



Staff Newsletter **February 2017**



Leading the way

Clinical team's groundbreaking work
earns prestigious Chairman's Award

Out and about with the chairman

► JOHN BROWN, CHAIRMAN

Over the past few weeks, I've had a very varied and interesting time visiting various locations across NHSGGC.

My travels started with a visit to the Community Midwife Unit at Inverclyde Royal Hospital and ended with an afternoon spent at the The Anchor – the new home of the Glasgow Psychological Trauma Service.

Although these are two quite different services, both are staffed by highly qualified professionals who take great pride in delivering high-quality patient care, something I've come to expect across NHSGGC.

In between, I visited Lightburn Hospital, Maryhill Health & Care Centre and the Scottish Microbiology Reference Laboratories at Glasgow Royal Infirmary.

A number of Board members joined me on my visit to Lightburn, where we had the opportunity to talk to staff about the proposed changes to health and social care services in the East End of Glasgow. These were then discussed at the full Board meeting in December, where a decision was taken to formally consult with the public on this proposal.

While at Lightburn, we were all impressed by the commitment of the staff to providing as high a standard of care as possible from that location. This was reflected in the high scores achieved in recent audits of the service.

I visited Maryhill Health & Care

Centre to take part in the official opening ceremony. Along with Shona Robison, the cabinet secretary for health wellbeing & sport, and David Williams, the chief officer of Glasgow City Health & Social Care Partnership, I was given a tour of the new centre and met many of the people who work there, including GPs, physiotherapists and social workers.

The £12.4 million spent on the centre has provided an excellent facility that I'm sure will help us move forward health and social care integration in one of our more disadvantaged areas in NHSGGC.

My visit to the Microbiology Reference Laboratories was to present Dr Claire Alexander and her team with their Chairman's Award (see page 7 for full article). Another highlight of recent weeks was when I attended the graduation ceremony for the latest group of trainees on the Get Into Healthcare programme. This is delivered in partnership with the Prince's Trust and creates the opportunity to recruit young people into our healthcare support worker roles.

Initiatives like this one are essential in helping us recruit the staff we need to provide the standard of services our patients deserve. We have an ageing workforce and the need to attract, train and retain more young people is crucial.

I've no doubt that the group of individuals I met at the graduation ceremony are only the first of many to join NHSGGC and look forward to meeting them again as their careers progress.

Finally, I should mention that I've spent a lot of time recently discussing the service we provide to patients at our emergency departments. I'd like to take this opportunity to thank everyone involved in responding to the high demands we have experienced in recent weeks.

Of course, we all want to deliver a better service, but I know that every avenue is being explored to help NHSGGC staff deliver a consistent and appropriate level of service.

I remain confident that Dr David Stewart's work on all aspects of unscheduled care will deliver the long-term solutions we require to overcome many of the issues we face currently in our emergency departments.

As always, I'd welcome any suggestions for other groups of staff or locations for me to visit, email: staff.comms@ggc.scot.nhs.uk



The chairman meets staff at Lightburn

Prestigious award for Occupational Health

Our Occupational Health service was recently assessed and awarded SEQOHS accreditation – making us one of only three Boards in Scotland to achieve this prestigious award.

SEQOHS stands for Safe, Effective, Quality Occupational Health Service and is a set of standards and a voluntary accreditation scheme for occupational health services in the UK and beyond.

The accreditation is the formal recognition that our

occupational health service has demonstrated that it can provide a range of services to our staff which aim to:

- prevent ill health caused or exacerbated by work
- identify easy and early treatment of the main causes of sickness absence in the NHS
- help staff stay at work or return to work after illness
- support the organisation manage attendance, retirement and related matters
- promote health and wellbeing

at work among staff and managers.

Rona Wall, occupational health service manager, said: "Achieving this accreditation clearly demonstrates the high standard of occupational health services we provide across NHSGGC and I am so proud of everyone in my team for all their efforts in attaining this award."

Right: Rona Wall, occupational health service manager



Guidance on use of e-cigarettes

The Board approved the use of e-cigarettes in NHS grounds last year.

Now new guidance has been produced to help staff and others know where and when they can be used.

E-cigarettes can be used on our hospital and other healthcare facility grounds, however, local restrictions will be in place on some mental health sites (e.g. forensics and Intensive Psychiatric Care Units).

We ask that staff, patients and visitors refrain from using them at our entrances and exits and the existing ban on their use inside any of our buildings remains in force.

Safety is paramount and staff, patients and visitors should ensure that e-cigarette chargers are PAT (Portable Appliance Test) tested before use in NHS premises. If your charger has not

been PAT tested, you cannot use the charger.

Staff should note that for patients staying in our acute hospitals (general and psychiatric) PAT testing will not be possible.

If you have a charger which has been PAT tested, you should ensure you:

- Only use chargers that come with the device and follow the manufacturer's instructions
- Remove all chargers from the electrical socket as soon as the e-cigarette is fully charged
- Patients are responsible for the safe-keeping of their own e-cigarette and equipment (except when they have been removed)
- Do not leave e-cigarettes, liquids and chargers unsupervised, especially in areas where babies and children are present.



SMOKEFREE SERVICES

Smokefree services are available in your local community, every pharmacy and hospital.

Smokefree services guarantee:

- A personalised stop smoking plan unique to you
- Best tried and tested way to quit
- Free Nicotine Replacement Therapy (NRT) or Champix
- Friendly support from highly skilled advisors.

For more information, visit: www.nhsggc.org.uk/smokefreeservices or [facebook.com/nhsggcsmokefreeservices](https://www.facebook.com/nhsggcsmokefreeservices) or call the Smokeline: 0800 84 84 84

Nurses honoured for their long service

Thirteen nurses from across NHSGGC are the latest to receive the Queen's Nursing Institute Scotland (QNIS) long-service award.

These annual awards recognise nurses with 21 years or more service working in the community. The total number of nursing years in the room this year was a staggering 343!

The nurses were presented with a certificate of recognition by Mari Brannigan, nurse director – partnerships and Clare Cable, director of the Queen's Nursing Institute Scotland.

Mari said: "I'm delighted

to have this opportunity to congratulate everyone for their dedicated contribution to health services over the years.

"We should never forget the important role that our community nurses play, supporting people at home, in clinics, and in their own workplaces."

If you or someone you know would like to apply for a QNIS long-service award, for more information visit: www.qnis.org.uk/awards

Staff must be NMC registered, currently working or retired for no longer than five years.



Mari Brannigan, far left, and Clare Cable, front row, second from the right with the award winners



A Healthier Place to Work



Our responsibilities as an employer

In the first of our series of features on stress in our year-long **A Healthier Place to Work** campaign, we provide an at-a-glance guide to the policy and the responsibilities it sets for the organisation, managers and individuals in supporting employees at risk of stress.

THE ORGANISATION

NHS Greater Glasgow and Clyde is committed to:

- action to support employees to address issues contributing to stress at work and in their wider lives
- action to support staff who have experienced mental or physical health symptoms associated with stress to return to work and ensure their skills are not lost
- action to tackle stress and provide support to help staff manage stress.

DIRECTORS AND SENIOR MANAGERS

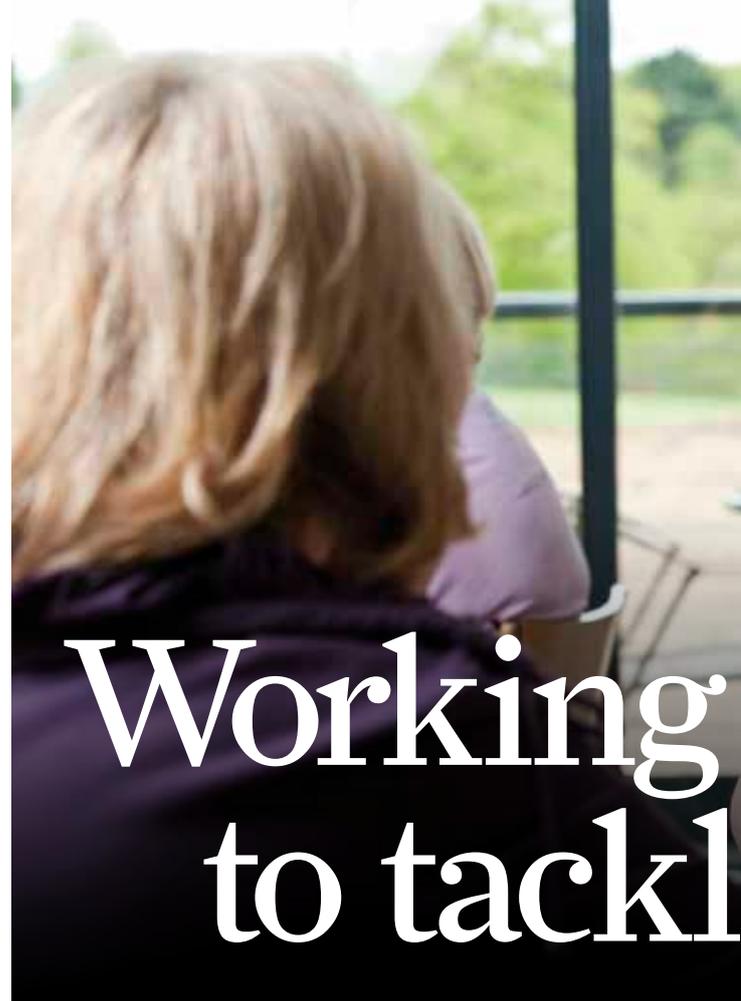
Our senior managers are responsible for:

- developing an organisational culture where stress is not seen as a sign of weakness or incompetence and where seeking help in managing stress is seen as a sign of strength and good practice
- reducing and managing, as far as possible, factors which lead to stress in the workplace
- providing advice and information to managers on their duty of care to staff
- encouraging a working environment where staff who feel at risk of experiencing the effects of stress can raise an issue in confidence.

LINE MANAGERS

Our line managers are responsible for:

- encouraging a team culture where mental wellbeing is as important as physical health
- carrying out stress risk assessments every two years or before if stress-related issues are raised
- resolving work-related issues at individual level and team level as appropriate, involving people outside the team if necessary
- regularly reviewing excess hours worked by staff
- when change is being introduced, provide the necessary support and training to staff
- when issues arise, involve staff in seeking solutions.



▼ A HEALTHIER PLACE TO WORK

In the fast-paced, demanding world that we live in, it is easy to feel under pressure. Life throws a lot at us and we can all feel down from time to time. It's just part of life and we all get on with it.

But when these pressures or demands become excessive, and you can't cope with them, then you can become stressed.

For many people, stress is a significant problem that seriously affects their daily lives and the lives of those around them.

Stress is the most common mental health problem faced by people throughout the world. Two in five of us will experience stress at some stage in our lives and seven out of 10 of us know someone who has it.

So what is stress? For most people, it involves anxiety or depression, or a combination of both. It becomes a problem when you can't get rid of it, even though you try. You feel you are losing control of your life. You feel that you can't cope with things that others can deal with.

There are a number of tell-tale signs that a person may be suffering from stress. Physical symptoms include tiredness and headaches. Other signs include panic attacks, poor concentration, worry and feelings of worthlessness.

The range of signs and symptoms of stress include:

- memory problems
- inability to concentrate
- poor judgment
- seeing only the negative
- anxious or racing thoughts
- constant worrying
- depression or general unhappiness
- anxiety and agitation
- moodiness, irritability, or anger

“For many people, stress is a significant problem that seriously affects their daily lives and the lives of those around them”



together we stress

- feeling overwhelmed
- loneliness and isolation
- other mental or emotional health problems
- aches and pains
- diarrhoea or constipation
- nausea, dizziness
- chest pain, rapid heart rate
- loss of sex drive
- frequent colds or flu
- eating more or less
- sleeping too much or too little
- withdrawing from others
- procrastinating or neglecting responsibilities
- using alcohol, cigarettes, or drugs to relax
- nervous habits (e.g. nail biting, pacing).

The good news is that there's a lot that can be done to support people struggling with stress.

NHSGGC's stress in the workplace policy has been developed to support staff to deal with issues that contribute to stress at work and in the outside world. It encourages staff wellbeing by giving information on techniques and services which help individuals to cope with pressure and stress and equipping all staff, including managers, with tools to identify the risk of stress and intervene at an early stage.

The full policy is available on the A Healthier Place to Work section of the website or www.nhsggc.org.uk/staffhealth

We're here to support you

Staff should be aware of the signs and symptoms of stress as outlined in this article, and know how to receive support if required. The organisation has put in place a range of measures to reduce the risk of staff being affected by stress in the workplace, but staff should be aware that stress can often originate from life outside of work. The organisation will do all it can to support you if you are suffering from stress.

INDIVIDUALS

All staff are responsible for:

- talking to your line manager if you have a problem. If this is not possible, then you should talk to our occupational health service or human resources
- supporting colleagues experiencing work-related stress and encouraging them to talk to their line manager, occupational health service, human resources or trade union
- seeking support, which may include in-house counselling from the Occupational Health Service
- speaking to your GP if worried about health issues
- recognising that stress is not a weakness
- attending stress management course if identified that this would help
- discussing with your manager whether it is possible to alter your job if necessary to make it less stressful.

HUMAN RESOURCES DEPARTMENT

The department is responsible for:

- promoting a positive culture within the workforce
- assisting the process of return to work for staff
- facilitating discussions within areas of conflict
- making sure that policies and codes of conduct are adhered to.

TRADES UNIONS

Trades unions are responsible for:

- encouraging members to speak up
- investigating potential hazards and complaints from their members
- liaising with managers to carry out risk assessments.

OCCUPATIONAL HEALTH SERVICE

The service is responsible for:

- providing support for staff who may be experiencing stress
- advising managers and staff on stress triggers and risk assessment process
- delivering training and education programmes on stress risk assessment with the Health and Safety Service
- monitoring and reviewing patterns of stress-related sickness absence

IN-HOUSE COUNSELLING SERVICE

The service is available to anyone experiencing problems which affect their ability to function.

Part of Occupational Health, the service is responsible for:

- offering help to establish a tailor-made programme of stress management which extends beyond work into home life
- offering help to individuals is assessing whether their coping strategies are working
- offering an opportunity to talk in confidence about any problem or difficulty, whether work-related or not. The service offers face-to-face and telephone appointments. **Please call 0141 201 0600 to make an appointment with one of our counselling team.**

HEALTH AND SAFETY SERVICE

The service is responsible for:

- ensuring training is provided to managers to carry out stress risk assessments
- advising managers on effective measures for work-related stress
- helping monitor work-related stress by assisting with analysis of Datix incident data related to stress.

NHSGGC leads the world on bleeding treatment

NHSGGC is leading the world on managing patients with upper gastrointestinal (GI) bleeding, according to a new study published in the *British Medical Journal*.

The international study found that a scoring system developed in Glasgow to identify which patients need to be admitted to hospital following an upper GI bleed was the best way to assess and manage these patients around the world.

The Glasgow Blatchford Score (GBS) was developed by a now retired Glasgow public health consultant, Dr Oliver Blatchford, in 2000 and is already being used in hospitals around the world including the USA, Europe, New Zealand and Singapore.

The GBS looks at a patient's description of symptoms, pulse and blood pressure, as well as two blood tests that are available in the first hour after they attend hospital.

Lead researcher and author of the *BMJ* article, consultant gastroenterologist Dr Adrian Stanley, Glasgow Royal Infirmary, explained: "It is common for patients to

present to our emergency departments with upper GI bleeding, resulting from stomach ulcers or bleeding vessels in the GI tract.

"Calculating their GBS on presentation allows us to target our management of these patients better. We can identify those at very low risk of poor outcome who don't need to be admitted to hospital, allowing us to focus on the more seriously ill patients who need to be admitted for transfusion and urgent endoscopy.

"We carried out a 12-month study into the effectiveness of five risk scoring systems, looking at more than 3,000 patients presenting to six large international hospitals – the largest prospective study of this condition ever undertaken.

"We found that out of the five risk scores we compared, the GBS was superior to the English, Italian and American risk

scores in their ability to predict need for hospital-based intervention and survival in this common medical emergency."

Recent UK, European and American guidelines have recommended the use of GBS for patients with this condition.

This study identifies the optimum score threshold to categorise patients into low and high risk and confirms the superiority of GBS to other scores across all international sites. It also confirms that more patients can be identified as

low-risk and therefore avoid hospital admission.

Dr Stanley added: "This is an example of Glasgow clinical research changing practice internationally and is a development that will be of benefit to many patients around the world."



Dr Adrian Stanley



This year's NHSScotland Event is being held on 20 and 21 June at the Scottish Exhibition and Conference Centre, Glasgow.

The theme of this year's event is Working Differently Across Boundaries: Transforming Health and Social Care.

One of the key features at the event is the poster exhibition and with more than 500

innovative teams and individuals submitting their projects in 2016, this is a networking opportunity not to be missed.

The poster exhibition forms an integral part of best practice, learning and sharing at the event. Entries will be shortlisted and more than 200 successful abstract submitters will be invited to display a poster at this year's event.

For more information, visit: [StaffNet > Hot Topics > NHSScotland Event](#)

Poster abstracts should be emailed to: margaret.brodie@ggc.scot.nhs.uk no later than 24 February. Submissions will not be accepted after this date.

For more information about the NHSScotland Event, visit: www.nhsscotlandevent.com



Chairman's Award delight

Consultant clinical scientist, Dr Claire Alexander and her team were delighted when chairman John Brown came along to the GRI to present them with their well-deserved Chairman's Award for Clinical Practice for their groundbreaking work on the diagnosis of the sight-threatening disease, Acanthamoeba keratitis.

Presenting the award, John said: "As a result of their work people across Scotland now receive early, cost-effective and accurate diagnosis, leading to improved patient care.

"This is typical of the many initiatives across NHSGGC that involve staff in developing more innovative ways to improving healthcare. Often this work is in partnership with universities and I believe this emphasis on research and innovation is something we

must continue to support. I'm encouraged by how widely that view is shared."

The Scottish Parasite Diagnostic and Reference Laboratory, part of NHSGGC, is leading the way by being the first clinical laboratory in the UK to introduce molecular testing, which improves the management of patients with Acanthamoeba keratitis.

This newly developed molecular assay significantly enhances the ability to rapidly identify the organism responsible for causing the disease. The entire process highlighted excellent teamwork at the Scottish Microbiology Reference Laboratories in Glasgow and received tremendous support from clinical colleagues within NHSGGC.

Future plans include the sharing of experiences to encourage centres throughout the UK to consider a similar approach.

Above, left to right; Aileen MacLennan [diagnostics director], Professor Brian Jones [microbiology head of service]; John Brown [chairman]; Dr Claire Alexander [director, SPDRL]; Michael Coyne [biomedical scientist section lead]; Sarah Rankin [biomedical scientist]; Lauren McGhee [clinical support worker], Lisa Connelly [biomedical scientist].

Correction: Witness Support Team

In December's issue, we printed the incorrect telephone number to contact the Witness Support Team. The correct telephone number is: 0141 201 0472. Alternatively, you can email rachel.mcgowan@ggc.scot.nhs.uk or NHSGGCWitnessSupport@ggc.scot.nhs.uk

Credit Union's healthy return

Thousands of health service employees and their families shared a £117,000 "Christmas bonus" thanks to the NHS Credit Union.

At a time when major financial institutions across the country are cutting the returns they give to savers, the Credit Union announced an increased dividend rate for its 15,000 members.

The news, unveiled at the organisation's Annual General Meeting held in the Queen

Elizabeth University Hospital, reflects another incredible period of growth for the Credit Union.

In its last financial year the institution recorded:

- An 18.5 per cent growth in membership, up from 12,599 to 14,929
- A 38 per cent increase in its loan book, up from £7,760,448 to £10,750,035
- A 13 per cent increase in members' savings, up from £14,862,488 to £16,800,690
- A 56 per cent growth in

operating surplus, up from £363,416 to £566,477.

Chief executive officer Robert Kelly paid tribute to the work of the staff and the volunteer directors in helping take the business forward. And he looked ahead to "the most exciting year of change in our history".

He also announced that as part of a nationwide expansion project, the credit union will move to a new banking platform over the coming months,

streamlining and transforming services for members – so watch this space!

For more information, visit: www.nhscreditunion.com



Entry opens for golf event

▶ NHS SCOTLAND CHARITY GOLF CLASSIC 2017 - QUALIFYING EVENTS

Entry is now open for the NHS Four Nations golf tournament, which brings together teams from England, Wales, Northern Ireland and Scotland to compete for the trophy while raising money for the children's hospitals across Scotland.

Due to the high participation over the past few years, two qualifying events are being held on Thursday 11 May and Monday 29 May at the Fidra course at Archerfield, East Lothian.

On the day, registration will open at 10.30am, with a shotgun start at noon. The

format is full handicap stableford, with a maximum handicap of 18 for gents and 24 for ladies.

Entry is £90 per person for NHS players, which includes tea/coffee and a bacon roll at registration and a two-course buffet after play. Payment should be in cash at registration on the day.

To register or to request further information, email Gail Hayworth: y66gal@icloud.com or gal66events@yahoo.com

Please note: any call-offs within seven days of the event will be liable to a charge if replacements cannot be found.



▶ JUST ONE CLICK AWAY

You can now link to Nursing, Midwifery & Allied Health Professionals (AHP) information direct from the homepage of StaffNet simply by clicking on the recently launched 'button' (pictured below).

The link takes you straight to a dedicated web portal that was created to provide a forum for nursing, midwifery and AHP staff.

It allows transparent information sharing and the dissemination of good practice to ensure a consistent approach to care is achieved across the organisation.

The portal hosts a wealth of useful information, including 2030 nursing vision, care assurance system (CAS), education and training opportunities, adult support and protection, and nursing research to name just a few!

If you have information you would like to share with your nursing, midwifery and AHP colleagues, this is the area for you. Simply follow the three-step governance process that has been established to support the site quality assurance:

- step 1 – create/develop your information for upload to the site
- step 2 – seek approval from your chief nurse/midwife/professional nurse advisor in the first instance
- step 3 – submit approved information to the Professional Governance & Regulation Team for final approval.

Don't delay, visit our pages today at: www.nhs.gov.uk/nurses



Stepping up to the challenge

Well done to all staff taking part in this year's walking challenge, who have been counting each step for the past three weeks to virtually walk the route of the North Coast 500.

More than 500 teams from NHSGGC and the Board's Local Authority partners signed up and have been counting every step. With just one week to go, your SN wants to congratulate you all



Participants have walked the distance of the North Coast 500

for your valiant efforts in taking part in this year's challenge.

Follow us on our social media – facebook.com/nhsggc and Twitter @NHSGGC – where we'll be announcing the results.

COMPETITION

WIN £250 OF HOLIDAY VOUCHERS!



Have you started to think about a summer holiday yet? This month, we're giving you the opportunity to jet off on a sunshine break, or perhaps you'd prefer to holiday somewhere closer to home? Whatever your favourite holiday destination, enter this competition and win £250 of Thomas Cook holiday vouchers!

To be in with a chance of winning, simply answer the question below. Then 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: What is our in-house counselling service telephone number?

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 28 February 2017.