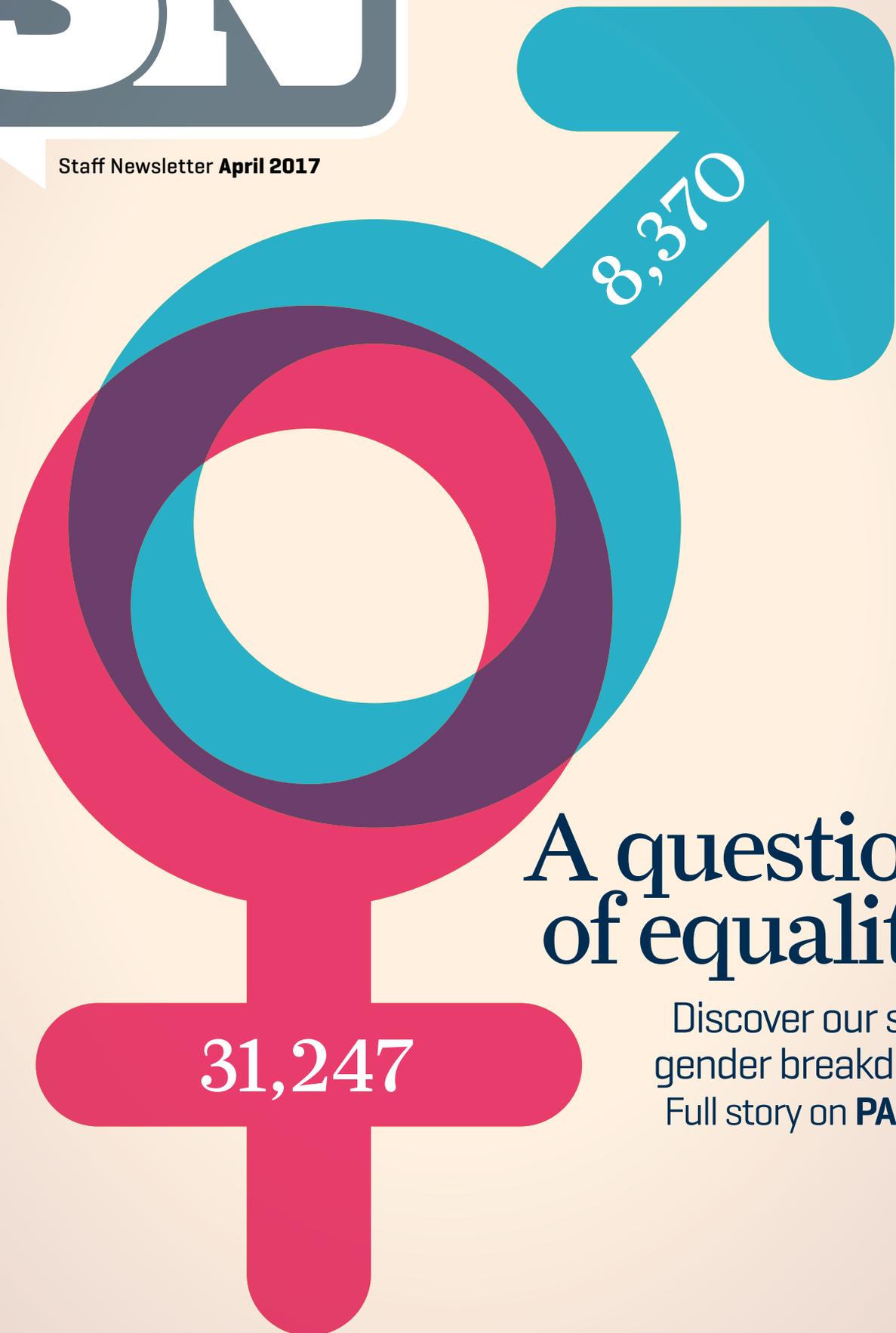




Staff Newsletter **April 2017**



A question of equality

Discover our staff gender breakdown
Full story on **PAGE 3**

Out and about with the chairman

▶ JOHN BROWN, CHAIRMAN

Over the past few weeks, I've been busy attending various meetings and seminars to discuss how we take NHS Greater Glasgow and Clyde forward in line with the National Clinical Strategy and NHSScotland's Health and Social Care Delivery Plan.

Not only has this given me further insight into how we currently deliver our services, but I've also heard more about how we need to do things differently, if we are to meet the changing health needs of the population across NHSGGC. We all want to deliver better health, better care and better value and I'm pleased to see that plans are being developed to ensure that all our staff will be able to contribute to how we might achieve that ambition. I'd encourage everyone to get involved in this important work.

One of the organisations working with NHSGGC towards delivering better health is the Glasgow Centre for Population Health and I recently participated in two of their management Board's workshops. These were arranged to further develop closer working between all the people involved in public health management. This included the Scottish Government, Glasgow City Council, Glasgow City Health and Social Care Partnership and the University of Glasgow. This collaborative approach is expected to help us understand better how we can make use of academic research into population health when developing our strategies to improve

public health in the longer term. I'm looking forward to seeing how this develops over the coming months and how the Board's newly formed Public Health Committee will work with the Glasgow Centre for Population Health to achieve our ambition of better health.

I've also been continuing to visit staff across the organisation who work day in, day out to provide better care for our patients and service users.

This month I've been looking at our Specialist Children's Services. This began with a visit to their Quality and Governance Event, which was held at the Glasgow Science Centre. This event brought together more than 200 staff from Specialist Children's Services in a workshop-based event that was designed to encourage innovation, continuous improvement and the sharing of best practice. The event built on earlier work that encouraged a service user-focused approach to service delivery that has already seen impressive results. I was encouraged to see the adoption of these two approaches which, when combined,

will ensure a high quality of service delivery across the division. I'm sure the Specialist Children's Services management team will be happy to share their approach with colleagues.

I then visited the West Centre in Drumchapel where I saw the 'quality approach' being delivered locally. I was very impressed with the range of services being offered locally and the commitment of all the staff involved. This is a great example of what can be done by giving local staff a say in how our services are delivered.

I followed this with a visit to a different type of Specialist Service when I visited the West of Scotland Adolescent Psychiatry Inpatient Unit at Stobhill - Skye House. This service helps young people between 12 and 17 who are having mental health difficulties and who require treatment in an inpatient unit.

While at Skye House, I also visited the school that forms part of the Inpatient Unit and was impressed by the support this provides to young people during their stay. Skye House and the Stobhill School are good examples of the quality of services that NHSGGC provides and from my conversations with staff and patients, it is clearly something that everyone values.

If you would like me to visit your department or ward, email: staff.comms@ggc.scot.nhs.uk



The chairman meets staff from the Centre of Population Health

COMPETITION

WIN £200

worth of Argos vouchers



What would you spend £200 of Argos vouchers on... something for the house, something for the garden or something for yourself? Enter this month's competition and that decision could be yours! 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: How long do we aim to take to respond to less complicated complaints?

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 April 2017. Prizes must be claimed within four weeks of the closing date.

Gender stats make interesting reading

Now work is under way on pay equality survey

A Freedom of Information request from the *Mail on Sunday* came into our Communications team recently asking for a breakdown of gender in various professions and work groupings such as nursing and medical.

When the workforce statisticians pulled out the data and grouped it up we found it really interesting and thought *SN* readers may also find the figures of interest.

It is no surprise to find that the vast majority of the nursing workforce is female...

“It is no surprise to find that the vast majority of the nursing workforce is female”

but it is interesting to see that in every job grouping there are more female employees – both in the actual head counts and also by whole time equivalents (which accounts

for job share or part-time workers).

So while all these workforce statistics are very interesting, there is a serious bit of work ongoing across NHSGGC right now to complete an equal pay audit as part of equality legislation.

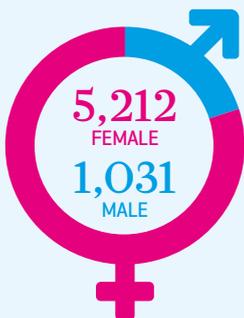
The audit is examining pay equality across the areas of gender, disability and race. When this work is complete and the audit report is published the comms team at *SN* will summarise the findings and highlight any identified actions in a future issue.

NHS GREATER GLASGOW AND CLYDE JOB FAMILY BY GENDER AS AT 30 NOVEMBER 2016

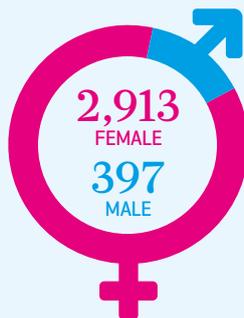
31,247
FEMALE

8,370
MALE

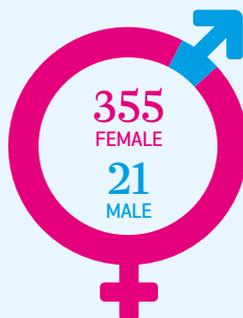
ADMINISTRATIVE SERVICES / SENIOR MANAGEMENT



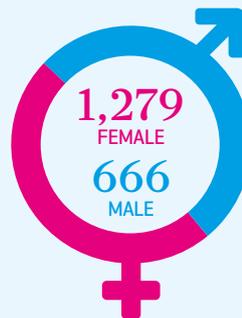
ALLIED HEALTH PROFESSION



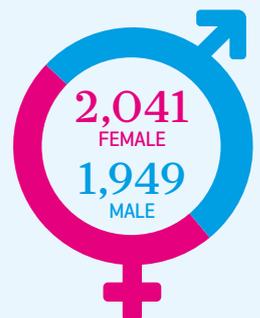
DENTAL SUPPORT



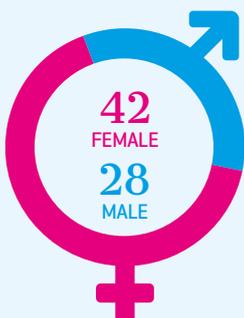
HEALTHCARE SCIENCES



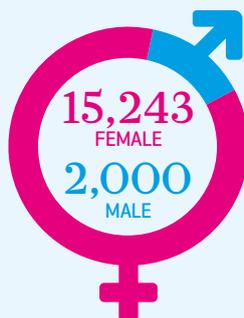
MEDICAL AND DENTAL



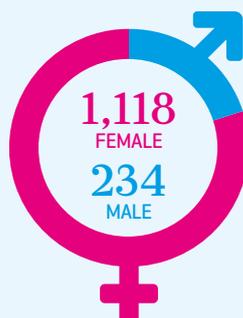
MEDICAL SUPPORT



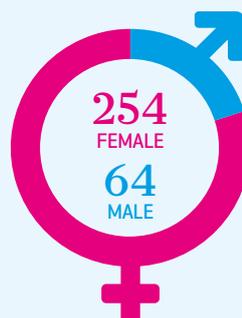
NURSING AND MIDWIFERY



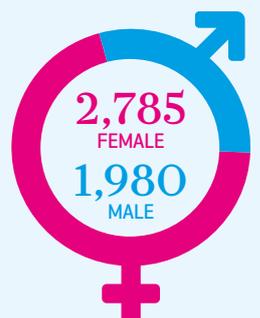
OTHER THERAPEUTIC



PERSONAL AND SOCIAL CARE



SUPPORT SERVICES



Horatio's Garden at the QEUH – volunteers wanted!

Horatio's Garden on the Queen Elizabeth University Hospital campus is looking for staff to volunteer in its stunning garden.

If you are interested in helping out with some gardening or baking, then they'd like to talk to you.

The friendly volunteer team will provide training and support and in return, you'll have great fun and meet new friends.

They are also asking staff to support patients to make use of the garden. Horatio's Garden offers much to benefit patients, from a moment of solace to a programme of activities, including art therapy and music concerts.

Susan Ferguson, occupational therapy support worker in Medicine for the Elderly and Horatio's Garden volunteer, said: "One of the days I was in the garden I had a chat with a patient and his wife.

"They told me they had a meeting with the consultant later that day and were anxious about the outcome of the meeting, but said they were so grateful to be able to come out into the beautiful garden to collect their thoughts and clear their minds prior to the meeting.

"I was so pleased the garden helped them at such a difficult time – for me, that was a huge reward for my time as a volunteer."

Staff are also encouraged to take a break in the beautiful surroundings of the garden. There is much evidence that gardens and gardening have a positive effect on a person's physical, mental and emotional wellbeing, so this is the perfect place for staff to unwind and de-stress.

If you are interested in volunteering, please contact the head gardener, Sallie Sillars, tel: 07934 390133 or email: sallie@horatiosgarden.org.uk



New chief is going to lead from the front

On 3 April, Jane Grant walked into our Board HQ and began her work as chief executive of the largest single health authority in the UK.

It's a challenging and demanding job, but Jane is looking forward to the opportunities ahead. Her key priority is to work with the Board and colleagues across the organisation to improve the care delivered to patients and families across Greater Glasgow and Clyde, building on the wide range of work already under way.

Jane is no stranger to Glasgow and Clyde, having worked here in the past, but much has changed since she left her post as chief operating officer of our acute division to become chief executive of NHS Forth Valley in 2013.

Nowhere has this change been more apparent than the transformation of the former Southern general campus, which now houses some of the finest hospital, laboratory and research premises in the UK. These include the new Queen Elizabeth University Hospital and the Royal Hospital for Children. Impressive new health and social care centres have been built in Maryhill, Possilpark,

Eastwood and Pollokshields, a new assisted conception service is now in place in Glasgow Royal Infirmary and a new Glasgow Psychological Trauma Service has opened in Govan.

The pace of modernisation continues apace with a new mental health facility – Orchard View – due to open in Inverclyde this summer.

Jane is also determined her new job won't be one she does from behind a desk as she is to get out and about to meet with colleagues across the organisation to discuss the priorities for the year ahead. Jane also intends to visit as many local healthcare facilities as possible during her first few weeks and months.

She said: "I am pleased to be joining the team at NHS Greater Glasgow and Clyde again and I am looking forward to working with Board members and staff across the organisation to build on the good work already under way. I also want to talk to local staff and volunteers about their day-to-day work and experiences as I firmly believe that's where some of the best ideas for positive change come from."

A genuine partnership approach to

Robert Calderwood – a retirement

▼ RETIREMENT

Hundreds of colleagues attended an event in the Queen Elizabeth Teaching and Learning Centre to mark the retirement of chief executive Robert Calderwood on 31 March.

Apart from current and former colleagues from Glasgow and Clyde, the audience included CEOs from other boards, officials from the Scottish Government Health Department and colleagues from local authorities, universities and some of the many other organisations Robert has been involved with during his distinguished NHS career.

Robert joined the NHS in 1971 and



going the front

patient care is part of her philosophy for success: "Strengthening the links between local health and social care services across Greater Glasgow and Clyde is vital to make it easier and quicker for people to access the care and support they require and I am looking forward to working with council and voluntary sector partners across Greater Glasgow and Clyde to take forward this important work."



Jane's career summary

- joined the NHS in 1983 as a management services officer within Highland Health Board
- worked in Stobhill Hospital as deputy administrator
- in the early 1990s, Jane moved to Hairmyres Hospital in Lanarkshire as hospital administrator undertaking a variety of posts associated with planning, information and contracting for Lanarkshire Health Board before being appointed general manager of Hairmyres Hospital in 1999

- In 2000, moved back to Glasgow as general manager for surgery in the North Glasgow University Hospitals Trust and, from April 2005, was acting chief executive within the North Glasgow Division
- appointed director of surgery and anaesthetics for NHS Greater Glasgow and Clyde in 2006 and became the Board's acute division chief operating officer in 2009
- became chief executive of NHS Forth Valley in October 2013
- took up post as chief executive NHS Greater Glasgow and Clyde in April 2017.

a career spanning 45 years

during his 45 years of service, he has worked in Greenock and Paisley for the former Argyll and Clyde Health Board before joining Greater Glasgow in 1985 as unit administrator of the Western Infirmary and Gartnavel General.

Three years later, he was promoted to director of property and strategic planning for Greater Glasgow and in 1991, became the unit general manager of the Southern General Hospital.

In 1993, Robert became the Southern General Hospital NHS Trust's first chief executive and four years later, he also took on the responsibility of chief executive of the Victoria Infirmary NHS Trust. In 1999, he was appointed chief executive of the

newly formed South Glasgow University Hospitals NHS Trust until Trusts were dissolved in 2004. As programme director for the implementation of the Board's Acute Services Strategy Robert led the visionary transformation of Glasgow's acute services. In 2005, he became chief operating officer for the NHS Board's acute services division. This role was expanded to include the acute elements of Clyde in April 2006 when NHS Greater Glasgow and Clyde was formed.

Eight years ago he became our chief executive, which has given him a unique career claim... as CEO of NHSGGC since 1 April 2009, he has been boss of everywhere he has ever worked!

'Back to the future' – what matters to us

22 May
Lecture Theatre,
Teaching & Learning
Building, QEUH campus
8.45am–4.30pm



This is an exciting opportunity for nurses and midwives to sign up to the Corporate Nursing Conference, celebrating the past, present and future of clinical practice.

Margaret McGuire, nurse director, said: "The conference will include topics related to ehealth, professionalism, fundamentals of practice, transforming nursing roles, Excellence in Care and the 2030 vision for nursing.

"This conference is open to all nurses and midwives and I would encourage as many staff as possible to sign up and take advantage of this excellent conference and networking opportunity."

The Back to the Future organising committee is also seeking submissions for poster presentations.

If you would like to submit a poster abstract, contact Carole Anne Murphy, tel: 0141 201 0419 or email: caroleanne.murphy@ggc.scot.nhs.uk for more information and to obtain the submission form. To attend, you need to fill in a nomination form. This should be returned to LE.Support@ggc.scot.nhs.uk to allow your application to be processed.

For more information and to download the nomination form, visit the nurses' portal on our website at www.nhsggc.org.uk/nurses



A stress-free way to reduce stress

You may know that being active can improve your physical health and reduce the risk of developing a range of conditions including Type II diabetes and cardiovascular disease. But did you know that physical activity can also have a positive impact on your mental health and, in particular, can help to reduce stress?

The impact on stress levels is immediate when you undertake physical activity. This is because exercise increases your brain's production of endorphins, which are the body's feel-good neurotransmitters.

These are responsible for the so-called runner's high, that sense of euphoria that many people get following exercise. This improved mood post-exercise doesn't just go away; rather it tends to continue and increase over time with regular activity.



Physical activity can also improve sleep, with sleeping problems being a common sign of stress. And as well as these physical benefits, being active can help to take your mind off worries as you concentrate on the activity in hand.

There are many types of physical activity and all can have these benefits so it's a case of finding out what works best for you.

Whether it's going for a walk at lunch time, cycling instead of driving or taking a class at the gym, it's just about being active.

However, activities with a focus on relaxation, such as yoga or Tai Chi, could be of particular benefit to help reduce stress.

Tom Donaldson, health improvement practitioner, said: "Any type of exercise is useful, as long as it suits you and you do enough of it. Exercise should be something you enjoy; otherwise, it will be hard to find the motivation to do it regularly. As a starting point, staff can try some of our free Active Staff classes. They could help staff become more active and feel less stressed.

"Feedback indicates that not only are staff benefiting physically from the yoga and Tai Chi classes, but these classes are reducing stress levels and giving staff time to properly relax."

Find classes near you and book at:
www.nhsggc.org.uk/activestaff

New complaints policy encourages concerns to be addressed quickly

We all come to work aiming to provide the highest-quality service possible. For the most part, we get it right. But there are occasions when we don't and patients complain about the service they receive.

An updated Complaints Policy and Procedure has been published that helps us to listen effectively to what people are telling us about our services, and to act with purpose on what we hear. It enables us to put things right when things go wrong, and to learn and take action so that the same problems do not happen again.

The main change to the policy is that we will now aim to try to

resolve some complaints within five working days, rather than 20.

It is not necessary to write to complainants when we try to resolve complaints at this early stage, although we may choose to do so. The complaints we handle within five working days will usually be less complicated, and we still have the option to do a full investigation and reply within 20 working days if that is more appropriate.

Margaret McGuire, nurse director, right, said: "The emotional – and sometimes

physical – impact on patients and families who have a less positive experience should not be underestimated. It is essential that we handle complaints well and produce open, honest and empathetic responses to complaints consistently across the organisation.

"Our new Complaints Policy and Procedure will help us do that. The policy is based on national guidance that has been developed in close

conjunction with the Scottish Public Services Ombudsman. Designed to help us

to build positive relationships with people who use our service and rebuild trust, it puts the person making the complaint, their families and carers at the heart of the process.

"It also supports a move to address complaints more effectively, resolve them as early as we can, and learn from them so that we can improve services for everyone."

Any member of staff may be involved with a complaint, and we recognise it is important that we support staff with the process. A guidance document to complement the new policy is being produced to help do this.

For more information, visit:
www.nhsggc.org.uk/get-in-touch-get-involved/complaints/
or contact the Complaints Team,
email: complaints@ggc.scot.nhs.uk



Let's tell it like it is

Children need parents to grow up and use proper words for parts of their body

Willy, wee man, tinkle, front bottom, privates... what words do you use for private parts of the body when talking to your children?

There is a wide variety of words used by families to refer to the penis or vulva. In fact, no other part of the body has been given so many different names!

This is really confusing for children and can get in the way of them asking questions or giving you accurate information.

A new website and video launched by Sandyford are urging parents to tell it like it is and use the proper terms.

Jill Wilson, health improvement lead, Sandyford said: "Often parents do find it difficult to talk about these things with their children.

"In 2015, we consulted parents across NHSGGC on their role in educating children about growing up, puberty, sexual health



and relationships. Parents have told us they are keen to back up the learning that children get in school, but many feel unsure about what to talk about, when, and what language to use.

"So we built a website to provide this information and support parents in this area."

Jill added: "We've also made a very short

film, on the theme of language, which we hope will make parents laugh and then share on various social media platforms and by word of mouth.

"The film will be on the homepage of the website from 24 April."

During the consultation, one parent said: "The TV was on, Jeremy Kyle was on in the background, and then my son asks me, 'What's a prostitute?'"

"How would you handle that question? Would you feel like a rabbit in the headlights? Then you're not alone. Most parents want their kids to direct their curious questions to them, but sometimes we need a hand with how to answer them.

"For many parents, this is particularly so for questions about growing up, changing bodies, relationships and sexual health. Fear not, help is on the way!"

www.sandyford.org/parents-sandyford/

Poster success at healthcare science event

Trainee clinical scientist Selas Jennings, who specialises in cardiac physiology at the QEUH, has triumphed at the Healthcare Science Postgraduate Trainee event.

Selas won the best poster for a service improvement introduced following the release of a new miniature injectable monitor.

Introducing these injectable monitors frees up consultant time, and saves bed days, theatre slots and waiting times – all at no extra cost.

Working with Catherine Vaughan, cardiac physiology lead of pacing and syncope service, Selas created a development plan to implement the new device.

The lead physiologists have now been trained to inject these monitors.

Selas said: "The main benefit is it allows patients to attend as

an outpatient, in a half-hour appointment slot and have this monitor injected.

"Previously it involved a day case admission to the ward and a slot in theatre.

"The monitor is designed to record heart rhythm in a loop and when it detects abnormal rhythms, it stores a tracing of this episode. The patient is also given an activator, which allows them to store a recording when they have their symptoms."



Catherine Vaughan and Selas Jennings

IMPORTANT STAFF NOTICE

The NHSGGC website is where patients and healthcare professionals access information about NHSGGC services.

That's why our policy is that ALL information about our services and our organisation are hosted on the official NHSGGC website.

Some parts of the organisation have wasted time, effort and precious NHS financial resources developing their own web platforms.

If you have an idea to develop a web portal and get your work noticed, there's only one place to be – on the NHSGGC website ... visited by one million viewers every month.

It's your responsibility to be aware of NHSGGC's Web Content and Development Policy and get in touch with webteam@ggc.scot.nhs.uk
You can download the policy from www.nhsggc.org.uk/webinfo

- All websites and other online content must be developed, managed and published under the single NHSGGC website – www.nhsggc.org.uk
- All staff wishing to create and manage web content must complete the Umbraco CMS Learn Pro module
- The Web Team can guide you in creating your own web strategy and in planning your content build, and can advise on specific needs.



Join us for the world's biggest cycling challenge

The European Cycling Challenge is the biggest urban cyclists' team competition, and takes place every year from 1 to 31 May.

You can do your bit to support Glasgow as it challenges other cities to be the best cycling city in Europe.

As well as the thrill of competing against other cities, the challenge also creates opportunities for rivalries and competition between hospitals and departments, with awards being given locally to groups and individuals who have logged the most kilometres during the month.

Last year, more than 1,100 people signed up from the region – one in 10 of those from NHSGGC alone – and between them they covered an impressive 127,500km on their bikes.

This year, we're hoping to boost the area's chances further by extending the boundary to include a number of our local authority partners:

- Glasgow City Council
- North Lanarkshire Council
- South Lanarkshire Council
- East Dunbartonshire Council



Lesley Fulton and Fiona Kerr, palliative Care Team, office Block, QEUH, are getting on their bikes



- West Dunbartonshire Council
- Renfrewshire Council
- East Renfrewshire Council.

With more people eligible to take part, we are confident that we can do even better than last year and have set ourselves an ambitious target of 500,000 kilometres for the month.

During the challenge, to help us achieve our target, there will be led rides and events supported by the Glasgow Community Cycling Network, Cycling Scotland and Cycling UK. Data collated throughout the month will be used to influence future cycling investment.

So why don't you join us, register to support the team of your city, track your bike trips, challenge other European cities and also do your bit to secure extra investment for cycling in the future?

To register online, visit <http://cyclingchallenge.eu/> and for further information, visit: www.nhs.gov.uk/ECC or email the Travel Plan Office: Travelpo@ggc.scot.nhs.uk

Join the HR walking club

The human resources and organisational development department, based at West Glasgow Ambulatory Care Hospital, Yorkhill, has started a walking club and want you to join.

The group meets once a month, alternating on either a Saturday or Sunday to suit people's diaries.

The most recent walk in

February saw the group visit the forest in Arrochar and then a visit into the Arrochar caves.

The group is led by a qualified walk leader and most walks are either low or moderate level.

It is a great way to get fit, meet new colleagues and to see our beautiful countryside.

If you are interested in attending future walks and would like to be placed on the monthly distribution circular, please email: ActiveStaff.Legacy2014@ggc.scot.nhs.uk



Scottish curling success

Congratulations to Steve Russell, capital planning manager, and Marjorie McCulloch, deputy site manager facilities, Gartnavel, on their recent successes on the rink.

Marjorie and Steve made it to the final in the Scottish Curling Senior Woman's Championship and the Scottish Curling Senior Men's Championship.

Marjorie's team beat team Henderson in the quarter finals and team Prentice in the semi finals. Sadly in the final, they lost to team Jackie Lockhart, current World Champions.

Steve's team beat former Scottish Champions team



Marjorie and Steve with their Royal Caledonian Curling Club silver medals

David Smith and team Gordon Muirhead, only to lose in the final to team Drydale with the last stone.

Well done also goes to Marjorie who was a member of the winning NHSGGC Team, which took part in the annual NHS Bonspiel held at Kinross in February.

NHSGGC has now won this competition five times in the past six years.