



17 November 2014

# Timing



18.30	Drinks Reception
19.00	Welcome & Introduction Andrew Robertson, Chairman
19.10 – 21.00	Dinner
21.00	FTFT & Chairman's Awards Introduction – Andrew Robertson, Chairman
21.05	FTFT Awards Ceremony – Gina McKie, Host
22.10	Prize Draw – Gina McKie, Host
22.15	Chairman's Awards Ceremony – Gina McKie, Host
22.45	Close – Andrew Robertson, Chairman

# Welcome



## **Welcome to the 2014 Celebrating Success Awards Dinner.**

This is the fifth year of the Chairman's Awards and yet again the nominations were of a tremendously high standard. They exhibit the breadth and depth of skill and devotion staff across all of NHSGGC's services deliver daily to the patients we serve and to the quality of performance of our NHS.

I want to congratulate everyone who was nominated by either a patient or a fellow member of staff. It is indeed an honour to be regarded so highly by others as to be nominated in the first place and this year more than 160 individuals and teams of staff and volunteers were put forward for an award.

The challenge faced by myself and my team of judges in creating a short list of three in each category was a tough one....and also a tremendously inspiring experience.

Recognising and celebrating success and achievement is a vital part of showcasing the best of what the NHS is all about and encouraging others to aspire to greater levels of service, patient care and an effective health economy.

Tonight we will celebrate six gold award winners and twelve silver award winners in the 2014 Chairman's Awards. I applaud each and every one of them.

Andrew Robertson, Chairman, NHSGGC.

# Foreword



The local Facing The Future Together Awards have become established right across acute, partnership and corporate services since their introduction three years ago. Local directorates and partnerships have recognised examples of excellence in each of the FTFT categories: Our Patients; Our People; Our Leaders; Our Resources; and Our Culture. From more than 200 nominations we have 80 category winners. Tonight we celebrate the award of the overall winner from each directorate/partnership.

I am delighted to be able to bring this prestige recognition award scheme together with the Chairman's Awards this year to create a truly memorable occasion of celebration and recognition for some of our very best staff.

I hope everyone enjoys the evening and takes pride in being part of a dynamic and high achieving organisation.

Robert Calderwood,  
Chief Executive, NHSGGC.

# Raffle Prize Draw

Tonight's raffle fund will be donated to the Prince and Princess of Wales Hospice 'Brick by Brick' appeal. The plan is to build a brand new Hospice for the people of Glasgow next to the east side of Bellahouston Park, which will enhance their current services and also lower the age limit to those aged 15 and above.

The Brick by Brick Appeal aim is to raise the £15 million needed for this 21st century Hospice.

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

The prizes are:



- Complimentary dinner for two and a bottle of house wine from the 'Wee Menu' in the Collage Restaurant.



- Hospitality package for 4 on a match day at Partick Thistle Football Club.



- Hospitality package for 4 on a match day at Glasgow Warriors.

# Thank you

NHSGGC would like to thank all our supporters and sponsors:

Connect Communications

Glasgow Warriors

Partick Thistle Football Club

Radisson Blu

SHIL

The Herald



# Host



Gina started her career at Radio Tay, as a student before getting her first proper gig on Radio Clyde with 'Late Night Gina' in 2007. Her Late Night show saw Gina win a prestigious New York Radio Festival Award for her unique mix of chat, advice and music. Gina now presents her new drive time network show on Clyde 2, Forth 2, Tay AM, West Sound, MFR2 and Northsound 2 from Monday to Friday, 3-7pm.

Some things you might not know about Gina are that she has studied psychology, counselling and is a qualified hypnotherapist.

Gina McKie

# Award Categories

## Facing The Future Together

- 1 Diagnostics
- 2 Emergency Care & Medical Services
- 3 Facilities
- 4 Health Information & Technology
- 5 Human Resources
- 6 Pharmacy Prescribing & Support Unit
- 7 Public Health
- 8 Regional Services
- 9 Rehabilitation & Assessment
- 10 Surgery & Anaesthetics
- 11 Women & Children's Services
- 12 East Dunbartonshire CHP
- 13 East Renfrewshire CHCP
- 14 Glasgow City CHP
- 15 Renfrewshire CHP
- 16 West Dunbartonshire CHCP

## Chairman's Awards

- 1 Clinical Practice
- 2 Improving Health
- 3 Nursing
- 4 Patient Centred Care
- 5 Using Resources Better
- 6 Volunteer



# FTFT Awards

## I Diagnostics

### Our Culture

*Reporting Radiographer Team:*

*Jonathan McConnell & Allison Paterson*

Development and successful implementation of Radiographer Reporting service.

### Our Leaders

*Pathology Compliance Team: Emily Hall & Paula Elder*

Driving forward continuous improvement in Quality systems, H&S, training and IT to ensure department received CPA Accreditation.

### Our Patients

*Dementia Team: Caroline Handley, Ann McCrimmon & Margaret Nelson*

Improve the Clinical Environment within Imaging, providing a more positive supportive, caring experience for patients with dementia, their relatives and their carers.

### Our People

*Joint Group Winners: (1) Development and Implementation of Glasgow CT Colon Course Team – Betty McVean, Stuart Ballantyne, Una Cruickshank & Joanne McBarron.*

*(2) Glasgow Radiography Study Partnership: Linda McLelland & Gillian Kennedy.*

(1) To train radiographic staff to perform CT Colons and develop course. (2) In response to a need for CPD activities, radiographers have developed a series of study evenings for all imaging staff in NHSGGC.

### Our Resources

*Development of Clinical Technologist Staff Training Scheme: Anne French & Douglas Wright*

To allow Clinical Technologists working in Nuclear Medicine to attain registration with the voluntary register for clinical technologists.

## 2 Emergency Care & Medical Services

### Our Culture

*Acute Assessment Unit Team*

Introducing a new initiative to help patients stay out of hospital.

### Our Leaders

*Val McKune*

Establishing a new ward team quickly and providing high quality care.

### Our Patients

*Moira Stevenson, Pam Harris & Fiona Scally*

Providing flexible, responsive and excellent administrative services.

### Our People

*Pam MacDougall*

Creating a high performing ward team in a specialist clinical area.

### Our Resources

*Delegated Discharge Project Team: Alison Noonan, Breige Cohen & David Anderson*

Introducing a new model of delegated discharge helping patients return home quickly.

# #Facing the future together

## 3 Facilities

### Our Culture

*Gartnavel General Hospital/Western Infirmary Glasgow Internal Transfer Vehicle Team*

Custom transport service to move patients between the Western Infirmary and Gartnavel General Hospital.

### Our Leaders

*Maira Boyd*

For her leadership in the role as Asbestos Manager for the Board.

### Our Patients

*Helen Davidson*

For her dedication and focus in improving the mealtime experience for patients.

### Our People

*Ross Campbell*

For going the extra mile in his role as Estates Manager.

### Our Resources

*Paul Canning & David Muir*

For their quick thinking during the fire at the Hillington Laundry.

## 4 Health Information & Technology

### Our Culture

*Frank Carnie*

Development of a joint wireless infrastructure between the University of Glasgow and NHSGGC.

### Our Leaders

*James McAllister*

Change in service delivery to support national programme of improved maternal care.

### Our Patients

*Elaine Bell, Community Nursing Mobile App Project*

Implementation of mobile devices, electronic scheduling and mobile app creation for community nurses.

### Our People

*Tracey McKee, Six Book Challenge*

Engages adults in an enjoyment of reading – particularly those who struggle.

### Our Resources

*Louise Gunson*

Review and restructure of service billing system which significantly contributed to cost reduction.

## 5 Human Resources

### Our Culture

*Nursing and Midwifery Bank Team: Recruitment of newly qualified nurses (NQNs)*

A programme working with universities and internal services to interview, recruit and provide employment places for 250 NQNs.

### Our Patients

*Interpreting Services*

Creation of systems & processes for booking and allocation of interpreting assignments for patients whose first language is not English.

### Our People

*Modern Apprenticeship programme: Ann Alexander & Laura McKie*

Programme development and recruitment into 52 Modern Apprenticeship posts (16 to 24 year olds).

### Our Resources

*Pay as if at Work Project: Andrew Drummond & Angela Forsyth*

Project to support National Circular in relation to equal pay claims and financial risk to the organisation.

## 6 Pharmacy Prescribing & Support Unit

### Our Culture

*Glasgow Royal Infirmary Pharmacy Team*

Evaluating the impact of clinical pharmacy services over seven days.

### Our Patients

*Leverndale Pharmacy Clozapine Team:*

*Andrew Walker & Sandra Brady*

Improving patient care by centralising all clozapine dispensing to Leverndale Pharmacy.

### Our Resources

*Formulary & Therapeutic Handbook Team, Medicines Information*

The development and production of the Therapeutic Handbook and GGC Medicines App.

## 7 Public Health

### Our Leaders

*Civil Contingencies Team*

Led the successful planning of the health aspects of the 2014 Commonwealth Games.

### Our Patients

*Beat Diabetes Team*

In partnership with the Royal College of Physicians and Surgeons of Glasgow helped people with Type 2 Diabetes get more physically active.

### Our People

*Active Staff Project*

Led the development of physical activity programmes for staff as part of the Commonwealth Games Legacy.

### Our Resources

*Integrated Template Review Group*

Developed intelligent templates for use by GPs in managing patients with long term conditions.

## 8 Regional Services

### Our Culture

*The Relational Care Project Team*

Application of person-centred care to enhance the care experience of the patient and their family.

### Our Leaders

*The Acute Oncology Redesign Team*

Redesign initiative at the Beatson West of Scotland Cancer Centre.

### Our Patients

*The Lymphoma Support Group*

Setting up and running a patient support group for lymphoma patients, their relatives and carers.

### Our People

*Christine Ladjaj*

Instrumentation provision to SGH INS, team working and communication by the Production Manager at Cowllairs Decontamination Unit.

### Our Resources

*The Renal Transplant Team*

Achievements of the Western Infirmary Renal Transplant Team.

## 9 Rehabilitation & Assessment

### Our Culture

*Langlands Team*

A significant programme of improvement has been delivered which is nationally recognised.

### Our Leaders

*Angela Greener*

Experienced SCN with excellent leadership and team building skills, an adaptable, positive change-agent.

### Our Patients

*Occupational Therapy Department, Lightburn Hospital*

For development of a reminiscence group for patients with cognitive impairment.

### Our People

*Patricia Blair*

Development of a live reporting system which promotes best practice in attendance management.

### Our Resources

*Pain Service: Clinical Psychology, New Victoria Hospital*

For outstanding improvements in waiting times for pain psychology patients.

## 10 Surgery & Anaesthetics

### Our Culture

*Surgical Nurse Practitioners*

Leading the way in developing skilled, patient centred practice in surgical nursing.

### Our Leaders

*Julie Boag*

Showing excellent leadership ability and practice in developing new ways of working.

### Our Patients

*Mary Smith*

Showing commitment to the continual improvement of the patient journey in GRI.

### Our People

*Shona Monaghan*

Managing a complex ward, whilst maintaining focus on staff morale and development.

### Our Resources

*Pauline Lawrence*

Managing multiple session transfers, ensuring appropriate training, instrument standardisation and smooth flow.

## 11 Women & Children's Services

### Our Culture

*Lisa Allan*

Pivotal in implementation of Central Booking Line for pregnant women. Positively supporting change.

### Our Leaders

*Lynda Lawson*

Embracing leadership development and the successful implementation of the Corporate Staff Induction Programme.

### Our Patients

*Catriona Riddell, Graham Haddock & Ward 4b, RHSC*

Delivering exceptional standards of patient centred care and treatment. Highly valued by patients.

### Our People

*Clare Gonella*

Inspirational leadership, promoting high standards with a strong patient and family focus.

### Our Resources

*Dr Ruth Bland*

Implementation of GP Advice Line. Leads by example in effective use of resources.

## 12 East Dunbartonshire CHP

### Our Culture

*Frances McBride & Carole Anderson*

Creation of Community Asset Map for East Dunbartonshire.

### Our Leaders

*Sarah McChristie*

For inspirational leadership in championing the new Public Health Practitioner Registration scheme.

### Our Patients

*Leanne Connell*

Delivered an outstanding Pressure Ulcer programme for patients in East Dunbartonshire.

### Our People

*East Dunbartonshire Community Mental Health Team*

Dedicated support for the NHS Scotland Modern Apprenticeship scheme.

### Our Resources

*District Nurse Teams in East Dunbartonshire*

For improving the life of patients with palliative and end of life care needs.

## 13 East Renfrewshire CHCP

### Our Culture

*Health Improvement Team*

Demonstrated good practice in developing outcomes for health improvement.

### Our Leaders

*Arlene Nunnery*

Implementation and development of GIRFEC practice guidance and associated CMAP.

### Our Customers/Service Users

*Donna Macdonald*

Improved working relationships by transferring health and safety learning to Barrhead Centre.

### Our People

*Elaine Moore*

Organised and administered arrangements for the inspection of Integrated Children's Services.

### Our Resources

*Leanne Robson & Jane McSherry*

Reconciliation of medicines to patients discharged from hospital.

## 14 Glasgow City CHP

### Our Culture

*Janet Tobin; Neil Quinn & Ann Forsyth*

For driving forward the 'Caring to Ask' work stream (within Inequalities Sensitive Practice).

### Our Leaders

*Joint Winners: (1) Dr Lisa Reynolds (2) Mhairi Cavanagh*

(1) For co-ordinating the effective response to The Clutha Helicopter incident. (2) For establishing the 1st Family Nurse Partnership – improving outcomes for pregnant teenagers.

### Our Patients

*Dr Rona Agnew*

For redesigning The Continence Service to enhance the patient experience.

### Our People

*Michelle Hunt & Jemma Cassidy*

For 'The Sunday Social' – a happy/safe environment for people in recovery.

### Our Resources

*Eamon Doherty*

For increasing employability opportunities for people in recovery from drugs/alcohol use.

# #Facing the future together

## 15 Renfrewshire CHP

### Our Culture

*Evelyn Glass*

Epitomising the NHSGGC values and behaviours and demonstrating the ethos of Nursing.

### Our Leaders

*Marian McGhee*

Leadership contribution in Community Adult Services and over 40 years public service.

### Our Patients

*Fiona Salisbury*

Demonstrating Community Spirit.

### Our People

*Arlene Motherwell*

For enthusiastic and motivational support to the Healthy Working Lives Group.

### Our Resources

*Alastair Hunter & Jamie Quin*

For the NHSGGC Podiatry Service Single Use Instruments Implementation Project.

### Our Volunteers

*Alex Imrie, David Henderson, Elizabeth McGuinness (PPF Representatives)*

In recognition of their commitment to the Renfrewshire CHP Public Partnership Forum.

### Award for Excellence

*NetWork Vocational Rehabilitation Service*

For the Development and Delivery of The Network Vocational Rehabilitation Service.

### Imelda Colton Award

*Margaret Stewart and the Day Hospital Team*

For the development of the Nurse Led Memory Clinic.

## 16 West Dunbartonshire CHCP

### Our Culture

*Integrated Community Palliative Care Programme: Val McIver, Lynne McKnight & Pamela MacIntyre*

Improving palliative care for older people in the community.

### Our Leaders

*Janice Miller*

Leading Greater Glasgow & Clyde wide redesign of MSK Physiotherapy Service.

### Our Patients

*SLT Communication Link Person Initiative: Sheila Downey, Ros McCaughey & Victoria McIntosh*

Improving access for nursery children to Speech and Language therapy.

### Our People

*CHCP Health Improvement Team*

Exemplar commitment to collaborative working across services and agencies.

### Our Resources

*Releasing Time to Care in West Dunbartonshire: Val McIver, Fiona Rodgers & Margaret MacLachlan*

Ensuring that patients attending clinics receive prompt, standardised and effective care.

## Inverclyde CHCP

### Award nominees are here tonight to represent their CHCP.

However the partnership award will not be presented tonight as this will take place later in the month at a local Staff Awards Ceremony.

# Chairman's 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.*

- Development of the National Early Warning Score and Sepsis Screening Tool  
A mobile app designed for use by clinicians in diagnosing/managing sepsis in patients.
- Beatson Acute Oncology Redesign Initiative  
The redesign aimed to improve unscheduled care for patients with cancer and to meet the increasing demand for day case chemotherapy.
- Get Active Live Active: Occupational Therapy Climbing Group  
A new and innovative way to deliver treatment and promote recovery through meaningful therapeutic activity.

## 2 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.*

- John Thomson, Health Improvement Lead, Glasgow City CHP  
His vision and tenacity was key in driving forward a wide range of environmental improvements within the new Possilpark Health Centre.
- Cervical Screening Social Marketing Campaign  
This innovative 'smear' campaign was designed to improve the uptake of cervical screening among 20-35 year olds across NHS GGC.
- Successful Partnership Working between Health and Housing  
This project showcased excellent partnership working with tenants, service users and staff to address health inequalities.

### 3 Nursing

*This award recognises nurse(s) who demonstrate the best qualities of patient care and the ethos of nursing.*

- Ann McPhelim and Louise Miller, Beatson West of Scotland Cancer Centre  
These senior nurses not only have very busy and responsible day jobs, they also volunteer as facilitators of the Lymphoma Association Support Group.
- Fiona Lamb, Royal Hospital for Sick Children  
Fiona demonstrates exceptional leadership, organisational and nursing skills. Without her, children's diabetes care in Glasgow would be far poorer.
- The Nursing Team, Ward 64, Southern General Hospital  
This diverse team works continuously to meet the highest standards of functionality to ensure patients receive the best possible care, pre and post medical procedures.

### 4 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.*

- Claire McCutcheon, Royal Alexandra Hospital  
Epitomising the modern approach to nursing she has a can do attitude that focuses on solutions and not problems.
- Dr Graham Stewart, Royal Alexandra Hospital  
Working with children and tiny babies, this consultant always demonstrates care and compassion, giving every young person the time they need. He sees the person and not just the medical issue.
- Neil Quinn, Janet Tobin & Ann Forsyth, Eastbank Training and Conference Centre  
This virtual team worked together to support and promote Caring to Ask, a workstream aiming to ensure that inequalities, sensitive practice is a key consideration of every interaction with patients and service users.



## 5 Using Resources Better

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

- Allan Thomson, Stuart Moir & David Ritchie, Western Infirmary  
By transferring diagnostic foot and ankle injections to the outpatient setting, this team has released surgeon time for more complex foot surgery and reduced the demand on day surgery service.
- Road to Recovery Implementation Programme  
To address the high percentage of addiction service users not in employment. The Road to Recovery programme is the link from treatment to volunteering to education and ultimately employment.
- Amalgamation of Portering Teams  
The aim of this project was to amalgamate three discrete portering teams and foster a sense of collective working to improve services to x-ray, theatres and outpatients.

## 6 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.*

- The Auxiliary Committee, Mental Health Services  
The committee raise funds to resource therapeutic activity programmes on all the wards at Gartnavel Royal Hospital. Each member of the committee has committed time and effort to mental health services for at least seven years and for some it is many more.
- June Pratt  
June is a volunteer with the Patient Information Centres, she shows amazing drive and dedication, encouraging patients, carers, visitors to engage with the service.
- Collette Foord  
As Chairperson of the Glasgow Family Group, which supports families of children with Type I diabetes, Collette is always approachable, offering advice and support or simply lends an ear to parents.