State-of-the-art ICU at Royal Alexandra

New £5m unit will provide the best of care PAGE 3
Out and about with the chairman

This month I was at the official openings of two new facilities, one in the community and one in an acute hospital. While these facilities provide very different services, the thought and detail that has gone into the design of each will make a huge difference to both our patients and staff.

Firstly, I welcomed Jeane Freeman MSP, the Cabinet Secretary for Health and Sport, to a ceremony to mark the official opening of the New Gorbals Health and Care Centre. I was at the topping-out ceremony almost two years ago and I would like to commend everyone involved in this project as the transformation from then to this state-of-the-art health and care facility is remarkable.

The new centre is purpose-built, bright, modern and fully accessible. The site is shared with the new Gorbals Housing Association and when their development is complete, the community will have access to a landscaped pedestrian space connecting the health and care centre with the main Gorbals shopping area. This is a valuable addition to the local community and a huge improvement for the staff who work there.

I was also delighted to officially open the new Intensive Care Unit at the Royal Alexandra Hospital in Paisley. I was very impressed with this new addition to the RAH and I am sure that the space, light and calm environment delivered by the design of the unit will be of great comfort to patients and families at such an anxious time. The design and build also ensures the unit meets the very highest levels of specification in line with the Scottish Intensive Care Society guidance and clinical standards for Intensive Care Units. Single bays and isolation facilities also ensure patients are cared for under the latest infection prevention and control guidance and are sited close to the existing RAH’s High Dependency Unit. This ensures flexibility is maximised in times of extreme demand.

It is encouraging to see the increased investment being made in our health and social care services and the difference this will make to the people we care for and the staff who deliver our services.

The new ICU will afford us the room we need to rehabilitate patients more effectively. Staff at the Royal Alexandra Hospital (RAH), have welcomed the investment of £5 million on a new state-of-the-art intensive care unit. The new unit is able to provide care for the sickest adult patients in Paisley as one of the most modern facilities in the UK and staff, who were involved in the design from the beginning, are now working in an environment that offers space, light and an area of calm for patients and their families.

Facilities have not only improved for the patients and staff but when the new unit was designed, they also included space for the patients’ families because in an ICU, it’s not just the patient that goes through the trauma – the family also goes through the trauma of someone being so seriously ill.

The unit was officially opened last month by chairman John Brown and was commemorated with a special dedicated plaque.

John said: “I was delighted to be asked officially to open this new Intensive Care Unit.

“I am confident that these new facilities will significantly enhance the quality of care available for patients, families and staff, both in the immediate future and in the years to come.

“The unit looks spectacular in design and the air of space, light and calm will be of great comfort to patients and families at such an anxious time.”

As staff moved into the new unit, N

It's official - Glasgow Royal is world class

Glasgow Royal Infirmary has secured its place as a world-leading healthcare facility – being named one of the top 100 hospitals in the world.

Newswave teamed up with Statista Inc, a global market research and consumer data company, to develop a groundbreaking ranking of the world’s best hospitals. The top list was whittled down from 1,000 recommendations from medical professionals, patient survey results and medical performance indicators.

Glasgow Royal Infirmary is the only Scottish hospital to make the top-notch list, which included top facilities in Germany, Japan, Switzerland and the United States.

The hospitals on this list are at the forefront of adapting to new challenges while providing outstanding patient care, including the Mayo Clinic in Rochester, Minnesota, with its peerless educational arm; Singapore General Hospital, which pursues clinical research and offers outstanding nursing; and the Charité Hospital in Berlin, which employs more than half of Germany’s Nobel Prize winners in physiology or medicine.

Commenting on the report, Dr Chris Deighan, chief of medicine for north sector, said: “We are delighted that Glasgow Royal Infirmary is named in the top 100 hospitals in the world and in the top 10 in the UK.

“The Royal has been caring for Glaswegians for 225 years now and has been at the forefront of pioneering medicine over that time. This recognises the hard work, dedication and excellent care for patients that is provided by our staff.”

It'll be a pleasure to work in a brand new unit.” – Gerry Church, physiotherapist

“I am really looking forward to supporting the development of the next generation of critical care nurses in this state-of-the-art new facility.” – John Hunter, practice educator/charge nurse, ICU

“The new RAH ICU is a significant investment which maintains and facilitates the provision of high quality, safe patient care to our sickest patients. The entire clinical team are delighted at the opportunities the new unit offers to support both patients and their families.” – Dr Brian Digby, clinical director, Critical Care Clyde

NHS Heroes

Read all about you – written by patients for you

Royal Alexandra Hospital

This week attended the Breast Clinic at the RAH and my treatment from start to finish was first class. All the staff were friendly and welcoming and the waiting time between the various stages was minimal. We hear so much criticism of the NHS and I wanted to convey my experience, which I feel couldn’t have been better.

Gartnavel General Hospital

I would like to inform you about the exceptional care I received as a day patient. The planning and surgical work performed was just excellent. In addition, I would like to praise the staff in Ward 2A. As you enter the ward, you are immediately welcomed and after a few moments you are aware of the high level of professionalism and the attention of all staff on the delivery of first class care. The after-care and contact with the team has continued beyond discharge. Thank you.
Staff give views on long term plan for health and social care

Staff representing all parts of Greater Glasgow and Clyde have been giving their opinions on the Board’s long term strategy for the future – Moving Forward Together

The strategy, which sets out the vision to transform health and social care over the next three to five years, was approved last summer by the Board.

This sees new models of care being developed that will support people to live longer, healthier lives at home or in a homely setting, with more care being provided in or close to people’s homes in the community. When patients need a level of care or treatment that cannot be provided in the community, they will have access to world-class specialist hospital care.

Over the past few months, a series of staff sessions have asked workers for their views on the strategy.

At the sessions, staff spoke of the need to involve colleagues from both health and social care in the discussions, the need to educate the public and support them to understand that services are changing and the need for leaders at all levels of the organisation to drive the changes.

Effective communication was highlighted as being critical to inspire change and to help people visualise new ways of delivering care.

Training was seen as another important issue, particularly training on new digital technologies.

Comments included: “There needs to be better health education to encourage healthy lifestyles at an early age.”

“It is our staff who will deliver this transformation and so it is vital that everyone has the opportunity to hear what is being proposed”

“How are we going to ensure there is good communication and connectivity between acute and primary care?”

“It’s about education – staff need to understand the interdependencies and we need to stop working in silos.”

“There needs to be leadership to drive change not just at a Board level but on the ground.”

“Agree with all but it can’t be seen as a dictat from above – the staff need to be involved.”

Jonathan Best, chief operating officer, right, said: “Delivering Moving Forward Together will require new ways of working, better team working, practitioners working to the ‘top of their licence’ and unnecessary barriers between primary and secondary care being removed.

“The latest technology will play a large part in making this a reality.

“But it is our staff who will deliver this transformation and so it is vital that everyone has the opportunity to hear what is being proposed and to tell us what matters to them.

“We are at the early stages on implementing this long term vision and we will continue to use different approaches to engage and involve staff and to support them through this major programme of transformation.”

Transformation in practice

Six workstreams have been established to take forward the Moving Forward Together strategy and these workstreams have been considering a number of initial priority areas to deliver the vision for the future.

At the April Board meeting, Dr Jennifer Armstrong, medical director, right, presented four examples of new models of care which are at an initial stage of development and are being progressed.

Frailty tool

Ten per cent of the Scottish population have some degree of frailty, but there is much that can be done to prevent people becoming frail or frailer.

A new electronic frailty tool using existing GP data will identify patients at risk of moderate frailty and enable interventions to be put in place to prevent deterioration and hospital admission.

Coeliac disease

This case for change for people with coeliac disease is aimed at redirecting people to community dietetics and pharmacy for support and advice rather than annual monitoring visits in secondary care gastrenterology.

Diabetes

The diabetes Managed Clinical Network in GGC have developed a ‘vision’ for diabetes care that would see the delivery of ‘monitoring appointments’ at local chronic disease monitoring centres (health and wellbeing hubs) rather than hospital, lifestyle coach/ self-help workers to support greater self-management, the design and delivery of the MyDiabetes GGC app and the delivery of a primary care-based Integrated Diabetes Care Team.

All four cases for change are now being taken forward for further development.
Hospital ‘restaurant’ with a difference

Nestled in the corridor between the Royal Hospital for Children and the Queen Elizabeth University Hospital is a very special unit upon which many lives depend.

“If you can imagine a restaurant with 10 different dishes on the menu, that’s just the start of understanding what we do here,” says Derek Graham, special feeds manager.

Derek and his team prepare individual milk-based feeds for up to 80 patients a day, from pre-term babies right up to young adults. This can mean as many as 500 bottles being prepared every single day, with some feeds having up to eight products in one single feed.

Derek said: “To many of the staff we are known as the ‘wee lab’ and our unit has been in existence for 35 years now. We prepare individual feeds for lots of children, working with standard formula, specialist formula, individual nutritional ingredients and breast milk.

“We can modify ingredients in feeds such as protein, carbohydrates, different types of fat, vitamins, minerals and thickeners to meet the nutritional needs of our patients who can only feed or be supported by tube feeds.”

One family who has benefitted from the expertise of the team is Cole Smith’s. Cole, who is three and from Barrhead, was born with a condition called VACTERL syndrome.

“This refers to several birth defects that frequently occur in conjunction with one another. The letters stand for: vertebral, anus, cardiac, trachea, oesophagus and renal (or kidneys) and limbs, which are the areas of the body impacted by these defects. Cole’s in mum Jane said: “The team here is great and they have basically fed Cole since he was born. As well delivering specially made feeds to the ward, they have also shown me how to do this and ‘trained’ me to do it at home. This gave me a lot of confidence as it’s a worry taking a very sick child home.”

“Research shows that exercise is especially good for people with Parkinson’s. There isn’t a one-size-fits-all approach so we work with patients to indentify the best exercise for them depending on how Parkinson’s affects them.

“The specialist exercises we’re doing with patients need to be challenging and intense enough to stimulate the ability of the brain to change.

“To achieve maximum benefit, people with Parkinson’s must engage in this exercise long term. Therefore, our aim is to work with patients in new ways not only in hospital, but also to carry on the good work they’re doing with us into the community”.

One woman to benefit from the classes is 88-year-old Jane Haig from Moodiesburn, who was diagnosed with Parkinson’s last August.

Jane said: “I love coming along to the class; there’s a great atmosphere. I think knowing that everyone here has the same thing helps and you don’t feel alone.”

Parkinson’s patients benefit from new brain-building gym classes

New high intensity exercise classes, developed by physiotherapists in New Stobhill Hospital’s rehabilitation team, have been designed specifically for patients in early stages of Parkinson’s and are already showing benefits.

Parkinson’s is a slowly progressive neurological condition which affects movement such as walking, talking and writing. There are around 145,000 people in the UK diagnosed with Parkinson’s in the UK – around one adult in every 500.

Specialist physiotherapist Aimi McGough, who set up the class, said: “Parkinson’s is a disease which causes movement to become slower and smaller, making everyday activities more difficult.

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Derek said: “To many of the staff we are known as the “wee lab” and our unit has been in existence for 35 years now. We prepare individual feeds for lots of children, working with standard formula, specialist formula, individual nutritional ingredients and breast milk.

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Jane said: “I love coming along to the class; there’s a great atmosphere. I think knowing that everyone here has the same thing helps and you don’t feel alone.”

We have received more than 50 entries already across the seven categories, so don’t delay and take the opportunity to submit your entry now.

Remember, we are not just looking to celebrate the various efforts of our staff, we are also looking for services that staff have moulded to patients’ needs or projects that have transformed the way we work.

This year’s categories are:

Better Care - We know our staff provide incredible patient care, but we need you to tell us your stories.

Better Health - Do you know of, or are you associated with, an initiative which seeks to improve the health and wellbeing of patients, the public and/or staff? If so, tell us.

Better Value - We want to hear about initiatives which have been implemented to save the NHS money or improve the quality of care in NHSSGC.

Better Workplace - This category recognises the often unseen work of our staff who are helping to make NHSSGC a better place to work.

Global Citizenship - We want to hear all your excellent stories of our staff helping people either in other countries or from other countries.

The closing date is Wednesdays, 31st July 2019.

Established in 2016, the William Cullen Prize is back again this year for a clinician or team of clinicians who have made a significant contribution to local service innovation or teaching.

If you are a clinician and have made a significant contribution to service innovation, it’s time to get your entry in for this prestigious award. As in previous years, the teaching prize will be selected from a cohort of around 20 of our top performers from our own recognition awards for medical teaching, based on performance in the national trainee and student surveys. The winners of each prize will receive a framed copy of a William Cullen letter, which will be selected from the Royal College’s archive.

So don’t delay, get your entries in now, simply complete the online application form, visit: www.nhsggc.org.uk/williamcullen application form, visit: www.nhsggc.org.uk/williamcullenapplicationform. The closing date is 31st July 2019.
Literacy and numeracy can affect people’s lives. Strong literacies can help people fulfil their potential, achieve their goals, and take advantage of opportunities. When individuals do well, so do their employers, families and communities.

NHSGGC provides support for staff through a wide range of information to help them improve their reading, writing or number skills. We’re here to help you on various issues such as brushing up on the skills needed for your job description and KSF, help to start using computers at work or if you simply need help to get your PDP going we’re here for you.

Information is available on StaffNet designed to help staff achieve their literacy and numeracy potential at: StaffNet > Corporate Services > eHealth > Library Network > Core Skills or you can visit our Support Information Services at: www.nhsygcc.org.uk/SupportInformationService

Sarah Kleppe Leslie, deputy director of HR and organisational development, said: “Literacy and numeracy are extremely important and training gives our staff the chance to improve their reading, number and computing skills. Our service is free and confidential and staff can choose what they work on. They can get one-to-one help or take part in a group session. No one should feel shy about learning and we have services and staff who can help”.

Numeracy Day is on 15 May so why not take the opportunity and have a look at your skills and perhaps see what you could improve on. National Numeracy has created a free online tool to help improve everyday maths skills in manageable steps. You can find a link to the app and much more at: https://www.nationalnumeracy.org.uk/

Pharmacy Services walk is a fitting tribute to Jackie

A group of staff from Pharmacy Services are organising a fundraising walk in memory of Jackie Richardson, a much-loved colleague who died in October 2018.

Audrey Thompson, lead pharmacist prescribing services, said: “It’s great that so many of the wider pharmacy team, not just those who shared our offices, are willing to give up their time to get together and share laughs and memories. We are honoured that Jackie’s family will also join us on the day and lead off the first group of walkers.

“Our walk will take us between all the sites for the prescribing team during Jackie’s time working with us. We will start on the Gartnavel campus, home to the Beatson where Jackie received treatment as well as site of the former Greater Glasgow Primary Care Trust HQ. From there, the walk will take us via West Glasgow ACH and Queens Park House at the New Victoria before finishing at our current home in Clarkston Court. The total distance is just under 10 miles (15km).

“We will be raising money for the Beatson Cancer Charity on the way. So if you see a group of people in bright yellow t-shirts on 12 May, please say hello! We’ve also had some companies donate prizes for a raffle to help boost our fundraising and add a bit of excitement for the non-walkers.

“Jackie’s motto was get up, dress up, show up and never give up. So we plan to do just that.”

If you would like to contribute, visit: https://www.justgiving.com/GGCPHARMACY

Find out more and sign up at www.activestaff.worldwalking.co.uk

After a short break, the Active Staff Walking Challenge returns and we’re determined to make the 2019 challenge our biggest and best yet.

What is the Walking Challenge?
It’s simple! Form a team of up to five colleagues; count your steps using our smartphone app or a pedometer/Fitbit; track your progress against our virtual route.

What’s the route?
This year we’ll be tackling the Castles of Scotland route. At 1598km long it takes in some of our most iconic and important castles.

How do I get involved?
To register, visit www.activestaff.worldwalking.co.uk Once you’re registered you can either create a team or join one a colleague has already set up. Registration opens on 1 May.

I have taken part in Walking Challenges in the past; do I need to re-register?
Yes. We no longer have details from previous challenges so you will need to re-register.

I have a question!
Why not check if we’ve already answered it at our Help > FAQs page? If we haven’t, get in touch at walking.challenge@ggc.scot.nhs.uk