

SN

Staff Newsletter
July 2016



Mission to Malawi

Equipment donated to children's hospital



Kevin Hill with Lorraine Harper, age appropriate care co-ordinator (left), and Jennifer Rodgers, chief nurse, paediatrics and neonates



From left: Actor Sanjeev Kohli, patient Isla Aitken and Glasgow Children's Hospital Charity chief executive Shona Cardle



Happy 1st Birthday Royal Hospital for Children, Glasgow!



Kevin and Jenny cutting the ribbon

FIRST ANNIVERSARY

Time to party at children's hospital

THERE was a real party atmosphere when staff, patients and families celebrated in style the first birthday of the Royal Hospital for Children and the opening of two new super play parks – one on the rooftop and the other at ground level.

It was one year ago last month that the final move in Scotland's biggest ever hospital migration was completed with the arrival of the new children's hospital, staff and patients on the Queen Elizabeth University Hospital campus.

To mark the anniversary, paediatric staff and our friends at Glasgow Children's Hospital Charity brought in the clowns, the teddy bears and music makers to create a party atmosphere.

To open the hospital parks for play the Children's Charity Young Ambassador – and Young Scot of The Year – Jenny Cook from East

Kilbride had the honour of cutting the ribbon. Jenny has battled inflammatory bowel disease since she was a tot, undergoing major surgery at the age of five, and has earned plaudits from both the Prime Minister and Scotland's First Minister for her astonishing fundraising efforts.

Kevin Hill, director of women and children's services, said: "We are delighted that Jenny could join us to officially open our new play parks.

"Jenny is a remarkable young girl who has overcome her own illness to raise an amazing amount of money to support other children with illness."

Glasgow Children's Hospital Charity contributed £17,000 of enhancements to the roof garden funded by donors and supporters including the Rangers Charity Foundation and the Chloe McIntyre Memorial Fund.



CHARITY DONATION

Surplus medical equipment en route to Malawi

DESPERATELY needed medical equipment donated by NHSGGC is currently being shipped 5,290 miles to a children’s unit in poverty stricken Malawi, arriving in eight weeks’ time.

The potentially life-saving kit, ranging from hospital beds and mattresses to incubators and ventilators, has been packed into large containers for the long journey to the 50-bed children’s extension to the Queen Elizabeth Central Hospital in Blantyre,

which urgently needs basic healthcare equipment.

Following the shipment is John McGarrity (pictured), technical manager, medical equipment management, who will fly out in December to spend a week working with local medics to set up the equipment and explain how it should be used.

Delivery of the donations has been organised through the charity Raising Malawi.

Following the closure of the

children’s hospital at Yorkhill, the old Southern General and former Victoria and Western Infirmaries, NHSGGC was left with a surplus of usable equipment. John, working with Gordon Beattie, head of procurement, organised the collection of the donations.

He said: “I didn’t want this equipment to go to waste so I was delighted to get the go-ahead to arrange the shipment. I know our staff, and the public, will be happy to know that some of our

decommissioned equipment is being put to use for a worthy cause.”

NHSGGC chairman John Brown added: “Thanks to our modernisation programme in Glasgow we have not only had the opportunity to improve services for the people of the west of Scotland, but also to make a significant contribution of specialist equipment to this new paediatric surgery and intensive care unit in Malawi.”



MALAWI CEREMONY

International recognition for Glasgow’s role in endoscopy training

OUR role as a key supporter in developing endoscopy services throughout Malawi has been acknowledged at a ceremony held at the Queen Elizabeth Central Hospital (QECH) Blantyre, and broadcast on Malawian TV.

The QECH unit has now been formally recognised as a World Gastroenterology Organisation (WGO) approved international training centre for East-Central Africa, and NHSGGC was given a special mention at the event.

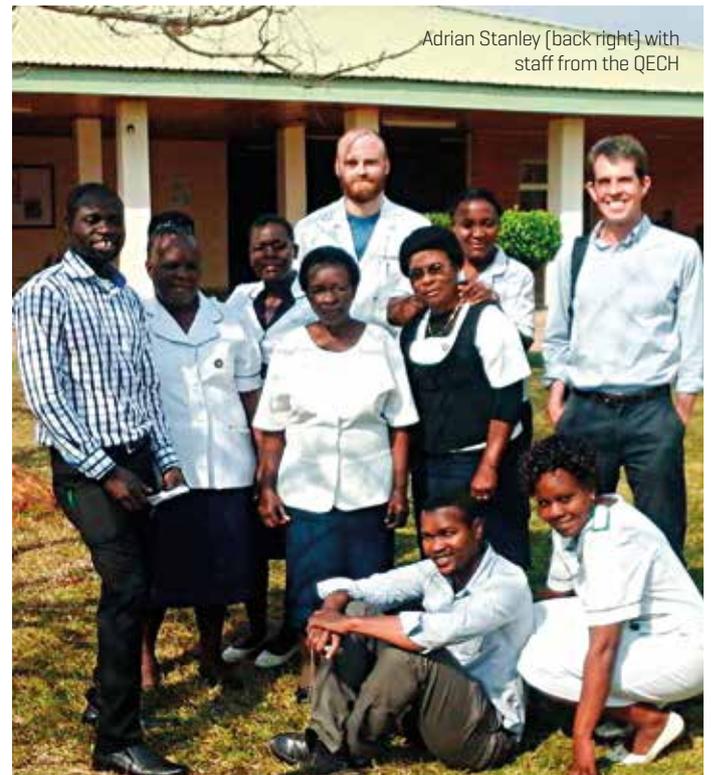
Dr Adrian Stanley, a consultant gastroenterologist at Glasgow Royal Infirmary, has travelled to the country several times to train local clinicians at the three main central

hospitals in the use of equipment donated by the board.

He said: “The approval by the WGO is a fantastic achievement and is recognition for all the hard work done by many local individuals.

“It allows us to run more training courses with the aim of developing a sustainable therapeutic endoscopy service in Malawi, which is a recognised clinical priority for the country.”

The training Adrian helped carry out was co-ordinated by the Malawi-Liverpool Welcome Trust, with support from the British Society of Gastroenterology and the Royal College of Physicians and Surgeons of Glasgow.



Adrian Stanley (back right) with staff from the QECH



This shocking image of a child's burned hand is being used in a hair straightener safety campaign

SPOTLIGHT

Lens on life in our hospitals

Focus on the creative team whose award-winning work illustrates our stories across the healthcare spectrum

THEY are the unsung heroes behind some of our campaigns and promotional materials, but not all of us are aware of the full range of skills our award-winning medical illustration services can offer.

Their rich skill mix covers not just photography, but also graphics, design and print services, including the production of pop-up banners, flyers and patient information leaflets.

They also offer professional film and video production services from the team's own TV studio, a major investment in the service, equipped with state-of-the-art equipment.

The video team directed and produced the induction videos for the Queen Elizabeth University Hospital (QEUH) and Royal

Head of service Kathy McFall



Hospital for Children, and recently collaborated with our own workforce employability team, NHS Education Scotland and Skills Development Scotland, to produce a series of job profile videos.

They have also supported campaigns such as smokefree services, money advice, and adults with incapacity.

Head of service Kathy McFall's 36-strong team includes photographers based on all of our acute sites, but they work across all services, carrying out clinical and non-clinical work.

Kathy said: "We see ourselves as a very creative team which can be both project specific and produce original concepts."

"For example, our graphics staff support NHSGGC's various smokefree services campaigns, and more recently created the branding for the newly launched HR Connect Service."

The team is now using 3D and 4D imaging in the Dental Hospital and



Queen Elizabeth University Hospital to take pictures of patients diagnosed with head and neck cancers as part of preparation work for maxillofacial and plastic surgery surgeons carrying out reconstruction procedures. They also photograph surgical procedures taking place in operating theatres and clinics, working closely with clinicians to get the best high-resolution images for medical records.

All of the staff are educated to degree entry level and they regularly pick up awards across the three disciplines of photography, design and video from their professional body, the Institute of Medical Illustration.

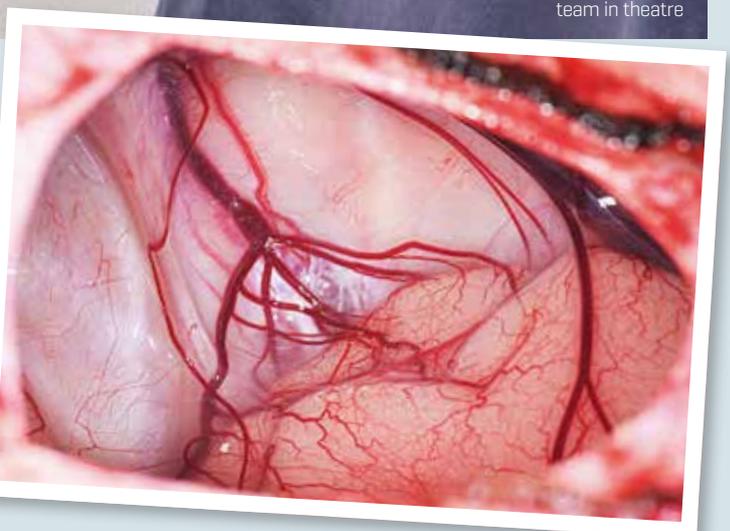
Kathy added: "I have the best job in the world because we are using our skills to help people."

"We love the direct patient and client contact and the fact that we are using our skills to focus on communication to patients and health care professionals."

>> If you want to contact the team about any of the services they offer, telephone: 0141 211 4692.



Capturing the work of a surgical team in theatre



Above: Removal of a cyst which was pushing onto the brain

Left: Our QEUH and RHC chaplaincy team seen through the eye of a medical illustration lens (left to right) Rebekah Sharp, Jim Meighan, Blair Robertson [head of chaplaincy and spiritual care], Ishaku Bitrus, and Andy Gillies

ORGAN DONATION

We need everybody!

WITH one person dying every day in the UK waiting for an organ transplant, the need for more donors is clear. That's why the Scottish Government has launched a major marketing campaign to motivate people to act, using humour to convey a serious message.

We know people in Scotland are supportive of organ donation,

but many haven't got round to showing their support by joining the NHS Organ Donor Register (ODR).

There are many myths that stop people from registering, but in reality there are very few barriers to an individual being an organ donor.

The campaign aims to bust the myths of why people think they

can't be a donor, using a series of videos tackling the barriers that prevent people from joining the ODR. The videos highlight people of all ages, shapes, sizes and ethnicities in the buff, with strategically placed items to protect their modesty.

>> For more information, and to join the ODR now, visit: www.weneedeverybody.org



HONOUR FOR TEAM

Continence team picks up national award

OUR continence team received a national award from medical director Dr Jennifer Armstrong at a special lunch in the Radisson Blu Hotel, Glasgow.

The team came top of the Continence Care Leader section (Continence Care Team) in the National Continence Care Awards for their work on a service redesign.

At a ceremony in the House of Commons earlier this year, Glasgow South West MP Chris Stephens picked up the prize on behalf of the team and brought it north.

The redesign involved behavioural intervention groups being set up as a first point of contact for suitable patients who were taught to self-manage their symptoms, rather than going straight to attending one-to-one clinics with a specialist.

This led to service improvements, including clinic waiting times reduced from 24 weeks to four to six weeks, and



Dr Armstrong (left) presents the award to Rona with her team looking on

failure to attend rates dropped from 77 per cent to 25 per cent.

The judges described the team's work as a "shining example of best practice, going above and beyond to ensure that patients receive the highest-quality care".

Rona Agnew, continence service manager, said: "It's marvellous to get this recognition at national level. I would like to praise my team for their work in improving the lives of those living with incontinence in NHSGGC."

STUDENT PLACEMENTS

Latest graduates from Project SEARCH

AN award-winning hospital scheme to help students with learning difficulties into jobs saw 12 new graduates.

The "class of 2016" graduated from a year-long placement at Glasgow Royal Infirmary (GRI) under the international scheme Project SEARCH.

NHSGGC hosts the scheme in partnership with Glasgow City Council and Glasgow Clyde College, which involves students combining work placements within catering, portering and domestic services with classroom teaching.

It is the third year NHSGGC has taken part in the scheme and earlier this year, the health board was recognised as being one of the most successful in the country at getting the students into real jobs.

Anne MacPherson, director of human resources and organisational development, said: "The graduation gave me an excellent opportunity to compliment the students on their hard work and commitment on successful completion of the programme. I also want to thank the buddies and supervisors from within the facilities directorate at the GRI who supported the students."

Anne also thanked NHSGGC job coach Helen McGillivray and college lecturers Iain Jenkins, Michelle Hendry, and Elaine Jessiman.

It's a double celebration for NHSGGC, which picked up an award at this year's American Project SEARCH conference for achieving one of the highest numbers of people finding work through the initiative. It was originally developed at Cincinnati Children's Hospital Medical Centre, USA, in 1996 and has spread to more than 200 sites in the US, Canada, Australia, England and Scotland.



BEREAVEMENT RESOURCES

Helping you to deal with death

INNOVATIVE new resources, including animations, are being provided to clinicians to help them deal with one of the most difficult situations they will experience in their careers – death and bereavement.

A series of animations, a new website, information posters and links to a host of other resources have been developed for staff by NHS Education for Scotland.

The resources support staff to discuss dying,

talking to children who are bereaved and understanding the processes following a sudden or unexplained death.

Caroline Lamb, chief executive of NHS Education for Scotland, said: “While some specialists may deal with death and bereavement almost on a daily basis, many professionals will encounter bereavement situations very rarely in their careers, particularly unexpected deaths.

“This can lead to anxiety and stress, not being able to find the right words to say or even knowing where to turn to for support. These bite-sized animations and additional resources will reduce the fear of the unknown and lead to greater and better support for Scotland’s NHS workforce and those they are caring for.”

>> To view the animations and access the resources, visit: www.sad.scot.nhs.uk/

PAY GRADES

Review of Band 1 posts

NHSGGC is at the forefront of tackling the issue of low pay at work.

Together with other boards in Scotland, we are reviewing the terms and conditions of all of our Band 1 staff, giving them the opportunity to move up to a Band 2.

It’s a chance to develop new skills with appropriate training to support staff moving up a pay grade. About 300 colleagues are affected, with the majority working in facilities.

The review is being carried out by human resources and organisational development, operational management teams and staff side representatives from the Area Partnership Forum.

Staff are being advised about their options and asked about what they wish to do depending on their circumstances.

Sybil Canavan, acting deputy director of human resources and organisational development, said: “This is an opportunity to address

issues and concerns around low pay and gives staff an opportunity to up-skill themselves.”

Donald Sime, employee director, added: “In terms of our board, these are relatively small numbers and it is a piece of work that is building on from the excellent progress we have made between management, and the three general unions – Unite, UNISON, and the GMB.”

The review will be implemented by 1 October. Staff are being updated about the review under the pay and conditions section of the new HRConnect website, visit: www.nhsggc.org.uk/hrconnect

Anyone with questions or concerns should speak to their line manager or contact Justine Murray or Nicola McDonald in human resources and organisational development, email: Justine.Murray@ggc.scot.nhs.uk tel: 0141 278 2551; or Nicola.McDonald@ggc.scot.nhs.uk tel: 0141 278 2517.



COMPETITION

WIN £250 of Love2Shop vouchers

WE are giving away a fantastic opportunity to boost your purse strings with £250 of Love2Shop vouchers.

You can spend the vouchers in department stores, on food and drink or leisure and pleasure!

All you need to do to enter is simply answer the question opposite and email your answer, along with your name and work location, to: competitions@ggc.scot.nhs.uk or send to: Corporate

Communications, JB Russell House, Gartnavel Campus, 1055 Great Western Road, Glasgow G12 0XH.

Question: What is the closing date for the 2016 Chairman’s Awards?

>> T&C: The competition is open to all NHSGGC employees. Only one entry per person. Winners must be available for a photo, which may be printed with their details in future issues of SN. Closing date is 31 July 2016.



AWARDS

William Cullen Prize for medics launched

Medical director Dr Jennifer Armstrong, in collaboration with the Royal College of Physicians of Edinburgh, has unveiled two prestigious awards for medics.

The William Cullen Prize for excellence in teaching and a separate William Cullen prize for service innovation will recognise a medic, or medic and team, as having made a significant contribution to local teaching or service innovation in Greater Glasgow and Clyde.

The winners of each prize will receive a unique framed print of a William Cullen letter. The letter will be selected from the Royal College's archive and will relate to the area of medical work of the individual winners. The William

Cullen Prizes will be presented at our Celebrating Success Event, alongside our annual Chairman's Awards and the Facing The Future Together Awards on 7 November.

Dr Armstrong and a panel of senior medics will form the judging panel.

TEACHING AWARD

We currently have recognition awards for medical teaching based on performance in the national trainee and student surveys. The overall William Cullen Prize winner will be selected from that cohort of about 20 of our top performers.

INNOVATION PRIZE

To enter the new William Cullen Prize awards simply complete the online application form, visit: www.nhsggc.org.uk/williamcullen

■ William Cullen, left, began his career as a medical lecturer and pioneer teacher of Chemistry at Glasgow University, rising to international fame as the leading figure in Edinburgh University medical school and served as president of the RCPE. He was appointed the King's Physician in Scotland and became the most influential medical lecturer of his generation. His private consultations survive as a remarkable archive of several thousand letters.

NOMINATIONS DEADLINE

Last chance to enter the 2016 Chairman's Awards

THIS is your last chance to get your entries in for this year's Chairman's Awards! The closing date for all entries is Sunday 31 July.

Do you know a colleague, team or volunteer(s) who stands out from the crowd? Perhaps you've watched a colleague who has gone that extra mile to care for a patient? Or maybe you are involved in an innovative project.

There are seven categories in the Chairman's Awards: Clinical Practice; Improving Health; International Service; Nursing; Patient Centred Care; Using Resources Better; and Volunteer/Patient Ambassador, so there is a category to fit all entries.

Last year, Jennifer Crumley, Sharon Lambie and Jacqueline Wright, clinical nurse specialists in the palliative care team at Glasgow Royal Infirmary, were winners in the Patient Centred Care category.

They were nominated for their care of patients and for the time they take to educate other nurses and junior medical staff on a one-to-one basis, in addition to running regular training for all levels of staff. They work tirelessly as a team, ensuring the ethos of support and patient-centredness is always at the forefront.

Jennifer said: "We were delighted to be nominated and to win the Gold Award in the category of Patient Centred Care, as it is at the heart of what we try to achieve in the hospital Palliative Care Team. We are grateful to our wider hospital colleagues for their ongoing support and collaboration to improve patient and family care."

Chairman John Brown and his judging panel



Jacqueline Wright, Sharon Lambie and Jennifer Crumley, were delighted to receive a Chairman's Award last year

will select the most outstanding nominees, and the winners will be presented with a prestigious award at our glittering Celebrating Success Event in November.

John said: "This will be my first Chairman's Awards and I'm pleased to be personally involved in recognising the dedication and compassion so many of our staff display in looking after people across Greater Glasgow and Clyde.

"Our staff see people in a wide range of situations from hospital in-patients to public health initiatives. There are remarkable instances where services have moulded to meet patient needs and projects that have transformed the way we work."

>> To enter, visit www.nhsggc.org.uk/chairmansawards or call free on 0800 027 7246.