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December 2025

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Message from Neil McCallum



Hello everyone,

As we reach the end of the year, along with the Senior Leadership Team, I want to offer my sincere thanks for everything you have done. 2025 has brought real pressures, yet your dedication, compassion and teamwork have been evident in every service and every ward. You continue to make a meaningful difference for our patients, their families and for each other, and I'm very grateful.

Thank you in particular for your efforts during the recent System Reset. Over that focused period, teams across the North and our system partners pulled together to prioritise safe flow, timely discharge and care closer to home. I know how much extra effort this required on already busy shifts, and I appreciate the professionalism shown throughout.

This edition of the newsletter captures some brilliant highlights from across the sector. From our Best Decorated Ward and the leadership tour showcasing great examples of patient-centred care, to the official opening of the Parkhead Hub, there is much to be proud of. I'm also delighted to see our Tissue Viability colleagues recognised, both through the award-winning information boards and

their standout role in STOP Pressure Ulcer Week. These stories reflect the values we bring to work every day.

Winter will continue to be challenging, so please keep looking after yourselves and each other. Make time to access the wellbeing resources, speak up early if you need support, and take breaks where you can.

Thank you, once again, for everything you do. I'm incredibly proud of Team North and wish you a restful, happy festive period.

Neil

Best Decorated Wards 2025





Medical Receiving Wards – Ward 46

Members of staff across the North Sector helped spread the festive cheer as they competed to be crowned best decorated Christmas ward.

The competition takes place every December and, yet again, North Sector staff went over and above.

The winners from each service this year were:

- Medical Specialities, Gastro and Endoscopy - **Ward 7/16**
- Older People Service & Stroke Wards - **Ward 36**
- Medical Receiving Wards - **Ward 46**

After an in-depth judging process, **Ward 36 of the Older People Service & Stroke Wards** took the title as best decorated ward for 2025.

Well done to the Ward 36 team, with pictures below!



Leadership Tour Highlights Outstanding Patient-Centred Care



GRI recently welcomed Caroline Lamb, Chief Executive of NHS Scotland and Director-General Health and Social Care, alongside Professor Jann Gardner, Chief Executive of NHSGGC, and William Edwards, Deputy Chief Executive of NHSGGC, for an insightful tour of our services.

The visit highlighted the exceptional work of teams across elderly care, frailty management, and burns treatment. Ward 23's Older People's Services demonstrated their dedication to patient-centred care, while the Frailty Unit showcased its rapid, specialist assessments that support timely interventions. Scotland's national Burns Unit also presented its expertise in complex burn care and rehabilitation, serving patients from across the country.

This occasion was a fantastic opportunity to recognise and thank staff for their commitment, innovation, and compassion. Their efforts in early discharge planning and multidisciplinary collaboration are making a real difference to patient outcomes.



Parkhead Hub Officially Opens as Scotland's Largest Integrated Health and Social Care Facility



NHS Greater Glasgow and Clyde (NHSGGC), in partnership with Glasgow City Health and Social Care Partnership (HSCP), Glasgow City Council, and Glasgow Life, is proud to announce the official opening of the Parkhead Hub, a landmark £67 million health, social care, and community facility in the heart of Glasgow's East End.

The Hub was formally opened yesterday (8th December 2025) by First Minister

John Swinney, who unveiled a commemorative plaque and joined local stakeholders, staff, and community representatives to celebrate the occasion. The event also honoured the late John Ferguson, a much-respected community campaigner, by naming the main conference room in his memory.

Parkhead Hub brings together a wide range of services previously spread across nine different sites, creating a single, modern building that acts as a central point of care, support, and community activity. The facility co-locates GP practices, community pharmacy, dental services, children's services, adult and older people's social care, mental health teams, addictions support, homelessness and justice services, sexual health, and health-improvement teams. Community amenities include a relocated library, café, flexible meeting rooms, training spaces, and areas for third-sector groups.

Since opening to the public in January 2025, Parkhead Hub has been widely recognised for its innovation, design quality, and community impact. It is Scotland's largest primary care facility and the first net-zero-in-operation building for the NHS Board, setting a new benchmark for sustainability and community benefit. The project delivered over £19.5 million in social value locally, including apprenticeships, support for SMEs, and community projects.

The Hub has received multiple national honours, including Public Sector Project of the Year (UK) at the RICS Awards 2025, Project of the Year – New Build (UK) at the Design in Mental Health Awards 2025, Glasgow Institute of Architects Awards for Best Healthcare Project, Best Sustainability Project, and Supreme Award, and Building Better Healthcare Awards: Gold Award for Patient's Choice and Silver Awards for Best External Environment/Landscaping and Best Healthcare Development (£25–£75m).



John Swinney, the First Minister of Scotland, said: “Our plan to improve our NHS is working - long waits of over 52 weeks have fallen for five consecutive months, the number of operations performed are at their highest since January 2020 and GP numbers continue to rise.

“We know there is more to do to ensure people get the help they need when they need it. That’s we are focused on shifting how care is delivered, moving from acute settings in hospitals to community settings like the Parkhead Hub.

“The Hub, supported by £67 million Scottish Government funding, is an excellent example of how we are delivering health and social care services in a more convenient way- with general practice, community pharmacy, mental health services and homelessness support in one place.

“This kind of whole family support – bringing together all the services people need under one roof – will be key in ensuring that people get the care and support they need from the NHS in their local community.”

Dr Lesley Thomson KC, Chair of NHSGGC, said: “Parkhead Hub marks a step-change in how we deliver health and social care, bringing services together to better support communities and reflecting our Transforming Together vision of care closer to home.

“This achievement is the result of incredible collaboration across public, third-sector and community partners. Scotland’s largest primary care facility and our first net-zero building, Parkhead Hub sets a new benchmark for integrated care.”

For more information about the Parkhead Hub and its services, visit: [Parkhead Hub | Glasgow City Health and Social Care Partnership](#).

Award-Winning Tissue Viability Boards



Ward 62 | 1st prize | new initiatives of "Prioritise the peach"

During STOP Pressure Ulcer Week (17–21 November), the North sector joined health and care services across the UK to raise awareness of pressure ulcer prevention—a vital issue affecting people of all ages and in every care setting.

To support staff learning, we ran a competition for the best Tissue Viability Information board. Congratulations to our winners: Ward 62 took first prize with their innovative “Prioritise the Peach” initiative, Ward 23/29 earned second place for introducing Quiet Hour, and Ward 10 came third. The boards were not only informative but also eye-catching, reflecting the creativity and dedication of our teams.

Thank you to everyone who took part and helped shine a spotlight on pressure ulcer prevention. Your hard work and commitment make a real difference.



GGC Shines in STOP Pressure Ulcer Week: “What Matters to Me Is...”



NHSGGC's Tissue Viability Team played a leading role in this year's STOP Pressure Ulcer Week, which focused on "What matters to me is..." and the patient voice.

The team featured heavily in the Society of Tissue Viability's national webinar, with Veronica Pollard sharing a powerful carers' story, Julie Astley presenting on the ABCD documentation initiative, and Lyndsay Graham highlighting the importance of empathy and listening to patients.

Staff across GGC took part in educational activities, including the "Stop the Pressure Quick Quiz", and creative competitions to raise awareness. The team's reflections show what matters most: being happy at work, supporting each other, providing the best care, and making a difference every day. Thank you to everyone in the TV Team for your dedication and for keeping compassion at the heart of pressure ulcer prevention.

Winter Staff Wellbeing Resources

This time of year can be a difficult time for people and we want to ensure staff have access to the most appropriate services and resources that they need.

Mental Health And Wellbeing - Mental health and Wellbeing is just as important as physical health. The hub provides links to further information and services available that can help improve your mental health and wellbeing.

More info : [Mental Health and Wellbeing - NHSGGC](#)

NHS Credit Union - NHS Credit Union exists to financially empower employees and their families, by offering savings and affordable lending products to meet our members' needs.

More info: [NHS Credit Union – People Not Profit](#)



Home Energy Scotland - With the weather changing, the cost of energy might be on your mind at the moment.

Home Energy Scotland is pleased to be working with staff in the North Sector to offer you support with free and impartial energy advice and support.

More info: [Home Energy Scotland](#)

Active Staff - Thinking about working on your physical health 2025? Active Staff have a range of fitness classes on offer for people of all fitness levels.

More info: [Active Staff](#)

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.

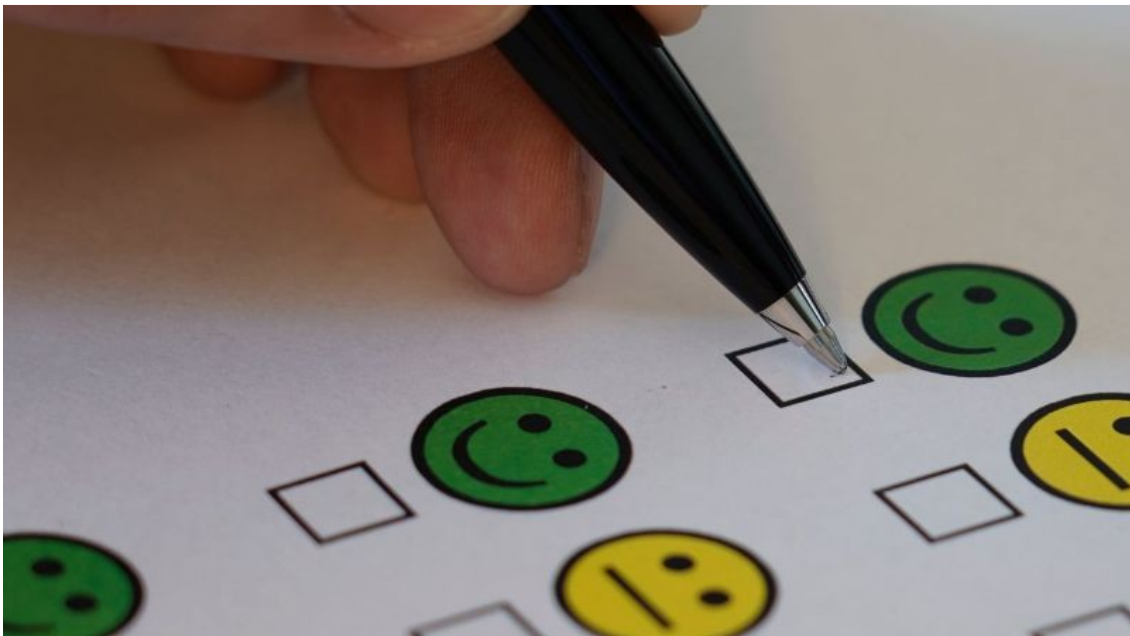
Everyone is welcome to drop in, say hello, and find out more about what they do.

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

Upcoming January Dates

- [Dry January](#)
 - [27 January - Holocaust Memorial Day](#)
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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](#)