

From: NHS GGC, General Notification
Sent: 28 November 2025 11:08
Subject: North Sector Newsletter - November 2025



November 2025

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GGC Way Forward - North Sector Update



Yesterday, we provided a GGC Way Forward update for the North Sector. This included a message from Neil McCallum and Donogh Maguire, updates on Safe Pathways, Safe Staffing, and Safe Environment, as well as an update on Whole System Improvements.

Click the button below to review the recent updates:

[Click here to view the most recent GGC Way Forward - North Sector Update](#)

**NHSGGC Chair visits Glasgow Royal Infirmary to meet staff and
celebrate innovation in care**



Dr Lesley Thomson KC, Chair of NHS Greater Glasgow and Clyde, and Non-Executive Board Member Dr Becky Metcalfe visited Glasgow Royal Infirmary last week to meet with staff and see first-hand the vital work being carried out across Older People's Services, Respiratory and General Medicine, and the Scottish National Burns Unit.

They were welcomed by General Manager for Medical Specialties Rebecca Reid, and General Manager for Older People's Services Alison Leiper, before touring Wards 23 and 24 in the Surgical Block.

Ward 23, part of Older People's Services, provides care for older patients, including those living with dementia. The team shared how they have successfully reduced the average length of stay by four days through a strong focus on patient-centred care and early discharge planning in their service improvement work with Frailty. They also discussed future innovative approaches to delivering care at home where appropriate, ensuring patients receive the right care in the right place.

Senior Charge Nurse Gillian Hamilton and Clinical Director Dr Adam Bowman spoke about the unique challenges and rewards of working in a service that supports some of the most vulnerable people in Glasgow.

Ward 24, Respiratory and General Medicine, primarily supports patients with respiratory conditions, including those requiring palliative care. Staff shared how they are currently managing staffing levels and highlighted the recent arrival of two newly qualified nurses to the team.

Led by Senior Charge Nurse Terri Spratt, the team highlighted their use of information boards, including the Discharge Without Delay board, to support a team-based approach to improving patient flow. They also shared their staff recognition board and plans to open a new relatives' room, created by transforming a former storeroom, to enhance support for families.



The final visit was to the Canniesburn Scottish National Burns Unit, where the Chair and Dr Metcalfe were welcomed by General Manager Graham Christie and met with Senior Charge Nurse Jacqui Ivison, Consultant Plastic Surgeon Mr David McGill, Interim Lead Nurse Claire Blake, and Clinical Director Adam Gilmour.

The unit plays a vital role in delivering specialist care to patients from across Scotland. Staff discussed the seasonal impact of events such as Guy Fawkes Night on admissions, and the positive role of public awareness campaigns in promoting fire safety.

Dr Thomson said: "The dedication of teams across GRI is truly inspiring. In

Ward 23, we heard how they've reduced length of stay while continuing to provide compassionate, patient-centred care. In Ward 24, the team's efforts to support patients and families, including the creation of a new relatives' room, are a testament to their commitment.

At the Burns unit, we heard about exceptional care being delivered in a highly specialised and emotionally demanding environment. We were there to listen and learn and I'm grateful to the team for also raising matters that need improved. We will take forward further discussions with them.

Overall, it was a real pleasure to meet all the staff at GRI in North Sector and Regional Services and thank them for their dedication and commitment to get better outcomes for their patients every day.



World Kindness Day - Thank you!



Thank you to all the staff who celebrated World Kindness Day and took part in the Six Week Kindness Challenge!

The GRI joined the celebration by sharing a simple but heartfelt gesture with staff in the Surgical Block – handing out hot chocolate packs and other goodies to brighten their day.

This initiative was part of our ongoing Civility Saves Lives campaign, which reminds us that small acts of kindness can make a big difference in creating a positive workplace culture. With over 85% of staff saying kindness matters at work, these moments help us feel valued and appreciated.

Thank you to everyone who took part and helped spread kindness across the sector. Whether it's a warm drink, a smile, or a few kind words, these gestures go a long way in supporting each other and building a compassionate NHS community.

Did you take part? Let us know!: [World Kindness Day 2025 – Fill in form](#)

We caught up with just some of the events going on across the Board on the day:



As part of our World Kindness Day celebrations, we asked you to nominate colleagues across NHSGGC who show kindness and compassion at work. Several colleagues were highlighted in the Core Brief, including:



Karen Barrington, Practice Development Nurse Mental Health, GRI

“I share a room with Karen and regularly observe her in her incredibly demanding job as PDN for Mental Health. Despite the continual demands on her time, she treats everyone with dignity, exudes an abundance of patience, and always gives her time willingly to support her colleagues around the GRI in caring and managing patients experiencing poor mental health.”

“Karen is the dream colleague! One of the people in life who I wish I always got to spend more time with, makes the ward a better place when she visits and I feel like I could speak to her about anything! What a hero!”

Celebrating Excellence: North Sector Staff Recognised for Outstanding Training and Education

Introduction from Mary Brown, Chief of Medicine, North Sector:

“I am delighted to share recent recognition of our North Sector teams, whose dedication to education and training continues to set the highest standards for patient care and professional development. These achievements reflect the commitment, teamwork, and passion of our staff, and I am incredibly proud of what we have accomplished together.”

North Sector Teams Shine in National Reviews

The North Sector has received significant recognition in recent national reviews for excellence in medical education and training. Four separate letters from Scotland Deanery and the Annual Review of Undergraduate Medical Education (ARUME) have highlighted the outstanding contributions of our staff at Glasgow Royal Infirmary.

Endocrinology & Diabetes Mellitus Training Praised

The Scotland Deanery Quality Review Panel commended the Endocrinology and Diabetes Mellitus team for creating a positive training environment for resident doctors. The panel was particularly impressed by high marks in areas such as adequate experience, educational governance, feedback, handover, local teaching, overall satisfaction, rota design, study leave, and teamwork. This recognition reflects both strong leadership and the valuable contributions of all trainers involved.

Undergraduate Medical Education Highlighted for Excellence

Professors Gerry McKay and James Boyle were congratulated by ARUME for “continuing excellence across the West.” Their team’s efforts in supporting medical students have provided an outstanding clinical learning environment,

earning praise for sustained excellence despite the challenges of balancing education with clinical service.

Significant Improvement in Student Experience

Dr Hemanth Karayi, Dr Karen Hogg, and Dr Matthew Lee were also recognised by ARUME for “significant improvement across the West.” Their commitment to enhancing the educational experience for medical students has led to notable improvements, further strengthening the North Sector’s reputation for high-quality training.

Anaesthetics Training Environment Commended

The Anaesthetics team at Glasgow Royal Infirmary has also been recognised for their exemplary training environment. The Scotland Deanery Quality Review Panel praised the team for receiving multiple green and light green flags in key areas such as clinical supervision, educational environment and teaching, handover, induction, workload, and rest facilities. This positive feedback reflects the team’s commitment to providing high-quality support and education for resident doctors in training, further strengthening the North Sector’s reputation for excellence in medical education.

These achievements are a testament to the hard work and dedication of our staff, who continue to inspire the next generation of healthcare professionals.

Congratulations to all involved for this well-deserved recognition!

Trolley Dash and Quiz Bring Stoma Care Awareness to Life



Last month we marked World Ostomy Day with a lively trolley dash through the Surgical Block, bringing information and resources directly to staff and patients. The event featured an engaging quiz designed to raise awareness about stoma care and encourage conversations around best practices.

It was fantastic to see participation across all sectors, each finding creative ways to celebrate and show support for those living with a stoma. These activities not only highlighted the importance of compassionate care but also strengthened our commitment to improving patient experience and staff knowledge in this vital area.

North Glasgow Ostomate Support Group: Building Confidence and Community



Since its launch in August 2023, the North Glasgow Ostomate Support Group has become a vital part of the patient journey for those living with a stoma.

Created by the Clinical Nurse Specialist (CNS) team in response to a gap in care after hospital discharge, the group offers a safe, welcoming space for patients to connect, learn, and feel supported.

Feedback from the support group has been overwhelmingly positive. Patients have described the group as friendly, relaxed, and confidence-building. Many have appreciated the chance to speak informally with stoma nurses, ask questions, and receive practical advice.

Others have found comfort in meeting people who truly understand the physical and emotional changes that come with living with a stoma.

Comments like “It helped me with my confidence,” “Great to chat freely about day-to-day problems,” and “Everyone is so friendly and welcoming” reflect the deep impact the group has had.

This is only open to North Sector patients.

Christina Campbell, Stoma Clinical Nurse Specialists (CNS), said: “As the only CNS team in Scotland running a support group of this kind, we’re proud to continue evolving our approach based on patient feedback and a commitment to person-centred care.”

Winter Staff Wellbeing Resources

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

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

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

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

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



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

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

More info: [Home Energy Scotland](#)

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

More info: [Active Staff](#)

North Sector Support & Information Services



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

This service is open Tuesday to Thursday 10am - 4pm, and Friday 10am - 3.45pm.

Stobhill Support & Information Service is based on the ground floor atrium.

This service is open Tuesday to Thursday, 10am - 4pm.

These services are here to support all patients, carers and staff who use our hospitals.

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

Some examples of services they can provide:

- Money Advice (Benefits, Income Maximisation Checks etc)
- Crisis Home Energy Services - support to anyone struggling with home energy matters
- Signposting to carers support services
- Two day Emergency foodbags for vulnerable patients going home
- Signposting to Community Support Services

These are just a few examples of ways they can support.

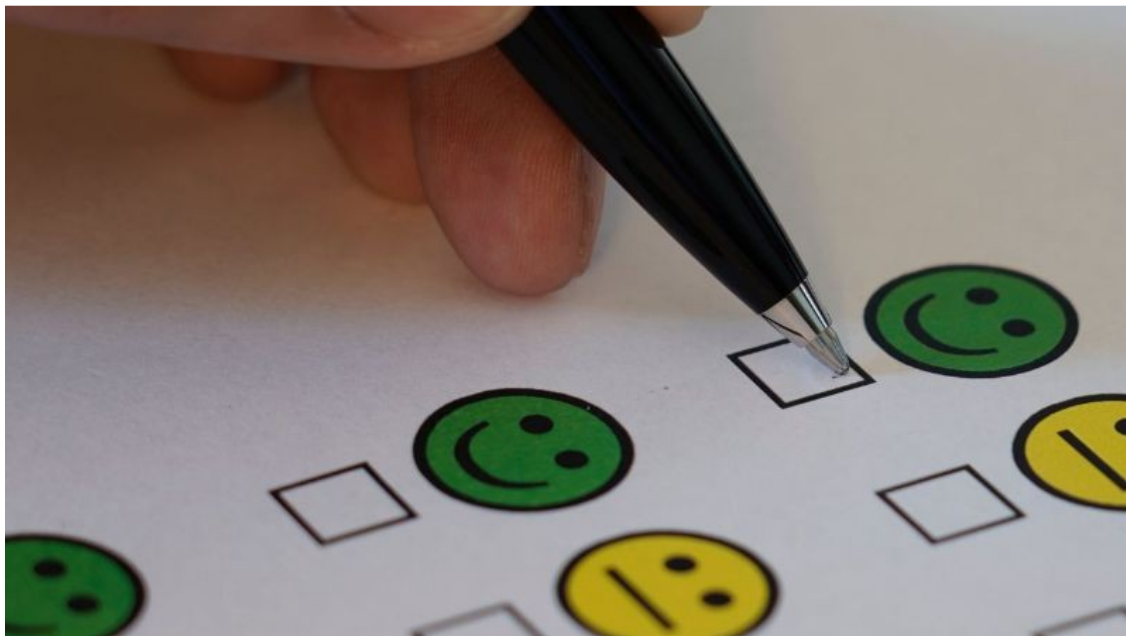
Everyone is welcome to drop in, say hello, and find out more about what they do.

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

Upcoming December Dates

- [25 November - 9 December: 16 Days of Action Against Domestic Violence](#)
- [1 December - World AIDS day](#)
- [3 December - International Day of People with Disabilities](#)

Your stories and feedback



We want to hear from you!

We want to highlight all the amazing and dedicated work going on throughout the North sector. No matter how small you think your success or your story might be, please let us know. It could be about you, your colleagues, your team, or anything within the North sector.

Either contact your line manager with your story, who can contact the newsletter team on your behalf. Alternatively, [email us](#) and be sure to copy them in.

We also want your feedback. Is there something you want to see more in the newsletter? Or something you'd recommend we change? Big or small, send us your feedback by clicking the button below or [clicking here](#).

[Click here to submit your feedback](#)