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June 2025

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Message from Neil McCallum

Hello everyone,

Welcome to the June 2025 North Sector Newsletter! I hope you enjoy reading about the fantastic work happening across our teams and find inspiration in the stories shared.

This month, we have much to celebrate. Our dedicated dietetics staff have once again received national recognition for their outstanding contributions, a testament to their expertise and commitment to patient care. We also reflect on the significant successes achieved at the recent Frailty conference, which brought together professionals from across the sector to share knowledge and improve the care we provide to our older patients.

Furthermore, we are really pleased to be supporting Pride once again in 2025. It's important that we continue to foster an inclusive and welcoming environment for all our staff and patients, and the celebration of Pride is a key part of this commitment.

Beyond these highlights, this newsletter showcases a wide array of initiatives and achievements. We shine a light on the huge contribution of our volunteers, whose dedication enhances the lives of those in our care. We also explore the positive impact of some really exciting new initiatives, such as the art in hospital sessions, which are bringing creativity and therapeutic benefits to our spaces.

It's always inspiring to witness the dedication, innovation, and compassion of colleagues across the North sector. Every day, you are making a real difference in the lives of our patients, and each other, and building a stronger, more supportive community within NHS Greater Glasgow and Clyde.

Thank you for your continued hard work, resilience, and unwavering

commitment to providing the best possible care.

Best wishes,

Neil

In picture: NHSGGC proud to be supporting Pride



NHSGGC is proud to be supporting Pride once again in 2025.

Hospital sites across NHSGGC, including GRI, pictured here, have been flying the rainbow flag throughout LGBTQ+ Pride month in June in celebration.



The NHSGGC LGBTQ+ Staff Forum was also at GRI this month. The forum is a group of staff who identify as lesbian, gay, bisexual, transgender, queer inclusive (LGBTQ+), and our allies.

The group aims to create a safe and welcoming space for staff members within our LGBTQ+ community. They have social activities, a programme of events, and formal as well as informal meetings.

If you would like to join our Forum please complete our [online Form](#). If you wish to join the Forum's mailing list, please be assured that your personal details will not be disclosed. You can also be part of the LGBTQ+ Forum anonymously. Emails sent will always be blind copied.

The Forum has a social media presence on [Facebook](#) and X ([@LgbtStaffForum](#)).

To find out more, you can contact them at ggc.lgbtstaff.forum@nhs.scot

North Library Service: Reading Challenge, Creative Writing and more



In the fast-paced healthcare environment, accessing the right information at the right time is essential for staff at NHSGGC. That's where the dedicated library services come into play, providing invaluable resources to support both professional practice and personal development.

Located at Glasgow Royal Infirmary and Stobhill ACH, the North Sector Libraries work alongside the other libraries in South, West and Clyde to provide a service which is integral to GGC, serving all staff working within NHSGGC and its partner organisations. This includes clinical and non-clinical staff, bank staff, social care staff, and placement students.

Supporting staff is at the heart of the library services. Edith Rae, NHSGGC Library Manager for the North sector, said: "Whether you're developing a new service, looking for evidence to improve patient care, or simply need a quiet space to tackle work, the library is here for you."

“The services we offer are diverse and tailored to your needs, including an enquiry service for any questions you may have, access to an extensive collection of books and journals, a literature search service to find specific information, support for developing ‘Right Decisions Service’ apps, and training on various relevant topics.”

The friendly environments provide the perfect spaces to study, work, or take a break with their wellbeing and leisure reading collections.

“We understand how demanding healthcare can be,” adds Edith. “That’s why we’ve created areas to decompress.”

Currently, the NHSGGC Reading Challenge is stirring excitement across the North. This initiative invites participants to read and review a variety of genres, from fiction to poetry, and is open to all NHSGGC staff and partner organisations.

Amanda Wright, Subject Specialist Librarian, said: “It’s not just about reading; it’s about expanding horizons and sharing experiences with colleagues.”

With award levels ranging from Bronze to Diamond, it’s a great way to challenge yourself and earn certificates for your achievements. Signing up is simple - look for QR codes on posters throughout the facilities or reach out to the library service.

In addition to reading, creativity is encouraged through the annual Creative Writing Programme. With sessions available both online and in person, there’s something for everyone, regardless of experience level.

“It’s a wonderful opportunity to express yourself, learn new skills, build confidence, and connect with others in a supportive, fun environment,” notes Amanda.

“We can also support staff who are interested in using creative writing with patients, either by working in partnership with staff to create and deliver

sessions for them with patients or in supporting staff to create their own sessions."

Edith concluded: "We thrive on engagement, so whether you have a project you think we might be able to help with, are looking for information relating to your clinical or professional practice, or have suggestions for books you would like us to add to our collections, then get in touch. We're happy to have a chat either in person or online, and we can also come to you."

If you have a quick question or want to explore what the library service can offer in-depth, don't hesitate to reach out. You can visit the service in person or contact GRI Library or Stobhill Library directly via email or phone:

- GRI Library: ggc.library.gri@nhs.scot | 0141 201 5867 (x65867)
- Stobhill Library: ggc.library.stobhill@nhs.scot | 0141 355 1684 (x11684)



North sector staff recognised at British Dietetic Association Awards & Honours



Clare McKenzie (L), Chair of the BDA West of Scotland Branch, Michelle Wardrop (Middle) received the Edith Elliot Honour, and Abigail Dean (R) received the Mary Turner Award (Trade Union Representative of the Year).

Several NHS Greater Glasgow and Clyde staff were recognised at the 2025 British Dietetic Association Awards & Honours.

For the third consecutive year, West of Scotland won Branch of the Year, while Abigail Dean, Advanced Practice Dietitian Haemato-Oncology, received the Mary Turner Award, and Michelle Wardrop, Community Manager of Dietetics, was awarded the prestigious Edith Elliot Honour.

Falling within Dietitians Week, these awards recognise the significant and sustained contributions to the profession by the winners both locally and across Scotland.

Michelle is the first person in the UK to receive the Edith Elliot Honour, which was presented earlier this week.

Reflecting on this remarkable achievement, she shared her emotions: “There are a range of words that describe how I feel, including overjoyed, humbled, delighted, elated and thrilled – the list goes on. I love being a dietitian, and it is a joy to have received this award for doing a job I love.”

Michelle’s journey into dietetics was driven by her passion for health care and nutrition. “I had a real desire to work in the health care environment,” she explained. “I chose to become a dietitian as I was fascinated by how nutrition impacts people’s health and wellbeing, across all ages. I loved the fact there are so many different specialities that a dietitian can work in, and I have been fortunate to work in many different roles.”

Inspiring others is a central theme in Michelle’s work. When asked about who inspires her, she mentioned both culinary figures and fellow dietitians.

“Probably like many dietitians, my love of food means I enjoy cookery programmes. I particularly enjoy watching chefs such as Mary Berry, Michel Roux Jr., and Raymond Blanc. I have also worked with many different dietitians during my career. So many of them have influenced and shaped the dietitian I am today.”

Abigail received the Mary Turner Award (Trade Union Representative of the Year). This award was presented to Abigail, who has consistently demonstrated the qualities of excellence and commitment.

The awards acknowledged that she is ‘a shining example of what a local union rep should be, approachable, knowledgeable and able to listen and ‘a worthy recipient of the Mary Turner Award this year.’

“I am thrilled to have received this award,” said Abigail. “It’s an honour to receive this in recognition of my work over the last year. I want to thank all my

colleagues and hope I can continue to represent them in the best possible way in my role as Trade Union Representative.”

For the third consecutive year, the BDA Branch of the Year went to the West Scotland Branch.

The BDA noted that the West Scotland Branch was awarded Branch of the Year for ‘their wide-reaching and varied support of members across the dietetic workforce – from academic to clinical and all levels of practice. With strong collaboration across the BDA and with the Scotland Board, they’ve delivered everything from awards and webinars to fantastic student engagement.’

Clare McKenzie, Chair of the BDA West of Scotland Branch, said: “We are delighted that we won Branch of the Year. This is now our sixth overall win and the second since I’ve been in this role.

“I’d like to thank all my West of Scotland Branch colleagues, particularly Nikola Mazur, Events Officer, and Amy Cowan, Treasurer. They both joined the committee last summer and deserve considerable credit for our continued success.

“We are looking for members to join our committee, and we would love to get more Scottish members involved. For information on current opportunities, click [here](#).”

Neil McCallum, North Sector Director for NHS GGC, said: “Congratulations to Michelle, Abigail, and the West of Scotland branch for their success. Having so many award winners demonstrates the skill, dedication, and contribution within the West of Scotland, and this is being recognised at the national level.”

Parkhead Hub wins Design in Mental Health Award



Parkhead Hub has been named Project of the Year – New Build UK at the 2025 Design in Mental Health Awards, recognising its innovative design and outstanding contribution to community mental health care.

Minister for Public Finance, Ivan McKee MSP, and NHS Greater Glasgow and Clyde (NHSGGC) Chief Executive, Professor Jann Gardner, visited the newly opened Parkhead Hub today to learn from Architecture and Design Scotland about how collaborative and inclusive design processes can play an essential part in delivering public service reform.

The Design in Mental Health Awards celebrate projects that prioritise mental wellbeing through thoughtful architecture. They highlight design elements that enhance therapeutic environments, support recovery, and foster a sense of belonging.

Parkhead Hub stood out for its unique approach and commitment to improving mental health services.

Situated in the heart of the community, Parkhead Hub is a multifunctional space offering support, resources, and care for individuals seeking mental health services. Its design reflects a deep understanding of user needs, featuring bright, open areas, natural light, and calming aesthetics that promote healing and connection.

The hub also acts as a vital community resource, hosting workshops, events, and support groups, and housing the relocated Parkhead Library and a café. This holistic approach reflects the belief that mental wellbeing is closely linked to social connection and community engagement.

Minister for Public Finance, Ivan McKee, MSP, said: “Parkhead Hub’s award for innovative design is hugely welcome and recognises the positive impact that design of public services can have on the health and wellbeing of people and communities. Good design is key to supporting preventative, joint-up and efficient services in line with our public service reform strategy. In collaboration with Architecture & Design Scotland and partners, we’re committed to reforming Scotland’s public services and the design of high-quality buildings that support our communities is central to that.”

Professor Jann Gardner, Chief Executive of NHS GGC, said: “We’re absolutely thrilled that Parkhead Hub has received this prestigious design award. The project exemplifies how thoughtful architecture can support integrated care and new ways of working. Thanks to our partners at Hub West Scotland, the design offers an oasis of calm that enables excellence in care within an urban setting.

“This recognition is a testament to the dedication of everyone involved, from design and commissioning to construction, and especially the patients and staff who contributed through our engagement groups.

“As NHS GGC embarks on its bold next chapter of transformation, I’m excited to see this facility evolve and play a pivotal role in delivering modern, high-quality healthcare to our community.”

North sector success at Royal College of Physicians and Surgeons of Glasgow Frailty conference



Congratulations to North sector colleagues who were successful at the Royal College of Physicians and Surgeons of Glasgow Frailty Conference.

A number of staff were recognised for their excellent contributions through poster and presentation prizes, with particular congratulations due to the following trainees.

- **Richard Gentry**, Registrar in Older People's Services at Glasgow Royal Infirmary (GRI), was awarded *Best Registrar Poster*.
- **Alexander Shen (L)**, Clinical Development Fellow in GRI's Older People's Services, won *Best Poster by a Resident Doctor* and also delivered a platform presentation.
- **Niamh Breslin from the North East and North West Frailty Practitioners (R)**. The Community Rehabilitation Teams were awarded *Best AHP/Nursing/Pharmacy Poster*.

We also commend **Olivia Ward**, Clinical Development Fellow in Older People's Services at GRI, along with FY2 doctors **Josh Rawcliffe** and **Charlie Edgar**, who all presented posters at the event.

Congratulations to all involved for representing the North sector and for showcasing the high calibre of work being done across teams.

Teamwork Transforms Lightburn's Outdoor Space



Catherine Barr (L) and Elaine Ralston (R)

The garden at Lightburn Hospital has recently undergone a transformation, thanks to the dedication and teamwork of staff who saw the potential in this once-neglected space. The refurbishment has breathed new life into the area, making it a welcoming haven for patients, staff, and visitors alike.

Ann Docherty, Lead Nurse for Older People at Lightburn and Stobhill Hospital, shared the story behind the garden's revival.

"The garden was in need of tender loving care," she explained. "It hadn't been

cared for over the previous years. It is a big space with the potential to look great again.”

The refurbishment included repairing seating, fences, and garden flower boxes, followed by a fresh coat of paint on fences, benches, gazebos, and even the garden’s artificial animals, which include dogs, a pig, and a sheep. The result is a vibrant and inviting space that has quickly become a favourite spot for many.

Ann was keen to highlight the team effort behind the project.

“Elaine Ralston Porter was instrumental in getting this work off the ground,” she said. “She was assisted by Catherine Barr, Domestic, and Liz Johnstone, Domestic.”

The impact of the work has been immediate and heartening. “The garden has been used more since this work has been done than it had been in a long time,” Ann noted. “Patients, staff and relatives are all benefitting from this—even on a rainy day!”

“Everyone has commented on how great the garden is looking. It’s a lovely area to sit with loved ones or for staff enjoying their breaks.”





**First in the UK, Siemens Mammomat Revelation Biopsy Study
Day at Stobhill**



Siemens Healthineers GBI Women's Health Team held a biopsy study day within the Imaging Department at Stobhill Hospital, Glasgow last month, focussing on x-ray (mammography) guided breast interventional procedures. Delegates travelled from NHSGGC, NHS Lanarkshire and NHS Fife.

Lindsey Leen, Consultant radiographer in Breast Imaging (NHSGGC) and Ling Cooper (Siemens Healthineers) chaired the day's events.

The structure of the study day encouraged open discussion in a relaxed environment, providing hands on experience with the Mammomat Revelation system, 1-2-1 time with the Siemens Healthineers Applications Team- Ling, Nicola & Lebo, and actively encouraging networking and sharing of good practice among Scottish users. National Siemens engineers were also available to answer any queries, and Christine Risby (BD) kindly provided large volume biopsy support. Delegates were encouraged to suggest mammography & biopsy topics that they wished to be included.

The day commenced with a presentation by Ling Cooper, Siemens Healthineers Senior Clinical Applications Specialist for Mammography in UK and Ireland highlighting how the Apps Team can support our clinical practice.

Next NHSGGC Senior Advanced Practice radiographers Jill McCrae, Carolann Hamill and Jan Daisley, and Consultant Pathologist Dr Alastair Milne covered topics on Stereotactic Biopsy- Advances in Patient Diagnosis and Management, Local Anaesthesia in Breast Biopsy and the Risk of Bleeding, Tomosynthesis Guided Breast Interventional Procedures, and Large Volume Biopsy- Pathology Aspects.



The afternoon session comprised of 1-1 Apps time, delegate networking/sharing good practice, and performing simulation x-ray guided biopsy procedures.

Delegate feedback was extremely positive, with the majority stating the day was extremely effective in enabling networking with like-minded staff, sharing ideas with fellow Siemens Revelation users, and they were very satisfied with the knowledge gained from the study day and its practical and application sessions.

Lindsey Leen, Consultant radiographer in Breast Imaging, commented “The study day was such a successful and strongly collaborative day. Placing optimal patient focussed care at its forefront, it was a real coming together of Technical Applications Specialists in Mammography and Clinical Breast Imaging Teams from across Scotland, fostering close clinical networking and reinforcing best practice care for our patients”.



L-R: Lindsey Leen (Consultant Radiographer in Breast Imaging, NHSGGC), Ling Cooper (Siemens Healthineers Senior Clinical Applications Specialist for Mammography in UK and Ireland), Carolann Hamill (Senior Advanced Practice Radiographer in Breast Imaging NHSGGC), Dr Alastair Milne (Consultant Pathologist, NHSGGC), Jill McCrae (Advanced Practice Radiographer in Breast Imaging NHSGGC) and Jan Daisley (Senior Advanced Practice Radiographer in Breast Imaging NHSGGC)

NHSGGC Stoma Care Study Day at GRI



The NHSGGC Stoma Care Study Days were born out of a shared vision from the GGC Stoma Forum, a collaborative group made up of Stoma Clinical Nurse Specialists, pharmacists, patients, industry representatives, stoma associations, and the Assistant Chief Nurse. They recognised a clear need to improve NHS staff knowledge and understanding of stoma care across both community and acute settings.

When asked how the study days came about, Christina Campbell, Stoma Clinical Nurse Specialist at GRI, explained that the idea emerged from this forum's discussions.

“We felt it would be beneficial to improve NHS staff knowledge and understanding of stoma care,” she said. The first event was developed by the GRI stoma team—Danielle, Laura, and Christina—since it was hosted on the Glasgow Royal Infirmary site.

The study days are designed to be inclusive and educational, open to all staff across NHSGGC, including nurses, healthcare support workers, carers, and students.

Christina shared that the days involve a wide range of learning opportunities: “Everyone comes together to learn about bowel and bladder stoma care from a urologist, colorectal surgeon, dietitian, ERAS, ELLSA, Stoma CNS, and through practical workshops.” One of the most impactful elements of the day, she noted, was hearing directly from patients—ostomates—who shared their personal journeys.

The importance of these study days cannot be overstated. Christina emphasised that they are vital for improving staff confidence and giving them greater insight into what it means to live with and care for a bowel or bladder stoma. “It’s about helping staff feel more confident in both community and acute settings,” she said, “and giving them a better understanding of the patient experience.”

Feedback from the first study day at GRI last month was overwhelmingly positive. Attendees described the event as informative, moving, and empowering. Many highlighted the patient stories as the most memorable and meaningful part of the day.

One participant wrote, “It was amazing to hear real people’s stories and experiences.” Another said, “The patient experience was the most effective part of the study day.” Others praised the practical workshops, the variety of topics covered, and the opportunity to ask questions and engage with stoma care companies.

Participants also noted how much they had learned—from cutting stoma bags and understanding urology, to managing high-output stomas and caring for skin around the stoma. One attendee summed it up: “I have gained and improved my knowledge and will be able to better support patients.”

Christina and the team hope to continue building on this success, ensuring that

more staff across NHSGGC have the opportunity to attend future study days. As one participant put it, “I totally enjoyed this study day. It was well worth my time coming. The organisers and everyone who spoke today were brilliant.”

The next event will take place at the Royal Alexandra Hospital on Wednesday 13th August 2025 in Lecture Theatre 2. For more information about this event, contact Claire Hastings on 0141 314 7058.



L-R: Laura Neeson (Clinical Nurse Specialist), Danielle McCabe (Clinical Nurse Specialist), Seamus Teahan (Urology Consultant), Fiona Leitch (Colorectal Consultant), Christina Campbell (Clinical Nurse Specialist).

Celebrating Biomedical Science Day 2025: Behind the Scenes of Patient Care



On Thursday, 5th June, laboratories at GRI and the Queen Elizabeth University Hospital (QEUH) celebrated Biomedical Science Day 2025, highlighting the vital role that Biomedical Scientists play in healthcare.

Biomedical Scientists and laboratory staff across the UK process over 1.5 billion samples each year and contribute to diagnostic activity in more than 85% of clinical pathways.

With the support of Senior Management Teams and funding from the Institute of Biomedical Science, the Haematology and Blood Transfusion, and Biochemistry laboratories hosted stalls in the atrium of the Queen Elizabeth Building at GRI to showcase their work.

The stalls were open to the public, offering an excellent opportunity to learn how laboratory services support patient diagnosis and treatment.

The aim was to raise awareness of the essential role of laboratory services and to encourage greater engagement with clinical teams. As Biomedical Scientists often work behind the scenes, this event provided a valuable chance to connect directly with patients and their families. It also served to highlight the diverse career pathways available within Biomedical Science.



Volunteers' Week 2025 celebrated across North sector



For Volunteers' Week 2025, NHSGGC proudly celebrated the dedication and compassion of volunteers across the North sector, whose contributions continue to make a meaningful difference to patients, families, and staff.

[At New Stobhill Hospital, Sandra O'Neill](#) (top left), a former NHSGGC theatre

nurse, returned to healthcare in a new way—this time as a volunteer. Based at the hospital's main entrance, Sandra offers a warm welcome and guidance to visitors. "I enjoy meeting people," she said. "You just feel part of the team." Her story is a powerful reminder that volunteering not only supports others but also brings personal fulfilment and connection.

[At Lightburn Hospital, volunteers Susan Hastie \(bottom right\) and Mary Hirshall \(bottom left\)](#) have been making a real impact on the wards. Susan, inspired by her grandfather's hospital experience, began volunteering to offer companionship to patients who may not receive many visitors. "It's always nice to have someone different to chat with," she said. Mary, who joined after retiring, echoed this sentiment: "That bit of time and company can go a long way for patients." Both women spoke of the joy they find in meeting people and hearing their life stories.

Meanwhile, in the [Emergency Department at GRI, Tony O'Neill \(top right\)](#) has become a familiar and uplifting presence. A former member of the armed forces, Tony began volunteering after retirement and now supports patients and staff three days a week. "If I can put a smile on their face, encourage them to eat, or just sit and listen—that's what I'm here for," he said. His light-hearted approach and genuine care have made a lasting impression. One patient's family member shared, "Tony had Mum laughing and chatting. His kindness made such a positive difference to us that day."

Rosemary Cameron, North Sector Volunteer Manager, said: "This week is about reflecting on the amazing work of volunteers, and I'd like to thank Sandra, Susan, Mary, Tony, and all our volunteers for their time and dedication. They are a credit to NHSGGC."

Volunteering within NHSGGC is a rewarding way to give back, meet new people, and develop new skills. From greeting visitors to offering companionship on the wards or supporting patients in A&E, every role helps enhance the hospital experience.

To find out more about volunteering opportunities across NHSGGC, [click here](#).

Art in Hospital begins at GRI with positive feedback



Staff have been participating in a new creative wellbeing initiative, delivered by the Art in Hospital Charity in collaboration with the North sector. The project is offering drop-in art sessions at GRI, designed to support staff wellbeing through creative expression.

The sessions are open to all staff—clinical, managerial, and support teams—and provide a relaxed, welcoming space to explore a wide range of artistic techniques, including painting, drawing, printmaking, and more. Whether participants are experienced artists or complete beginners, everyone is encouraged to take part.

Feedback from the sessions was overwhelmingly positive. Staff described the experience as “fun,” “relaxing,” and “very informative.” One attendee said, “It

was lovely to enjoy my creative side again,” while another commented, “Really enjoyed the demonstrations and finding out what works for me.” Many appreciated the chance to try new materials, with several looking forward to future sessions.

Led by professional artists familiar with healthcare environments, the sessions aim to promote mindfulness, reduce stress, and encourage peer connection. Alison Leiper, Interim General Manager for Older People Service & Stroke, said the programme is designed to offer “a much-needed breathing space” for staff and to “encourage mindfulness and emotional release.”

Due to high demand, staff are requested to register in advance to attend these sessions by [clicking here](#). Please check your junk folder after booking, as the confirmation email may be filtered there.

For any questions regarding the art sessions, please email artforstaff.gri@gmail.com.





ART FOR STAFF

ART SESSIONS FOR NHS STAFF,
MATERIALS INCLUDED, JUST BRING
YOURSELF! STARTS 5TH JUNE.

WHEN: THURSDAYS 6.30PM – 8.30PM (Classes will run over one year - the first class will be on the 5th of June).

WHERE: UROLOGY SEMINAR ROOM, Ward 70, 5th Floor, Queen Elizabeth Building, Glasgow Royal Infirmary.

WHY: ART FOR STAFF was developed to provide a creative outlet for NHS staff to support your wellbeing and provide space and time to relax while having fun with art materials and developing your own art project.

WHAT: Art in Hospital artists will lead the weekly art sessions allowing you to explore a wide range of forms including painting, drawing, photography, printmaking and paper making.

NO EXPERIENCE NEEDED

Email: creativespace@artinhospital.com



Art in Hospital



[Register to attend](#)

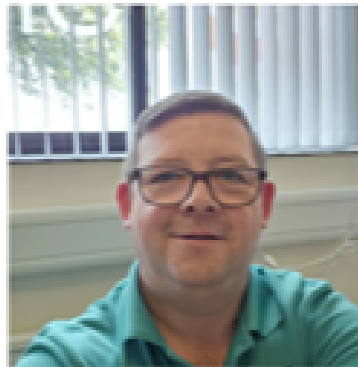
Civility Saves Lives



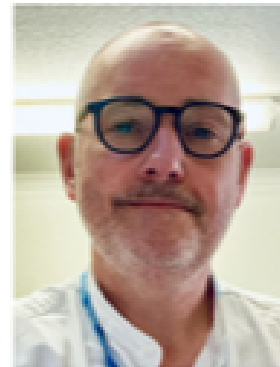
NHSGGC has delivered a professionally developed Civility Leads Training, and we have some of our very own Civility Leads in the North!



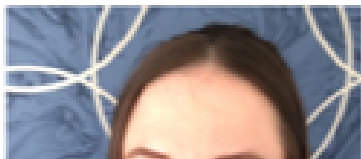
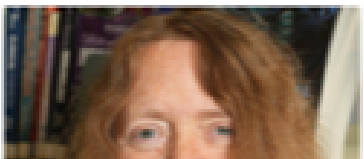
Hazel Miller, Consultant Older People Services 0141 211 8762 or hazel.miller2@ggc.scot.nhs.uk



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



Paul Grant, Healthcare Champion, GRI, PRM and Lightburn 016302 or paul.grant2@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.](#)

- 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,

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

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).

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 here](#).
