Listening and learning

Service lets staff receive feedback from the public

Full story on PAGES 4 & 5
Everyone’s invited to share their ideas

As part of the Small Change Matters survey results, we committed to update you on the areas identified that we could “do better” in and to let you know more about the ideas that we have received from staff across NHSGGC.

Sharing ideas will hopefully inspire you to look for ideas based on different themes and keep sending them to us.

The biggest number of submissions we received over the last year and a half are to do with sustainability and green issues, such as plastic usage and recycling in general.

NHSGGC is already moving forward with many of your ideas and is in the process of taking forward many more, for more information visit the Sustainability pages on StaffNet > Corporate Services > Sustainability. The chart below details the main themes that we have received so far.

Schemes underway or that are already delivered include: moving to electronic payslips; switching from one type of medication to another; printing double sided by default; and reviewing the urgency of letters and whether they need to be sent by first class. We are also looking into both our internal and external mail procedures.

A full list of the savings projects is available online, visit: www.nhsggc.org.uk/sndigital

Helena Jackson, Head of Financial Improvement Programme, said: “We would like to thank you again for all the ideas that you have sent in, and ask for you to please keep sending us ideas via our form – we read and consider them all!”

To submit your idea, visit: www.nhsggc.org.uk/smallchangematters

### Aileen’s innovative ideas help to save cash

Through Small Change Matters, two great ideas were submitted by Aileen Chalmers, Admin Bank Ward Clerkess, Acute Medical Unit (AMU), Royal Alexandra Hospital.

The first idea focused on centralising ward administration paperwork storage and ordering which would not only reduce waste and implement good stock control, but also generate cost savings. The second idea focused on reducing stationery e.g. paper, elastic bands, paper clips, used in AMU discharge folders by 80 per cent. Projected savings are expected to be £650 per annum.

Individual patient discharge folders were made up of many different sets of paperwork and involved using elastic bands, paper clips and folders and took a large amount of the Ward Clerkess’ time. By using innovative measures and redesigning the process of sending the discharged case notes to the various consultants’ offices from AMU, Aileen was able to show a significant reduction in the use of stationery, speedier processing of discharge folders and less time writing out labels for consultants.

Aileen identified this work as part of the RAH Improvement Den, presented it to the Clyde Improvement Symposium, the 9th National Scottish Medical Education Conference in Edinburgh and also via Small Change Matters.

Helena Jackson, Head of Financial Improvement Programme, said: “As well as the cost saving this project will also save time for staff processing discharge folders.

“We are delighted to award Aileen the Idea of the Month prize of £50 for her fantastic initiative.”

Remember to keep sending your ideas to www.nhsggc.org.uk/smallchangematters

### Expenses Schemes

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Aileen’s innovative ideas help to save cash
Person centred approach to visiting is celebrated

A person centred approach to visiting is one of the key priorities in our Healthcare Quality Strategy and wards have been working hard to test key improvements needed, so Person Centred Visiting works for patients, families and staff.

Person Centred Visiting encourages and supports people to stay connected with the people that matter most in their lives while they are in hospital. To strengthen our commitment to Person Centred Visiting, a learning event was held last month to share learning and celebrate progress achieved to date, with patients and relatives who have been involved in the work to date and staff.

Mum, Marion McArdle, opened the session and shared a very poignant personal story of why Person Centred Visiting mattered to her family as a carer for her daughter Laura. This set the tone of the day and provided a very coherent message of the importance of supporting family involvement when people are sick and at their most vulnerable in hospital.

Wards who have been working on testing change ideas shared their experiences of implementing person centred visiting, based on three key areas:

Admission conversations
We want staff to discuss with patients at admission ‘who matters to you?’ This doesn’t need to be a lengthy conversation but gives an opportunity to establish patients’ preferences.

Welcoming approach
Encourage the involvement of visitors, as much as each patient would like.

Privacy and dignity
Respect peoples’ individual needs and act on an individual basis to ensure the safety, privacy and dignity of all patients.

Jen Rodgers, Chief Nurse, who chaired the event, said: “It’s been brilliant to get the opportunity to hear first hand from wards about the hard work they’ve been doing to introduce a more person centred approach to visiting. This is a real transformational shift, and it’s been so encouraging to hear the commitment from people here to getting it right.”

Laura Ballingall, Orthopaedic Physiotherapist in the South Sector, said:“It was a great opportunity to network with other staff from person centred visiting wards and to be encouraged and spurred on by success stories. I left feeling really buoyed up to ‘do the right thing’, and empowered to do this by my service.”

Materials from the day will be available online at: https://www.nhsggc.org.uk/patients-and-visitors/person-centred-visiting/

The next phase will focus on spreading the key learning from test wards with other inpatient wards across NHSGGC. For further information, email: rachel.killick@ggc.scot.nhs.uk

It was a great opportunity to network with other staff from person centred visiting wards and to be encouraged and spurred on by success stories. I left feeling really buoyed up to ‘do the right thing’, and empowered to do this by my service.”
Care Opinion is a place where your patients can share their experience of health or care services, and help make them better for everyone.

It is an independent, not-for-profit website organisation which provides a safe and simple way for people to anonymously share their experiences of health or care services and help make them better for everyone. It also provides the opportunity to see other people's experiences too.

Care Opinion shares your patients' experiences, good or bad, with the right people to make a difference.

The Patient Experience Public

Involvement (PEPI) Team is supporting services within NHSGGC and the six Health and Social Care Partnerships (HSCPs) to implement and manage Care Opinion at a local level. Paul Hayes, Patient Experience, Public Involvement Manager, said: “Care Opinion gives staff a public way to show we are listening to and engaging with feedback. “Staff are automatically notified when feedback that is relevant to them is posted giving the opportunity to address any issues in real time.

“We are building a cohort of staff across NHSGGC to be responders to feedback. Chief Nurses have been

Some of the feedback we’ve received so far

“We as a family were blown away with the care he received”

“Difficult to find the right department”

“I doubt many would go this far to care for their patients”
asked to nominate a team of responders from their sectors/directorates and so far we have 128 staff subscribers which includes 96 who can respond to stories.

“To help staff with the process we have developed an implementation plan for acute services and are currently discussing and developing a supported implementation plan for HSCPs.”

Stephen Hepburn, Senior Charge Nurse, Royal Alexandra Hospital, is a responder for Care Opinion and speaks about his experiences.

He said: “As a Senior Charge Nurse using Care Opinion has made it easier for me to understand the needs of the patients who are using the Emergency Department. It’s also important as a Senior Charge Nurse that we receive feedback about the service so that we can facilitate change and identify learning opportunities.

“Care Opinion makes it easy to reply directly to any feedback the department has received, I also believe service users find it more helpful having contact with an individual who can directly influence change in the department. Care Opinion is very easy to use and provides the public with an easy way to provide both positive and negative feedback which can be passed on to staff and allows me to feedback directly to the service user.”

If you would more information about Care Opinion please get in touch with our Patient Experience Public Involvement team, tel: 0300 123 9987 or email: patientexperience@ggc.scot.nhs.uk

“Care Opinion is very easy to use and provides the public with an easy way to provide both positive and negative feedback”

“Smoking at the main entrance”

“Our family will be forever grateful”

“Not putting the patient first”
Play your part in beating flu

Thank you to everyone who has already received their flu vaccination. While our mass clinics have now come to an end, there is still plenty time for you to get your flu vaccination.

We have an army of peer vaccinators at the ready to help you protect your patients and your family and friends.

Neal Willis and Kevin Blestoe are peer vaccinators and explained to SN why they think it’s so important to become a peer vaccinator and help our staff protect themselves and their patients.

Neal Willis, Consultant Paediatric Anaesthetist, Royal Hospital for Children, said: “Working in theatres I physically couldn’t make it to any of the set sessions in QEUH so when I found out I could deliver this service for my colleagues I jumped at the chance.

“I think it’s our responsibility to look after the very vulnerable patients we are entrusted to care for every day. For a lot of them influenza could be serious and involve a stay in intensive care. If one small (painless) injection could protect just one patient, I’m all for it.”

Kevin Blestoe, Senior Nurse, East Renfrewshire HSCP, said: “I recognise the importance of ensuring locally that we are doing everything we can to protect ourselves, patients, families and the wider population. I feel I am in the perfect position of trust to encourage my colleagues across the HSCP to take the flu jag.

“Peer vaccination allows us to take the initiative locally and to make a difference, it also allows us to plan clinics that are more flexible and there for more accessible for our colleagues resulting in a greater uptake. It also allows to do our own promotion locally so everyone knows and can plan what clinics to attend with greater ease.”

We care for patients at their most vulnerable who are at a high risk of infections, and that includes the flu. Our patients are already compromised and we don’t want them recovering, being discharged, catching the flu and being readmitted to hospital.

It is not just frontline doctors and nurses, all of our staff can spread the virus to patients as they walk through clinics, health centres, hospitals and waiting areas.

So get on board and contact your local peer vaccinator to arrange to get the vaccination at a convenient time to you both.

Or you can arrange an appointment with Occupational Health on 0141 201 0626 to get your flu vaccination.

If you would like to become a peer vaccinator and help protect your colleagues against this year’s flu strain, register online at www.nhsggc.org.uk/staffflu

Flu facts:
- Flu is much worse than a bad cold – it can be life threatening
- Thousands are hospitalised with flu every year in Scotland
- People with a health condition, pregnant women and those who are 65 or over are most at risk
- You can’t get flu from the flu vaccine.

This winter... tell flu to buzz off

If you require further information or clarification please email: Bernadette.o'brien@ggc.scot.nhs.uk

Fund for projects that benefit patients and staff

The NHSSGC Endowments Fund exists because of the generosity of grateful patients and of institutions who value and wish to support medical research that is carried out in Glasgow and Clyde.

Their purpose is to provide benefits and support for patients and staff. While some of the funds are restricted to particular purposes, there are funds that are available for more general use. How these funds are used depends on the nature of the application and whether they meet the guidelines that the Endowment Management Committee (EMC) use for allocating funds.

Examples of projects which have received funding include research projects, applications for funding to enhance the physical environment of a hospital, projects in health and social care partnerships and support for Glasgow health workers who work with international medical projects.

An important aspect of the funds’ use is that they must not be allocated to projects that might be regarded as core business for the NHS.

However, there are many projects which might enhance the hospital experience for staff and patients that do not fall into the core business of the NHS and for which Endowment funds might be used.

Mr Ian Ritchie, Non-Executive Board Member and Chair of the Endowments Management Committee, said: “On behalf of the EMC, who manage the funds on behalf of the trustees, I invite applications for suitable projects.

“The funds are limited and therefore I can give no guarantee that all projects will be supported however, a carefully crafted application with an indication of how the project would be sustained beyond the period of endowment funding is more likely to achieve a favourable response from the committee.”

Full details of the rules for use of money, how to apply and the meeting dates for applications to be considered are available on the website, visit: www.nhsggc.org.uk/endowments

If you require further information or clarification please email: Bernadette.o'brien@ggc.scot.nhs.uk
Now in its fourth year of iMatter, the eHealth Directorate have consistently achieved positive results.

This year they decided to focus on enhancing communications to improve the way in which they communicate with staff, providing them with key information in a way that was responsive to their needs.

They have made a number of changes in response to their iMatter results including:

- Publishing daily news and events
- Launching the Digital Strategy to keep staff up to date on areas such as Moving Forward Together (MFT)
- Welcoming new staff joining eHealth and project launches
- Providing information on Jobtrain and reminders about iMatter and statutory and mandatory training.

They have also introduced a monthly update which sets out all of the main Digital Strategy projects with the intention of making sure staff are aware of projects across the Directorate and not just the departments they work in, this is now used to communicate progress to stakeholders and as a tool for reference by Governance Groups.

Lastly, they introduced monthly “information sessions” which follow the same idea with staff and teams driving the content. These sessions have covered a wide range of subjects including; MFT; digital strategy; equality and diversity; information security; information governance.

Responding to feedback from staff, they recently started to record these sessions to ensure equity of access for all those staff who are not able to get to the sessions in person. These sessions have generated helpful discussion about other ways they can look to support staff which has led to them putting in place a number of workshops.

William Edwards, Director of eHealth, said: “The key is that eHealth staff are empowered to put forward suggestions on topics they have an interest in or would like to share with the wider directorate.

They are encouraged to generate content and to highlight areas where they would like to receive information. A key success in iMatter engagement is ensuring that the senior team act on and reflect on suggestions from all staff across the directorate.”

NHS Heroes
All about you – written by patients for you

Queen Elizabeth University Hospital Glasgow
I would like to thank all the staff who were involved in the treatment I received recently.

I first attended the Audiology Unit in the QEUH a few months back and again yesterday to receive my hearing aid. From the reception staff when I first arrived at the ground floor, the reception staff of the first floor and the doctor who assessed my hearing and fitted my hearing aid. A massive thanks to all. Too many people complain about public sector workers but I found my care superb.

Royal Hospital for Children

We were sent to the A&E in the Children’s Hospital Glasgow after our 11 month had stopped eating and drinking with a virus. We were assessed both in A&E and then again in the Decision Unit. All the nurses and doctors we saw were quite frankly wonderful. They were so patient and gentle with our son and most importantly they were so very thorough. We felt in such safe hands and I am so grateful for their time and care. My son is home now and eating and drinking again. I have peace of mind knowing that any sinister underlying issues were checked, and have been eliminated as possibilities. Thank you so much to everyone who saw us...we are all very grateful. Mum, Dad and Baby – your mini patient xx
Staff take a stroll to raise charity cash

Well done to staff from the General, ENT & Urology Outpatient Department at Glasgow Royal Infirmary, along with their colleagues from Medical Records and Facilities, who raised a total of £4,033.43 in aid of three mental health charities Chris’s House, Petal Support and Brothers in Arms.

They raised the money by holding a tombola, a bake sale, book sale and sponsored walk. The sponsored walk took place at Dumfries House, with 45 members of staff taking part.

Janet Craig, Interim Senior Charge Nurse, General, ENT & Urology Outpatients at Glasgow Royal Infirmary, said: “We all had such a fun day out at the walk. There was great camaraderie. Raising awareness of mental health is so important as it is something that can impact on all of our lives at some stage.”

Drivers get back on their bikes

NHSGGC drivers are going back to the classroom and getting on their bikes to give them a better understanding of people cycling and other vulnerable road users.

NHSGGC is teaming up with Cycling Scotland to provide all its drivers with bespoke Practical Cycle Awareness Training (PCAT). The one-day course, devised and delivered by Cycling Scotland, aims to raise awareness among fleet drivers of people cycling by asking them to get on their bikes to gain a greater understanding of how those on bikes, and other vulnerable road users, behave on the road.

Staff spend time in the classroom followed by a practical cycle training session to familiarise themselves with those travelling by bicycle, on foot, by motorcycle and scooter.

Paul Reid, Corporate Transport Manager, said: “NHSGGC is committed to delivering PCAT to all its drivers. The response has been really positive and I’d highly recommend the course to any organisation wanting their drivers to become more cycle aware.

“Our drivers’ cycling skills were assessed in our yard to build confidence and give essential cycling skills to cycle on-road. It was a real eye-opener and did take a good few of us out of our comfort zone. The instructors were really knowledgeable, informative and patient with our group. Our drivers really enjoyed the training - especially the practical element.”

By learning basic on-road cycling skills, carrying out bicycle safety checks and negotiating road junctions and traffic, fleet drivers can gain a better appreciation of the safety considerations from various road users’ perspectives. Cycling Scotland developed the practical element of the training and has secured funding from Transport Scotland to deliver the PCAT initiative.

To find out more, visit: www.cycling.scot.

Govanhill Health Visiting Team has been awarded the Community Practitioner and Health Visiting Association (CPHVA) Education and Development Trust Award for Scotland.

The award celebrates the excellent public health practice that CPHVA members deliver.

The judging panel said the Govanhill team, pictured above, won the award for the examples of ‘best of community practice and illustrating the holistic nature of public health work’.

They support families in the largest and most transient ethnic minority population in Scotland. Govanhill has a rich history of immigration, and the health visiting team works hard to make a difference to families to ensure they feel welcomed to the area and are able to access health, education, and welfare services.

Working in Scotland’s largest ethnic minority population means the team must know which organisations are providing which service in which language. Child and parent groups are often in different languages on different days and times. Networking across various services and organisations allows the health visiting team to keep up to date with these constant changes and new events, ensuring that this information is passed to local families.

The team has made a quantifiable difference in the community, with recent projects being successful in increasing the uptake of primary vaccines, and registration and attendances at the local dental practice.

Govanhill team’s community win

Below: Christopher Sweeney, Health Visitor, Govanhill Health Centre, and Kitty Lamb, Chair, MacQueen Trustees