

From: NHS GGC, General Notification
Sent: 29 August 2025 13:38
Subject: North Sector Newsletter - August 2025



August 2025

Topics in this Newsletter:

- Ready to Grow? Let's Talk Personal Development Planning & Review
- NHS Greater Glasgow and Clyde Welcomes 274 New Foundation Year 1 Doctors
- Emergency Department Interventions: The Navigators' Role in Transforming Patient Outcomes
- Glasgow Cancer Survivor to Lead Shine Night Walk After Life-Saving Surgery at GRI
- Care Opinion - North sector patient feedback
- Falls Awareness Week - Reduce Falls Together
- Civility Saves Lives
- Let Your Creativity Blossom with NHSGGC's Creative Writing Programme
- North Sector Support & Information Services
- Upcoming September Dates
- Your stories and feedback

Ready to Grow? Let's Talk Personal Development Planning & Review



As we continue to support and invest in our incredible teams across NHS Greater Glasgow and Clyde, it's time to start planning your Personal Development Planning and Review (PDP&R) conversations.

Whether you're a manager or a team member, PDP&R is more than just a tick-box exercise — it's a chance to reflect, connect, and grow. These conversations are designed to be meaningful, helping staff understand expectations, explore development opportunities, and shape their career journey within NHSGGC.

Why it matters:

- Encourages open, honest dialogue
- Supports career aspirations
- Aligns development with the Staff Governance Standard
- Helps identify training and support needs

Top Tip for Managers or reviewers

Make time for regular check-ins — at least once a year — to review progress

and offer feedback. It's a powerful way to show your team you're invested in their growth.

Need help getting started?

We've got you covered with a handy guide and resources to help you plan and prepare for a great conversation. Plus, everything you need to record outcomes effectively on TURAS Appraisal.

Let's make development a conversation worth having.

[Click here to find out more about PDP&R](#)

NHS Greater Glasgow and Clyde Welcomes 274 New Foundation Year 1 Doctors



NHS Greater Glasgow and Clyde (NHSGGC) is proud to welcome 274 newly qualified Foundation Year 1 (FY1) doctors, 89 based within the North sector, as they begin their professional journey in medicine. This marks an exciting and

important milestone for the new cohort, who will transition from academic study to clinical practice.

Over the next two years, these doctors will take part in the UK Foundation Programme, a nationally coordinated training scheme designed to provide early-career medics with a broad range of clinical experiences. Through structured rotations across various specialities, including acute care, general medicine, and community health, they will gain invaluable hands-on experience in real-world healthcare settings.

The programme not only helps develop core clinical competencies but also fosters professional confidence, teamwork, and decision-making skills. It serves as a critical bridge between medical school and full registration with the General Medical Council, equipping doctors with the tools they need to deliver safe, effective, and compassionate care.

Dr Claire Harrow, Deputy Medical Director for Acute Services at NHSGGC, said: “We are delighted to welcome our new FY1 doctors. This marks a significant milestone for them and we are committed to providing a supportive environment for them to develop into our clinical leaders of the future.

“NHSGGC has an ongoing commitment to nurturing future generations of healthcare professionals. By investing in high-quality training and mentorship, the health board continues to strengthen its workforce and ensure the delivery of excellent patient care across Greater Glasgow and Clyde.

“As these FY1 doctors begin their placements, they will be supported by multidisciplinary teams and senior medical staff who are dedicated to guiding them into clinical practice. Their contributions will be felt not only in hospitals but also in the wider community, where they will help meet the evolving healthcare needs of the population.”

Emergency Department Interventions: The Navigators' Role in Transforming Patient Outcomes



Over the past decade, a quiet yet powerful transformation has been underway within Glasgow Royal Infirmary's (GRI) Emergency Department. The Navigators programme, run by Medics Against Violence, has been offering a lifeline to individuals at their most vulnerable moments, providing not just support but hope, connection, and a path forward.

The Navigators initiative began in GRI, inspired by the Red Thread model in London. Initially focused on violence prevention, the programme quickly evolved to address a broader spectrum of social and health-related issues.

"It became clear really quickly that it wasn't just about violence," explains Geraldine Lennon, Head of Services for Medics Against Violence. "People needed support with substance use, isolation, mental health, and family issues. We work with everyone, from those in deprived areas to those from affluent backgrounds. The common thread is vulnerability."

What makes the Navigators unique is their presence within the Emergency Department (ED) itself. Dressed in bright pink, they are a visible and

approachable presence in a high-pressure environment.

Callum Hutchison, Regional Supervisor for GRI, said: “We’re based in the department, not off-site. That means we can respond in real time. Sometimes it’s a nurse or doctor who flags someone to us, but often it’s just about being there, offering a cup of tea, and starting a conversation.

“What brings someone into A&E, a sprained ankle, for example, isn’t always what they need help with. We’ve had people disclose decades of domestic abuse during what seemed like a routine visit.”

Once a patient agrees to engage, the Navigators arrange follow-up support in a setting of the patient’s choice, whether at home, in the community, or back at the hospital.

“We’re not the long-term help,” Callum clarifies. “We’re the bridge. We empower people to make better decisions and connect them with the right services, whether that’s addiction recovery, mental health support, or housing.”

Delma Egan, Lead Navigator for Glasgow Royal Infirmary and Queen Elizabeth University Hospital, added: “We’re a signposting service, but there’s no set timeframe for how long we work with someone. It could be weeks or months; it all depends on where they are in their life.”

The Navigators’ presence in the ED is more than symbolic. “Everything is heightened in A&E,” said Geraldine.

“When someone is in crisis, that’s when they’re most open to change. Meeting them in that moment makes all the difference.”

“When I go behind that curtain, I sit down and share experiences”, added Delma. “We’re there to give people hope.

“Sometimes the person wants help, needs help, but taking that first step is hard.

The programme has also earned the respect of NHS colleagues. “We’re embraced as part of the team,” says Callum. “Doctors and nurses often tell us, ‘We can’t have those conversations, but you can.’”

“You can never fully evidence what you’ve prevented,” says Geraldine. “But I’d stake my next five years’ salary on the fact that lives have been changed beyond people’s wildest dreams.” She adds, “We’ve seen people get sober after decades of addiction, reunite with their children, and start new lives. But we don’t take credit for that. That’s the patient’s achievement. We’re just there to walk with them for a while.”

“Every day is different,” says Delma. “Every patient brings their own story, their own life experience. That’s what makes this work so human.”

As the programme marks its tenth anniversary, both Geraldine, Callum, and Delma agree that its value is clear.

“A decade proves the concept,” says Callum. “It’s no longer radical, it’s common sense.”

Glasgow Cancer Survivor to Lead Shine Night Walk After Life-Saving Surgery at GRI



A courageous cancer survivor is set to lead the charge against cancer in Scotland's biggest city this summer, following life-saving surgery at Glasgow Royal Infirmary.

Jennifer Ogilvie, 51, has been named Guest of Honour at Cancer Research UK's Shine Night Walk Glasgow on Saturday 30 August, where she will sound the starting horn for over 1,000 participants taking part in the 10k walk to raise funds for life-saving research.

Jennifer underwent complex interdisciplinary surgery for advanced ovarian cancer in February 2023, involving a 12-hour procedure performed by a team of three surgeons. Her treatment included the removal of multiple organs and the fitting of a stoma, followed by chemotherapy and ongoing targeted therapy.

Jennifer's surgery was a collaborative effort between the Gynaecological Oncology, Colorectal, and Hepatobiliary teams at Glasgow Royal Infirmary.

Professor Nigel Jamieson, Pancreatic Surgeon at GRI, said: "I had the privilege of operating on Jennifer, who required complex interdisciplinary surgery for ovarian cancer at Glasgow Royal Infirmary. Throughout her recovery, she has

shown remarkable courage, resilience, and an unwavering positive attitude. Her steadfast commitment to recovery has been an inspiration to all of us involved in her care.

“Her successful treatment exemplifies the capability of NHSGGC to coordinate and deliver complex multidisciplinary surgical oncology care and follow-up for a group of patients diagnosed with an exceptionally Challenging cancer.”

Dr Rhona Lindsay, Clinical Lead for Gynaecological Cancer at West of Scotland Cancer Network, said: “Cytoreductive surgery is the cornerstone of ovarian cancer management. Jennifer is one of many women across the West of Scotland benefiting from the enhanced service provided by our teams. The collaboration between specialities is key to delivering the best outcomes.”

Jennifer’s journey began in July 2022 when she experienced unexpected bleeding, initially attributed to perimenopause. A blood test revealed a CA125 level of over 9,000, a marker for ovarian cancer. She was quickly referred for further tests and treatment.

“I know I’m one of the lucky ones,” said Jennifer. “I’m living my best life thanks to a team of wonderful doctors, surgeons and fantastic advances in cancer research. It’s a privilege to share my story to help provide hope and raise awareness.”

Jennifer now takes Olaparib, a targeted therapy developed with support from Cancer Research UK and continues to receive regular check-ups. Her latest scans show no evidence of disease.

She has raised over £2,000 for Cancer Research UK and will now help inspire others at Shine Night Walk Glasgow.

To sign up or volunteer, visit shinewalk.org. Use code SNWAUG25 between 18 August and 1 September to receive 30% off the entry fee.

Care Opinion - North sector patient feedback



Patients and relatives have been leaving praise through the independent Care Opinion platform for staff across the North sector for their care. Just some of the feedback this month included:

Lightburn (Occupational Therapy/Physiotherapy)

So grateful for the amazing care our dad received during his five weeks at Lightburn Hospital. Every single member of staff was kind, helpful, and very supportive to be around. Big shout out to the physio and occupational therapy teams—they've made such a huge difference, and it's been fantastic seeing him come so far. We really appreciate everything they've done for him (and for us!).

Stobhill (Urology)

I recently had Transperineal Prostate Biopsy procedure at Day Surgery. I was a little apprehensive about the procedure itself as well as the immediate effects.

From the greeting of the department receptionist through to leaving the unit, the care and attention I experienced was first class.

Mr James, Staff Nurse Clare and all supporting nursing staff provided excellent care and attention.

Any concerns that I had were quickly dispelled; the atmosphere was light and friendly; SN Clare kept me distracted and at ease throughout the procedure; Mr James' personality helped me relax and he kept me informed during every stage of the procedure of what he was doing and what I might experience.

The air of friendliness, professionalism and, in fact, humour, made what could have been a distressing experience into much more comforting and relaxed one.

Thank you very much.

GRI (Stroke service)

Our family wish to thank Stroke Specialist Nurse Morgan and Dr. McGrane for the outstanding care they gave my grandma during her recent admission with a basilar artery thrombosis. Both professionals attended A&E from their own wards to provide a level of care to our family that we will never forget.

Thanks to their expertise, care, and attention, she made a full recovery with no lasting effects — something we know is incredibly rare, and we're so incredibly grateful.

Nurse Morgan went above and beyond, always checking in with my grandma, even as she moved between wards. She was a constant source of comfort and a familiar face during an overwhelming time, helping us all feel safe and supported.

Dr. Frances was calm, thorough, and compassionate throughout, and we knew

my grandma was in the best hands. Each step of her care was explained, we were always included and my grandma treated with so much respect and dignity.

Because of them, we have our grandma back home — and we'll never forget the care and kindness we were shown.

Thank you all so much

Care Opinion is a national resource that gathers feedback anonymously and shares it with NHS services so they can pass on positive feedback and learn from any instances where levels of care may fall short of expectations.

Care Opinion is one of a number of ways feedback can be shared with NHSGGC. As well as being valuable in helping to inform the care staff deliver, it also gives staff an opportunity to answer the feedback they receive, if appropriate.

NHSGGC encourages any patient or relative with first-hand experience of its care to share their feedback through Care Opinion.

If you would like more information about Care Opinion please email the Patient Experience and Public Involvement Team @ ggc.patientexperience@nhs.scot or visit <https://www.careopinion.org.uk/>.

Falls Awareness Week - Reduce Falls Together

NORTH SECTOR FALLS BOARD COMPETITION



Create a
personalised falls
board in your ward.
It should include
information tailored
to your wards
speciality.



Highlig
importa
Active'



Include visual prompts and tools
that support delirium
identification and prevention



Include fal
leaflets,
relevant
posters

This year, Falls Awareness Week is celebrating the theme "Reduce Falls Together," a call to action for all of us to work collaboratively in preventing falls and promoting safety across the north sector.

To mark the occasion, we'll be hosting a series of activities across our three sites in the North Sector, with a special focus on education, awareness, and community involvement.

📍 Join us for a Drop-In Session

📅 Wednesday, 18th September

🕒 10:00 – 14:00

📍 Lecture Theatre 1, New Lister Building, GRI

These informal sessions are open to all staff and will feature:

- Information and resources on fall prevention strategies
- Interactive displays highlighting best practices
- A showcase of entries from the *North Sector Falls Board Competition*—come and see the creativity and commitment of your colleagues in action!

Whether you're clinical or non-clinical, your role in reducing falls is vital. Let's come together to share knowledge, spark ideas, and strengthen our collective efforts.

Civility Saves Lives



Six Word Story Competition



NHSGGC Six Word Story competition

Write a story using only six words

To celebrate the 10th anniversary of the Library Writing Programme we're getting together with Cumbria Libraries to issue you with a challenge

Can you write a story about kindness using only six words?

It takes good writing skills, not just imagination.
Much more than a sound bite or clever phrase,
it must tell or suggest a meaningful story.

Here's what our fantastic creative GGC finalists have written in the past;

Black fur. Green eyes. Best friend.- C. McIlroy
Tolerance, I thought, well why not.- C. Lyrain
Work. This time machine will never - A. Leach

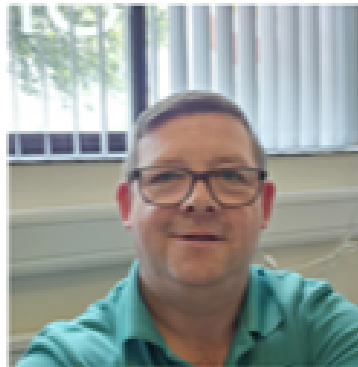
Prizes:- 1st Prize £50 Amazon voucher
2nd Prize £25 Amazon voucher

[Click here to enter the NHSGGC six word story competition](#)

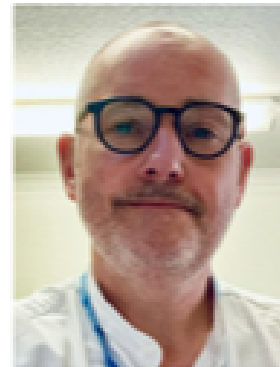
NHSGGC has delivered a professionally developed Civility Leads Training, and we have some of our very own Civility Leads in the North!



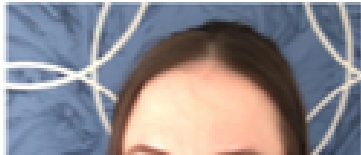
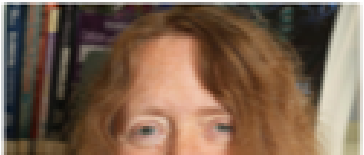
Hazel Miller, Consultant Older People Services 0141 211 8762 or hazelmiller2@ggc.scot.nhs.uk



Neil Craig, Porter, Glasgow Royal Infirmary 07719 435 153 or neilcraig@ggc.scot.nhs.uk



Paul Grant, Healthcare Champion, GRI, PRM and Lightburn 016302 or paulgrant2@ggc.scot.nhs.uk



There are three main components to the support offered by Civility Leads:

- **As a Listening Ear:** To provide empathic, non-judgmental space for colleagues with one-to-one, non-directive support, empathy and advice on a strictly confidential basis.
- **As a Coach:** To help a colleague think through any further action that they would like to take.
- **As an Advocate:** To advocate on a colleague's behalf if they are not confident or feel powerless to give feedback.

If you're dealing with rudeness and incivility and are looking for support, our leads would be happy to support.

There are a Number of leads across the NHSGGC so if you wanted someone outside of the North area they would be happy to support you as well. You can find the full list of Civility Leads at NHSGGC here: [Civility Saves Lives - Civility Leads](#).

Did you know...

A group of staff volunteers meets monthly to discuss and find practical ways to take Civility Saves lives forward in the North. Membership is open and informal, all staff based at GRI site, Stobhill and Lightburn, including colleagues from all teams, units and directorates are welcome. Feel free to attend one meeting or all, we want to include everyone when they can make it. Sessions will be hybrid and held at one of the GRI, Stobhill or Lightburn sites. We hope you can join us and input into the conversation and action.

[Register for the sessions here.](#)

- Aug 14th: 14:00 - 15:00, GRI - David Livingstone Theatre, (2nd Floor, Surgical Block - close to Ward 30) (or online)
- Sep 11th: 14:00 - 15:00, GRI - David Livingstone Theatre, (2nd Floor, Surgical Block - close to Ward 30) (or online)
- Oct 16th: 14:00 - 15:00, Stobhill - Seminar Room 5, Ground Floor (or online)
- Nov 13th: 14:00 - 15:00, GRI - David Livingstone Theatre, (2nd Floor, Surgical Block - close to Ward 30) (or online)
- Dec 18th: 14:00 - 15:00, GRI - Staff R&R Hub, Centre Block Ground Floor

For any other questions, suggestions or support around Civility contact Claire Robertson, Senior Organisational Development Advisor,
Claire.Robertson@ggc.scot.nhs.uk.

[You can watch the Civility Saves Lives Video Here to learn more.](#)

Let Your Creativity Blossom with NHSGGC's Creative Writing Programme



The NHSGGC Creative Writing programme is open to all NHSGGC staff and partners and offers a safe, fun, supportive space to explore and develop your unique creative voice.

The programme runs once a month from October to March and is available either in-person or via MS Teams. No experience necessary; you already have all you need, just waiting to be discovered.

For more info and to register, click the button below or go to:

<https://link.webropol.com/s/Creativewritingregistration2025-26>.

[Click here for more info and to register](https://link.webropol.com/s/Creativewritingregistration2025-26)

The NHSGGC Creative Writing Programme; the gift of space and time to write.

North Sector Support & Information Services



The Glasgow Royal Infirmary Support & Information Service is based on the ground floor of the Queen Elizabeth Building in GRI.

This service is open Tuesday to Thursday 10am - 4pm, and Friday 10am - 3.45pm.

Stobhill Support & Information Service is based on the ground floor atrium.

This service is open Tuesday to Thursday, 10am - 4pm.

These services are here to support all patients, carers and staff who use our hospitals.

They can offer support in a variety of non-clinical matters, helping to signpost people to the most appropriate service that matters to them.

Some examples of services they can provide:

- Money Advice (Benefits, Income Maximisation Checks etc)
- Crisis Home Energy Services - support to anyone struggling with home energy matters
- Signposting to carers support services
- Two day Emergency foodbags for vulnerable patients going home
- Signposting to Community Support Services

These are just a few examples of ways they can support.

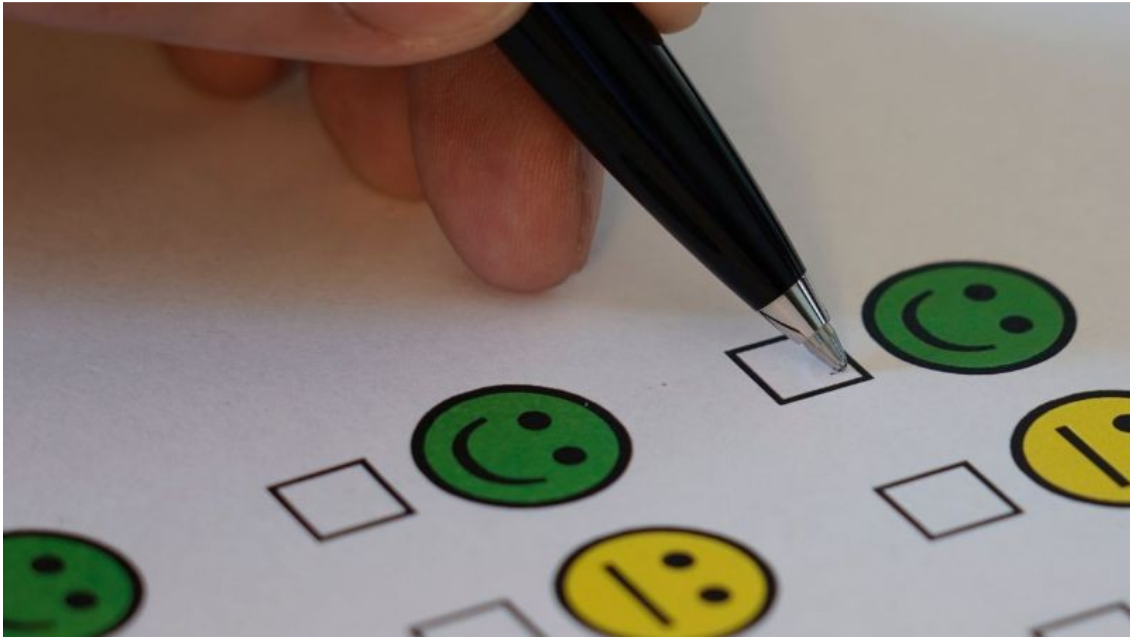
Everyone is welcome to drop in, say hello, and find out more about what they do.

You can also email them with any enquiries at ggc.sis@nhs.scot or call 0141 531 9127 (GRI) / 0141 355 1527(Stobhill).

Upcoming September Dates

- [8-14 September: Know your numbers](#)
- [10 September: World Suicide Prevention Day](#)
- [13 September: World Sepsis Day](#)
- 15 - 19 September: Falls Awareness Week
- [22-27 September: Organ Donation Week](#)
- [22-28 September: Migraine Awareness Week](#)
- [26 September: World's Biggest Coffee Morning](#)
- [15 - 21 September: National Inclusion Week](#)
- [24 September: National Fitness Day](#)
- [29 September: World Heart Day](#)
- [29th September: World Day of the Deaf](#)

Your stories and feedback



We want to hear from you!

We want to highlight all the amazing and dedicated work going on throughout the North sector. No matter how small you think your success or your story might be, please let us know. It could be about you, your colleagues, your team, or anything within the North sector.

Either contact your line manager with your story, who can contact the newsletter team on your behalf. Alternatively, [email us](#) and be sure to copy them in.

We also want your feedback. Is there something you want to see more in the newsletter? Or something you'd recommend we change? Big or small, send us your feedback by clicking the button below or [clicking here](#).

[Click here to submit your feedback](#)