Celebrating 70 years of our NHS
1948 - 2018
Celebrating Success

Staff Awards Event

We’re announcing the winners live on Twitter tonight. If you want to get involved then use our hashtag for the evening: #ggcawards
## Timing

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<td>Drinks Reception</td>
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<tr>
<td>19.00</td>
<td>Welcome &lt;br&gt;Professor Jason Leitch, Host</td>
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<tr>
<td>19.05</td>
<td>Welcome &amp; Introduction &lt;br&gt;John Brown, Chairman</td>
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<td>19.10</td>
<td>QEUH &amp; RHC Choir</td>
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<td>19.25</td>
<td>Dinner</td>
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<td>20.50</td>
<td>Local Staff Awards Introduction &lt;br&gt;Jane Grant, Chief Executive</td>
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<td>21.00</td>
<td>Local Staff Awards Ceremony &lt;br&gt;Professor Jason Leitch, Host</td>
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<td>Charity Prize Draw</td>
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<td>Chairman’s Platinum Awards &amp; William Cullen Prize Introduction &lt;br&gt;John Brown, Chairman</td>
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<tr>
<td>22.00</td>
<td>William Cullen Prize Ceremony &lt;br&gt;Professor Jason Leitch, Host</td>
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<td>Chairman’s Platinum Awards Ceremony &lt;br&gt;Professor Jason Leitch, Host</td>
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<td>Close &lt;br&gt;John Brown, Chairman</td>
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Time to Applaud the 2018 Platinum Award winners

This year has been very special for everyone associated with the NHS – celebrating the 70th anniversary of this wonderful institution has seen some very special events take place nationally and in and around Glasgow and Clyde’s hospitals and community services.

But for me, tonight is the highlight of those celebrations and that’s why I’m proud of the creation of the 2018 Chairman’s Platinum Awards to be presented tonight in our true celebratory style!

As always the hundreds of nominations across all the various categories were terrifically inspiring to read. The judges always have a really tough task short-listing only three or four in each category and this year was even more challenging than normal.

Tonight will also see us make a little bit of NHS history. As Chair of the recently formed NHSScotland Global Citizenship Programme Board I am proud to announce that tonight will see the presentation of the first formal Global Citizen Award.

Many, many healthcare professionals give their time and expertise to volunteering across the world. NHS staff are quick to respond to humanitarian disasters such as earthquakes, famine and flood. They travel the globe to tackle disease and improve health where hope is often all that exists.

That spirit of internationalism is in abundance in Scotland’s NHS and the Global Citizenship Programme is tasked with recognising and celebrating the immense scale and breadth of these activities and also to support more to be able to make a difference by using their skills to tackle poverty, injustice and gross inequality.

Other Global Citizenship awards will be announced by Scottish Health Boards in the months and years ahead… but tonight I’m delighted that Greater Glasgow and Clyde will lead the way for others to follow!

John Brown CBE
Chairman, NHSGGC
Let’s Sing the Praises of Staff Tonight

Our Celebrating Success Staff Awards is a real highlight of the calendar. It is a brilliant evening of recognition and inspiration.

It is also a terrific opportunity to highlight what is best about the NHS and its people and also recognise your dedication and commitment to patient care and it is a night to recognise that every single one of us has a vital role to deliver services for patients.

With more than 350 entries to the Chairman’s Platinum Awards, and more than 200 nominations to the local directorate and partnership awards, it is clear to me that there is an abundance of great work going on across our Health Board area.

I want to thank you all for your efforts throughout the year – for all your work in helping drive forward quality and safety improvements and service innovation. I also want to thank you all for putting our patients first and for your dedication and professional pride in the job you do – whether it be clinical or non-clinical, patient facing or support roles.

Tonight is your night to enjoy and to help make the event extra special for the 70th NHS Anniversary we have created a Platinum theme to the awards. I’m also delighted that the magnificent Queen Elizabeth University Hospital and Royal Hospital for Children Choir will “raise the roof” to get proceedings off to a rousing start.

The only regret I have on a night like tonight is that it’s not possible to invite all 38,000 staff to join us!

Jane Grant
Chief Executive, NHSGGC
Charity Draw

The Chairman’s raffle tonight will raise funds for the Glasgow Association for Mental Health (GAMH) Young Carers Project, we hope you will give generously to support their great work.

**GAMH Young Carers Project** offers support to children and young people who care for parents with severe and enduring mental health problems. We work with approximately 60–70 children/young people on a weekly basis, offering mainly respite and group support.

The majority of participants are from the most deprived postcodes in Scotland so they are disadvantaged by social and economic inequalities as well as the stigma of mental illness. The aim of the project is ensuring that children and young people affected by parental mental illness have time away from their stressful situation, are treated with kindness and compassion, and can focus on their own wellbeing and personal development.

The children and young people will decide how the donations will be best used. The younger ones might want to go to a Pantomime or have a Secret Santa so they get presents (which they might not otherwise get). The older ones might want to have a showcase event where they can display some of their artwork or they might want a day trip away.

Charity Prizes

Simply place a contribution in the envelope provided *(suggested minimum donation £5)* – write your name and table number on the front. The prizes are:

- Two Apple iPads
- Dinner for two and a bottle of house wine from the ‘Wee Menu’ in the Collage Restaurant
- Fitbit

*www.nhsggc.org.uk | @NHSGGC*
Thank You

NHSGGC would like to thank all our supporters and sponsors:

**Connect** is delighted to once again be a sponsor of the NHSGGC Celebrating Success Staff Awards.

As publisher of your monthly Staff Newsletter, we are honoured to share news of your pioneering work and the dedication and commitment of the organisation’s many unsung heroes. Congratulations to all nominees on their success.

Watch our engaging showreel at www.connectmedia.cc

**Radisson Blu Hotel** is a stylish property in the City Centre comprising of 247 bedrooms and 15 meeting rooms of varying sizes, each with natural daylight and air conditioning. Plus Megalithic, a vast space which can accommodate up to 540 for a dinner dance or 800 theatre style.


**The Herald**

Established in 1783, The Herald is Scotland’s most influential broadsheet newspaper, providing quality news and business coverage as well as agenda-setting comment. In harness with www.heraldscotland.com and our sister newspapers across the country, The Herald offers the complete package.

**The Evening Times**

The Evening Times since 1876 has been serving the people of Glasgow. It is a trusted campaigning paper at the heart of a community it knows and cares about, and shares the pride of many Glaswegians in our great city.

Online at www.eveningtimes.co.uk it strives to be first with the latest breaking news, ensuring readers never miss a big story.

**The NHS Credit Union** is preparing to celebrate its 20th birthday, having helped care for the financial health of members from the GGC area since November 24, 1998. We are delighted to continue to support the NHSGGC Celebrating Success Staff Awards event, and would like to offer our congratulations to all tonight’s participants.

Following another successful year for our credit union, we now look forward to continuing the expansion of our services to allow us to welcome more health service staff into our financial family, and to continue offering them ethical opportunities to improve their financial wellbeing.

www.nhscreditunion.com
The Host

Professor Jason Leitch
National Clinical Director, Scottish Government

Jason has worked for the Scottish Government since 2007 and in January 2015 was appointed as the National Clinical Director.

He is a Senior Fellow at the Institute for Healthcare Improvement (IHI). He was a 2005–06 Quality Improvement Fellow at IHI.

He is an Honorary Professor at the University of Dundee.

Jason is a non-executive Board member of the Medical and Dental Defence Union of Scotland, a Board member of The Nazareth Trust and a trustee of the Indian Rural Evangelical Fellowship (UK) which runs a children’s home and schools in southeast India.

He qualified as a dentist in 1991 and was a Consultant Oral Surgeon in Glasgow. He has a doctorate from the University of Glasgow, a Masters in Public Health from Harvard and is a fellow of the three UK surgical Royal Colleges.

The Choir

QEUH & RHC Choir

The QEUH & RHC Choir was formed in January 2018 by Choir Coordinator Jim Meighan the Chaplain in the RHC. Since then the Choir has gone from strength to strength.

To date they have been involved in a number of video productions, corporate and fundraising events to celebrate and contribute to the great work being done across NHSGGC.

Jim and the Choir’s Music Director Martin Kelly wanted the whole experience to be a source of fun, relaxation and social interaction. That sense of joy and togetherness is evident in everything they do and they are delighted to be a part of tonight’s event.

The choir has a number of rehearsals planned over the next few weeks and if you are interested in becoming a member then simply look up their QEUH & RHC CHOIR FB page and click ‘join’. The admin team will take it from there.
Award Categories

Local Staff Awards
1. Acute Services – Clyde Sector
2. Acute Services – North Sector
3. Acute Services – South Sector
4. Diagnostics
5. East Dunbartonshire HSCP
6. East Renfrewshire HSCP
7. eHealth
8. Finance
9. Glasgow City HSCP
10. Human Resources and Organisational Development
11. Inverclyde HSCP
12. Pharmacy & Prescribing Support Unit
13. Estates and Facilities
14. Public Health
15. Regional Services
16. Renfrewshire HSCP
17. West Dunbartonshire HSCP
18. Women & Children’s Services

William Cullen Prize
1. William Cullen Prize for Innovation
2. William Cullen Prize for Teaching

Chairman’s Platinum Awards
1. Clinical Practice
2. Global Citizen
3. Improving Health
4. Nursing
5. Patient Centred Care
6. Using Resources Better
7. Volunteer
8. Special Judges Award of Excellence

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Local Staff Awards

1. Acute Services – Clyde Sector

Our Culture
Carol Ann McNicol
The continued support and valuable advice provided to managers, often in challenging circumstances.

Our Leaders
Jenny McFarlane
Demonstrating extraordinary leadership and support to the team in Ward 14 RAH.

Our Patients
Extended Hours Physiotherapy Team, Ward 21, RAH
Improving the patient experience, quality of care and outcomes through increased physiotherapy input in elective surgery.

Our People
Oliver Macrohon
Providing support to patients and working flexibly to maximise hospital flow during periods of significant challenge.

Our Resources
Yvonne Gormley
For the development of the Buddy System at junior doctor change-over providing important support to junior medical staff.

2. Acute Services – North Sector

Our Culture
Mr Alan MacFarlane
Promoting standardisation by improving team communication and understanding of clinical governance information.

Our Leaders
Lesley Don
Leading the way in implementing processes to ensure timely Bank Staff pay.

Our Patients
The Dementia Cafe Team
Creating space where patients and carers can go for support and enjoyment.

Our People
Joseph Dunseath
Supporting the Endoscopy team in understanding and reaching their full potential.

Our Resources
* Joint Winners

Critical Care Supplies Improvement Team
Innovation and efficiency in procuring and storing stock within Critical Care.

Orthopaedic Opt-In Team
Implementation of the Outpatient Referral Opt-In Service, ensuring effective use of resources.
3. Acute Services – South Sector

Our Culture
QUEUH Medical Day Unit Team
Supporting inpatients in a day unit during the winter.

Our Leaders
Gemma Weir
An exceptional leader who is a role model for person centred care.

Our Patients
Jennifer Armour
Supporting acute staff with the care of people with mental health needs.

Our People
GreAT
For developing an innovative approach to supporting people back to work.

Our Resources
HIPQIP
The team have improved care for patients with a broken hip.

4. Diagnostics

Our Culture
Lesley Sneddon
Implemented new ISO standard allowing for accreditation by BSI, the only one in the UK.

Our Leaders
William Ennis, Fiona Reynolds & Pamela Saunders
Successful transfer of Clyde Hospital Microbiology service into GRI and QEUH.

Our Patients
Nicola Wyllie
More appropriate access for patients with dementia and/or delirium.

Our People
Mary Pirie
Development of techniques enabling children to be scanned in MRI without requiring GA.

Our Resources
Laura Metcalfe
Led the Band 4 Modern Apprenticeship programme, Band 5 training and Band 6 upskilling.

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5. East Dunbartonshire HSCP

Our Culture
Mandy Ferncombe
Reducing inequalities by increasing opportunities for women to participate in cancer screening.

Our Leaders
Kathleen Halpin
Initiated a local improvement group that focused on reducing patient harm through collaboration.

Our Patients
* Joint Winners
Community Paediatric Postural Care Team
Recognising the value of successful partnerships and genuine collaboration with families.

Children’s Services
During severe adverse weather conditions, health visitors and social workers together protected children.

Our People
Greater Glasgow and Clyde Emergency Dental Service
Following the Glasgow School of Art fire, off duty staff co-ordinated the relocation of GGCEDS service without detriment to patient care.

Our Resources
The Community Mental Health Team
CMHT Assessment Clinic review – increased multi-agency working, with 90% of referrals being assessed within two weeks.

6. East Renfrewshire HSCP

Our Culture
Transforming Day Services Team
Commitment and enthusiasm in transforming day services, epitomising the culture of the HSCP.

Our Leaders
Tom Kelly
Passion and determination in driving forward change, leadership and team support.

Our Patients
Health Visiting Team
Achieving the UNICEF UK Gold Baby Friendly Services Accreditation, first in Scotland.

Our People
Homecare Services
Heroic efforts and commitment during the adverse winter weather early 2018.

Our Resources
Technology Enabled Care Programme
Better outcomes for residents which led to more efficient use of resources.
7. eHealth

Our Culture
Proactive Support
Service Improvement Programme – evolving eHealth service provision Board wide.

Our Leaders
Wilma Kilroy
Leading on Induction of Nursing and Dental Students.

Our Patients
West of Scotland Regional Portal Team
Regional Portal supporting delivery of enhanced patient care across Health Board boundaries.

Our People
EMIS Web Mental Health Community Project Team
Commitment to successful delivery of EMIS Web across Community Mental Health Services.

Our Resources
TrakCare Weekend Handover Project Team
Supporting clinicians by developing a safer and more efficient weekend handover system.

8. Finance

Our Culture
Lorraine Nocher
Taking on an additional HSCP and providing great service to both.

Our Leaders
Frazer McCulloch
Providing leadership to the management accounts team.

Our Patients
John Watson
Work on the implementation of the new lead employer model for DDiT.

Our People
Siobhan McIvor
Started as a Modern Apprentice and progressing through CIPFA.

Our Resources
Gillian McBride, Alliea Hussain, Raymond Elliot & Fiona Mulles
Working as a team on the Procurement FIP work stream.

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9. Glasgow City HSCP

Our Culture
**Intensive Support and Monitoring Service**
Multi-agency response to meet the needs of young people at risk of harm.

Our Leaders
**John Walker**
Championing national standards and accreditation for Perinatal Mental Health Services.

Our Patients
**Beverley Grantham**
Taking on additional role to assist patients in successful, timely discharge.

Our People
**Black African Families, Improving Cultural Competence**
Developing training programme with communities to improve cultural competence and professional practice.

Our Resources
**Kingsway, Pharmacist-led Diabetes Clinic in Primary Care**
Reducing referrals to secondary care, minimising prescribing costs through discontinuing ineffective therapy.

10. Human Resources and Organisational Development

Our Culture
**Tom Quinn**
Leading OneHR Culture Programme focused on Values, Vision and Behaviours.

Our Leaders
**David Dougan**
Promotes the values of OneHR through leadership by modelling excellent behaviours.

Our Patients
**Julie Tomlinson**
Refreshed model for recruiting newly qualified nurses – resulting in 458 new starts.

Our People
**Heather Napier**
Led collaborative sickness absence model within Inpatient Mental Health, West Dunbartonshire HSCP.

Our Resources
**People Development Programme Team**
Collaborative and innovative approach to redevelop the Board’s People Management Programme.
11. Inverclyde HSCP

Our Culture
New Ways
For innovative, collaborative and effective programmes that are transforming Primary Care.

Our Leaders
Home 1st Leadership Team
Innovative leadership and collaboration to develop and embed the Home 1st approach.

Our Patients
Macmillan Welfare Benefit Service
Nationally recognised service, addressing the financial impacts of a diagnosis of cancer.

Our People
John Smith
Outstanding contribution championing recovery and social inclusion in mental health and beyond.

Our Resources
Pre-5 Immunisation Team
Redesign and delivery of a high quality, effective and efficient immunisation service.

12. Pharmacy & Prescribing Support Unit

Our Culture
Gemma Kaur
Omission of Medicines: Quality Improvement Project.

Our Leaders
★ Joint Winners
Wendy McGaugie
Outstanding leadership during difficult circumstances: ONS prescribing initiative 2017/18.

IRH Pharmacy Department
Orion Implementation.

Our Patients
Sarah Gray & Carolyn McKay
Algorithm for palliative management of terminal haemorrhage in advanced head & neck cancer.

Our People
Prescribing Support Team, NE Glasgow HSCP
UTI assessment & management in care homes.

Our Resources
Glasgow City HSCP North West & Kingsway Medical Practice
Pharmacist Diabetes Clinic at Kingsway.

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13. Estates and Facilities

Our Culture
The Catering Strategy Team
Working with dietetics and nursing to promote food as first line in nutritional care.

Our Leaders
George Graham
Implementation of Shared Services with Laundry and GJNH, to generate income for NHSGGC without using any additional resources.

Our Patients
The QEUH Security and Helipad Team
Going above and beyond to ensure patients and staff are safe within hospital environment.

Our People
Tom Johnston
Improved the mealtime experience for patients, releasing time to care for nursing staff.

Our Resources
Mark Riddell
Putting together the medical gas piped systems training facilities – the only one of its kind in the UK.

14. Public Health

Our Culture
Una Lees & Ellen McGeough
For providing holistic care to patients with TB who have no recourse to public funds to help them meet their social, housing and financial needs.

Our Leaders
Fiona Dunlop, Doris Williamson & Claire Murphy
To increase stop smoking support in GGC prisons ahead of smoke free legislation.

Our Patients
Brenda Friel & Debbie Schofield
Involving carers in shaping the Acute NHSGGC Carers’ implementation programme.

Our People
Nuzhat Mirza, Alastair Low, Susan Thompson & Kate Ocker
To create an inclusive workplace and give a voice to staff who are: disabled; lesbian, gay, bisexual and transgender (LGBT); and Black or Ethnic Minority.

Our Resources
Nikki Boyle, Lesley Nish & Uzma Rehman
To raise awareness of both the CMO alcohol consumption guidelines and NHSGGC’s own complementary message on alcohol in pregnancy.
15. Regional Services

Our Culture
Renal Services Team
Memorial Service for Renal Dialysis Patient.

Our Leaders
The Beatson Practice Development, Education and Research Team
Exceptional support to staff and introduction of several new patient care initiatives.

Our Patients
The Beatson Radiotherapy Team Clinical Technologists
Development of radiotherapy masks for paediatric patients.

Our People
PDRU Person Centred Collaborative Team
Physically Disabled Rehabilitation Unit – Cultural change to ward rounds ‘the power of feedback’.

Our Resources
Burns and Plastic Surgery Team
Development of the Minor Surgery See and Treat Clinic.

16. Renfrewshire HSCP

Our Culture
Evie Campbell
For inspirational ideas within Renfrewshire House supporting various charities.

Our Leaders
Kate McKinnon
Providing motivational and innovative leadership during challenging times.

Our Patients
* Joint Winners
Gateway Intensive Support Service
Engaging individuals with autism/complex learning disabilities in developing the therapeutic environment.

Sharleen Beattie
For providing exceptional care to an elderly patient during extreme weather conditions.

Our People
* Joint Winners
Abbey House Reception Team & Social Work First Response Childcare Team
For professionalism, approachability, helpfulness, positive attitude and team spirit supporting colleagues.

Suzanne Baines
Outstanding contribution to the Renfrewshire Anti Stigma Alliance Listen & Learn Event.

Our Resources
Suzie Davis
For innovative social media approaches resulting in more targeted service provision.

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17. West Dunbartonshire HSCP

Our Culture
Fraser Downie, Gillian Gall & Heather Napier
Working collaboratively across mental health services to reduce absence.

Our Leaders
Work Connect Specialist Employment Service Team
For their dedication and resilience during a fire.

Our Patients
Crosslet Day Care Service for Adults
Transforming the support and care delivered for older adults in day care.

Our People
Alison Baird
Leading and supporting MSK staff with introduction of an electronic e-health scheme.

Our Resources
Dina Gilfillan
Successful implementation of urinary tract infections training within care homes.

18. Women & Children’s Services

Our Culture
The RHC Paediatric Physiotherapy Team
For their energetic, focused and dynamic commitment to enhancing the culture within their service and beyond.

Our Leaders
Emma Sommerville
For inspirational leadership, with the support of the RHC Ward 2A team, through a period of significant challenge.

Our Patients
★ Joint Winners
Judy Taylor
The implementation of the transformational and patient centred ANP Led Telephone Clinic.

The QEUH Maternity & Neonatal Warm Bundle Project Team
An excellent and collaborative approach reducing the incidence of hypothermia in newborn babies.

Our People
The Gynaecology Team, Clinic F, Stobhill ACH
Consistently delivering excellent care and significantly improving one-stop gynaecology services to women.

Our Resources
The Badgernet Implementation Team
For leadership, commitment and proactive support in the implementation of Badgernet electronic clinical record system across Maternity Services.

W&C Director’s Lifetime Achievement Award 2018
Dr. Graham Stewart
In recognition of an outstanding career dedicated to the development and provision of paediatric and neonatal services.
William Cullen Prize

The William Cullen Prize for Excellence in Teaching and the William Cullen Prize for Service Innovation are awarded in collaboration with the Royal College of Physicians of Edinburgh.

1. William Cullen Prize for Innovation

Fiona Jarvis and Lisa Davidson have developed a specialist service for Hearing Impaired Children aged from birth to three years of age. This small team work within the Acute Speech and Language Therapy Service to optimise a child’s communication potential through early intervention and they have been working together on an innovative approach to improve children's outcomes, with great success.

Through the employment of a full-time bilingual co-worker (BSL/English), who is profoundly deaf, the team has been able to provide a truly equitable service, which supports children whatever mode of communication is appropriate to their needs. As a result, the development of spoken language skills is greatly accelerated because they have been enabled to develop a language, without delay, in advance of receiving cochlear implants. This has translated into accelerated spoken language development.

2. William Cullen Prize for Teaching

Dr Alastair Ireland and his team have developed an innovative, accessible and real time emergency medicine curriculum to support the delivery of high quality patient care within Glasgow Royal Infirmary.

The development of their online training resource which includes podcasts and webinars greatly supports all clinicians working in the GRI emergency department as well as emergency departments across the West of Scotland and worldwide. There is ongoing development of themes based on staff feedback and educational curriculum is updated each week to ensure all clinicians focus on continuous development of their skills in providing patient care.

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Chairman’s Platinum Awards

1. Clinical Practice
This award recognises the importance of staff innovation which helps and improves everyday practices in the workplace and/or approaches to patient care.

★ Joint Functional Vision Assessment Team
The team developed a minimum detection vision test which could reliably indicate the smallest size of object that a child can see when traditional vision tests were not able to be used.

★ Paperless Electronic Weekend Handover
Implementation of electronic handover using TrakCare across GRI, QEUH, RAH and IRH to deliver the International Patient Safety Goals.

★ Paula McIntosh
Paula goes above and beyond her job to prevent readmission to hospital of clients who in the past were revolving door patients.

2. Global Citizen
The award recognises staff who have travelled overseas to provide healthcare to people in a war torn or developing country.

★ Becky Dunphy
Becky travels with her family to Malawi each year to help develop The Dalitso Project. She sources medical equipment, clinic furniture and walking aids for the project and is enthusiastic and inspiring.

★ Gillian Calder and Jennifer Reekie
Gillian and Jennifer are highly compassionate individuals who have contributed to a huge transformation, through fundraising and clinical and personal support, in the care of burns patients in Malawi over the past four years.

★ Health & Wellbeing Project – Bethlehem
This small team developed a training programme in health and wellbeing for psychologists in Palestine seeking to work with children and young people experiencing mental health difficulties.
3. Improving Health
Commending staff who have a Healthy Working Lives idea or have implemented an initiative to improve healthy eating, smoking cessation or improving mental health.

* **Carol Sellar**
  Carol vaccinated over 500 people in our flu campaign last year. Her approach in attending wards and huddles to promote uptake was exceptional and led to a major increase from previous years.

* **Dr Helen Smith**
  Dr Smith’s ability to engage with young people means her service now has 100 per cent attendance. Her genuine interest in young people is reflected in her dedication, expert knowledge and passion for this vulnerable group.

* **Yvonne Gormley**
  Yvonne initiated a 'buddy' system for junior doctors to allow them to feel part of the team and provide the opportunity of support to discuss worries or concerns in an open and friendly way.

4. Nursing
The award recognises nurse(s) who demonstrate the best qualities of patient care and the ethos of nursing.

* **Janette Farr and Susan McPherson**
  Provide excellent care to patients and exceptional leadership skills. They ‘stepped up’ to take charge on the ward for several months when needed and provided support and coaching to their team following bereavements on the ward.

* **Lanrig Ward**
  Nothing is too much for the team of nurses in Lanrig Ward, providing end of life care, their patients and their families are at the heart of all they do. From admission, relaying information to making the place a home from home, Lanrig nurses go beyond what’s normally expected.

* **Patricia Conlin**
  At 70, ‘Pat is the ward’s go-to bank nurse’ in times of crisis. She works through some of the most trying and difficult times, winter wards, staff shortfalls, she’s done it all. She’s a caring, compassionate and dedicated nurse.
5. Patient Centred Care

For staff from different departments, directorates or services, who are working together in new and co-operative ways to improve the way we deliver services to our patients.

- **Inverclyde Home 1st**
  The Home 1st approach is about supporting people in their homes or community to achieve the best possible outcomes for service users. The aim is to maintain people’s independence to remain living in their own home where possible.

- **Joanna Sigmund**
  Joanna goes over and above her role as a dental health support worker, working with a vulnerable client group she shows real care and concern to her clients, reminding them of appointments, accompanying them and ensuring they are comfortable before, during and after treatment.

- **Lynda McMahon**
  Lynda is positive, quick to respond, quick on her feet and always smiling and calm. Her attention to detail and the efforts she makes to ensure families are included and supported is unsurpassed. As one Canadian relative said “she’s the wee smiler”.

- **Ward 67, QEUH**
  The nursing staff in this ward are hard working, inspiring and very considerate of patient’s needs and individual circumstances. They are a strong team and their understanding of ‘Patient Centred Care’ is consistently above and beyond the call of duty.

6. Using Resources Better

Specifically for staff who have increased efficiencies in the way they work or deliver services more effectively.

- **Absence Management Clinic**
  This team have been dedicated, professional and consistent in implementing this project and have radically reduced sickness absence in mental health in West Dunbartonshire and made a significant cultural and workforce change.

- **Laura McKie and Noelle Mackay**
  This inspiring duo always go the extra mile to reach out to young people and have consistently delivered new ideas and innovations, changing the culture of NHSGGC to be a much more welcoming environment for young people.

- **Resolving IT challenges for NHSBT organ donation and transplantation**
  Our eHealth team designed a bespoke training package for this specialist group of nurses. They provided secure access for visiting specialist nurses from other Boards helping to minimise risk for patients.

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7. Volunteer

Recognising members of the public/staff who provide outstanding help and support through volunteering. People who go that extra mile, contributing tirelessly for the benefit of others.

- **Billy Rodden**
  Billy is an 80 year old character who has clocked up in excess of 3500 hours volunteering at the RHC MediCinema. While taking children to and from the cinema Billy goes all out singing, joking, high fiving the children, anything to put them at ease. Billy also fundraises for the cinema ensuring the facility remains there for the children and adults in hospital.

- **Gary Reid**
  Gary provides companionship and support to patients at the RAH with a view to easing the isolation and boredom that some may experience. He spends time on the ward chatting to the patients about their lives, reminiscing about Paisley and brings a smile to everyone’s face with his charm and good nature.

- **Scott Campbell**
  Scott is a Deaf BSL patient and is actively involved in the work of our Equality and Human Rights Team to improve access to services for Deaf BSL patients. Scott has been very creative in his volunteer work and has helped us develop our BSL Health Facebook page.

8. Special Judges Award of Excellence

The judges panel were so impressed by this entry they agreed, for only the fourth time in the nine years that the Chairman’s Awards have been running, to make a special award of excellence.

- The winner will be announced on the night

We’re announcing the winners live on Twitter tonight. If you want to get involved then use our hashtag for the evening: #ggcawards