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From: NHS GGC, General Notification
Sent: 31 March 2025 09:47
Subject: North Sector Newsletter - March 2025



March 2025

Topics in this Newsletter:

- Message from Neil McCallum
- Health Secretary visit to North Frailty Service
- Calls for Volunteers at Stobhill from former NHS worker
- World Delirium Awareness Day
- Civility Saves Lives
- Mabel Mackinlay Tearoom & The Dorcas Charitable Trust
- Stroke Symptoms highlighted by GRI staff in new video
- PAT Programme Conference
- Staff Bursary
- We want to hear from you!

Message from Neil McCallum



Hello everyone,

As we look back on what's been a particularly challenging Winter, I want to take a moment to acknowledge the hard work, resilience, and commitment of every single one of you. Winter brought its usual pressures, and this year, it has certainly tested us all. Yet, despite the obstacles, we've seen the very best of what the North Sector and our staff can achieve – and I couldn't be prouder.

The past few months have seen some significant moments, with the Cabinet Secretary's visit to our North Frailty Service being a real highlight. This recognition of the fantastic work happening within that team is well-deserved, and a reminder of the impact we have, not just on our patients, but on our communities.

Elsewhere, our Stobhill Volunteer drive continues, and it's inspiring to see people giving their time to help others. Volunteers truly are the unsung heroes of our organisation, and we're incredibly fortunate to have such a committed group supporting us.

I also want to take a moment to thank everyone involved in raising awareness for World Delirium Day earlier in March. The impact of this work is felt far beyond the event itself.

Finally, as we continue to embrace the Civility Saves Lives approach, I encourage you all to take a moment to look after yourselves as much as you care for others.

Thanks again for everything you do. It's a privilege to lead such a dedicated and caring team.

Take care,

Neil

Health Secretary visit to North Frailty Service



Earlier this month, Health Secretary Neil Gray visited the GRI Frailty Service.

Frailty Units are specialist beds that focus on intense assessment of older people with frailty – the services offer access to specialist skills and care plans, accelerate early discharge and look to reduce delays and length of stay.

Mr Gray met staff working in the hospital's dedicated frailty service which has reported significant progress in the last 18 months – with the average length of stay for vulnerable patients reducing by 3 days, without any increase in readmission. The service has also reported enhanced co-ordination and collaboration among healthcare teams leading to improved patient outcomes.

As part of his visit, Mr Gray also outlined the Scottish Government's plans to build on this progress by installing a frailty service in every site with a core A&E by the summer. The national roll-out of specialist frailty services at all 30 A&E departments will build on recent progress to clear long waits and help reduce hospital stay length for the most vulnerable people.

Mr Gray said: "In recent weeks we have seen good progress in reducing waits and there are encouraging signs that our plan is working. However, we know there is more to do and we want to drive further improvement. That is why we are investing £200 million to help clear waiting list backlogs, improve capacity and reduce delayed discharge.

"I was pleased to meet the team working in the Glasgow Royal Infirmary frailty service and see first-hand the positive impact their crucial work is having – with the service allowing speedier assessment of vulnerable people presenting at A&E and reducing length of stay for patients significantly.

"We want to replicate this success across Scotland and shift the balance of care from acute, to community. Through a portion of our £200 million investment, we will deliver direct access to specialist frailty teams in every A&E by this summer. This will enable people who experience frailty to be referred directly by GPs and the Scottish Ambulance Service to specialist frailty services as an alternative to attending A&E or admission."



Laura Duffy, pictured with the North Frailty Service, receives the Team of the Year award at the Acute Services - North Sector Excellence Awards 2024/25.

Laura Duffy, Consultant Geriatrician at the Glasgow Royal Infirmary, said: "Working with our colleagues in the Emergency Department and Acute Assessment Unit, we have created a process which identifies people living with frailty. This enables us to direct and prioritise these people to receive care from a specialist team, in specialist areas and initiate early Comprehensive Geriatric Assessment (CGA).

"A key part of developing this service has been ensuring that we identify the priorities and concerns of our patients and their carers promptly and work in partnership with them to develop a plan for their care.

"We have also worked at further developing and enhancing our links and interface working with our colleagues in the community and in social care. We have developed daily CGA Huddles which can be attended by a variety of acute, community and social care teams. These allow the early exchange of key information and collateral information gathering about patients, which helps provide more effective, timely and patient centred care.

"The results so far have been promising with 74% of patients admitted through the Acute Medical Receiving Unit being screened for frailty. We have also noted a reduction in length of stay of three days for people with frailty, without an increase in readmissions."

Calls for Volunteers at Stobhill from former NHS worker



A former NHSGGC employee has swapped her uniform for a red volunteer's t-shirt - and now she's encouraging others to do the same.

Sandra O'Neil spent 30 years in the operating theatres at Glasgow Royal Infirmary and when she retired, she felt she couldn't leave her old world behind. She signed up to be a volunteer at New Stobhill Hospital and hasn't looked back.

Based at the main entrance, Sandra and her volunteer colleagues provide a warm welcome to visitors and ensure they know where they are going on arrival. It may seem like a small gesture, but it keeps the hospital ticking and is appreciated by patients and staff alike.

"I enjoy meeting people", said Sandra. "I've also had operations in the past and I wanted to give something back."

"They [the visitors] are nice. They always say, "Thank you very much," or when they come back from the clinic, they'll say " , Thank you for your help." It's nice."

"It's obviously different to the role that I had [before retirement], but it's interesting to meet people again. You just feel part of the team."

These roles have a hugely positive impact on patients, staff, and services, alongside the benefits for each volunteer.

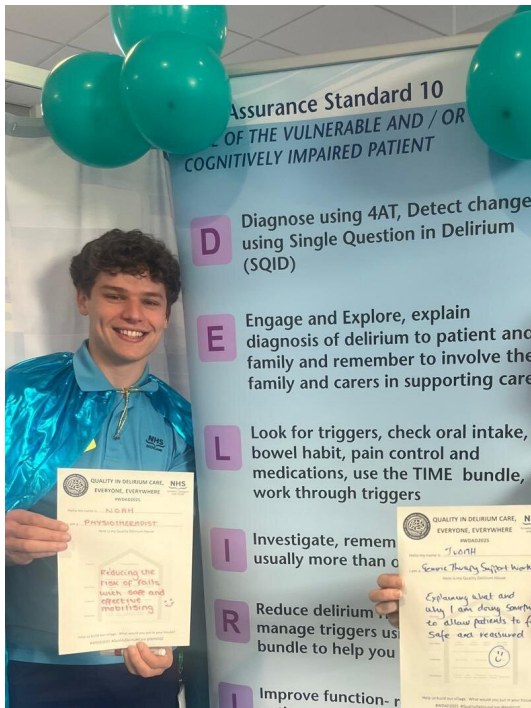
"It gets you out of the house," explained Sandra. "I'm retired now, so it gets me out of the house for a few hours, and I enjoy meeting new people. I'm sure anyone who joins the volunteer team would enjoy it too."

Fiona Smith, AHP Director and NHSGGC's Strategic Lead for Volunteering, said: "Volunteers like Sandra have an important role in supporting patients and staff here at New Stobhill Hospital. We are actively looking for people from all walks of life to volunteer and even just a few hours a week can have a huge impact."

Becoming a volunteer is an opportunity for anyone within the community to give back and obtain new skills and experience. For more information about becoming a volunteer and to apply, visit <https://www.nhsggc.scot/staff-recruitment/volunteering/>.



World Delirium Awareness Day



The NHSGGC has introduced a new Quality Strategy focused on providing high-quality, person-centred care. The priorities are Quality Everyone Everywhere, Safe effective and Efficient, Person Centred, Co-production and Learning and Improving.

Good Delirium care completely embraces these priorities, and we have long thought of Delirium Care as a Quality Indicator. If you get delirium care right you get care for the vulnerable patient group right.

As part of World Delirium Awareness Day earlier this month, the North celebrated this and raised awareness by involving staff from across the areas.



Colleagues in Surgery, Acute Assessment, and the Frailty team shared how they contribute to Quality Delirium Care, while the Practice development nurses delivered a delirium study day, and Ward 30 had a party for staff and patients focusing on meaningful activity and Person-centred care.

There was also a celebration event in the boardroom with delirium education, an opportunity for teams to show off their delirium superhero skills, and OPS pharmacy teaching about medications reconciliation through the medium of chocolate. Neil McCallum also joined in and cut the Delirium Cake.

By implementing structured risk reduction strategies, we can reduce delirium risk by one-third. Everyone needs to be involved to make this work well! Clinical teams who are on the frontlines, non-clinical staff whose engagement with patients helps orientate and reassure, and the managers who create the systems where it all happens.



Proactive engagement with people and their families is essential in delirium management. Educating them about the condition and involving them in care can significantly improve experiences and outcomes.

Delirium can lead to severe complications, including increased risk of mortality, falls, and long-term cognitive decline. Prioritising quality care in this area not only enhances the patient experience but also saves lives and reduces suffering.

Together, we can ensure all patients receive the compassionate, high-quality care they need.

[Look to see if you can see your local Delirium Superheroes by clicking here.](#)



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!



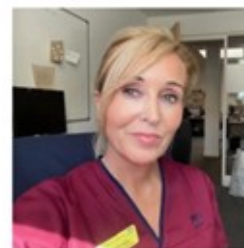
Hazel Miller, Consultant Older People Services 0141 211 8762 or hazel.miller2@ggc.scot.nhs.uk



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. 01412016525 jacqueline.tait4@nhs.cot

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.](#)

- 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.](#)

Mabel Mackinlay Tearoom & The GRI Dorcas Charitable Trust



Many staff based at the GRI, or those visiting, will have visited Mabel's tearoom. For those unfamiliar, enter through the Alexandra Parade entrance or walk through the hospital towards the Outpatient Department; you can't miss it.

It's a Thursday morning when we visit and it's already busy. Staff, patients, and visitors come to grab or sit down for some food and drink. We're told by the couple at the next table, out of the blue, how good the food is. It's a testament to what the tearoom has to offer.

What staff may not know is the history of the tearoom and what it helps achieve today. Jackie Wright (right) and Christine Millar (left) both worked in the GRI and have over 74 years of combined nursing experience. They are part of the Board of Trustees of The Glasgow Royal Infirmary Dorcas Charitable Trust, volunteering along with other nurses and members who have many different areas of expertise.

The charity, named after Dorcas, was originally started back in 1863 by Miss Beatrice Clugston. The charity supported patients in GRI with clothing needs, respite, and comfort needs.

As it always has, the Dorcas exists for patients and staff at GRI to offer valuable assistance in the care, comfort and discharge of patients.



It has progressed and developed over the years from volunteers visiting wards and assisting patients directly with their needs to the opening of Mabel's tearoom in GRI, Queen Elizabeth building in the early 1980s.

The tearoom, named after Mabel Mackinlay, who joined the Trust at the end of World War 1 and ran the tearoom before retiring at 91, continues to offer comfortable surroundings, tea, light meals and snacks for staff, patients and visitors alike.



"It's a nice place for people to come, chill and relax," said Christine, talking about the tearoom. "It was set up to try and make the hospital environment more welcoming as there wasn't anywhere for a visitor to go. The staff work so hard to give good service."

Jackie added, "The staff work hard to provide a friendly atmosphere, vary the menu, and accommodate different dietary requirements."

"I think it's important [the teamroom] to GRI and the area", said Christine. "People know Mabel's."

It's a non-profit business with all the proceeds going to the care and comfort of patients in GRI through the Dorcas Trust. Any profits, which are raised via Mabel's Tearoom, sustain support for patients on a regular monthly basis.

It also supports the care and comfort of all inpatients and relatives at GRI through staff requests. They help to promote comfort in relatives' rooms by financing furnishings and items to ensure a relaxed environment. They also assist in patient areas, supporting items and equipment to assist care and emotional support.

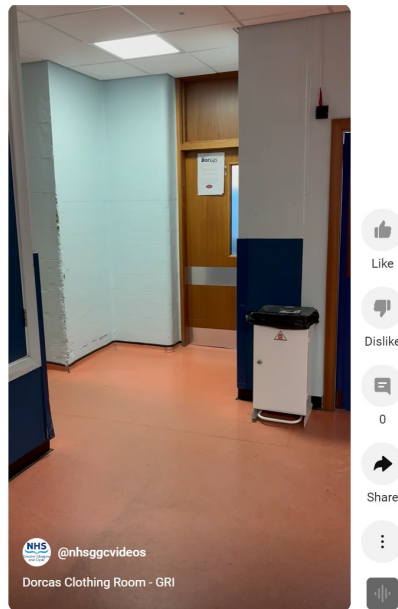
"A lot of the wards recently have got chairs, which is a very common request," Jackie noted. "TVs and wheelchairs are also very popular for the wards."

One of the other areas the Dorcas Trust support is the maintenance of regular clothing stocks in the Dorcas Clothing Room at GRI.

This provides brand-new underwear, jogging bottoms, t-shirts, sweatshirts, shoes and toiletries (donations of clothing can't be accepted). These items of clothing provide comfort and dignity whilst patients are in the hospital and can be used to support the discharge process if necessary.

"It's the small things that can make a huge difference to a patient," said Jackie. "With more staff knowing about the clothing room, we hope that more patients can benefit."

Christine added, "We can't do the procedures but we can support patient discharge by staff making use of the clothing room for discharge if needed."



All staff are welcome to go to the clothing room (Centre Block) and take what they need for patients. If staff require the code for access, they can visit security.

If staff also wish to make a request for items to help make patients' and relatives' experience better at GRI, they should write a submission and hand it in to staff Mabel's tearoom. They will ensure this is submitted to the Board of Trustees of the Dorcas Trust for consideration.

Stroke Symptoms highlighted by GRI staff in new video



Professor Terry Quinn, Stroke Consultant at GRI, and Nicola Tomlinson, Hyperacute Stroke Specialist Nurse.

NHS Greater Glasgow and Clyde (NHSGGC) have [released a new video](#) with staff from Glasgow Royal Infirmary (GRI). Professor Terry Quinn, Stroke Consultant at GRI, and Nicola Tomlinson, Hyperacute Stroke Specialist Nurse, explain the **FAST** test and stress the importance of getting to hospital as soon as possible.

They note that getting medical help as quickly as possible could massively improve a person's recovery if they've had a stroke, and could be the difference between life and death.

Specialist thrombolysis services are available at GRI, the Queen Elizabeth University Hospital (QEUH) and the Royal Alexandra Hospital in Paisley.

It is a type of medical procedure which dissolves stroke-causing blood clots - restoring blood flow to the brain.

This procedure must be carried out within the first few hours of symptoms starting, and any delay can potentially result in a substantial loss of brain tissue and functional abilities.

Terry and Nicola both highlight the main symptoms, which can be easily remembered using the 'FAST' test: **Facial weakness, Arm weakness, Speech problems, Time to call 999.**

- **Face** – Has the person's face fallen on one side? Has their eye or mouth drooped, and are they able to smile?
- **Arms** – Can they raise both arms and keep them there?
- **Speech** – Is their speech slurred or garbled? The person may not be able to talk at all despite appearing to be awake and they may have problems understanding what you're saying to them.
- **Time** – It's time to dial 999 immediately if you notice any of these signs or symptoms.

Symptoms in the FAST test identify most strokes. Occasionally, a stroke can cause different symptoms, which might include problems with balance and

coordination, a sudden and very severe headache, and a loss of feeling in one side of the body. However, there can be other causes for these symptoms.

Thrombolysis is used for the treatment of ischaemic strokes - those caused by blood clots - which account for approximately 85% of all cases.

The therapeutic window for thrombolysis is usually a few hours after symptoms have started, so it is crucial that people act urgently and call 999 as soon as they notice symptoms.

Studies have shown that for every 15-minute delay in administering thrombolysis, there is a corresponding loss of approximately one month of healthy life, primarily due to increased time for rehabilitation.

Professor Terry Quinn, Stroke Consultant at Glasgow Royal Infirmary, said: “If you suspect a stroke, it is vital that you or the person you are concerned about get to hospital as quickly as possible.

“Acting quickly could greatly improve their outcome and recovery, and could even save their life.

“The main signs of a stroke can be easily remembered as the ‘FAST’ test, and if you recognise any of these symptoms you must dial 999 immediately and ask for an ambulance.

“The delivery of thrombolysis treatment within the first few hours of symptoms starting can ensure blood flow to the brain is restored quickly, reducing the risk of disability and other lasting effects in stroke survivors.”

For more information about strokes, please visit

<https://www.nhsinform.scot/illnesses-and-conditions/brain-nerves-and-spinal-cord/stroke/>

PAT Programme Conference



We are thrilled to invite you to the PAT Conference Event!

Date: 09/05/2025

Time: 11 am-2 pm

Location: Teaching & Language Centre, Lecture Theatre, QEUH

Please click [HERE](#) to confirm your attendance.

For any other questions, please contact gillian.roberts5@nhs.scot.



Staff Bursary



The 2025/26 Staff Bursary will be opening at 09:00 on Tuesday 1 April 2025 and run until 23:59 on Sunday 27th April 2025.

The Staff Bursary Scheme is available to NHSGGC employees from all grades and service areas to support them in gaining educational qualifications and undertaking courses of study relevant to their role and personal development.

The bursary will cover course fees only and does not cover the cost of living, travel, accommodation, or materials.

The Staff Bursary will support applications from 1 August 2025 to 31 July 2026 (all courses must start between these dates).

For more information visit the [Staff Bursary pages on HR Connect](#).

If you wish to be added to our mailing list to get a reminder nearer the live dates then please contact the Staff Bursary team at: staff.bursary@ggc.scot.nhs.uk

Any enquiries please contact the bursary team on
staff.bursary@ggc.scot.nhs.uk or LE Support 0141 278 2700 (option 3).

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 cost of energy increasing, it might be on your mind.

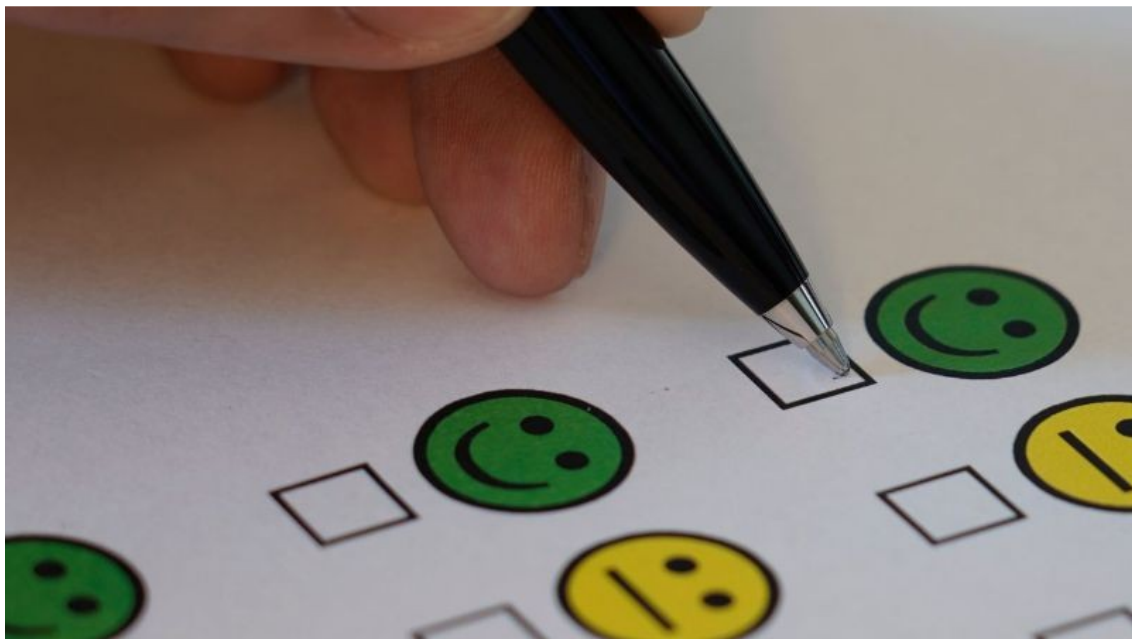
Home Energy Scotland is pleased to be working with staff in the North Sector to offer you support with free and impartial energy advice and support.

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](#)

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](#).
