Welcome to the first edition of Patients First and Always. This is a newsletter for nurses by nurses and will showcase the excellent compassionate care which is delivered to patients and families everyday by caring nurses.

This is for every nurse, novice to expert, young and a little older, in celebration of the fantastic work that they do in making sure patients are first and always.

Nursing teams will be asked to contribute to the newsletter those little but hugely successful changes they make to how they deliver care to make sure it is the best it can be and that each and every nurse is the best he/she can be.

Elaine Love
Head of Nursing

The Hospital Huddle

A huge success story and recently observed by the Cabinet Secretary Alex Neil. He even spoke about how impressive it was to Parliament.

Many Thanks to all who have been involved in making this such a huge success.

Rosslyn Crocket Board Nurse Director is keen to visit to observe a ‘huddle’ and arrangements are being made for her visit.

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Active Care Planning

Another great success with paediatrics really leading the way within Acute Division. This new way of working really does demonstrate how nurses are keeping patients first and always, and patients are reporting that they love it!!

We have now amended the process to include care for our parents who live with us to make sure we can really evidence that we are truly family focussed.

What Matters To Me

Do we really know what matters to the children and young people we care for?

The ‘what matters to me’ initiative acknowledges the stress that both children and their carers experience whilst in hospital and provides a vehicle to regain a sense of control during their stay. Led by the play service, the children simply make a poster/drawing of what matters to them and staff pop it up close to their bed.

What does matter?
‘being well informed’
‘the nurses are nice to me’
‘I prefer the cream to the spray’
‘having my buzzer matters most, it makes me feel safe to know the nurses are there’

Tell us your good news stories

Let us know your ideas and suggestions to keep improving and put the patient first

Write to Jen at: Jennifer.Rodgers@ggc.scot.nhs.uk
It can sometime feel a bit like this but Releasing Time To Care is giving SCNs and their teams the opportunity to come out from the pile of completing priorities and consider what must be done to keep patients first and always and what needs to be done differently or not at all. There is evidence in lots of wards of improved storage arrangements, patient’s status at a glance. Little things which make a big difference.

Patient Flow Group

Olympic Coach, Dave Brailsford believes that by breaking down and identifying every tiny aspect of an athlete's performance and then making just a 1% improvement in each area the athlete's overall performance can be significantly enhanced. His concept of 'the aggregation of marginal gains' is flexible and can be used as a tool for sustained improvement in other areas. So here at Yorkhill we are adopting the idea to improve patient flow throughout the hospital.

Patient-centered flow is having the right patient, at the right place, at the right time, with the right care team, with no delays. Improving flow across the hospital system has a direct bearing on patient safety and patient satisfaction and also contributes to staff satisfaction.

PNAE Visit to RHSC

We were delighted to welcome 35 delegates from the Paediatric Nursing Association Europe on the 5th and 6th of June.

We had an excellent display of posters from nurses across paediatrics and this was well received by our visitors. Groups visited intensive care, ED, NICU, Schiehallion, and ward 4a and feedback was extremely positive all round.

Well done to all those who contributed posters and their time to this event. Next year the conference takes place in Gothenburg, applicants for speakers and posters are now open. Go for it!
http://www.sttiec2014.net/abstract.html

Diary Date

Clinical Service Review
Medicina, 24th July
Session 1 - 1pm – 1.45pm
Session 2 - 2pm – 2.45pm
Sandwiches available

Come along and hear about an ambitious programme of work to consider how clinical services should look in the future to meet the needs of the population. We need to ensure that the views of nurses and nursing are heard. This is your opportunity to engage.

To book a place contact Janice Hackett. (80515)