff, Govan Housing Association will include NHS staff in the priority purchase scheme for 19 two-bedroom, red sandstone flats in the heart of Govan. The flats will be available for purchase in early summer 2008 and are being developed as part of the regeneration of central Govan, underpinned by the ambitious Central Govan Action Plan which outlines investment totalling approximately £38.5 million in central Govan, providing more than 500 new homes.

To find out more about the priority purchase scheme contact Mark McAllister, tel: 0141 201 4789 email: mark.mcallister@ggc.scot.nhs.uk



STAFF GOVERNANCE IS A WAY OF ENSURING THAT YOU ENJOY YOUR JOB AND CAN GENUINELY SAY THAT NHSGGC IS A GREAT PLACE TO WORK. IT ALSO MEANS IF YOU DO HAVE ANY ISSUES OR CONCERNS THEN THERE IS ALREADY A SYSTEM IN PLACE TO HELP YOU COMMUNICATE THESE.



May Bassy



Rachel Fishlock



Gillian Hardie

Making your working life BETTER

Through Staff Governance, staff are actively encouraged to give feedback on their working lives and environment.

In NHSGGC, a Staff Governance Unit was set up to work closely with the Staff Governance Committee, Area Partnership Forum, Local Partnership Forums and management teams across the Acute Divisions, Partnerships and Corporate Departments.

This unit leads on Staff Governance at a corporate level and acts as the link between the organisation and the Scottish Government, who have given Staff Governance equal status with Financial and Clinical Governance. The Unit established a Staff Governance Action Plan Group which develops, implements and reviews the Corporate Action Plan, reporting to the Area Partnership Forum and Staff Governance Committee who monitor the progress being made.

Head of Staff Governance May Bassy, explained: "The establishment of the unit has placed a greater focus on Staff Governance within the organisation. We are working with managers and staff to build on achievements to date to achieve and maintain exemplar employer status."

The main aims and objectives of Staff Governance are set by the Standard from the Scottish Government Health Directorate. This sets out the obligations placed on all Boards towards staff, which requires that all staff are:

- well-informed
- appropriately trained
- involved in decisions that affect them
- treated fairly and consistently
- provided with an improved and safe working environment

These are the five strands of Staff Governance. A more detailed definition of each of these strands can be found in the Staff Governance Standard Document or on the Staff Governance Intranet Site.

At the end of each financial year, NHSGGC is audited on whether it is meeting its obligations for Staff Governance. To support and inform this, the unit collate evidence throughout the year of ongoing activity and examples of good practice.

THE ACTION PLAN

The Staff Governance Action Plan is a working document, regularly updated following feedback from local areas. The Action Plan for 2007/2008 was developed following publication of the results of the 2006 Staff Survey, in which many of you participated. It also builds on work initiated by the previous year's plan.

Ongoing work on a number of key actions is detailed below:-

- 'StaffNet' established and continually updated including launch of 'SocialNet'
- awareness raising initiatives being developed to communicate with staff on Staff Governance issues
- establishing learning and education opportunities for all staff
- comprehensive induction for all staff
- Bursary Scheme established
- majority of staff to have a Personal Development Plan by March 2008.
- annual Partnership Conference established
- partnership champions scheme and staff suggestion scheme being developed
- Work Life Balance Policy due to be implemented shortly
- minimum standards of security to be developed for all sites.

Employee Director Donald Sime, who works closely with the unit and jointly chairs the Staff Governance Action Plan Group with May Bassy, said: "The Action Plan is a pivotal tool in enabling the Board to meet the Standard that is a legal requirement unique to the NHS in Scotland. It is therefore satisfying to have the Staff Governance Team from the Scottish Government applaud us on the robustness of our Plan. I hope, that as the Plan is implemented, staff will see the benefit within the ward, department, health clinic, surgery - in other words, at the coalface."

HOW DOES IT AFFECT ME?

Your feedback on how NHSGGC is doing is important and the Staff Governance process will help you to do this. The next Staff Survey is expected this year. It gives everyone a voice and provides a mechanism for you to express your thoughts, opinions,



I hope that as the plan is implemented, staff will see the benefit within the ward, department, health clinic, surgery...



worries and concerns.

Focus Groups will also be held where more detailed feedback can be given - keep a lookout for the posters. All of the information gathered will be analysed to inform the Action Plan and activities for the next year. This should assure staff that their feedback will be taken on board and acted upon.

WHO IS INVOLVED WITH STAFF GOVERNANCE?

The Staff Governance Unit are:-

Head of Staff Governance -

May Bassy

HR Adviser for Staff Governance -

Rachel Fishlock

Administrator -

Gillian Hardie

Local Managers and HR Leads also have a key responsibility to ensure the obligations of the Standard are met in their areas but we all have a role to play.

Staff Governance Groups have been established for the acute division, for Glasgow City Partnerships, for non-Glasgow City Partnerships and Mental Health Partnerships. These groups are all working to achieve the aims and objectives of the Action Plan as well trying to raise awareness about Staff Governance.

Head of HR Projects, Acute Division, Gerry Slevin, is currently running a series of awareness raising sessions over lunchtime at key hospitals sites, check out the Staff Governance section of

StaffNet for dates and venues.

Glasgow City Partnerships has held a range of events including a staff conference, exhibition events and Director's question time session which were used to promote good practice. Head of HR for East and South East Glasgow CHCP Tom Quinn said: "The ethos of these events will drive our Staff Governance activity over the next year."

Non-Glasgow City Partnerships and Mental Health Partnerships also have work underway with Head of HR, East and West Dunbartonshire CHPs, Serena Barnett working closely with staff side colleague Ross McCulloch to develop a local framework to monitor activity against the five strands.

WHERE CAN I GET MORE INFORMATION?

Find out more on the Staff Governance section of StaffNet (under Human Resources) where you can view the Action Plan and minutes of the Action Plan Group Meetings. You will also find contact details for the Corporate Staff Governance Team, who will be happy to provide more information.

The Staff Governance section also hosts information on the work of the Area Partnership Forum including minutes of meetings, a schedule of forthcoming meetings and HR policies. These can be found under documents and publications.

You can access Staff Governance on StaffNet at:
<http://staffnet/Human+Resources/Staff+Governance/default.htm>

Helping you stay healthy at work

Healthy Working Lives is an attainable aspiration for us all. The new Healthy Working Lives Award Programme will recognise the efforts made by NHSGGC to ensure that we, as employees, feel the benefits of working for the largest public sector employer in Scotland.

The Scottish Centre for Healthy Working Lives which operates the Healthy Working lives programme has been tasked with improving the health and well-being of the wider working population.

The centre believes with an ageing population, it is vital we do everything we can to support the health and well-being of our workforce.

Associate Director of Human Resources Anne MacPherson said: "NHSGGC is fully committed to the Healthy Working Lives award programme and all parts of the organisation will be participating in working through the Bronze Award during 2008.

"This is an excellent initiative which picks up from the great work undertaken for the previous Scotland's Health At Work (SHAW) awards."

According to the Centre, improving health is critical to achieving the vision of a smart, successful Scotland and employers have a major role to play. A spokesperson explained: "Workplaces have a key role to play in improving our nation's health and quality of life

and the Scottish Centre for Healthy Working Lives promotes an integrated approach to this – a Healthy Working Lives approach."

The programme will work across the whole of NHSGGC with all the main areas – Acute Services, Mental Health and Addictions as well as all the CHPs. The CH(C)Ps will also be participating with linkages to Glasgow City Council – working through a set of core criteria as well as any additional criteria which may benefit health and well-being at work in those areas.

All aspects of the workplace must meet all of the following criteria to achieve Bronze Award status:

- address Healthy Working Lives in the workplace
 - assess Safety and Health needs in the workplace
 - raise awareness of Healthy Working Lives
- Additional criteria is then undertaken in two areas: e.g. for Acute
- support staff attendance
 - avoid accidents in the workplace



Launch of Shape Up



One pilot programme we have underway which supports the ethos of Healthy Working Lives is Shape Up – the new healthy eating and physical activity programme designed to assist you in achieving your lifestyle goals.

Like Weightwatchers and Scottish Slimmers, staff go along to the class for a weigh-in and a chat about food, healthy eating and staying on track.

It is being introduced as part of the employee health improvement agenda to help staff achieve their lifestyle goals. Launched at the beginning of January as a pilot in Glasgow Royal Infirmary and at the Vale of Leven, classes are already underway. Should the 10-week project prove successful, it will be rolled out across the organisation later in the year.

Shape Up is already successful in the wider community and it is hoped that we will be able to replicate this for staff.

Look out for updates on Shape Up in Staff Newsletter, Core Brief and on StaffNet.



HEALTH NEEDS QUESTIONNAIRE

Part of the criteria will be developing and completing Health Needs Questionnaires which will be used as a basis for action plans to be worked up by the local groups. The questionnaire will be confidential and will be sent to a random sample of staff, if you do receive one it would be greatly appreciated if you could fill it out and return it. East Dunbartonshire CHP has already circulated their questionnaire. Healthy Working Lives activities will be commencing at local sites through January 2008. Please look out for other communication and displays.

To achieve these aims, Healthy Working Lives groups are being established in all areas. To take part, contact your local Head of HR or any of the following groups already established at the following sites by the Acute Division:

Glasgow Royal, Stobhill and Lightburn
Lead: Anne MacPherson, tel: 0141 201 1250, ext 61250

Western, Gartnavel, Beatson, Drumchapel
Lead: Isobel Neil, tel: 0141 301 7082

RHSC and QMH
Lead: Diana Johnston, tel: 0141 314 4338

Southern General, Victoria Infirmary, Mansionhouse
Lead: James Farrelly, tel: 0141 232 7554, ext 67554

Inverclyde and Vale of Leven
Lead: Margaret Hopkirk, tel: 01475 504 913

Oral Health
Lead: Joy Farquharson, tel: 0141 211 9617

The Royal Alexandra Hospital has already commenced activity towards the Health Working Lives Silver award which is led by Paul McIntyre.



Health for life course



N HSGGC has secured free places for all staff to undertake the award-winning home study course, Health for Life.

Health for Life (Exercise) is a short-distance learning course designed to help individuals understand how to exercise correctly, learn about the effects of exercise on the body, set objectives and take practical steps to achieve them.

The course is fully supported and funded by James Watt College which

will send you all course materials and assign a college tutor to you to provide feedback on all submissions.

By working through three easy to follow workbooks you will understand how to set and achieve health related objectives. You will study the building blocks of diet and nutrition, effective training techniques and safe methods of exercise. To complete the course you will need to complete two multiple-choice assessment packs which are related to the first two workbooks. You will then complete a three-week exercise diary. Upon successful completion of the course you will be awarded a recognised Level 1 certificate.

For more information, visit:
www.healthforlifeonline.net/NHS_Clyde/index.html



Review of occupational health

A review of Occupational Health Services to look at how services could be delivered in the future is currently underway.

At the moment, Occupational Health Services are provided for NHS Greater Glasgow and Clyde by NHSGGC-employed staff. One option being looked at is to outsource the service but this is something which requires much more consideration and discussion.

The main objective in changing the way the service is delivered is to ensure we meet the Government's target of 4% sickness absence and provide more support to line managers when staff return to work after ill health.

Occupational Health staff and staff-side representatives have been notified of possible changes to current arrangements. They have also been assured that:

- if there is a decision to proceed further with proposed changes to NHSGGC's existing Occupational Health provision, there would be full discussion and consultation with the affected staff and their respective trade unions
- there is no intention to threaten the job security of staff – the implications of any proposals on employment would be fully explored
- if services were to be outsourced, the expectation is that existing staff would be transferred to the new provider and that their rights and conditions of service protected under TUPE agreements



When Glasgow City Council invited tenders for its Occupational Health Service, they indicated a willingness to enter into discussions concerning the possibility of a shared service with other public sector organisations. NHSGGC's Policy, Planning and Performance Group agreed that the idea was worth exploring with opportunities for a more effective and efficient Occupational Health Service. If this was to go ahead, it may include outsourcing arrangements.

With an increasing number of staff working in partnerships, having two absence management policies and two occupational health services could prove

problematic for managers responsible for joint services. Working with the City Council to provide occupational health – with a clear set of objectives and better support for managers including an online health screening system – would be one solution to this problem.

Director of Human Resources Ian Reid explained: "An opportunity to consider how we deliver occupational health services within the organisation has arisen and we are at an early exploratory stage to see if changing current arrangements would significantly improve the service we provide."



A flying start for NQPs

Flying Start NHS, the national online development programme for newly qualified nurses, midwives and allied health professionals is progressing well.

Several areas within the Acute Services Division have embraced the programme including the surgical/medical directorates of the Royal Hospital for Sick Children, Urology Medical Rotation, the Institute of Neurological Sciences, Clyde Directorate, the Beatson West of Scotland Cancer Centre, General Surgery and Orthopaedics.

Flying Start NHS is unique to Scotland and is quickly gaining international recognition as an example of good practice in developing newly qualified practitioners (NQP). The expectation is that every NQP is given the opportunity to undertake the programme in line with the expectations of NHS Education for Scotland and the Scottish Government.

In areas where existing development programmes are running, a process is underway to show how Flying Start NHS

complements these programmes. Work is also underway to identify every newly qualified practitioner as they commence employment in order to facilitate their registration for Flying Start NHS.

Future developments include the provision of awareness-raising sessions on each acute site and dedicated resources within each acute library site.

It is hoped to supplement this by assessing the IT/internet access within the clinical environment and identifying areas that may need further IT support.

The Acute Services Flying Start NHS Implementation Group encourages managers and NQPs, who have yet to introduce or access the programme, to contact the Flying Start NHS Practice Education Facilitator, Scott Hamilton at Practice Development Department, Management Annexe, Southern General Hospital, tel: 0141 201 (6)2725 or email: alsadair.hamilton@northglasgow.scot.nhs.uk

For more information on flying start, visit: www.flyingstart.scot.nhs.uk

Meeting your learning and education needs

Learning and Education has launched a new brochure for all staff to let you know the full range of options available to help you advance your career.

The brochure answers all your initial questions about learning and education and points you in the right direction to find out more about courses, training and developing your role so you get the most out of your job.

Find out about the support available and how to get the best out of your personal development plan (PDP) as well as the full range of options available to

help you from in-house training and e-learning to more formal methods of education. A Learning and Education Advisor can advise you on the best opportunities available and how to get the most out of whatever you choose to do.

The new Learning and Education brochure will be made available to all staff through a variety of means including from libraries and reception areas but if you have problems getting a copy, email:

Katerina.Bartakova@ggc.scot.nhs.uk

You can also find out more about Learning and Education on StaffNet under Human Resources and there will be an electronic copy of the Learning and Education brochure available.



New online resource

A new online resource is available which allows you to access health information on the web. The JBI CONNECT service aims to help healthcare workers make evidence-based informed clinical decisions about the care and treatment of their patients.

NHS Quality Improvement Scotland has secured membership of the Joanna Briggs Institute (JBI) for a three-year period, giving membership to all NHSScotland. You can connect your organisation, department, ward to health care information, practice manuals, international evidence summaries, auditing tool and quality improvement resources through JBI CONNECT.

It is suitable for everyone from nurses, midwives, AHPs, carers, patients, students, as well as managers and researchers. JBI can support local audits, be an on-line manual builder that allows manuals to be updated in days rather than weeks. Patient information leaflets can also be accessed, this ensures the public have access to evidence-based information which is at the finger tips of staff.

Each NHS board has been asked by NHS QIS to identify a facilitator. Our own JBI facilitator is Angela Carlin. For further information on how to use JBI CONNECT contact Angela direct or access JBI CONNECT online at:

www.nhsqis.jbiconnect.org

www.elib.scot.nhs.uk

www.joannabriggs.edu.au

You require the following to gain access

**username: Glasgow
Password: de67vz03**

Angela can be contacted through the Practice Development Department, Management Annexe, Southern General Hospital or email: angela.carlin@nhs.net



FUNNY BONE

Dr Dilemmas

When a panel of doctors were requested to vote on adding a new wing to their hospital, the Allergists voted to scratch it and the Dermatologists advised not to make any rash moves.

The Gastroenterologists had a gut feeling about it, but the Neurologists thought the Board had a lot of nerve, and the Obstetricians felt they were all labouring under a misconception.

The Ophthalmologists considered the idea short-sighted; the Pathologists yelled: "Over their dead bodies", while the Paediatricians said it was infantile.

The Psychiatrists thought the whole idea was madness, the Radiologists could see right through it, and the surgeons decided to wash their hands of the whole thing.

The Pharmacists thought it was a bitter pill to swallow and the Plastic surgeons said: "This puts a whole new face on the matter."

The Podiatrists thought it was a step forward but the Urologists felt the scheme wouldn't hold water.

The Anaesthetists thought the whole idea was a gas and the Cardiologists didn't have the heart to say no.

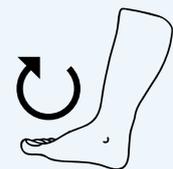
In the end, the Proctologists left the decision up to some bum at the Board!

HOW SMART IS YOUR RIGHT FOOT?

try this!

This is addictive. You will keep trying over and over again to see if you can outsmart your foot, but you can't.

This is pre-programmed in your brain!



1. WITHOUT anyone watching you (in case they think you are very strange...) and while sitting down, lift your right foot off the floor and make clockwise circles.

2. Now, while doing this, draw the number "6" in the air with your right hand.



And your foot will change direction.

OPPS!

You never know when disaster might strike...but on a recent visit to a south side medical practice by the Minister for Health and Wellbeing while everyone was watching intently to a minor operation taking place, Ms Sturgeon was suddenly heard to turn to one of her entourage only to tell them that their trousers were round their knees...fortunately for the lady in question she had her scrubs on over her clothes!!!

Heart Transplant Unit's temporary closure

The announcement of the temporary closure of the GRI-based Scottish National Heart Transplant Unit pending an external review made headlines throughout the UK.

However, unit staff and comms colleagues joined forces in a determined effort to make sure clear messages were spread widely very quickly – thus publicising the reassuring knowledge that the decision was in line with best practice and had been taken by other heart transplant units in the UK in similar circumstances.

Professor Henry Dargie conducted a series of interviews with television, radio and print journalists, backed up by prompt and thorough written and online information, which all served to make sure that facts were quickly circulated to as wide an audience as possible.



From Bebo to smokefree services – smoking in the limelight

A series of anti-smoking initiatives caught the attention of media, all serving to highlight the dangers of smoking and the efforts being made by NHSGGC to help smokers quit.

Positive coverage was achieved on the launch of NHSGGC's new smoking "enforcers" (the eight-strong team who will enforce the no-smoking policy on hospital grounds), illustrating how the tone of reporting on smoking has changed and become less tolerant of smoking outside hospitals.

The youth stop smoking service Yeah Butt No Butts was widely publicised at its launch, promoting the fact that young people can access specialist advice including a Bebo page to help them kick the habit.

More prominent coverage was achieved for the stop smoking message when a variety of media outlets reported the launch of the ambitious new re-branded Smokefree Services – NHSGGC's easy-to-use single source of help for anyone looking to give up smoking in 2008.



Behind the scenes at new GRH

Providing a behind the scenes preview of the new Gartnavel Royal Hospital resulted in some extremely positive media coverage on our efforts to modernise mental health services.

In a double-page Evening Times article, Mental Health Network volunteer Moira Gillespie and Mental Health Partnership Director Anne Hawkins spoke about the innovative design and layout of the modern, purpose-built new hospital – all accompanied by photographs of the bright, comfortable interiors. The hospital also received national coverage on BBC and STV and the building was filmed to create our first online virtual tour.

Meanwhile, another opening made news when Archway Glasgow was officially launched. Scotland's first sexual assault referral centre is available 24 hours a day to men, women and young people who have suffered rape or sexual assault within the last seven days. Although based at Sandyford, the launch was held at the Pitt Street HQ of partner agency Strathclyde Police.



Don't get plastered on a night out ... please!

A&E staff co-operated with NHSGGC colleagues and other agencies to spread the safe drinking message – leading to a prominent warning in local media not to over-indulge.

SGH A&E consultant Dr Phil Munro mocked up a plaster cast on the leg of Alcohol Development Officer Janice Thomson, to illustrate just some of the dangers of "getting plastered" on a night out.

Working together with Comms colleagues to provide a thought-provoking photo opportunity meant significant coverage for a very positive health message that might otherwise have been viewed as "routine" by media.



Online response to Norovirus concerns

Widespread coverage nationwide accompanied a rise in expected numbers of cases of Norovirus – leading to an information innovation by NHSGGC.

Media coverage initially centred on reports of the numbers of hospital wards not admitting new patients and the numbers of patients and staff affected by the diarrhoea and vomiting bug. However, this infection was spreading very quickly throughout the community at large and it was necessary to get this message to the public.

Public Health Consultant Dr Syed Ahmed and the Communications team responded by recording five short video clips for our website outlining exactly what to do if you contract Norovirus – and how you can help stop the spread.



Good timing a MUST for malnutrition tool

Occasionally the timing of new developments and announcements can mean they receive more or less media attention than might normally be expected. Most recently, this has ensured that a new project being rolled out across NHSGGC's acute hospitals won some very favourable headlines.

Attentive Staff Newsletter readers will remember coverage in the last edition of the Malnutrition Universal Screening Tool (MUST). This story was followed up by the media over the festive period, featuring clear explanations from dietetics staff on what it is and why it will be important for patients and helpful for colleagues.

While this might ordinarily be expected to receive reasonable media coverage, the traditionally less busy news period led to this very deserving case featuring on print, broadcast and online media – not least the front page headline of a national newspaper!





Design matters! It's all around us, in the food we buy, the products we use, the clothes we wear and the cars we drive.

When we first started thinking about Info Points for hospitals and health centres, we worked closely with Stevenson Sharpe to get the right design for our purposes.

We knew we wanted a design that was eye-catching, accessible and that would fit into the lay-out of the first pilot sites at Gartnavel General Hospital and Easterhouse Community Health Centre.

Stevenson Sharpe came up with the idea of the 'Pods' which enabled us to include lots of information for both the public and staff. Stevenson Sharpe brings together a range of different disciplines which help businesses and organisations communicate with their customers.

Although it aims to ensure that all its designs look the part, Stevenson Sharpe is most interested in effective design.

Account Director Margaret Darroch explained: "Effective design meets a given purpose, in our case the client brief. We ensure that all our designs make a real difference to our clients and their business."

**For more information, visit:
www.stevensonsharpe.co.uk or
email: Info@stevensonsharpe.co.uk**

The competition

To take part in the competition we want you to tell us what you think of your Staff Newsletter. Everybody should be able to access a printed or electronic copy of the magazine, however, we want to know if you have a problem getting a copy.

Internal Communications is something we are looking to improve but we need and want your input as to how things can be made better. We want your opinions on what Staff Newsletter should look like and what news and features you want to see. Do you find it a useful tool to find out what is going on within the organisation?

1: How do you access your copy of Staff Newsletter?

- Printed copy StaffNet Website

2: If printed, how do you receive your copy?

- Pick up a copy from reception, staff area etc Delivered to ward/ department
 Other, please specify

3: Have you ever viewed Staff Newsletter online via StaffNet or the website?

- Yes No

4: If you have accessed Staff Newsletter online, did you find this easy to navigate?

- Yes No

5: Do you like the size and style of Staff Newsletter?

- Yes, why?
 No, why?

6: Do you find Staff Newsletter a good source of information?

- Yes, why?
 No, why?

7: What would you like to see more info on:

- Staff policies More offers/benefits Info on awards/ achievements
 Profiles on people Opportunity for feedback/ letter's page

8: Do you regularly see copies of Core Brief?

- Sent out via email from line manager On StaffNet
 See on noticeboards No, don't see

9: Have you any other comments on Staff Newsletter - good or bad! We'd love to hear them.

To be entered into the competition to win £250 from Stevenson Sharpe, send your completed questionnaire to:

Staff Newsletter Competition
Internal Communications Team
Corporate Communications
Dalian House
350 St Vincent Street
Glasgow, G3 8YZ

Or, fill in an electronic copy, available on

StaffNet via Hot Topics or under Corporate Services>Communications and email to: staffnewsletter@ggc.scot.nhs.uk

The competition is open to all NHSGGC staff and all entries will be forwarded to Stevenson Sharpe which will draw at random one lucky winner. The winner will be chosen from entries received by 14 March, 2008. Only one entry per person. The winner will be announced in the next edition.

STAFF NEWSLETTER

Written by staff for staff with the full support of the Area Partnership Forum

Send your articles, letters and photographs to:

email: staffnewsletter@ggc.scot.nhs.uk

tel: **0141 201 4995**

address: **NHSGGC Communications,
Staff Newsletter, NHS Greater Glasgow and
Clyde, Dalian House, 350 St Vincent Street,
Glasgow G3 8YZ**