

From: NHS GGC, General Notification
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Subject: North Sector Newsletter - May 2025



May 2025

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**North Sector winners at NHSGGC Celebrating Success Staff
Awards 2025**



Congratulations to the North Frailty Team, who received the Acute Services North Sector award, to Intensive Care Medicine at GRI, who received the William Cullen Prize for Education, and to the Pain Management Service, who received the Better Health award, at the NHSGGC Celebrating Success Staff Awards 2025 on Wednesday.

Speaking after the visit of the Health Secretary last month to the North Frailty Team, Dr Laura Duffy, Consultant Geriatrician at GRI, 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. 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.”



Over the last year, Intensive Care Medicine at GRI department has demonstrated an excellent profile in training all grades of doctors, from Foundation to Specialty resident doctors, and has been recognised in providing this in the Scottish Trainee Survey.

The department led by Dr Barbara Miles and her team performs well in many domains, and in particular in important areas such as induction and handover, creating a positive educational environment that is clearly appreciated by the doctors who work there. There is a focus on learning through weekly MDT simulation scenarios and structured learning is provided in weekly education slots on site that can also be accessed remotely.

This award recognises Dr Miles, the medical, and multidisciplinary team, of the intensive care unit at Glasgow Royal Infirmary in delivering a wonderful trainee experience which has led to improved clinical care for our patients.



The Service recognised for some time the significant health inequalities and barriers to access for patients with communication support needs. For non-English-speaking patients, language barriers often create significant challenges when navigating the healthcare system. This is particularly true in specialised services like pain management, where understanding treatment options and communication with healthcare providers is critical for successful outcomes.

The service made it their priority to break down these barriers and improve accessibility, ensuring that every patient has the support they need, in the language they understand. To help achieve this and informed by patient and staff feedback, the team launched a number of initiatives from revision of patient materials to incorporating pain management into interpreter training.

The result has been a whole system approach bringing better accessibility for patients for whom English is not their first language and greater engagement with healthcare services, and as well as enhancing the patient experience the initiative has also strengthened the clinical team.



NHSGGC nurses laced up to celebrate peers for International Nurses Day



NHS Greater Glasgow and Clyde nurses Sioban Saba and Victoria Toner joined their peers across the United Kingdom and Ireland this weekend in running to celebrate their profession and the amazing work that they do.

The pair took part in a special parkrun dedicated to celebrating International Nurses Day (Monday 12th May 2025) where NHSGGC runners wore blue or fancy dress as they took on the five-kilometre runs across the city.

Sioban is an NHSGGC Lead Nurse for the Pain Service and is based at Stobhill Hospital. She has been running for around 20 years, and it has become her passion.

She said, “Running is a pastime of mine that gives me enjoyment and people will often hear me talking about it – including my fellow nurses and patients! I started off 20 years ago to short runs here and there. That turned into 5ks, half marathons and now I have completed five marathons.”

Sioban takes part in Glasgow’s Springburn parkrun most weekends but explained that this one was extra important to her. She said:

“I take pride in being a nurse and that’s why I was excited to join others in celebrating as we ran on Saturday. I did it to acknowledge the amazing team of nurses around me and across NHSGGC. I’m so thankful to them.”

Taking part in the International Nurses Day parkrun also inspired Sioban to encourage other nurses to take up the hobby too.

“I love running, and in particular the parkrun, because it is so incredibly inclusive. Absolutely anyone can join in, your fitness level isn’t important. I’m saying this as I want to encourage more nurses to join, walk, run or toddle. parkrun is a fantastic community for anyone wishing to start out.

“Self-care is so important and that includes finding ways to ‘fill your cup so that you’re looking after yourself and ready to look after others. The job that we do

isn't an easy one. It can take its toll mentally. When you're out there running, you can clear your mind. It is amazing what a half hour of physical activity can do for you."

Victora Toner is a Specialist Nurse in Rheumatology at Stobhill also.

She said, "For me the benefits of running are endless - the most obvious being for my general health and wellbeing, but also the social aspect of running with friends. As a rheumatology clinical nurse specialist, I will regularly advise my patients on the importance of exercise (within their limitations) and so it is only right that I practice what I preach! I am grateful to parkrun UK for acknowledging International Nurses Day."

NHS Greater Glasgow and Clyde Director of Nursing and Midwifery, Professor Angela Wallace said, "Congratulations to our nurses that ran in this special parkrun this weekend. It is heartwarming to see our teams supporting each other. They have a passion for their profession and that's clear to see.

"I'd also like this opportunity to once again thank our amazing nurses for all the work they do. Their compassion and care are remarkable, and we are grateful to them for their hard work every day. I look forward to hearing how everyone has celebrated the day."

In picture: Ward 30 at GRI celebrate International Nurses Day



A big thank you to Ward 30 at GRI for featuring in our recent celebration of International Nurses Day!

Enhancing Patient Care Through NHSGGC VRI Services



In an era where effective communication can significantly impact patient outcomes, NHSGGC has made strides in delivering Video Remote Interpreting (VRI) services.

While not designed to replace in-person interpretation services, this innovative approach to communication has proven invaluable in supporting patients supporting patients who use British Sign Language as their first language. This is especially in acute care settings like GRI, where speed and quality of care can be vital.

Wendy Milligan (pictured above) is a Deaf British Sign Language user and benefited from the service when she was a patient at GRI. She said, “I was in a situation where I really needed help to understand what my doctors were saying.

“The VRI service was a lifesaver. It connected me with an interpreter in no time, allowing me to engage fully in my treatment process.”

The use of VRI not only breaks down language barriers but also fosters a more inclusive healthcare environment.

Wendy remarked, “It felt reassuring to have someone there who could communicate in my language. I didn’t feel lost or out of place, which can often happen in a hospital setting.”

NHSGGC has implemented VRI services across numerous departments, ensuring that patients receive timely and effective communication from healthcare professionals. This initiative reflects the NHS's commitment to patient-centred care.

Wendy added: “It made my experience far more positive, and I could focus on what really mattered—my health.”

“Thanks to the VRI services, I felt empowered to ask questions and understand

my treatment options. It made all the difference.”

As NHSGGC continues to champion services that put patients first, the success of the VRI initiative serves as an inspiring example of how technology can transform healthcare delivery.

“I hope more people are aware of this service,” Wendy concluded. “It’s not just about language; it’s about access to effective communication between a Deaf BSL user and an English-speaking hearing person, ensuring we’re both clear and understood in what we say”

Please note: The online interpreter service may not be suitable for all medical interventions. It is intended primarily for emergency situations or informal communication. If you have any questions regarding the Video Remote Interpreting (VRI) service, please contact the Equality Team at ggc.equality.team@nhs.scot.

2025 Professional Administration Conference



Professi
Admini



The PAT (Professional Administration Transformation) Team proudly hosted its inaugural Professional Administration Conference on Friday, 9th May.

This event was designed to spotlight and celebrate quality improvement initiatives led by various services; all focused on enhancing the roles of administrative staff and improving patient care.

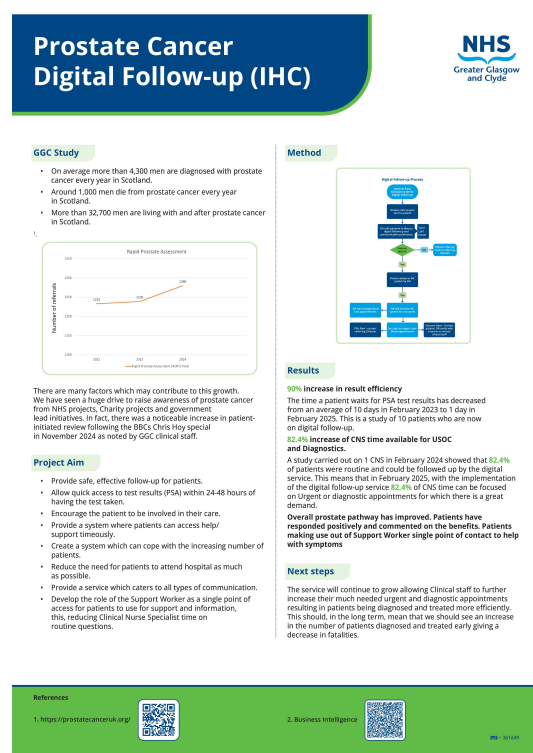
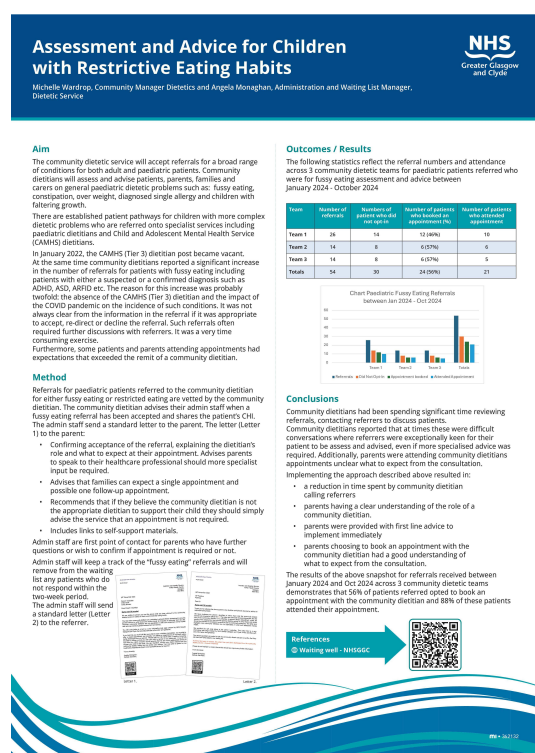
The day featured a series of inspiring talks, including a powerful career journey shared by Liza Campbell, who reflected on her progression from a Band 2 role to her current position as a Band 8B Clinical Services Manager in Ophthalmology.

We also heard from Ellie Frew, Dietetic Secretary, and Danielle McLelland, PA. Ellie, who is based in the North sector, presented on the successful migration from shared drives to SharePoint, while Danielle showcased how she streamlined the NMC register using the M365 tools, which saved her some valuable time.

A standout feature of the event was the poster gallery, where teams from Diagnostic Imaging, Urology, the Cleft Service, and Dietetics presented their

quality improvement projects. Each display highlighted innovative approaches to streamlining administrative processes and enhancing patient care.

Two posters from North sector teams were included from Dietetics and Urology, which can be seen below.



To view all the pictures, presentations and posters from the Event, please [click here](#).

If your Service has been involved in any quality improvement projects and you would be interested in sharing these at our 2026 Conference, please contact gillian.roberts5@nhs.scot.

The conference concluded with a celebration of the exceptional contributions made by our administration teams across the organisation. This year, staff were recognised in three award categories: Employee, Manager, and Team. Nominations were open to all colleagues across Acute, eHealth, HSCP, Corporate, and Estates & Facilities, resulting in an impressive 171 nominations.

The Administration Awards serve as a meaningful way to honour the compassion, teamwork, and dedication of our administrative professionals. Their outstanding efforts continue to make a significant and positive impact across the organisation.

A sincere thanks always goes to Unison for their generous sponsorship of the Admin Awards. Their support has played a vital role in making this event a success.

This year's winners were as follows:

Margaret McPake, Senior Business Support Assistant, received the Employee of the Year award for her instrumental role within the CAMHS Team. Margaret consistently goes above and beyond for her colleagues and patients.



Daniel Cumming, Ward Clerk Supervisor, was honoured with the Manager of the Year award for his exceptional leadership qualities.



The GP Out Of Hours Team Leader and Assistant Leaders Team were awarded Team of the Year for their outstanding service and ability to overcome daily challenges as a team. Their dedication and compassion are crucial to the service and NHSGGC.



Reviving Connections: The Dementia Café Initiative



In recent years, the importance of social interaction in enhancing the well-being of individuals living with dementia has become increasingly evident. The Dementia Café was born from the collective passion of a group of colleagues at GRI who participated in the Dementia Champions Programme. They recognised a crucial opportunity to promote quality of life and meaningful activities within the hospital environment.

Their journey began around 2016 when we started hosting monthly sessions in a boardroom, inviting patients from the medical and older people's wards to join. The aim was clear: to create a welcoming space for patients, relatives, carers, hospital volunteers, and staff to come together, fostering friendship and connection.

"The hospital setting can often feel isolating," explains Rebecca Badhesha,

Senior Charge Nurse for Ward 30. “Through the Dementia Café, we aimed to combat loneliness and help our patients retain their skills and abilities through engaging activities.”

Over the years, themed sessions became a highlight, bringing joy and connection to many. Activities included:

- **Reminiscence Days:** Bringing back cherished memories from past holidays, complete with visits from an ice-cream van.
- **Pet Therapy:** In partnership with a pet therapy charity, this allowed adorable dogs to visit and bring smiles to patients’ faces.
- **Gentle Exercise:** With the help of a ballet teacher, we conducted light exercise sessions, promoting movement in a fun and engaging way.
- **Silent Disco:** Incorporating music therapy, the “Playlist for Life” model was used to help patients connect through song.
- **Arts and Crafts:** Creativity flourished as they explored various artistic activities while enjoying tea and cake.



These afternoons were filled with special moments of connection. One poignant memory that Rebecca recalls involved a gentleman who had not communicated

for some time; during a session, he sang to his daughter after a song triggered a nostalgic memory.

“That’s the beauty of these sessions,” Rebecca reflects. “They provide a sense of normality and connection that can be so hard to find in a hospital setting.”

Unfortunately, these cherished gatherings were paused due to the COVID-19 pandemic. However, since Rebecca’s appointment in Ward 30 Older People’s Services in 2023, they have resumed small-scale sessions on the ward and organised a larger Christmas event at the David Livingston Centre, inviting participation from several of the older people’s services wards.

“We’re committed to re-establishing these joyful afternoons,” says Rebecca. “There’s so much healing power in community and connection, and we’re excited to bring patients and families together again.”

It is also important to honour dear friend and colleague, Alan Cook, who sadly passed away in April 2024. Alan was instrumental in establishing the Dementia Café, and his vibrant personality and dedication were essential to its success.

The next dementia café will take place in the GRI boardroom on Wednesday 4th June between 13:00-15:00. This is part of Dementia Awareness week, which takes place between 2nd to 8th June.

This year’s theme is called “Every Step”.

Friendship is a powerful force in the life of a person with dementia. Staying connected, listening, and showing kindness can bring comfort, joy and a sense of belonging. Friends help keep memories alive, reduce loneliness and support people with dementia and their carers. Small acts of friendship – whether a visit, a phone call or a shared moment – can make a world of difference. We can all make sure nobody faces dementia alone.

Art in hospital to begin in North sector for all NHS staff



NHS staff are invited to take part in a new transformative project, brought to you by Art in Hospital Charity in collaboration with the North Sector. This initiative aims to provide a unique opportunity for NHS staff to engage in creative arts participation and wellbeing sessions.

In demanding and challenging workplace settings, creativity can be a powerful ally. Numerous studies show that engaging in the arts not only enhances mental wellbeing but also fosters vital peer-to-peer interactions.

Art serves as an outlet for expression, helping to alleviate stress and promote relaxation—essential components in maintaining both personal and

professional resilience.

Alison Leiper, Interim General Manager Older People Service & Stroke for the North Sector, said, “This programme is designed to encourage mindfulness and offer emotional release, providing a much-needed breathing space for our dedicated staff.

“This project is open to all NHS staff, including nursing, clinical, managerial, and support teams. We believe that everyone should have the opportunity to experience the benefits of creativity in their workplace.”

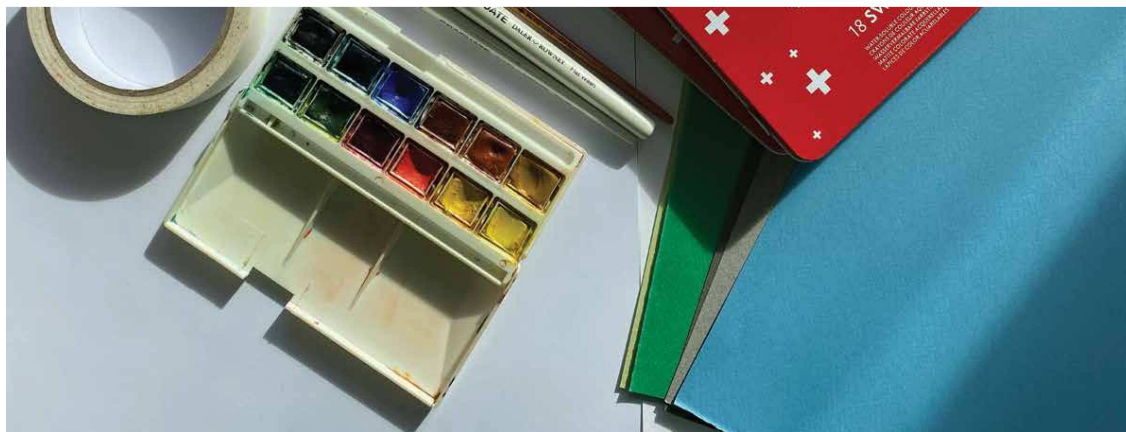
Hosted within the Glasgow Royal Infirmary (Urology Seminar Room, Ward 70, 5th Floor, Queen Elizabeth Building), the sessions will run as weekly drop-in events for two hours each afternoon or evening. This flexible timing is designed to accommodate staff shift patterns and ensure that everyone has a chance to participate.

“Our goal is to normalise discussions around mental health in a positive context,” added Alison. “By providing a space for creativity, we aim to help staff shift their focus from the clinical to the personal, allowing for the creation of artworks that reflect integrity, individualism, and significance. Participants will benefit from working alongside professional artists who possess a deep understanding of healthcare settings and a passion for fostering creativity.”

Robbie McGhee, Associate Director of Art in Hospital, said, “Participants can expect to focus on various artistic forms, allowing them to explore and engage in painting, drawing, art and design, environmental art, printmaking, film, animation, sculpture, photography, papermaking, and more. Whether you’re a seasoned artist or have never picked up a paintbrush, the sessions will cater to all skill levels and personal preferences.”

“All NHS staff are invited to be part of this exciting initiative,” Alison concluded. “Sessions will be publicised throughout staff areas and via internal communications, so keep an eye out for updates. Art in Hospital Charity has a

proven track record of creating supportive and enriching environments, and we are thrilled to extend this opportunity to staff.”



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



Pioneering medical research celebrated at St Mungo's awards



Medical students and resident doctors have been recognised for their groundbreaking contributions to medical research that could help improve healthcare outcomes for patients.

Dr Sarjit Singh won the 130-year-old St Mungo's Medal for their work on clustering of preconception morbidities in Scotland.

The runner-up was Dr Josh Orpen Palmer, who conducted a SCUBA study on stratifying Crohn's disease recurrence risk using biomarker assessment.

In total, 46 research abstracts were submitted to the annual St Mungos research symposium at Glasgow Royal Infirmary's Lister Building, with the eight judged best presented orally, and others displayed as posters.

Tegan Edwards won the best student presentation award for her presentation on delayed care outcomes for those who leave acute assessment areas without

being seen. The best poster prize went to Zainab Alani, also a medical student for her work on prediction models in traumatic brain injury.

Prizes were handed out by NHS Greater Glasgow and Clyde Health Board chair Dr Lesley Thomson KC, who acknowledged the “exceptional work” of those contributing.

There was also a keynote lecture from Prof. Adrian Stanley on upper GI bleeding highlighting the contributions Glasgow Royal Infirmary have made to clinical research in this area over the past decades .

The annual GRI St Mungo’s research awards are used to recognise exceptional researchers and showcase the high quality and wide range of medical specialities involved in research at GRI, helped by the close links with the University of Glasgow.

The prestigious St Mungo’s medal was revived in 2017 after being dormant for 70 years, having been awarded from 1894 to 1944 by the St Mungo’s College of Medicine to students and resident doctors for pioneering research.

This year’s event was coordinated by Dr Sharon Mackin, Prof Ewan Forrest, Prof Tara Quasim and Dr Donogh Maguire, with many other GRI consultants and academic colleagues helping to judge this year's research submissions.

After the event, Dr Thomson commented: “It was a privilege to attend once again this year and present these prestigious awards, recognising exceptional work in medical research.

“The dedication and determination of those who submitted their research was evident, and their efforts clearly demonstrate a commitment to improving the lives of others.

“We recognise that those who put forward research proposals have done so while continuing to manage their clinical ‘day jobs’, which makes their achievements even more impressive considering the additional pressures they

face.

“Everyone involved should take immense pride in their contributions.”

Dr Mackin remarked: “We were truly pleased to host another successful event that showcased and celebrated the exceptionally high standard of research being conducted at this historic and renowned hospital.

“The topics covered a wide array of specialities, including medical, surgical, critical care and obstetric specialties, and we extend our congratulations to all those who submitted and presented their work.

“The annual St Mungo’s research meeting is immensely significant in showcasing the high level of research that takes place at Glasgow Royal Infirmary, and long it may it continue to encourage and inspire our resident doctors and students as our future leaders in research.”

North sector volunteers meet Spiritual Care Service



North sector volunteers had the chance to meet the Spiritual Care team this month. Paul Grant, GRI Chaplain, met with volunteers to describe the Role and Activity of the Hospital Chaplains and how volunteers can contribute to patient support.

NHSGGC registered chaplains are trained professionals who offer confidential, compassionate, inclusive, non-judgmental, person-centred spiritual, emotional, and bereavement care and support to all hospital communities within our health board.

The spiritual care team are available to support and listen to everyone, including family and friends, staff, students and volunteers – this includes people of all backgrounds, faiths and no religious beliefs, who have equal access to the spiritual care service.

Mary Nolan, Joint Volunteering Manager in the North sector, said, "This was a great event to bring volunteers together from the North and for them to find out more about the Spiritual Care Service.

"We want to foster collaboration within the North and help volunteers feel confident about the information they provide. This will ultimately lead to better care and support for the patients we help.

"Volunteering is extremely rewarding, but it's important our volunteers also know there is support for them too. They are not alone, and the service is also available to them."

[Click here](#) to learn more about volunteering, or [click here](#) to discover more about the Spiritual Care Service.

iMatter 2025 – Have your say

The iMatter questionnaire launched on Monday 19 May 2025. This questionnaire, along with the collaborative action planning discussions, are a great way for you to share your experience working within NHS Greater Glasgow and Clyde and to identify where there are opportunities for improvement.

Your insights, experiences, and perspectives are crucial in driving positive change and fostering an inclusive environment where everyone can thrive.

In this short video, our Chief Executive Professor Jann Gardner talks about how she wants to hear from you and how she recognises the importance of staff taking the time to complete the questionnaire to share their thoughts and feedback.



Please visit the iMatter page on [HR Connect](#) to stay informed about the launch dates for your Directorate or Health and Social Care Partnership. For any inquiries, please contact ggc.nhsggc.imatter@nhs.scot.

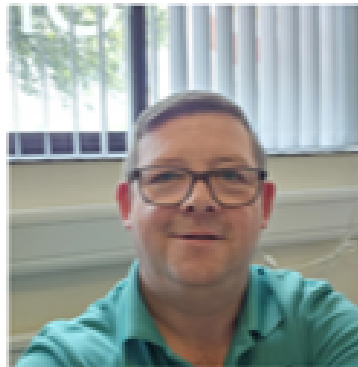
Civility Saves Lives



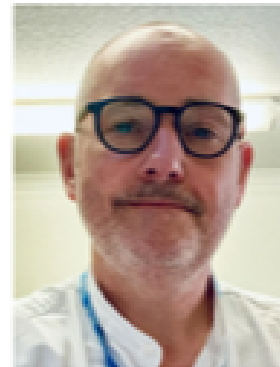
NHSGGC has delivered a professionally developed Civility Leads Training, and we have some of our very own Civility Leads in the North!



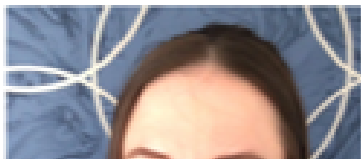
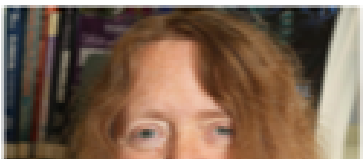
Hazel Miller, Consultant Older People Services 0141 211 8762 or hazel.miller2@ggc.scot.nhs.uk



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.](#)

- 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.](#)

Staff wellbeing resources



Active Staff - Thinking about working on your physical health as we approach summer? 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 are 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](#).