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February 2025

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Patient Harriet meets idol Rod Stewart thanks to kind-hearted NHSGGC staff



A throwaway idea from kind-hearted staff at New Stobhill Hospital turned into the experience of a lifetime this week for a patient of NHS Greater Glasgow and Clyde.

Harriet Rozanski, 74, has been a patient at the hospital for more than a year, and she is such a fan of Rod Stewart that she listens to his CDs all the time and the area around her bed is covered with pictures in tribute to her idol.

Such is Harriet's love of the rock superstar that Consultant Geriatrician Dr Aine McGovern and Senior Charge Nurse Helena Connolly made it their mission to get Rod to record a video message of good wishes for her.



However, thanks to the help of Chief Nurse John Stuart and the Celtic Foundation, Rod went one step further and Harriet was invited to meet him at the hospitality suite at Celtic Park during the Champions League fixture against German giants Bayern Munich.

Dr McGovern accompanied Harriet to her special meeting, and she said it was a wonderful occasion.

She said: “We just thought we would do something nice for a patient who’s been with us for a while, but we had no idea our request would end up here.

“Rod was so lovely with her, and the fact he took the time to share a song and

a dance with Harriet was the icing on the cake for her.

“I’d like to thank John Stuart, Helena Connolly and everyone else who did so much to make this possible – especially the Celtic Foundation.”

Dr McGovern admitted that, while Harriet is an East End girl who grew up in the shadow of Celtic Park, she wasn’t too interested in the football being played on the hallowed turf outside the Hospitality Suite.

“I don’t think I would care either,” she said. “I mean, after waiting all these years to meet the man of your dreams, there would be more important things on your mind than football!”



First surgery in UK & Ireland conducted at GRI



Glasgow Royal Infirmary (GRI) created history this month as Mark Blyth became the first surgeon in the UK and Ireland to use the new Persona Revision knee system.

This new instrumentation and implant can more accurately reproduce the anatomy of a patient's knee from before surgery, leading to better outcomes for the patient and, ultimately, feeling better with the implant.

Mark, a Consultant Orthopaedic Surgeon at the hospital, said: "The patient we operated on had a post-traumatic deformity after a fracture of the tibia previously, which led to arthritis. That presents challenges in terms of reconstructing the knee. That was made much easier with the new kit.

"This new instrumentation and implant, which Zimmer Biomet has released, builds on the success of an implant that has been in production for over the last two decades. They've made significant improvements, which make the instrument more user-friendly, allow us to do more accurate bone cuts, and allow us a lot more flexibility around the implants themselves, allowing us to deal with different problems with the anatomy we might encounter."

Revision surgery might be required if certain problems, such as excessive pain and loosening, occur after surgery.

Having been used in Europe only a handful of times, Mark and the team became the first to use the kit in the UK and Ireland after months of training and becoming familiar with the instrumentation and implants.

“We’re very proud at what we’re able to do here at GRI,” said Mark. “We have a subspecialist practice which specialises in each of the joints in the body and the team that we have supporting us, including the nursing staff, theatre team, and management, are fully behind us. It’s a really proud moment for us.”

Looking to the future and the use of the kit, Mark said: “As more instrumentation sets become available, it will be rolled out to more hospitals across the UK. This will become our standard of care in the next few months and years.”

Neil McCallum, North Sector Director for NHS Greater Glasgow and Clyde, said: “My congratulations go to Mark and the whole orthopaedics service for making history. Being the first surgeon in the UK and Ireland to use this system is a testament to the skill and dedication of Mark and the team.

“Glasgow Royal Infirmary is a hospital with a rich history, and we want to create more now and in the future. We’ll continue to achieve this, thanks to our expert staff and innovation.”

Civility Saves Lives



Civility is simply about how we treat each other. Part of being a great place to work, is working together to continuously uphold and demonstrate our NHS values of; care and compassion, dignity and respect, openness, honesty and responsibility, quality and teamwork. Civil work environments matter because they reduce errors, reduce stress and foster excellence.

In 2023 we held a series of Civility Awareness Events across the North, starting an important conversation in our workplace, and we have seen a number of local events and actions being taken by teams and departments since.

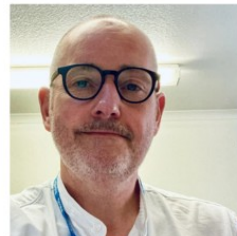
NHSGGC has delivered a professionally developed Civility Leads Training, and we have some of our very own Civility Leads in the North!



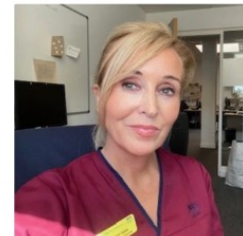
Hazel Miller, Consultant Older People Services 0141 211 8762 or hazel.miller2@ggc.scot.nhs.uk



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



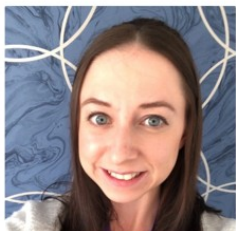
Paul Grant, Healthcare Chaplain at GRI, PRM and Lightburn 0141 201 6302 or paul.grant2@ggc.scot.nhs.uk



Sioban Saba, Lead Nurse Pain Service 0141 355 1492 or sioban.saba@ggc.scot.nhs.uk



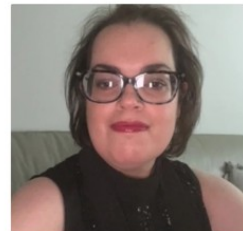
Amanda Wright, Subject Specialist Librarian, Glasgow Royal Infirmary 01412115985 or amanda.wright@nhs.scot



Laura Clark, Specialist midwife - Blossom Team Princess Royal Maternity, 0141 201 3492 or laura.clark9@nhs.scot



Jacqueline Tait, Specialist Physiotherapist, Glasgow Royal Infirmary & Stobhill ACH. 01412016529 jacqueline.tait4@nhs.cot



Louise Murphy, Personal Assistant to GM Medical Specialities / Gastro & Endoscopy & Clinical Director Gastro & Endoscopy 0141 201 6351, Louise.murphy5@nhs.scot

Civility Leads are trained to listen to and support members of staff who have been affected by specific incidents of rudeness or uncivil behaviour by another member of staff and to help them to work out the steps to resolve issues in a positive way.

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.](#)

- Mar 13th: 14:00 - 15:00, GRI - David Livingstone Theatre, (2nd Floor, Surgical Block - close to Ward 30) (or online)
- Apr 10th: 14:30 - 15:30, Stobhill - Seminar Room 5, Ground Floor (or online)
- May 8th: 14:00 - 15:00, GRI - David Livingstone Theatre, (2nd Floor, Surgical Block - close to Ward 30) (or online)
- Jun 19th: 14:00 - 15:00, GRI - David Livingstone Theatre, (2nd Floor, Surgical Block - close to Ward 30) (or online)
- Jul 17th: 14:00 - 15:00, Lightburn, Physiotherapy Gym (or online)
- 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.](#)

Dr. Christine McAlpine Retires After 28 Years of Dedicated Service in Stroke Care



After 28 years of dedicated service to NHS Greater Glasgow and Clyde, Dr. Christine McAlpine is retiring at the end of this month. With a passion for stroke care and a commitment to improving patient outcomes, she has dedicated her career to serving the community since her appointment as a consultant at Stobhill Hospital in 1997.

Speaking about the variety of work she has conducted, Dr McAlpine said: “I am currently a consultant stroke physician in the North sector. In 2011, Stobhill Acute Services moved to GRI, so my acute base moved, but I still had clinics, Day Hospital, and stroke rehabilitation sessions in Stobhill.

“I have also been the lead clinician for the NHSGGC Stroke Managed Clinical Network since 2003 and had roles as the chair of the GRI Medical Staff Association and as the Clinical Director for Stroke and Rehabilitation. More recently, I have acted as the lead clinician for stroke in the North sector.

“Within the wider NHS I have been a Chief Medical Officer adviser, had various

episodes of working with Healthcare Improvement Scotland, been part of national guideline working groups, had various roles within the British Geriatrics Society, and worked on various aspects of the Scottish Stroke Care Audit. I have enjoyed all the 'extra' roles I have had."

Reflecting on her experience at NHSGGC, Dr. McAlpine highlights the strong sense of community as one of the aspects she has enjoyed most.

"It's a very friendly place to work, and I have met lots of lovely people over the years," she said. "I have enjoyed the opportunity to help with teaching and training both undergraduate and postgraduate – it's been a privilege.

While challenging to pinpoint a single memorable moment from her career, Dr. McAlpine said: "I don't think I could pick out a single moment really; perhaps the official Stobhill acute services closing day, which was a real 'Stobhill family' moment for everyone.

As she looks toward retirement, she is excited about the prospect of travel and devoting more time to her garden.

While looking back on her remarkable career, she concluded: "I have been fortunate to have had an interesting and rewarding career and am very appreciative of the great team I work with."

Dr. Christine McAlpine leaves a legacy of dedication, compassion, and a commitment to excellence in stroke care, and her contributions will continue to resonate within NHSGGC and beyond for years to come.

Farewell to a Healthcare Hero: Helen Quinn Retires After 55 Years at GRI



After an incredible 55 years of dedicated service, Helen Quinn, a Healthcare Support Worker (HCSW), has officially retired from Ward 4 at Glasgow Royal Infirmary at the remarkable age of 82.

Helen first joined the hospital staff in the late 1960s, dedicating her career to providing compassionate care and support to countless patients and their families. Over the years, she became a much-loved and respected figure among colleagues, known for her warmth, kindness, and unwavering commitment to patient care.

Her colleagues on Ward 4 describe her as the heart of the team always ready with a reassuring word for patients, a helping hand for new staff, and a smile that brightened even the toughest shifts. Many of those she worked with consider her not just a colleague but a mentor and friend.

At a farewell gathering held in her honour, Helen was presented with gifts and heartfelt tributes.

Reflecting on her decades of service, she said: "I've loved every moment of my time here. The hospital has been like a second home, and my colleagues like

family. While I will miss the ward, I look forward to spending more time with my own family and enjoying a well-earned rest.”

Helen’s retirement marks the end of an era for GRI, but her legacy of dedication, kindness, and professionalism will remain an inspiration for years to come.

Friends of the GRI - Lunchtime Concerts



A photo from the first concert in May 2023, with The Telemann Ensemble.

In the heart of Glasgow Royal Infirmary, a new initiative is bringing the beautiful sound of live music to patients, staff, and visitors alike. Set up by the Friends of the GRI, lunchtime concerts have already transformed the atmosphere and made a more welcoming space.

Arthur Doyle, a Friends of the GRI member, had visions of these concerts from his first visit. "When I first saw the new museum, I knew it was an ideal place for music," he said. "In May 2023, we put on a concert with the Telemann Ensemble. They played baroque music with harpsichord, violin, cello, oboe, flute, and bassoon. The effect of the music in the entrance to the hospital seemed transformative. The music we played was just from the decades before Glasgow Royal was built. There are so many parallels between music and medicine history. Also, the building of the Glasgow Royal Infirmary was partly funded by music fundraising concerts.

"My aim is to use a wide range of music genres to reflect the diversity of the hospital staff and public and show connections to the place's rich history."

Arthur did not undertake the journey alone to bring these concerts to life. "I've had the pleasure of working with some truly amazing musicians," he remarked with gratitude. "We've also received funding from Creative Scotland and The Hugh Fraser Foundation, which has allowed us to provide a properly funded and diverse programme.

"Leslie McLeod, of the Telemann Ensemble, was central to starting any music in the Museum, giving the first concert in Glasgow Royal since 1883!"

Collaborating with local music organisations was pivotal for Arthur. He sought advice from Tom Wilson and Oliver Searle at the Royal Conservatoire, who were instrumental in commissioning new pieces from emerging Glasgow-based composers.

"The hospital management and medical directors have also been very supportive," he said. "In particular, Mary Brown's support of the application was valuable."

He discussed the logistics of the concerts, saying: "I've arranged various groups and players to make up a year of concerts. Central to these will be six performances throughout the year by the Resol Quartet, who will be the "Quartet in Residence" for the series.

“They will create programmes that illustrate the hospital's historical context. I'm excited about three new works from the quartet we have been commissioned to depict the role of the hospital.”



Concerts are set to take place roughly once a month, with planned start times around noon or 1pm to accommodate the schedules of staff and visitors.

Arthur believes that the impact of these concerts goes beyond just the music. “The format of the concerts we have staged so far have been very informal, with people actively encouraged to dip in and out of the museum as the music plays,” he said. “Much of the impact was evident on patients and visitors passing the museum. You have no idea the lift and positivity live music gives to a space as heavy with stress and anxiety as a hospital.

“Visitors, patients and staff were visibly and vocally moved by the experience on their way in and out to wards and clinics. We also had visitors from the USA,

Netherlands, and the Far East visiting the museum from Cathedral Square on a cold grey January. They got to witness the smiling and toe-tapping NHS staff and patients.

“We hope to broaden engagement of the local community and strengthen the sense of belonging and participation in this vital healthcare and cultural landmark.”

[You can find out more about the upcoming concerts here.](#)

PAT Programme Conference & Nominations



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Admini

We are excited to announce that the PAT Programme will host its first **Professional Administration Conference**, alongside the **Admin Awards** on May 9, 2025.

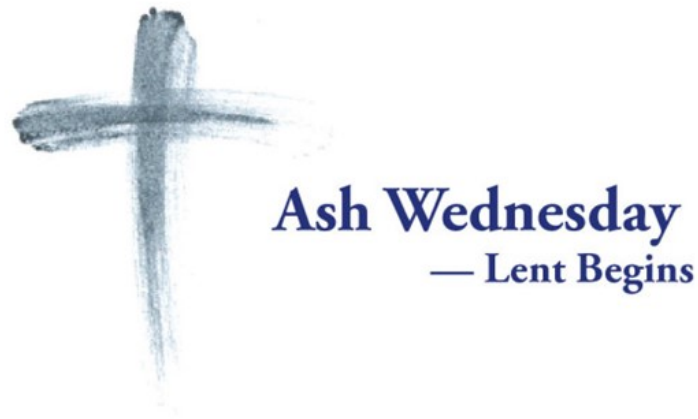
This event is dedicated to showcasing and promoting projects that have positively impacted the work of our admin staff and enhanced patient care. It will also celebrate the 2024/2025 winners from the Admin Awards.

Every day, our admin staff achieve excellence through their compassion, teamwork, and dedication. Now is the time to nominate and show your appreciation for a colleague, team, or Manager.

The nomination form closes on the 31st March, so there is still plenty of time to submit your nomination for one of your administration colleagues.

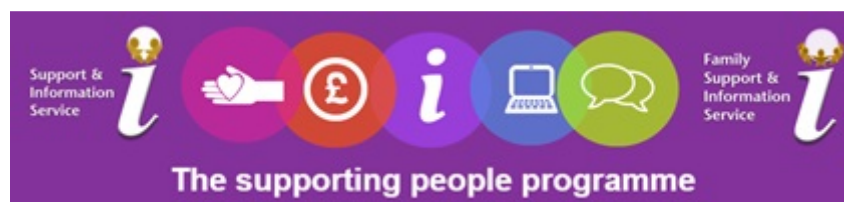
Please [click here to submit your nomination.](#)

Ash Wednesday at GRI on 5th of March



For staff who wish to receive the ashes they will be distributed by Sr Margaret McGrath between 9.30 – 10 am at the Chapel which is located across from the aroma café between centre block and surgical block.

GRI Support & Information Service



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

They are open Tuesday - Friday 10am - 4pm and are here to support patients, carers and staff who use GRI.

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

- Money Advice (Benefits, Income Maximisation Checks etc).
- Home Energy Services - support to anyone struggling with these bills.
- Carers support services.
- and much more.

We can also provide small food parcels to vulnerable patients on discharge on request.

Feel free to pop in and say hello! You can also email them with any enquiries on ggc.sis@nhs.scot or call 0141 531 9127.

Staff Wellbeing Resources

Discounted gym memberships for NHS staff - We are delighted to announce that we have teamed up with neighbouring local authority leisure providers to offer staff the chance to sign up to discounted leisure memberships.

The scheme works by NHSGGC paying the annual membership fee, entitling staff to a 12 month membership. Staff sign a salary mandate form and the payments are deducted on a monthly basis from their salary for a period of 12 months.

Find out more about this great saving for staff here and kick off the year to a healthy start! Visit: [Gym Membership Opportunities - NHSGGC](#) or click on the QR code (left):

For more information on other staff health and wellbeing support available

please visit: [Staff Support And Wellbeing - NHSGGC](#) or scan the QR code (right):



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](#)

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](#)



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](#)

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](#)

How to get in touch

We are keen to highlight the success stories throughout the North Sector and would encourage anyone to get in touch. No matter how small you think your success is, please let us know. We have a fantastic team across the sector and want to showcase the great work that is carried out by our amazing staff. If you have any ideas or recommendations for the newsletter, please contact your line manager who will advise on how to get in touch with the newsletter team.