

Out of this world

Staff welcome Health Secretary Shona Robison to the new South Glasgow hospitals – see pages 2-3
We explore the stellar facilities at the new Royal Hospital for Sick Children – see pages 4-5





Health Secretary visits



Rosslyn Crocket,
Shona Robison and
Susan Montgomery



Dr Malcolm
Gordon with
Shona Robison



Karen Prince and
Shona Robison

HEALTH Secretary Shona Robison has given the “thumbs up” to the new South Glasgow University Hospital and Royal Hospital for Sick Children (RHSC).

The Cabinet Secretary came to see the new buildings and meet with staff on 11 May, when she was shown around the RHSC outpatients department by senior charge nurse Karen Prince.

While there, she had time to try out some of the high-tech activities which have been installed to entertain children in the waiting area.

Karen said: “Staff are already very proud of the hospital and excited to be moving over, but having the minister and media visit

David Loudon, project director, South Glasgow Hospitals development, shows Shona Robison Way Finding

new hospitals



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”

enhances that excitement. She seemed really interested, wanting to interact with the equipment, not just look at it.

“The new hospital will give us a new dynamic way of working and it was great to get the opportunity to showcase that. Staff have been rostered to spend time on the new site to carry out scenario planning and have input on the way we will work.”

Ms Robison then visited ward 9a, a surgical ward in the adult hospital, where she met with staff including Rosslyn Crocket, director of nursing; Fiona McCluskey, senior nurse adviser, new South Glasgow hospitals project; and Susan Montgomery, senior charge nurse.

Susan Montgomery said: “There was such a buzz around the ward in the run up to moving and Ms Robison visiting has kept that momentum high. Staff were a bit nervous but excited all the same.

“It was good to be able to demonstrate the new ways in which we will be working with the introduction of CAAS (Care Assurance and Accreditation System). The hospital is fantastic, up to date and state of the art but it’s also about the changes in the way we work. The standards are much more in-depth and staff, patients and visitors will be more informed. It’s certainly going to make my job easier.”

The last stop on the tour was a

visit to the adult Emergency Department (ED) where Ms Robison was welcomed by Dr Malcolm Gordon. He commented: “I was delighted to welcome Ms Robison. It was good to be able to show her and senior management around the new department and explain the importance of maintaining the onwads flow into sufficient vacant beds.”

Alma Machin, senior charge nurse within ED, said: “The facilities are amazing, the space we have compared to the old A&E is just fantastic. It’s good to have managers and Ms Robison here to see it and encourage us at this time.”



Shona Robison and Susan Montgomery



RHSC

Staff excited ahead of big move to the new Royal Hospital for Sick Children

IT'S a big "thumbs up" from staff as they prepare to open the doors of the stunning new Royal Hospital for Sick Children at its new home in Govan.

The design, scale, equipment and environment have been given a five star rating by staff.

Elaine Love, head of nursing, said: "This is a fantastic building for us to deliver 21st century healthcare.

"The hospital has been designed to provide the very best clinical care to babies, children and young people and – equally important – to provide a therapeutic environment for them.

"Accommodation for parents has been enhanced and in particular provides better facilities for our resident parents.

"Each patient bed space has a patient entertainment system and this is also available in bed spaces within the emergency department."

Elaine explained that the new equipment which has been purchased for the hospital, from beds to monitors, is all designed to support the delivery of safe, effective and person-centred care.

Among these are the smart new Quality Improvement boards, which have been installed in every ward/department to display

New building will enable excellent clinical care within a therapeutic environment

improvement information to patients and parents/families. This is linked to the implementation of a consistent model for quality improvement known as CAAS (Care Assurance and Accreditation System).

Senior charge nurse (SCN) Jean Kirkwood from the Schiehallion ward said: "For us, the move means taking back the teenage patients, so once again we will be looking after babies right up to young people. The Teenage Cancer Trust and ward facilities are unbelievable.

"I'm very impressed with the quality of the work throughout both the adult and children's hospital, it's been done to a very high spec and staff are quite excited about this.

"There has been wonderful attention to detail, such as the science centre for outpatients, as part of diversionary therapies."

Jean is delighted that the new Schiehallion ward now has a parents' sitting room: "Parents are a big part of our daily routine and we carry out a lot of family-centred care.

"This room gives them an area

within our unit where they can have a break from their child and chill."

Renal unit ward 6a SCN Karen Symington welcomes the opportunity to implement change: "We are very fortunate to be involved in this brand new build and with all the operational changes it brings a fantastic opportunity to look at the ways in which we work as a team and make positive changes to improve the quality of care we provide.

"My staff are looking forward to being part of a new era and learning new skills."

Karen continued: "I love the child-friendly feel, there is fantastic artwork for Way Finding and the outpatient department activities are great.

"The children and parents will benefit from the majority of accommodation being single rooms with en suite facilities and a more spacious environment.

"The third floor has a parents' sitting room which will be fantastic for those parents from specialties outwith renal, who didn't have access to a parents' sitting room in Yorkhill.

"The rooftop garden is an amazing space, not only for children to play, but for parents of young children in prams to get out for some fresh air while helping their children to settle instead of pacing corridors!"

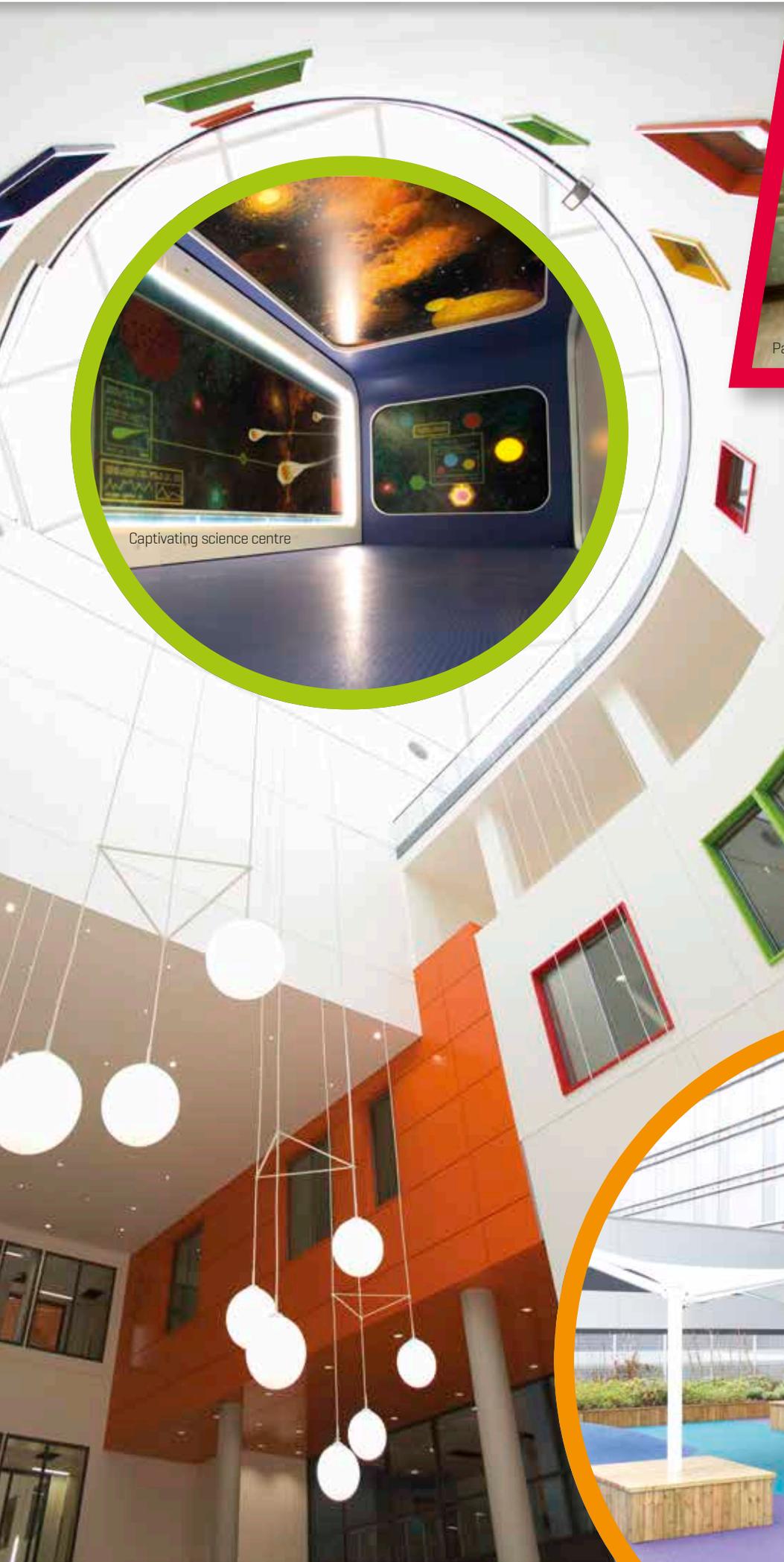
She also believes that the new hospital will enhance staff skills: "My nurses are highly experienced and skilled within our unit and this gives a great opportunity to widen that experience and skill set."

The atrium is stunning



Science centre seating area

THE LATEST ON OUR NEW SOUTH GLASGOW HOSPITALS



Captivating science centre



Parents' sitting room

“ There has been wonderful attention to detail, such as the science centre for outpatients, as part of diversionary therapies ”



Family-friendly outdoor area

Communicating with deaf patients by phone

THE Scottish Government has launched a new British Sign Language (BSL) online Video Relay Interpreting Service which will allow the deaf community to have the same access to public services as everyone else.

With one in six of the population being deaf, it provides an easy and flexible way of interacting with deaf BSL users who use our services.

The service is part of a range of communication measures for the deaf community and does not replace the face-to-face interpreting services which we currently have.

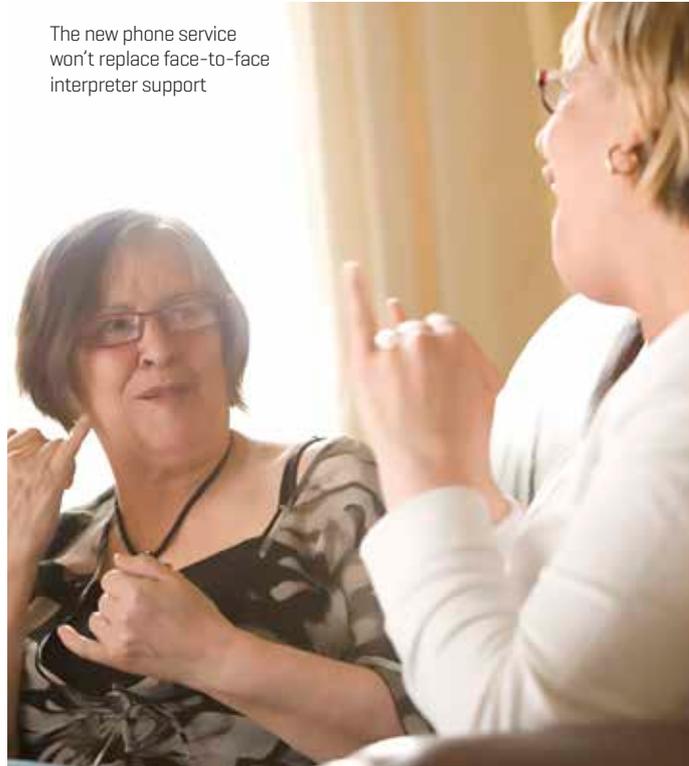
It is not for emergency 999 calls.

HOW DOES IT WORK?

If you receive a call you should treat it in the same way as you would if it was from a hearing person. The interpreter will speak to you (interpreting what the deaf person is signing) and sign to the deaf person (interpreting what you are saying). Don't worry if there are slight pauses in the conversation.

You can also make a call to a deaf

The new phone service won't replace face-to-face interpreter support



person using the same system. Call 0131 510 4555 to connect to the online interpreter using your usual phone. Give the online interpreter the name of the person you wish to call. Subject to the deaf person you are calling having downloaded the app, the online interpreter will be able to connect you immediately. The app is available to patients at www.contactsotland-bsl.org and we are helping to promote this service to patients through our BSL users' network.

You can also use this service in a patient appointment to communicate in BSL if no face-to-face interpreter is available or in an emergency situation while waiting for an interpreter to arrive.

Jac Ross from corporate inequalities said: "This is a really positive step in ensuring that our deaf BSL users have equal access to our services. Interpreting support is an extremely important issue for the deaf community and we are working with them to provide the best possible service."

EQUALITY

'A Fairer NHSGGC' - where are we now?

Two years ago, we published a set of actions that would help us meet the requirements of equality legislation and become a fairer organisation.

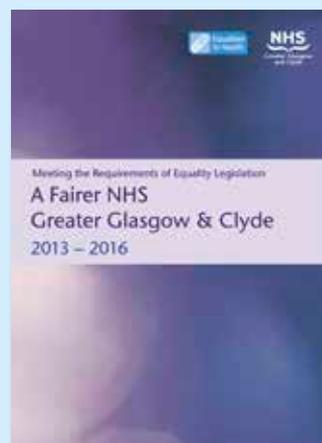
These actions aimed to eliminate discrimination and ensure that all patients had the same opportunities to access and receive healthcare.

Our Monitoring Report for 2013-15 has now been published.

HIGHLIGHTS INCLUDE:

- Staff have taken part in nearly 29,000 equality learning opportunities

- We have engaged with more than 5,500 patients and are taking actions to address their issues
- We have worked closely with our British Sign Language users regarding their need for interpreter support in all health appointments
- We have helped 11,000 of our patients get advice on money worries
- The 'Clear to All' desktop button has helped staff create patient information in accessible formats e.g. languages other than English.



FURTHER ACTION FOR 2015-16 INCLUDES:

- Improving access to services for people who are deaf or have a hearing impairment
- Ensuring that the needs of gypsy/travellers are communicated to staff
- Improving access to bowel screening for those with visual impairment
- Improving reporting and response to hate crime
- Reviewing staff training in equalities.

Jackie Erdman, corporate inequalities team manager, said: "The report shows the breadth and depth of work on tackling inequality which is taking place across all parts of NHSGGC. It demonstrates our commitment to providing the highest quality services which are transparently fair and equitable for everyone."

>> For further information, visit: www.equality.scot.nhs.uk



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”

PHYSICAL CHALLENGE

Get ready to walk!

THE Walking Challenge is back and it's bigger and better than ever.

Last year's event saw more than 4,500 NHSGGC and Glasgow City Council staff walk a staggering 422,587 miles in six weeks.

This year will follow the same format with teams of up to five trying to complete the virtual walk between John O'Groats and Lands End, a distance of 988 miles or 2,320,572 steps.

Lacing up their trainers to join NHSGGC staff are colleagues from East Renfrewshire, Inverclyde and Glasgow City Councils.

As always, there will be lots of exciting prizes, with all of this year's prizes based on participation.

Two of last year's "walkers" are encouraging staff to take part in

Take a step – take lots! – towards better health with this year's Walking Challenge

this year's challenge. Jean McGugan (pictured above), assistant technical officer, regional services, at Stobhill Hospital, was last year's pedometer challenge winner. She said: "The walking challenge came along just at the right time for me and was so much fun. My team mates were really motivating and once we got started there was no stopping us."

"It is fun, motivating and you feel amazing when you've completed it."

Tracey Stevens, personal assistant, regional services, South Glasgow University Hospital, added: "The challenge was fun and exciting and it changed the way I

keep active. Not only did I feel the benefit of some weight loss and toning, but it has also helped me gain more energy and I sleep much better at night."

Chris Kelly, health improvement senior (physical activity), said: "Following feedback from last year's challenge we have made a couple of changes to the website and smartphone apps, including a more accurate GPS tracker that will have the ability to detect the mode of transport you are using and so reducing the risk of inputting an inaccurate number of steps as well as a visual display to

track your own activity over the days and weeks.

"Thanks to Appeals Society funding, we also have a limited supply of Silva Ex Plus pedometers available to help staff count their steps."

Staff can sign up at www.activestaff.worldwalking.co.uk to take part. The challenge begins on Wednesday 24 June and finishes on Tuesday 4 August.

Staff wishing to receive a pedometer must have created or joined a team by Friday 12 June. Pedometers will be allocated on a first come first served basis.

>> For more information, please visit: www.nhsggc.org.uk/activestaff or tel: 0141 201 4876.

Get your entries in now for the Chairman's Awards

With seven categories to choose from in this year's Chairman's Awards, there is one to suit all projects and staff.

They are patient-centred care, nursing, improving health, volunteers, using resources better, clinical practice and this year's new category: international service.

The International Service Award is for staff who have travelled overseas to provide healthcare, either as part of their job or in their own time. Perhaps you work alongside a colleague who has spent valuable time caring for those in a war-torn or developing country or someone who

has provided first aid care in an area affected by a natural disaster?

This year, we will again announce the Chairman's Award winners at the Celebrating Success Awards dinner where the chairman, chief executive, directors and board members will come together with the overall Facing The Future Together (FTFT) award winners.

Chairman Andrew Robertson said: "I am delighted and impressed with the enthusiasm shown by patients and their relatives and healthcare professionals in identifying worthy nominees. The awards give the public and our



staff the opportunity to highlight some of the exemplary practice that often goes unsung in the health service."

>> For more information, visit: StaffNet > Corporate Services > Communications > Chairmans Awards

Lisa's cycle challenge!

LISA Buck, health improvement and inequalities manager, is practising what she preaches by completing a 247-mile cyclethon from London to Paris.

She explained: "This was my first big cycle and is the latest in a number of personal challenges I've set myself.

"I decided to do one each year after my 45th birthday up until my 50th. When I was 45 I climbed Ben Nevis, at 46 I ran a half marathon at the Great Scottish Run, last year aged 47 I added the Edinburgh marathon to my list and now I've cycled the Avenue Verte challenge."

The cycle trip took seven days, with Lisa averaging 30-40 miles a day, accompanied by her daughter Rosie and Rosie's boyfriend, Tino.

The trio went to London by train before cycling to Newhaven for the ferry to Dieppe, then cycled to Paris.

Lisa added: "For me it is a personal challenge to practise what I preach and move into a healthy old age.

"Celebrating my 45th birthday was a turning point for me. I had put on more weight than I used to carry and felt out of shape, but now I've lost about one and a half stone and kept it off.

"But it's not really about the weight, it's about feeling fit and happy, and I've really enjoyed the fun of it all."



Lisa has completed a physical challenge every year since turning 45 – here she is on her way to Paris outside a fabulous chateau

Her touring cycle was bought courtesy of our bike scheme, which enabled Lisa to pay tax free by salary sacrifice each month.

She said: "The process could not have been easier and I was pleased to get a hefty reduction in the price of my bike and additionally the price

of cycle clothing, panniers and accessories."

Her training for the London to Paris challenge involved cycling to work three times a week, which is a round trip of 16 miles, and Lisa is committed to her cycle commute.

She said: "I often cycle to

meetings and I calculate that in 18 months I will have recouped the cost of my bike through saving petrol and car maintenance costs."

>> For more information about NHSGGC's travel scheme, visit: www.nhsggc.org.uk/travelplanoffice

COMPETITION

Win a Kindle HDX 8.9 with wi-fi and 4G option

This month we bring you a fantastic competition to win an up-to-date Kindle with wi-fi and 4G option.

We've teamed up with the Appeals Society to bring you this great opportunity, and all you need to do to be in with a chance of winning is simply answer the question below:

Question: What is the full name of CAAS, our quality improvement model?

Email your answer, along with your name and work location, to:

staffnewsletter@ggc.scot.nhs.uk or send to: Corporate Communications, JB Russell House, Gartnavel Campus, 1055 Great Western Road, Glasgow G12 0XH.

T&C:

The competition is open to all NHSGGC employees. Only one entry per person. Winners must be available for a photograph, which may be printed with their details in future issues of SN.

The closing date for entries is 30 June 2015.

