



Staff Newsletter **November 2017**

Healthier eating on the menu

Our hospitals are making it easier to enjoy a healthier meal
Full story on **PAGES 4-5**

iMatter: a chance to have your say

iMatter has been adopted throughout NHSScotland to give everyone an opportunity to have a say about their workplace.

It gives staff the chance to feed back on specifics and to influence change and improvement within the team, and it helps managers to understand their team's perspective on what it means to be in their department.

It involves completing a short online survey of 29 questions over three sections about your experience: in your role, of your team and line manager, and of your organisation.

A report containing the results from your team is shared with you to allow discussions and agree staff engagement improvement actions that are specific for your team for the months ahead.

This improvement plan is captured on a storyboard, which the team then uses to monitor progress before the next iMatter run.

iMatter was first used in NHSGGC three years ago and has

iMatter

since been rolled out across the Board, meaning that every member of staff has been offered the opportunity to complete at least one survey, with some areas having already completed anniversary runs.

It replaces the national Staff Survey, which also took place annually but had typically low response rates, with a large proportion of the NHSScotland workforce not engaging with this method of measuring staff experience.

Head of organisational development Doug Mann was one of the team responsible for the roll-out of the new staff engagement tool in NHSGGC.

He has seen a significant rise in the number of staff engaging with iMatter and he puts its success down to the local ownership of the results.

"iMatter is for use at a team level to help promote openness and

transparency in your teams about your experience at work, and support your team's development over time," he said.

"It encourages staff to speak out, to tackle issues at the level where they should be tackled rather than corporately at a Board level.

"Its ethos is about supporting staff to take back responsibility to make their own department a positive place to go to work in each day and a place where they feel able to give their best."

The levels of staff engagement in iMatter are encouraging; 60 per cent have chosen to take part and complete their team survey, significantly more than the 25 per cent average return for NHSGGC under the Staff Survey.

But Doug wants more of us to complete the questionnaire: "Understanding staff experience at work is the first step to putting in place measures that will help to maintain and improve it.

"The mechanics of the process involve a survey that is only asked once a year, but the conversations that are sparked by the findings and the action plan that results can lead to improvements that are long lasting and can benefit the whole team."



Doug Mann



Marie Shand

New protocol to help with a positive transition

► GENDER REASSIGNMENT SUPPORT

This month, NHS Greater Glasgow and Clyde launches its Transitioning in the Workplace Protocol.

The Protocol is a practical tool, designed to help managers and their wider teams to support members of staff who propose to undergo a process to reassign their gender.

To get a better idea of its relevance, *Staff Newsletter* spoke to an employee who has first-hand experience of the transitioning process.

Marie Shand is a radiotherapy assistant at the Beatson West of Scotland Cancer Centre. After 14 years in the job, she's become an integral part of a team that has helped create a centre for clinical excellence in Scotland. Fourteen years has seen significant change, and none more so than for Marie herself.

Three years ago Marie informed her management team she intended to undergo a process to reassign her gender and transition from male to female. Marie explains: "I'd always felt that I didn't belong in the body I had been given at birth.

"Watching myself grow over the years caused lots of pain and anguish. After years

of feeling miserable, I eventually plucked up the courage to tell my family about my plan to transition. I didn't get a positive response and sadly we've cut ties as a result.

"Thankfully, I'd made good friends at work and had confidence in my manager, so telling colleagues was much less stressful."

Marie added: "Three years ago we didn't have a Transitioning Protocol in NHS Greater Glasgow and Clyde so there was no blueprint to follow. It would have made things easier, but I was lucky to have a supportive management team who took time to listen to me and make the right adjustments. I had lots of help from human resources and occupational health, and my workmates were brilliant."

Marie still has a long way to go in her journey, and while friends and colleagues remain steadfast in their support, a day in the life of a trans employee is not without its challenges.

Marie explained: "The vast majority of patients have been amazing and really supportive, but some visitors to the service can be insensitive. I still hear people making comments about me and now and again someone will say something to me that really hurts.

"It's not pleasant, but I feel I've got the support of the organisation behind me. Without it I wouldn't be here today. I am looking forward to completing my transition and being my genuine self in the workplace."

Anne MacPherson, director of human resources and organisational development, said: "Marie's story is a great reminder of the importance of an organisational culture that prioritises inclusion, dignity and respect.

"The Transitioning Protocol is an integral part of our commitment to support employees at work."

For more information about the Transitioning Guide, please contact the equality and human rights team, tel: 0141 2014560 or email: CITAdminTeam@ggc.scot.nhs.uk

If you'd like to learn more about gender reassignment, NHSGGC has a Gender Reassignment e-learning module that can be accessed via LearnPro or visit the Equalities in Health website: www.equalitiesinhealth.org

Have you had your free flu vaccine yet?

This year's staff flu vaccination programme is in full swing and in the first three weeks, 7,959 [20.5 per cent] of staff received their FREE flu vaccine.

It's important that we continue to build on this impressive early response as there are strong indications that we could be heading for a severe flu season this year and the vaccine remains the best defence against flu.

The vaccine only takes a few minutes and protects for about a year. Staff flu vaccination is important, as patients with underlying health conditions are 18 times more likely to die from flu than healthy people.

Staff who are normally fit and healthy can spread the flu to their patients and family, even without knowing if they have very mild or no symptoms at all.

Rona Wall, occupational health service



manager, said: "The flu virus can have a devastating impact for people with pre-existing health conditions and even on people who are usually healthy.

"The flu vaccine offers protection to our staff and reduces the likelihood of spreading the virus to our families and to our patients.

"I would encourage all staff to take advantage of the free flu vaccine"

"We are anticipating an increase in people contracting flu this winter and I would encourage all staff to take advantage of the free flu vaccine. Access to the vaccine is widely available either at the advertised flu clinics or via peer immunisation."

Drop-in clinics across our hospital sites are continuing apace. This year's programme is available to view online, visit: www.nhs.gov.uk/HRconnect

Staff can also get their FREE vaccine and or be vaccinated by their colleagues by arranging a peer immunisation session in their work area.

For more information please email: PeerImmunisationBooking@ggc.scot.nhs.uk

Appointments at occupational health for flu vaccination will be available from Monday 13 November onwards.



Inverclyde visit gives food for thought

Staff at the Cook Freeze Unit (CFU) at Inverclyde Royal Hospital were delighted when Board members Allan Macleod, Dorothy McErlean and Susan Brimelow visited the service. The Board members were impressed to hear that the CFU produced 70,000 meals per week for patients across NHSGGC while meeting the food, fluid and nutrition standards. Left to right: Catherine McConnell, Margaret Valenti, Allan Macleod, Dorothy McErlean, Susan Brimelow, Michael McColl and Helen Davidson.



A Healthier Place to Work

Maria Daw, at the PRM Aroma, the first Aroma to open in Scotland nine years ago. Front cover: Yvonne Wilson serves up healthier options



Choosing a healthier option has become as easy as pie

Colleagues who buy meals from the retailers in our hospitals can't have failed to notice the increase in the range of healthy option products on the shelves.

What might not be so obvious is that our Aroma cafés, vending machines, canteens and trolley services have also significantly increased their range of healthier choices, making it easier than ever for staff (as well as patients and relatives) to look after their health.

Grilled breakfast items; pies with lean fillings; scones with reduced sugar; and pasta, rice and noodle pots with sauces that are low in fat, salt and sugars are just some of the new healthier products to have been introduced over the past 12 months.

There have also been restrictions in high sugar drinks, with the majority of drinks now on offer being either sugar free or low in sugar.

Added to this, all our Aroma sandwiches and the majority of the dining room sandwiches and soups are now healthy.

And as part of our commitment to support staff to enjoy a healthy diet, we're also offering special meal deals on a range of healthier options in all our in-house café/dining facilities.

With every one of our catering units (including all retailers) now offering a majority of healthy options, the Board has achieved the Healthy Living Awards Plus or NHSScotland's Healthcare Retail Standard – a national scheme devised by the chief medical officer to encourage healthier food and drink choices to be the norm.

Dr Linda de Caestecker, director of public health, has welcomed the news that we have achieved full compliance with the standard.

She said: "We were one of the first Boards to pilot the Healthcare Retail Standard and for us to have rolled it out

across all our sites is a significant achievement. We have paved the way for others to observe and follow our success."

To make it as easy as possible for us all to know which foods are healthy, the Healthcare Retail Standard sets out that shops must clearly promote healthier choices through use of branded promotional logos and signage.

Many retailers provide products with nutritional information for items on sale and these are colour coded to show nutritional values, making it easier for people to make informed choices. New

"We were one of the first Boards to pilot the Healthcare Retail standard"

branding is also being introduced within Aroma and our vending machines to signpost staff to the range of healthier products available.

Joe Gilbey, retail manager, catering, said: "You might look at some of the food we have on offer and not realise that it is healthier for you.

"For instance, we have a daily hot meal offer at Stobhill and the QEUH that includes a drink and crisps for £3.95. What you might not realise is that the hot meal includes a range of dishes, such as macaroni, chilli and pasta, that are made with low salt and low-fat products accompanied with baked crisps varieties or fruit.

"So to help ensure that we all have the information we need to help us make healthier food choices, clearer branding and labelling is being introduced across all our catering units."

Look out for all the latest staff meal deals on our website and in the hospital cafés and canteens.



Joe Gilbey

Stress seminars with a proven track record to make welcome return

STRESS IN HEALTHCARE

New dates have been announced for the hugely popular 'Stress in Healthcare' seminars.

As part of our commitment to supporting staff affected by stress, the one-day stress seminar with proven results is making a return this November and December.

Open to all staff within NHS Greater Glasgow and Clyde, the sessions are run by Martin Davies, a former community

psychiatric nurse, who brings a unique style to training, giving advice on self-help in a style that raises a smile without trivialising the seriousness of the topic.

More than 30 of the seminars have already been offered to staff and feedback from previous sessions has been extremely positive.

Kenneth Fleming, head of health and safety, explained: "We carried out follow-up surveys with participants who have attended in the past 12 months. These have shown

Martin's seminars to be really effective at helping staff develop skills and coping strategies to manage stress.

"Staff who have taken part have reported a high level of retention of knowledge even some time after the session, and an ability to alter behaviour and make changes that can affect factors that contribute to stress in the workplace."

The seminars can take about 45 people each and any level of staff may attend.

Nominations should be made to Jill

Dodds, by email, Jill.dodds@ggc.scot.nhs.uk, and will be accepted on a first-come basis. Please note that a payroll number will be requested for all staff nominated - this is in order to comply with race and equality legislation.

THE SEMINARS ARE BEING HELD ON:

Monday 27 November

9.15am-4pm
T5 Seminar Room, Ward 5A, West Glasgow Ambulatory Care Hospital [previously Yorkhill Hospital]

Tuesday 28 November

9.15am-4pm
Medicinema 1st floor, West Glasgow Ambulatory Care Hospital

Thursday 14 December

9.15am-4pm
Medicinema 1st floor West Glasgow Ambulatory Care Hospital

Friday 15 December

9.15am-4pm
T5 Seminar Room, Ward 5A, West Glasgow Ambulatory Care Hospital.

Encouraging women into sport

The Scottish Government has teamed up with a number of key leaders from the world of women's sport, business and media to support work to encourage more women into sport.

The initiative builds on recent successes in women's football and netball at a national level. But despite the pockets of progress that have been made in female sport recently, there's still more to do to get girls and women into sport.

And with more than 30,000 women working with us, NHS Greater Glasgow and Clyde is in a prime position to do our bit to support the new national initiative.

Fiona Watt, health improvement senior, is one of many female colleagues who have taken up sport and managed to combine it with working and family life.

Fiona said: "I was never a 'runner', but when I went to university in Newcastle and cheered on everyone at the Great North Run, it gave me the urge to get into it - I watched all these amazing people and thought 'if they can do it so can I', so started training. The next year I did the event and loved it and now ended up doing that specific event 13 times!

"I then had two children in the space of 17 months and I knew I had to find something that would help me get the baby weight off as well as find something for me again, but fitting in with family and work life. When you become a mum, you have to put your kids first so I wanted to find something that I could still train/compete in without impacting on them - running was the answer."

Activestaff offers a range of free sport and physical activity opportunities including jogging, badminton and discounted gym memberships to all staff.

So if you're motivated by our female footballers or, like Fiona, want to switch from spectator to participant, then activestaff is just what you need.

For more information, visit: www.nhsggc.org.uk/activestaff



Fiona with her kids

Recognition for the valuable contribution of our practice nurses



Some of our QNIS long service nurses with Kathy Kenmuir (far right) and Alistair Taylor, GP and chair of the Local Medical Committee

With more people living longer than ever, and a national vision that patients should be cared for at home or returned to their homes as quickly as possible, the role of the practice nurse has never been more vital. Practice nurses support patients with long-term conditions requiring continuing care to remain at home. They also make a significant contribution to medicines management and review with the overall aim of reducing avoidable hospital admissions.

The many and varied needs that arise from supporting patients with long-term conditions provides lots of opportunity to have meaningful relationships with people over a long period of time and this offers a very special opportunity for people and their wider families.

Now, this special role has gained recognition from the revival of the Queen's Nurse programme.

The Queen's Nursing Institute Scotland (QNIS) is a charitable organisation promoting excellence in community nursing to improve the health and wellbeing of the people of Scotland.

Its purpose is to enable nurses who work in Scotland's communities to be the very best they can be.

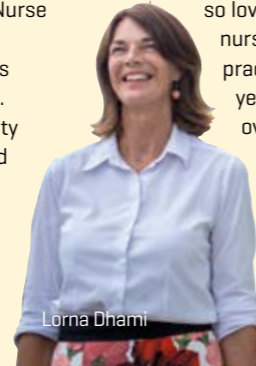
Lorna Dhani, a practice nurse at Easterhouse Community Health Centre,

is one of a number of NHSGGC nurses to have been awarded the Queen's Nurse candidacy.

Lorna worked as a midwife before moving into general practice nursing 22 years ago, and has gained a wealth of experience and knowledge to deal with the challenges facing primary care. She has used the 'Keep Well' project to widen her knowledge and keep learning, linking in to community services to improve patient care.

Lorna said: "Being a Queen's Nurse allows me to lead by example, encouraging and inspiring others knowing I can make a difference."

"This is an amazing opportunity to take inspirational thinking and put it into action. My focus is looking to increase the number of women attending for cervical screening. We know that our uptake rates are not as high as they should be and I am



Lorna Dhani

looking to change the way of providing cervical screening to increase attendance."

In collaboration with QNIS, NHSGGC has also taken the opportunity to recognise practice nurses who have worked in the community for more than 21 years with the QNIS Long Service Award.

Anne Fullarton, a practice nurse from Woodside Health Centre, said: "It was very nice to be recognised for the work we do, and so lovely to meet so many other practice nurses. I have been working within practice and community nursing for 27 years, and have seen a lot of changes over that time."

Patricia McGougan, a practice nurse at the Cairns Practice, added: "It's lovely to get this recognition for the work we do on a daily basis. We work long hours so it's great for our families to see we have been recognised."

Helping practice nurses to help your patients

Acute staff regularly have to refer patients back into the community. So when referring a patient to a practice nurse, please provide as much detail on the discharge note as is possible.

Some of the specialised technical information that is everyday language and procedure within the acute world may not be well known in general practice, therefore all this information is much appreciated to ensure effective and safe patient care.

The discharge note will go to the GP in the first instance, so you should highlight if your patient needs to be seen by the practice nurse, plus if there is other

information on Portal, please highlight this also. This will help the practice highlight the expected appointment and where information can be found. Practice nurses are often time limited and some may not have same-day availability. Please make sure there is a reasonable time frame for your patient to get an appointment.

For more information on practice nursing to support your patients and their onward journey, or if you are interested in practice nursing as a career, contact the practice nurse support and development team, tel: 0141 211 3632, email: PNA.Team@ggc.scot.nhs.uk or visit: StaffNet > Partnerships > Greater Glasgow and Clyde Services > Primary Care Support > Practice Nurses

Maternity care assistants (MCA) training

NHSGGC is delighted to support our new cohort of 20 enthusiastic maternity care assistant students.

Having completed their first two weeks at the West of Scotland University, the students are now in their allocated maternity placements, and are being supported by clinical mentors.

The successful candidates had to undergo a robust selection process and secured places against significant competition.

Evelyn Frame, chief midwife, said: "This is

a great opportunity for all the participants taking part in the programme and at the same time a huge boost to maternity services that we have so many enthusiastic individuals who aspire to work as part of our teams in the future.

"I look forward to following their progress and working with them as they successfully complete the programme."

Well done to all of them and good luck as they progress in the programme, which concludes June 2018.



NHSGGC students alongside students from NHS Lanarkshire and Ayrshire and Arran

From the West Bank to West Dunbartonshire

Four Palestinian nurses have spent two weeks visiting NHSGGC, learning about advances in caring for cancer patients, as part of their post-graduate studies.

Gerry O'Hare, an oncology nurse at the Vale of Leven Hospital, was instrumental in setting up the post-graduate diploma with the University of Bethlehem, following a visit to the West Bank six years ago.

Gerry said: "The visit has been a great learning opportunity for the four visiting nurses. Our links with Palestine are well established and based on a shared goal of achieving the best treatment possible for patients."

"As part of their placements, the nurses have spent time at a number of our hospitals, including the Vale of Leven, Glasgow Royal Infirmary and the Beatson, as well as the Marie Curie centre at Stobhill and Maggie's Centre.

"Another way we help support the diploma programme is through video conferencing, which allows us to teach students from here in Scotland.

"As well as learning a great deal about oncology nursing practices, they have also had a taste of Scottish culture, visiting Loch Katrine, going to a football match,



Gerry O'Hare with Khitam and Dana

museums and a fundraising event. I am proud that NHSGGC and the wider community in Glasgow are helping others in such a humanitarian way."

The trip was the first time that Khitam Harb had been out of her home country and her first trip on a plane. She said: "This trip is like a dream for me; I am so glad to be learning here in Scotland."

Khitam's fellow student Dana Nur is a nurse in a palliative care facility in East

Jerusalem. She said: "It is a wonderful opportunity to be able to travel and learn how other parts of the world care for cancer patients."

"The opportunity to come to Scotland is fabulous; I can't actually believe it is happening. Having access to this diploma is a real privilege, not just for us but our patients and for Palestine as a whole. This is a dream come true for me and I am very grateful to everyone who has helped."



100 celebrate SVQ success

One hundred staff were honoured at an event last month following the successful completion of their vocational qualifications.

The celebration, hosted at the QEUH's Teaching and Learning building, marked 52 members of staff gaining SVQs across a range of services including: business administration, management, healthcare support (clinical), pharmacy services, learning and development and social services healthcare.

Thirty-nine staff were awarded the ILM Level 3 award in leadership and

management, and nine staff gained their European Computer Driving Licence.

Anne MacPherson, director of human resources and organisational development, said: "It's important to celebrate the achievements of this group of staff and recognise their hard work, commitment and the enthusiasm to their ongoing skills development and duties."

"I firmly believe that by investing time and training in our staff throughout their careers we are building on an already highly skilled workforce."

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YOUNG LIVES vs CANCER
CLIC SARGENT

GLASGOW HOSPITALS' CHRISTMAS CAROL CONCERT

Glasgow Royal Concert Hall
Friday 1 December 2017
7.30pm

Featuring
The Glasgow Chamber Orchestra
Busby Primary School Junior Choir
Conductor Ian McCrorie
Accompanist Ed Cohen
Guest artist Steven Osborne

Tickets £10 - £20 Booking fees apply
Available from the box office
0141 353 8000 or glasgowconcerthalls.com

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Winning ways with the WestMARC team



WestMARC staff have teamed up with Scottish Disability Sport to launch a beginners running event for patients affected by limb loss or absence. The initiative was organised to encourage patients with artificial limbs to take up running and to meet fellow patients in a similar situation.

Seven children took part in a thoroughly competitive 50m sprint down the hall and nine adults enjoyed a tough circuit led by specialist physiotherapist Penny Broomhead and some drills on how to start and progress their running. Paralympian Richard Whitehead, who runs a distance of 200 metres, came along to meet the stars of the day and to cheer them on.

Mary McElhinney, business manager for WestMARC, said: "The day would not have been possible without the support of Scottish Disability Sport, the charity Finding Your Feet and the prosthetics company Ossur. The feedback from the day was overwhelmingly positive so we are looking forward to hosting similar events in 2018!"



Steven Smyth

Steven's bitten by the running bug

Steven Smyth launched his running career in March when he took on the challenge of a half marathon with no previous experience.

Crossing over the finishing line, not only did he raise £300 for the Beatson Cancer Charity, but he also discovered a new-found love for the activity.

The public health support officer, based in Gartnavel, went on to run an amazing two 10ks, a 5k, a 15k and 100 – yes that's 100 – miles in June, followed by the 10k Great Scottish Run and another half marathon in the Great Scottish Run in October. Phew!

Steven said: "Running has given me the self-assurance to grow and be a more confident person by going from deskbound to running within a short timeframe.

"Running just makes me happy – it's become my way of releasing tension, and it's also a good way to meet other people."

If you think running is for you and would like to give it a go, then activestaff have a number of running clubs.

For more information, visit: www.nhsggc.org.uk/activestaff

COMPETITION

WIN an iPad!



This month we are giving you the opportunity to win a fantastic silver 128GB Wi-Fi iPad!

Learn, play, surf, create. iPad gives you the incredible display, performance and apps to do what you love to do. Anywhere... Easily... Magically...

And all you need to do to be in with a chance of winning is 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: Where are our stress seminars being held?

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

 Consultation on a healthier future – action and ambition on diet, activity and healthy weight

Give us your views by 31 January 2018
<https://consult.scotland.gov.uk/health-and-social-care/a-healthier-future/>