



Staff Newsletter **October 2016**

We're shouting out against hate crime

Full story on **PAGE 4**



Chairman John Brown with staff from the spinal injuries unit

Government's policies will be implemented and I expect you will hear more of this over the coming months.

I visited the Chemotherapy and Haemato-Oncology Day Unit at the New Victoria Hospital and was impressed by the quality of the care the staff there provide. This unit is also a good example of where the move to a new building has given staff facilities that better meet their requirements and the needs of patients.

I also made a return visit to the Queen Elizabeth National Spinal Injuries Unit to attend the official opening of Horatio's Garden. This is a great addition to the facilities available for the treatment of patients and I'd recommend a visit to any staff based on the QEUH campus.

I next attended the Teaching & Learning Centre at the QEUH to present the Annual SVQ Awards. This marked the completion of development programmes for more than 114 staff with the achievement of SVQ, ECDL and ILM awards. Everyone I spoke to was enthusiastic about this approach to training and development and I'd encourage all staff to consider if this might be an opportunity you should pursue.

I welcome suggestions for other groups of staff or locations for me to visit; email: staff.comms@ggc.scot.nhs.uk

Out and about with the chairman

JOHN BROWN, CHAIRMAN

I started September with a visit to the William Quarrier Conference Centre in Govan, where the Board held our bi-monthly meeting.

As this meeting included a discussion on our approach to public engagement on service changes, it was particularly well attended by the public and the media. I'm pleased to say that the public interest in the Board's proposed changes to the services we deliver at the RAH Paediatric Unit, the IRH and VoL Community Maternity Units, the Centre for Integrative Care, and Lightburn Hospital has continued and we expect to have a wide range of input to the discussions on these proposals at our next meeting of the Board.

I've also spent a considerable amount of time in Edinburgh meeting with fellow NHS Board chairs, chief executives and senior civil servants to discuss NHS Scotland's Transformational Change

Programme. This is the wide range of strategies, projects and initiatives that are being developed to deliver the Scottish Government's vision for health and social care in Scotland from 2020 onwards. I'm pleased to see opportunities being created for NHS staff to be included in this work on how the



Chairman John Brown with staff from the Chemotherapy and Haemato-Oncology Day Unit at the New Victoria Hospital

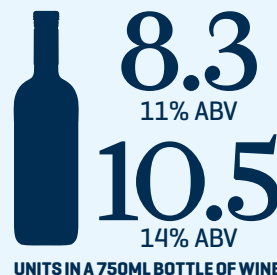
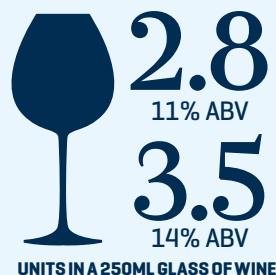
THE FACTS - NEW DRINKING GUIDELINES

To view the full guidelines, visit: www.drinkaware.co.uk

The Scottish Government's Chief Medical Officer has published revised low-risk drinking guidelines.

For the first time, the same guidelines apply across the whole of the UK.

The most significant change is the recommendation for **both men and women** not to drink more than 14 units a week on a regular basis. Previously the limit for men had been set at 21.



E-learning – it’s for everyone

In NHS Greater Glasgow and Clyde, we want every member of staff to have equal access to relevant and timely learning, education and development.

Learning is for everyone, so our learning opportunities have to be inclusive and accessible for all.

Online and computer e-learning can be accessed at any time of the day via the internet from work-based IT devices or personal computers, tablets or mobile phones, allowing staff to study at their own pace.

One example of e-learning in NHSGGC is the activity supported by LearnPro, an online learning platform which contains a large volume of e-learning modules used by staff.

Here you’ll find a wide range of learning opportunities including fire training, induction, child protection, adult support and protection and professional development modules on time management, project management, report writing, basic IT training and specialist subjects such as gender-based violence and information sharing. All of these modules can support personal development activity.

“Learning is for everyone so our learning opportunities have to be inclusive and accessible for all”

The majority of modules have an assessment set and once successfully completed the student may access a certificate which can be used for PDP or revalidation purposes.

Staff also have the choice of dipping in and out of modules for bite-size learning.

A specialist e-learning team exists to develop and deliver relevant online and computer based learning opportunities for all staff.

New customised courses are developed regularly using the expertise of professional colleagues within NHS Greater Glasgow and Clyde.

One of the experts who turned to the e-learning team was Alison Flynn, freedom of information (FOI) manager.

She worked with an e-learning advisor to create a module to reach as many staff as possible for this mandatory training.

She explained: “We decided that an e-learning module would be the most efficient and effective vehicle to achieve this because we don’t have the resources to hold face-to-face training and staff can find it difficult to arrange time to attend classes.”

Alison summed up: “This is a terrific way of maximising the number of people you can reach and make the best use of resources available.”

For more information about registration and e-learning courses, go to the HRConnect pages on our website at www.nhsggc.org.uk Alternatively, to find out if e-learning might be the right approach for delivering your training course, contact the team at LE.Support@ggc.scot.nhs.uk



David Campbell, learning and e-support advisor, and Valerie Wallace, learning and e-support facilitator



Theatre staff raising a smile and cash!

Consultants and trainee anaesthetists and theatre staff at Glasgow Royal Infirmary are sporting funky theatre caps to raise funds for medical charity Lifebox.

The “Hats for Sats” fundraiser has already amassed a whopping £645 to go towards the charity’s aim of reducing unsafe surgery and anaesthesia in developing countries.

The hats were generously provided by company The Caduce Collection and sold by theatre and recovery staff to colleagues.

Pictured are some of the anaesthetic team in their eye-catching fundraising hats.

For more information about Lifebox, visit: www.lifebox.org

Say no to hate crime

NHSGGC is making sure there's no hiding place for hate crime by supporting any staff or patients who experience or witness it

SPOTLIGHT

A hate crime is any criminal offence motivated by prejudice against someone due to their race, religion, transgender identity, sexual orientation or disability.

Victims of hate crime can live for years with the experience of violence and abuse, often in silence, because they fear retribution, not being believed or because the perpetrator is known to them.

Hate Crime Awareness Week is running for a second year between 8–15 October with a focus on making clear what hate crime is and how we all have a role to play in stopping it.

To tie in with the week, we're launching our

“The Board is committed to challenging all forms of hate crime as part of our robust zero tolerance approach to any abuse of staff, patients and visitors”

hate crime e-learning module and prominently displaying promotional materials to support staff in responding to hate incidents.

Anyone witnessing or experiencing hate crime can report it by contacting the police on 999 (emergency) or 101 if non-urgent. Alternatively, people can contact any one of

Glasgow's 70 third-party hate crime reporting centres – details are available at www.scotland.police.uk

Chief executive Robert Calderwood said: “The Board is committed to challenging all forms of hate crime as part of our robust zero tolerance approach to any abuse of staff, patients and visitors.

“Sometimes the experience of hate crime is so common that victims start to see it as part of everyday life; however, everyone has the right to live safely and without fear.

“As a care provider, we are in a unique position to sensitively support disclosure and treat the health consequences of hate crime, be that broken bones or underlying mental health conditions. We will continue to place an emphasis on working with victims to help them report directly to either Police Scotland or through a number of third-party hate crime reporting centres.

“We're working with partner agencies to make the lives of people suffering hate crime safer, protect their families, their communities, and tackle further victimisation.”

A staff learning event, delivered in partnership with Police Scotland, is being held on Wednesday 12 October in the large seminar room of the QEUH's new labs building from 1-3pm.

For more information and booking details, tel: 0141 201 4560 or email: CITAdminTeam@ggc.scot.nhs.uk. Look out for the information stand in the QEUH atrium between 8-15 October.



Safe at work

All our staff have the right to:

- work in safe, healthy conditions
- not be threatened, harassed or bullied
- not be discriminated against
- complain about poor treatment without being victimised.

We all have the right to freedom of expression, but this does not extend to the protection of speech that discriminates against, harasses or incites violence or hatred against others.

If you have worries about any of these issues, you can discuss them with your line manager.

If you are a union member, speak to your union representative.

If you believe you are being discriminated against or bullied at work, please contact the HR Advice and Support Unit, email: HR.Support@ggc.scot.nhs.uk or tel: 0141 278 2700, between 8am-6pm.

Hate crime is unacceptable and will not be tolerated in our workplace

Be a flu fighter – get your flu jab!

Peer immunisers are at the heart of this year's staff flu immunisation programme, which is now up and running.

Peers offer on-the-spot vaccinations to colleagues and their role boosts the series of on-site clinics run by occupational health nurses.

Peer immunisation is a quick and effective way to get teams of staff vaccinated without time spent away from their clinical areas.

It is vital that all staff who have direct contact with patients be vaccinated to protect themselves, their families, colleagues and patients from this serious and sometimes fatal virus.

Even if you experience very mild symptoms, the virus can still be transmitted to very ill patients with potentially grave consequences.

People with chronic disease are extremely vulnerable, for example, those with chronic liver disease are 83 times at higher risk of contracting flu compared to a healthy person.

It is also crucial for pregnant women to be vaccinated to protect themselves and their baby.

Jennifer Reid, immunisation programme manager, said: "Vaccination only takes a couple of minutes, but gives protection for up to 12 months and reduces the potential spread of the virus to vulnerable patients."



Whether attending a mass clinic or being vaccinated through peer immunisation, staff are asked to register online beforehand.

The form and full staff flu vaccination timetable can be found on our website: www.nhsggc.org.uk/staffflu

Staff wishing to run a peer immunisation session should contact Agata Janicka, project administrator,

email: peerimmunisationbooking@ggc.scot.nhs.uk

Why staff should have their flu jab

"We are caring for patients at their most vulnerable, they are the sickest patients in the hospital at a high risk of infections, and that includes the flu."

This is the compelling argument for staff to get their flu vaccination from Ruth McLaughlin, senior charge nurse, critical care at the Queen Elizabeth University Hospital and peer immuniser.

Ruth, left, has immunised colleagues for the last three years and became a peer immuniser because she believed that if immunisation took place on the ward, it would lead to a higher uptake.

She's also motivated because of her job in ITU: "Our patients are admitted for a range of serious conditions, affecting their lungs, hearts and kidneys, and we also admit emergency obstetric patients.

"We see many flu cases and its consequences; for these vulnerable patients, this can include organ failure."

She strongly believes that immunisation protects staff, their families and patients from getting the flu, and added: "Our patients are already compromised. We don't want them recovering from their procedures, discharged, catching the flu, and coming back to critical care."

For more information about our staff vaccination programme, contact Jennifer, email: jennifer.reid2@ggc.scot.nhs.uk

THE FACTS - FLU IMMUNISATION ACROSS THE NHSGGC AREA IN 2015

74.4%

Over 65s

48.6%

Under 65s
in an at-risk group

71.2%

Primary school flu
immunisation programme

35%

NHSGGC Staff flu
immunisation

COMPETITION

WIN £250 of Love2Shop vouchers

We are giving away a fantastic opportunity to boost your purse strings with a £250 Love2Shop gift card. You can spend the vouchers in department stores, on food and drink or leisure and pleasure!

Simply answer the question below 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.**

Q: When is Hate Crime Awareness Week?

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 31 October 2016. Prizes must be claimed within four weeks of the closing date.

A helping hand when the heat is on

After a mild summer, temperatures are beginning to dip and we're all thinking about turning on the heating at home.

For some, taking on extra heating costs is a major decision, but free and confidential help and advice is available about managing bills thanks to a partnership between NHSGGC and Home Energy Scotland (HES), a Scottish Government programme.

HES can help source free loft and cavity insulation and energy efficient grants and schemes, and help with benefit and tax credit checks.

Visit www.nhsggc.org.uk/homeenergyscotland to tell HES what you are interested in and how they can help, and a trained advisor will be in touch.

HES can also be contacted on freephone: 0808 808 2282 or email: adviceteam@homeenergyscotland.org



Working together for you

In an organisation our size, it's hard to keep up to date with everything that's going on.

We are rightly focused on the patient or task in front of us.

The same applies to Dorothy McErlean as she began her new job on 1 October as our employee director and joint chair of the Area Partnership Forum (APF).

That's why she is "rolling up her sleeves" to drive forward an important agenda – in partnership with our senior management team – to further enhance the quality of our working environment and ensure the values of dignity, respect, sustainability and quality between colleagues and to our patients.

Partnership working is central to the effective working of our organisation, but it's not always visible to what extent it really is the engine room of change and co-operation, not only between the executive management team and the workforce representatives, but in all areas and levels of management within the Board.

Promoting early engagement with staff side representatives and staff when there are proposed changes to an area or service is the most effective way of delivering the best care to our patients, while providing better working conditions for our staff.

Together with management, the staff side reps are working on a module for managers – Partnership Working, which will be launched by the end of the year.

So what are the priorities for Dorothy, the APF and the Staff Governance Committee for the rest of 2016 and into 2017?

To review and publish an equal pay statement on men and women employed within

NHSGGC in the next six months is one key objective.

Driving forward the FTFT agenda on cultural behaviours, treating everyone with dignity and respect, raising awareness of different parts of the dignity at work policy, which is to help promote a positive workplace, how to deal with disrespectful behaviour and hopefully prevent going into a formal process.

Helping support staff to identify, report and challenge hate crime is another top priority. To support this work, an e-learning module is being tested on the LearnPro system.

“We have a history of working well together and achieving together”

Another important role has been to ensure that the findings of the Staff Survey in 2015 are used effectively to address issues and build on success.

The APF will be one of the engine rooms powering the reshaping of NHS services and they way we redesign services going into 2020 and shaping healthcare and health and social care for the next decade.

Dorothy said: “Staff side, management and the Board itself are working hard to ensure individual members of staff and staff groups are able to contribute meaningfully to the debates and discussions on shaping things for the future.

“We have a history of working well together and achieving together.”

iMatter

We are all familiar with the NHS Scotland Staff Survey and what it aims to achieve. Last year, the Scottish Government “paused” the survey to give Boards time to roll out iMatter, which is a new and more locally focused staff engagement tool for capturing opinions and encouraging staff to talk about what works and what could be improved.

iMatter is a short questionnaire based on the Staff Governance Standards and only takes five minutes to complete.

“Reports from those who have completed iMatter have been very positive”

Most of our workforce will have taken part in iMatter during this year and those of you who haven't will almost certainly take part in the next 12 months.

Reports from the directorates and teams who have completed iMatter have been very positive. It has given staff a more direct way of commenting on their local team, how well they work as a team and what needs to improve.

Action plans are agreed for each team which ensure that the improvements are made and the questionnaire is then run annually to monitor how things have changed.

Early indications show that the system works better online than on paper and now the challenge is to overcome this disadvantage. One solution will be to create more opportunities for staff without access to a PC to use “staff community” PCs located in easily accessible areas.

All Partnerships will adopt iMatter during 2017 following the encouraging results from early adopter Inverclyde HSCP.

If you want to find out more about iMatter, go to StaffNet and visit the iMatter portal (it sits within the existing FTFT section).

Milngavie optometrist has her eye on the prize in Mexico triathlon

Hot on the heels of the GB Olympic and Paralympic success, SN caught up with optometrist Maggie Darroch as she set off on a trip of a lifetime to the World Triathlon Championships.

Maggie qualified for the championships 50-54 age group when she won a qualifying race at Strathclyde Park earlier in the summer.

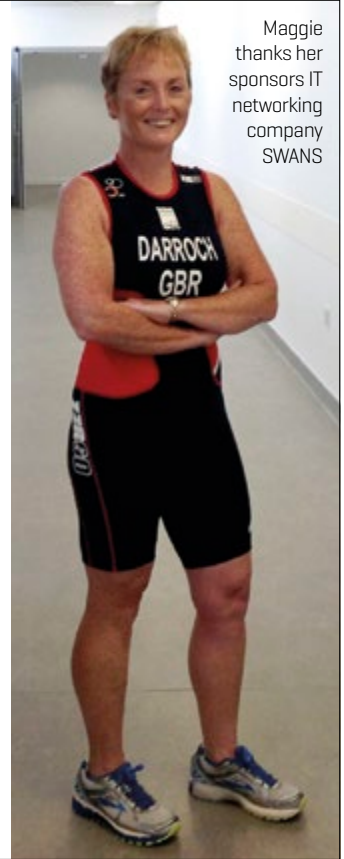
"I am terrified and excited at the same time. The heat is my biggest worry with these freckles and red hair, but I just need to go and give it welly!" said Maggie.

Maggie spends her days working as an optometrist at Stobhill Hospital and at her practice in King's Place. Her early mornings and evenings are spent training hard for competitions,

after taking up the sport eight years ago.

"I was in my mid forties and felt I was getting a bit too old for running, so I decided to take up triathlons and I find the mixture of events easier. My club, the Glasgow Triathlon Club, was really supportive as I could barely swim when I started. The club is really friendly and has given me such a lot of support," added Maggie.

Once in the heat of Cozumel, she will face a gruelling triathlon consisting of a 750m swim (about 30 lengths of an average pool), a 20k cycle and a 5k run. "My husband Mark is coming with me, as my mechanic. His job is to make sure my bike works on the day. We will have a few days to relax too and enjoy Mexico, before and after the race, so it won't all be hard work."



Maggie thanks her sponsors IT networking company SWANS



Staff take part in a yoga class



Healthy response to survey leads to new fitness classes

Hundreds of staff have taken the time to complete the activestaff survey issued earlier this year asking which activities people would be most likely to sign up to.

Now, thanks to your feedback, a whole range of new classes have been set up and colleagues are now getting fit at yoga, pilates, zumba, metafit, dance and walking groups.

Tom Donaldson, health improvement practitioner (activestaff), said: "I'm grateful to everyone who took part in the survey and let us know what they wanted.

"I'm delighted to say that the classes that we've introduced are proving extremely popular.

"They are pitched at all fitness levels because we want to encourage all staff to take the first steps to return to a

sport or exercise regime or start now.

"It's never too late to improve your health and wellbeing, so I'd encourage everyone who's not got involved to find out what's available and see if it's for you."

To book a place at all our classes visit our events calendar: www.nhsggc.org.uk/activestaff

We're all 23.5 hours away from getting fit

We can all make excuses to put off making time for exercise, and that doesn't have to be a sweat-soaked session in the gym.

The single biggest difference to improving health is being active for up to 30 minutes a day or 150 minutes per week. Staff can learn more by watching a short, light-hearted, animated video, "23.5 hours" narrated by Dr Mike Evans, a Canadian professor of public health.

As well as exercise, Dr Evans also talks about the benefits of weight watching, eating a healthy diet, cutting down or stopping smoking and drinking sensibly.

Chris Kelly, health improvement senior (physical activity), explained that the idea behind the video is to keep inactivity to 23-and-a-half hours.

He went on: "Hopefully the message will strike a chord with staff, who will then pass the information onto patients."

To watch the Dr Evans' video visit: www.nhsggc.org.uk/23.5hours