And they’re off!
Staff take up the challenge to walk a Daily Mile
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Out and about with the chairman

Over the last few weeks, I’ve had many opportunities to meet a wide range of people involved in health and social care and, as usual, I’ve been greatly impressed by their commitment to delivering high-quality services to our patients and service users.

Throughout the winter period, I’ve seen many examples of our people going out of their way to make sure that we continue to meet the needs of patients, service users, their carers and their families.

Carers are recognised and valued for the information they provide and the ongoing support they provide to the person they care for.

The Carers Act came into force on 1 April 2018. This means, by law, carers and young carers are recognised and supported to enable them to continue in their caring role in good health, and have a good quality of life alongside their caring role.

Meet MSPs

The Board values the support of all the stakeholders in health and social care and I meet on a regular basis with the local Members of the Scottish Parliament.

Volunteering

I’d also like to take this opportunity to thank all those people who volunteer to help NHSGGC deliver health and social care.

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Brenda Friel, health improvement senior (carers), explained: “By taking less than 10 minutes to watch the ‘Identifying, Involving and Supporting Carers’ clip we can all make a difference.

“The clip provides an overview of what caring means for our hospital staff whatever their role.”
**Daily Mile**

Children in Scotland have inspired us to sign up to the national “Daily Mile” initiative, which started life in Scottish primary schools.

To get the initiative under way, Minister for Public Health and Sport, Aileen Campbell, joined our director of public health, Dr Linda de Caestecker, Elaine Wyllie, founder of the Daily Mile, and about 30 members of staff to do the first mile challenge around the Gartnavel campus.

Ms Campbell said: “By taking small steps and walking just one mile a day, people can make huge changes to their lives. Something as simple as a 15-minute walk each day can add years to a person’s quality of life.

“I am delighted that NHS Greater Glasgow and Clyde is encouraging its staff to get moving, and I hope that other health boards currently not signed up to the Daily Mile initiative will consider taking part.

“Walking and being more active generally can contribute positively to areas such as mental and physical health. It demonstrates that prevention really is better than cure.

“There is no time like the present to get more active – with the Commonwealth Games just around the corner and Glasgow hosting the inaugural European Championships this summer, there are countless opportunities to get moving and make small, but effective, changes to your lifestyle.”

The Daily Mile was conceived by Elaine Wyllie while head teacher of St Ninians Primary School in Stirling. Elaine implemented the Daily Mile in response to a challenge that the children lacked basic fitness.

In 2012, the children in her school ran their first mile and since then, about 600,000

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children in more than 3,000 primary schools worldwide, including more than 1,000 in Scotland, now run almost two million miles a week.

The daily 15-minute burst of physical activity has also been shown to improve children’s physical, mental, social and emotional health and wellbeing.

As part of our Staff Health Strategy, the Daily Mile is another in a range of activities, including yoga, football, Metafit and active commuting, which can help you get physically active.

“We have been inspired by the success and simplicity of the initiative already adopted by schools,” said Linda de Caestecker.

“The Daily Mile campaign is the perfect opportunity to encourage more than 38,000 employees to keep active, either by incorporating exercise into their working day, or by changing their commuting habits.”

Walking a mile each day has been shown to reduce the risk of chronic illnesses, such as heart disease, type 2 diabetes, asthma and stroke. It can also help to make you feel happier, reduce stress, build self-esteem and lead to a good night’s sleep.

Peri Wallach, therapy assistant, was one of the staff members who joined the Minister to launch the initiative.

She said: “I am very excited about the Daily Mile campaign launching here within NHSGGC. I think it has been a fantastic initiative in schools and will be great to implement in the workplace.

“It’s such a simple way of incorporating some exercise and socialising into the working day. There are many benefits to walking, not just for health, but also financially – it’s free and can be done almost anywhere and at anytime!”

Staff can commit to getting more active and feeling the benefits by pledging to try and walk or run the Daily Mile five times a week.

Everyone who pledges at www.nhsggc.org.uk/thedailymile will get a monthly update on their progress and information on how to do more.

There will also be a monthly prize draw where someone who has pledged will be picked at random and win a prize. It’s a win-win for everyone!

The Daily Mile Foundation supports the Scottish Government’s pledge to make Scotland the world’s first Daily Mile Nation.

For more information on what is available to get active, visit: www.nhsggc.org.uk/staffhealth
Parkhead Hospital was officially opened on 20 April 1989 by the late Princess of Wales and was the first new psychiatric hospital in Glasgow for more than 80 years.

It has now closed its doors for the last time, but the memories of the staff who have worked there will remain.

We chatted to senior charge nurses Yvette Wilson and Cathy McAuley about what made Parkhead so special...

“Sometimes, the memorable achievements are not those greeted with fireworks, news headlines and glitter – they are the more humble, ordinary day-to-day successes achieved by people who bring their hearts and souls into their work and who routinely go the extra mile – and do it with a smile.

“Not even its staunchest allies could ever describe Parkhead Hospital as a thing of beauty. It was built in the late 1980s as an acute inpatient service to replace wards in Gartloch and Duke Street Hospitals, but the building was small and cramped and had very little therapeutic outside space.

“However, there was nothing small about the energy, vigour and personalities who gave Parkhead its identity. Some are no longer with us, but others continue to promote working collaboratively with patients and their families, sharing the loads, the joys and the sorrows.

“As one patient explained in an email in 2015: ‘I cannot overemphasise the effect that your care, friendship, empathy, understanding and all the one-on-one chats that I had has had on me. I arrived at Parkhead very unwell and very mixed up. I left clear-headed, focussed and ready to face everything. All thanks to you all.’

“Working in Parkhead often felt like negotiating your way through an extended family – and like all families, there were arguments and bust-ups, but the ties were stronger than the disagreements.

“The commitment to the people of the east end of Glasgow underpinned the delivery of care and the patients and their families joined in many of the activities and initiatives that are still talked about – the sports activities, raffles, ward parties and presentations.

“Although the building will go, the spirit of those who called Parkhead Hospital their working home will live on.”

Services from Parkhead will relocate to two refurbished wards on Stobhill Mental Health Campus, to be known as Munro Ward and Nairn Ward.
Waverley Care has launched Caring Conversations, a free online learning resource designed for healthcare staff working in secondary care.

Effective conversations are a key aspect of person-centred care and at the centre of the House of Care model promoted by the Scottish Government.

Waverley Care is Scotland’s HIV and Hepatitis C charity and its work is focused on prevention, education, testing and support. They are also challenging HIV and Hepatitis C-related stigma, tackling health inequalities and promoting good sexual health.

Improving conversations between healthcare professionals and patients, particularly those with long-term conditions, has been shown to improve outcomes for both parties – Caring Conversations shows you how.

Using an evidence-informed model, real-life case studies and a mix of film and interactive content, Caring Conversations is an engaging and educational online tutorial, which will give you the tools to improve the quality of your patient interactions.

- free online tutorial lasting approximately one hour
- developed from evidence-informed research by Professor Belinda Dewar
- individual and group learning options
- downloadable worksheets
- Continuing Professional Development certificate.

This resource is funded by the Scottish Government, and builds on previous work under Caring Conversations focused on primary care staff.

To view this new resource, visit: www.caringconversations.scot

Staff can also complete our online training module on LearnPro – nhs.learnprouk.com – or via the dedicated website: www.hivstigma.scot

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**Dignity at Work**

The Scottish Government last year commissioned a survey into staff experiences of working in Health and Social Care Partnerships (HSCPs) across Scotland.

The resulting findings were released last month in the Health and Social Care Staff Experience Report 2017. This also includes both the iMatter and Dignity at Work results from 2017. The iMatter questionnaire was rolled out over a three-year period from 2015 to all staff across all of Scotland’s health boards and HSCPs, with 56 per cent of our staff responding to the questionnaire.

The Dignity at Work survey was carried out in November, again with staff from all health boards invited to participate.

Anne MacPherson, director of human resources and organisational development, said: “The Health and Social Care Staff Experience Report outcomes for Greater Glasgow and Clyde are very much in line with the national outcomes. “It is encouraging to see the positive iMatter staff responses indicate feelings of support from, and confidence in, line managers, as well as a very good understanding around individual roles and responsibilities. “We acknowledge the areas where staff feel we can do better and will continue to work to improve the visibility of senior managers and staff involvement in decisions across the organisation. “Staff responses regarding the Dignity at Work survey are also in line with national statistics. “We are analysing the responses carefully and will work with our Area Partnership Forum and Staff Governance Committee to develop action plans to address matters raised within the Health and Social Care Staff Experience Report.”
Fire safety training

All staff are reminded of the importance of fire safety training.

Fire can happen anywhere and at any time and it is vital that all NHSGGC staff regularly carry out their fire safety training.

Fire safety training is statutory and can give you the skills needed to deal with fire safely.

Our Fire Safety Policy requires clinical staff to undertake the LearnPro module one year, and receive evacuation training the next year – alternating thereafter.

All non-clinical staff should undertake LearnPro training every two years.

To complete the training module, visit LearnPro: nhs.learnprouk.com/lms

You will need your payroll number to log in.

Acute sites should be aware that in the event of a fire activation, call 2222

Rugby stars visit RHC

Staff and patients in Ward 3A at the Royal Hospital for Children (RHC) were delighted to get a visit from two of our Calcutta Cup-winning Scotland Rugby stars – and they even brought the trophy!

From the minute Jonny Gray and Peter Horne arrived in reception at the RHC, patients, visitors and staff were vying for a close up look at the Cup and to get their photo taken with the players.

COMPETITION

WIN an Amazon Echo

Enter this month’s competition to be in with a chance of winning an all-new Amazon Echo (2nd generation)!

Amazon Echo is a hands-free speaker you control with your voice. Echo connects to Alexa — a cloud-based voice service to play music, provide information, news, sports scores, weather and more. Echo has seven microphones and beam-forming technology so it can hear you from across the room — even in noisy environments or while playing music. Echo is also an expertly tuned speaker that can fill any room with 360° immersive sound.

To be in with a chance of winning, simply email your answer to the question, 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 is the daily activity burst?

T&C: The competition is open to all NHSSGC 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 2018.
**Award winners**

Congratulations go to two of our midwives from Glasgow who have won one of the UK's top midwifery awards for their project to keep mothers and their poorly babies together after birth.

Mary Hannaway and Rona Wilson scooped the JOHNSTON'S® Award for Excellence in Maternity Care at the Royal College of Midwives [RCM] Annual Awards. And Lisa Allan was also a winner on the night, as a joint winner of the RCM Members' Champion Award for her work as a RCM union representative.

Congratulations to Mary, Rona and Lisa.

Huge congratulations also go our Tissue Viability team, who were honoured with an International Pressure Care Award for the second year running at the prestigious Journal of Wound Care Awards.

Heather Hodgeson, lead nurse tissue viability – acute and partnerships, said: “We are thrilled. This international award recognises the dedication of all the healthcare professionals in NHSGGC who are committed to reducing hospital-acquired pressure damage.”

The neonatal unit at the Royal Hospital for Children has received the first Project of the Year Award from Bliss, the UK’s leading charity for babies born prematurely or sick.

The hospital received the award in recognition of its proactive response to the problem of hypothermia in babies born after 35 weeks’ gestation.

Hospital staff set up a team to develop a way to improve newborn thermal care and called the project “the Warm Bundle”.

The team used information and resources to educate staff and parents about how to optimise the thermal environment and use skin-to-skin contact between babies and parents to maintain a normal body temperature.

Cross-departmental teams also made the decision to increase the temperature in the labour ward, stored baby linen in warming cupboards and introduced warming cots for high-risk babies.

After a three-year period, the number of babies admitted into neonatal care with hypothermia was reduced by 58 per cent.

The tremendous success of the project has been shared nationally and adopted by a number of hospitals across the United Kingdom.

The neonatal unit at the Princess Royal Maternity Hospital [PRMH], below, has been awarded UNICEF UK Baby Friendly Initiative [BFI] status for its care of the most vulnerable babies and their families.

BFI supports parents to have close and loving relationships with their pre-term or sick baby by enabling them to touch, talk to and care for their babies as well as supporting skin-to-skin contact and responsive feeding.

Staff work with parents to help babies to receive breast milk and to breastfeed when possible.

Gillian Bowker, neonatal infant feeding advisor, said: “It's a wonderful achievement to be the country’s first neonatal unit to be recognised by UNICEF.

“At the PRMH, we’re already seeing that the BFI neonatal standards are making a tangible difference to babies and their families. It recognises the importance of empowering close, loving, parent-child relationships and the benefits achieved as a result.”

**You make a real difference**

This is the second month of celebrating our NHS heroes and we have two more examples of the messages and support we received about you!

**Victoria Hospital (New):** “I attended an outpatient appointment today at the Gynaecology clinic. I would like to let you know that, from start to finish, I was very impressed by the whole experience. I was greeted at the front door, used the self check-in procedure and, having arrived early, I was taken early into the treatment room by a very helpful, kind and professional nurse. I was introduced to the doctor and, following discussion, the procedure was completed.

“I was given advice and then left the clinic before my appointment time! This is evidence of how efficient and proactive your staff and the system have become.

“I then visited the cafeteria and had a lovely coffee and cake served by friendly and efficient staff.”

**Royal Hospital for Children:** “I would like to take the opportunity to thank all members of staff involved in our son's care and treatment when he was admitted as a day patient for keyhole surgery.

“All members of staff involved in our son's care and treatment (and even those who were not), displayed a kind and caring manner, and were of a cheerful disposition. They behaved in a caring manner towards our son, and I felt at ease leaving my son while the procedure was carried out. I feel we were well informed about the procedure, and were also kept updated throughout the surgery.

“The thing that struck me the most was how at ease I felt leaving my son with staff while the operation was carried out. This, I feel, is a reflection of the kind and caring attitude the staff displayed towards our son.”

If you know of a hero in your workplace, let us know — simply visit: www.nhsggc.org.uk/patientfeedback
Speak up!
It’s our money.
Our service.

My mum has lots of unused medication in her cabinet. Maybe she doesn’t need everything on her repeat prescription anymore?

Have you or a family member stopped taking a medicine which is still being prescribed?

Once you collect your medicines from the pharmacy, they can’t be recycled or reused by someone else.

If you take it but don’t use it, it goes to waste.

If you don’t think you need it, speak to your pharmacist or GP practice. If you have any concerns or questions, they can help. Speak up! It’s our money, our service.