Staff learn how to be life-savers

Hundreds take part in CPR sessions PAGE 3
Last year we launched Small Change Matters and received hundreds of suggestions from staff across the organisation. Small Change Matters is returning for a second year and we’re asking for your thoughts on how we can make it work better. Helena Jackson, head of financial improvement programme, who is leading Small Change Matters, said: “NHSGGC has a good track record of identifying new and improved ways of working and of reducing duplication and waste. I want to encourage staff to share their ideas with us because small change, especially when added together, can make a big difference.” Help us understand what you think of the scheme and input to how we can make it easier for you to take part by completing this short survey at www.nhsggc.org.uk/smallchangematters. The survey should take no more than five minutes to complete. All completed surveys will be entered in a prize draw for a chance to win £50. The survey closes on 12 July 2019.

New £20m health & care centre gets under way

The first sod for the new £20 million Greenock Health and Care Centre has been cut by Jeane Freeman, the Cabinet Secretary for Health and Sport. The project is due to be completed by September 2020 and is being delivered as a partnership between NHS Greater Glasgow and Clyde, Inverclyde HSCP, Inverclyde Council, Hub West Scotland and the local community.

The new facility offers an opportunity to reshape services from a patient and service user’s perspective to provide care that is more integrated, accessible and efficient, as well as contributing to the wider goals of community regeneration and addressing health inequalities.

The centre will provide a wide range of services for the benefit of the community it serves. This includes the transfer of four General Practices, pharmacy, primary care and HSCP services from the current health centre, as well as the introduction of other services, including specialist children’s services, speech and language therapy and the care-at-home service.

Jeane Freeman said: “This new health centre for Greenock will be a perfect example of how we are transforming primary care. By expanding multi-disciplinary teams, we can allow GPs to focus their skills where they can add most value, meaning patients can be seen at the right time by the right person. Councillor Jim Clocherty, Chair of Inverclyde Integration Joint Board, said: “This is an important step in the further integration of services. The centre will provide a hub for the community with services coming together in one building and it is an important part of the regeneration of Broomhill and the centre of Greenock.”

Changes to Business Travel Policy

The changes to the Business Travel Policy have now come into effect. All staff should ensure they are aware of the changes.

Staff will now no longer to able to arrange their own travel when the cost exceeds £50, (excluding bus and taxi journeys).

All travel will need to go through the purchasing department travel team (contact details available on StaffNet > Acute > Facilities > Procurement Department).

You will no longer have an option to claim back expenses for travel exceeding £50.

Please make sure you use the online booking form. Paper copies will no longer be accepted.

The Business Travel Policy and the online booking form are available on StaffNet > Acute > Facilities > Procurement Department > Travel & Accommodation.
CPR sessions give our non-healthcare workers the skills needed to save lives

Hundreds of staff took the time out of their busy day to learn vital life-saving skills. The 15-minute sessions were part of Save a Life for Scotland, a Scottish Government initiative, which equips people with no healthcare background with the skills to carry out CPR.

Staff joined at the Queen Elizabeth University Hospital (QEUH) by Anne MacPherson, director of human resources and organisational development, Margaret McGuire, director of nursing, Dorothy McErlean, employee director and Jane Grant, chief executive who said: “These sessions are an excellent way to equip people with the skills to be ready to start CPR if required.”

“Our resuscitation training team continually reach a great number of our staff in non-healthcare roles and are potentially training them to save a life. I took part in the session at the QEUH and found that it gave me a far better understanding of what to do if the situation ever arose.”

The resuscitation training team were delighted with the turn-out and said: “By getting staff to realise they have the power to save a life through their hands is hugely empowering. Learning these quick and easy training skills can make a difference at a time when knowing even the basics can count.”

For information on the Save a Life for Scotland campaign visit: https://www.savealife.scot/

Poster power on show at NHSScotland event

The NHSScotland event brings hundreds of people together each year to share innovation, learning and best practice.

The event’s poster exhibition is an excellent way to showcase your achievements and to gain recognition.

Congratulations to all shortlisted poster authors and a special congratulations to Shona McKie, staff nurse, Regina O’Hara, specialist clinical pharmacist and Jennie McLaren, specialist occupational therapist, who were announced as winners in their poster category.

Regina’s poster – Transformational Change in Provision HIV Antiretrovirals (ARVs) via Community Pharmacies Alongside Opiate Replacement Therapy During an HIV Outbreak Amongst People Who Inject Drugs – highlighted a new model of pharmacy ARV provision creating links between hospital and community pharmacies, to benefit people with complex needs. Jennie’s poster – Kids Independently Developing Skills: A Digital Health Tool Empowering Children/Young People and Those Closest to Them to Self-Manage Their Health and Wellbeing Needs – details the development of the KIDS website which provides a person-centred, interactive resource which empowers children/young people and those closest to them to self-manage their health and wellbeing needs.

Shona’s poster – Sleep Well, Feel Well, Get Well: Improving Sleep Within Critical Care – demonstrates the work the project undertook to improve sleep depth and quality, demonstrating that low cost interventions to promote patient sleep, can improve patient experience and care quality.

You can access all the posters from NHSGGC – together with the others on display at the event – on the poster pages of the NHSScotland event website: www.nhsscotlandevent.com
The countdown is on to the Chairman’s Awards closing date, so don’t delay and get your entry in today.
You have until 31 July to apply for recognition for you and/or your team or colleagues you regard as particularly deserving.
Through the Chairman’s Awards, we have heard some tremendous stories over the past nine years about colleagues who have gone the extra mile. We have recognised and celebrated teamwork, innovation and – most importantly – a commitment to ensure our patients receive the best experience possible when using our services.
We want to hear from you whether you are nominating a colleague or your own team or innovation. The awards are a fantastic way of not only sharing achievements with the rest of the organisation, but also receiving the recognition deserved.
Do you know a colleague, team or volunteer who stands out from the crowd? Perhaps you’ve watched a colleague who has gone that extra mile to care for a patient, or maybe you have been part of a team who has travelled overseas? Are you or someone you know in the Reserve Forces or have you or someone you know taught people from abroad within our healthcare facilities? Then we want you to tell us.
Chairman John Brown said: “I would encourage all staff to tell us about colleagues who have gone the extra mile, services which you have moulded to patients’ needs and projects which have transformed the way we work. “We need to continue to recognise and reward staff for their hard work, but we rely on you to tell us about them.”
For more details and to fill in a nomination form, visit: www.nhsforgo.org.uk/ChairmansAwards
The winners will be announced at a glittering staff awards dinner on 4 November.

Rewarding star quality

Time is running out to get your entries in for this year’s William Cullen Prize.
Up for grabs is a prestigious prize for innovation for medics who have made a significant contribution to service innovation in Greater Glasgow and Clyde.
A second prize for teaching will be selected from our current recognition awards for medical teaching based on performance in the national trainee and student surveys.

Tips for completing entries

When filling in your nomination form, don’t forget to put as much detail as you can.
Remember, you are telling a judging panel who don’t know the person, team or service you are nominating.
Simply saying someone goes above and beyond is not enough detail for the judging panel to score on.
Give clear, direct and specific detail. Give specific examples if possible and elaborate on why the nominee’s accomplishments are worthy of the award.

Still time to win innovation prize

The winners of each prize will receive a unique framed print of a William Cullen letter, which will be selected from The Royal College of Physicians of Edinburgh’s archive and will relate to the area of medical work of the individual winners.
So don’t delay, get your entries in now. Simply complete the online application form, visit: www.nhsggc.org.uk/williamcullen
The closing date is 31 July.

Publish your case report

The NHSGGC Library Network has a subscription for BMJ Case Reports until August 2020 and we are keen to encourage staff to submit case reports for publication.
Why not transform a recent case presentation into a case report? This could be a first step into academic publishing and would be good evidence for CPD portfolios. Up to four authors can be included on each report and multidisciplinary submissions are welcomed. BMJ Case Reports are keen to receive submissions from non-medics. Local NHSGGC ethics approval is not required as long as there is no patient identifiable information included and you are not doing ‘research’. BMJ provides a consent form that must be signed by the patient or next of kin before publication.
For further information, visit: www.quest.scot.nhs.uk or you can email: Library.Network@ggc.scot.nhs.uk for the library’s fellowship code.
Patient feedback brings about Acute Assessment Unit improvements

The way patients – and their families – are treated at Glasgow Royal Infirmary’s Acute Assessment Unit is receiving excellent feedback compared to just two years ago.

Patients and their relatives now have access to a more bright and welcoming reception, families now have the option to stay with the people who matter to them when they’re being assessed, and patients now have access to sandwiches or a range of hot food choices if staying overnight.

These simple, but important, changes are the result of two years of work led by the person-centred health and care (PCHC) team, senior nurses and staff in the unit.

During that time, the team gathered monthly care experience feedback in realtime from people receiving care and their families. This was used for learning, improvement and, where possible, the early resolution of individual issues and concerns.

John Stuart, north sector chief nurse, said: “As a result of our work with the PCHC team, the unit’s reception area has been transformed from an area with closed doors and posters centred on negative health conditions adorning the walls to a light and airy space with open doors leading directly on to the ward.

“All patients to the unit are referred by their GPs, meaning several often turn up at the same time. Previously, this could result in patients and the people who matter to them sitting for extended periods until they were seen. At times this was happening with sporadic or minimal information on waiting times being shared with them. Now, a member of staff is assigned to give each waiting patient regular updates on likely waits and also share a leaflet, developed by one of the ward’s nurses, which explains what the unit does and why certain test results take longer than others.

“Our experience with the PCHC team has been nothing but positive and I’d urge colleagues across the organisation to get in touch with the team and learn from them.”

Anne McLinton, PCHC programme manager, said: “Care experience is a key component of how we define quality of care.

“The team is currently providing improvement support to 18 care teams across four acute directorates aiming to achieve positive care experience responses of 95 per cent.

“Our work with the staff on the unit is a clear demonstration of how we can improve the experiences of not only patients, but also the people who matter to them while visiting the unit.

“By listening to what people coming to the unit tell us and getting our team involved, the unit’s staff have made the whole environment more welcoming, and a place where people are better informed about their care.

“This work has evolved over the last two years, so that the unit is now more accessible to wheelchair users after they told us it was difficult to navigate and practical changes were put in place.

“A regular supply of food is also now available. Originally, patients were only in for short times, however, this has gradually changed with some people staying overnight.

“Now there’s a housekeeper who offers food and drinks to people and also orders hot meals for those staying overnight.

“Experience tells us that patient care is the number one priority for all staff and we’re here to help them achieve this.

“We’re here to help and are always eager to hear from our colleagues and work with them to deliver the best care possible.”

“Our experience with the team has been nothing but positive”
Alan always goes that extra mile

When Alan Cowan, non-executive director, joined the Board in 2016 he was delighted to be asked to be the Board Champion for our Staff Health Strategy.

Now that he has a bit more time on his hands, he looks for a different challenge each year, something that takes him out of his comfort zone as a way to support a charity. And importantly, he also does something that might be good for his physical and mental health.

Alan said: “Last year, I cycled the 200 miles of the Hebridean Way from Barra to Butt of Lewis in the Western Isles, raising just over £1,000 for Erskine Hospital. Previously, I walked the West Highland Way, again generating about £1,000 for a Homeless Veterans charity and the year before I did 66,275 push-ups in a year, starting with one on 1 Jan and adding one more every day. I know, I didn’t think I could do it either but that didn’t put me off trying.

“So this year I chose to complete the 100km Cairngorms to Coast Challenge in May. This is a 30km hike/walk followed by a 70km bike ride from the Cairngorm Ski Centre car park to Lossiemouth on the Moray Coast. The aim was just to finish... and I completed the event with a couple of school friends [David and Colin] in just over 10 hours.

“Why did I do it? Yes, I keep asking myself that too! Well, in many ways it was not really about the physical challenge of covering 100km (that’s the distance from QEUH to Perth), hard though that it was, but it was more about the personal mental challenge of overcoming something which feels like it’s too difficult.

“So often in life, we don’t start things because we feel they are too difficult.

“Maintaining a good, healthy life balance is one of the things that sometimes we neglect. I am not encouraging you to take 100km hike... but do try to take full advantage of programmes of the Staff Health Strategy that are designed to help support staff health.”

For more information on the Staff Health Strategy and opportunities available to support you to look after your own health, visit: www.nhsggc.org.uk/staffhealth

Campaigning for good nutrition in hospitals

Over the last nine months, our Food First campaign has highlighted the importance of eating and drinking when in hospital.

It has also played a key role in tackling 13 ‘popular’ food myths, ensuring staff feel empowered to offer patients the right meals and snacks throughout the day.

Some of the most prominent myths tackled included:

- Food isn’t as good as a supplement drink
- Only nursing staff can offer food or drink
- Family members should be excluded from mealtimes.

Elaine Hamilton, practice development nurse (Nutritional Care), said: “We’ve had a lot of positive feedback over the duration of the campaign. “We’ve listened to everyone who has been in touch and we know that staff have valued the back-to-basics, keeping-it-simple approach. “By doing this, we’ve tackled some common misconceptions around food and fluid in hospitals in a very simple, but very visual way using social media as our main focus. “Our aim was to target all staff to remind them that we can all play a role in improving our patients’ experiences around food and fluid. By tackling these myths, we can make a real difference to many of our patients. I would like to thank everyone who helped make the campaign a success for our patients.”

To access the food first campaign materials, visit: www.nhsggc.org.uk/foodfirst

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Moving and handling deadline is drawing near

The deadline is fast approaching for moving and handling assessments in both clinical and non clinical areas to be completed. These should be carried out by 31 August 2019.

Every member of staff involved in moving and handling will receive an assessment to ensure their practice remains safe and competent.

Competency assessments are carried out on wards and departments, enabling support to be provided without the need to be released from your ward or department to attend training.

If you are a member of staff who undertakes moving and handling tasks, you should have already had your assessment.

If you are still to be assessed, it is your responsibility to contact your local assessor and have this done.

If you are an assessor, you should have started your assessments with the aim of completing them by 31 August 2019.

After undertaking assessments these should be recorded on the relevant documentation and the outcome (low, medium, high) should be reported either via the webropol survey or tracker forms for clinical areas or through the agreed process for non-clinical areas.

If you are a manager of an area that undertakes moving and handling, you should be fully aware of where you are in implementing the competency assessors process.

For further information, visit: www.nhsggc.org.uk/competencyassessment

Staff learn what it’s like to have dementia

Hundreds of staff last month took part in an interactive dementia experience, giving them a taste of what it’s like to live with the condition.

This involved a Virtual Dementia Tour - medically proven to be the closest a person can directly feel what dementia might be like – visiting a number of our hospitals during Dementia Awareness Week.

By understanding dementia from the patient’s perspective, the aim is to give staff across different disciplines a better appreciation of the challenges faced by those affected in order to help deliver the most appropriate care.

A new, discreet symbol has also been introduced which is added to patient notes and bedsidest to unobtrusively alert all staff that a patient has a cognitive impairment and may require extra support.

Nurse director Dr Margaret McGuire said: “Around 90,000 people in Scotland live with dementia and it is the largest cause of death in the UK, killing more people than cancer and heart disease.

“Every single ward in our acute adult hospitals there will be somebody with some form of cognitive impairment. As a result, it’s really important our staff are aware of what it’s like for a patient to have dementia and reflect on the care that they give.

“We are one of the top health boards in the UK for the diagnosis and early treatment of dementia. However, we want to build further on our staff’s knowledge of the condition and help them better understand the pain patients can be in.

“We now know that it is scary, intimidating and confusing for people who have the disease and this leads to feelings of vulnerability. It can be very painful for people with dementia to walk, how hard it can be for patients to understand what people are saying, the confusion from the noises they hear and the difficulty they can have seeing due to damage to their eyes.”
Almost 80 pharmacy services staff, friends, family and a few dogs took to the streets to raise funds in memory of their colleague Jackie Richardson. Starting at the Beatson, they walked past West Glasgow ACH then along the Clyde and on to the New Victoria, finishing after nine miles at Clarkston Court.

Wearing striking yellow T shirts from the Beatson Cancer Charity, they had beeps and waves from passing cars, plus unsolicited donations from people on the street. At the end, there were more people to greet them (including Bella the Bee, mascot of the charity), a great spread of sweet and savoury treats and a raffle.

Audrey Thompson, lead pharmacist prescribing services, said: “We’d like to thank the many generous companies and individuals who donated prizes as well as money. Importantly, in keeping with Jackie’s motto, we got up, dressed up, showed up and didn’t give up!

“She would also have approved that some of us went out later to toast her with a glass of fizzy stuff!

“We are blown away at how much money we have raised, it was a privilege to be able to collect more than £10,000 for the Beatson Cancer Charity in Jackie’s memory.”

On a stroll for charity

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