

Robert Wilson (NHS Greater Glasgow and Clyde)

From: NHS GGC, General Notification
Sent: 01 October 2025 16:18
Subject: North Sector Newsletter - September 2025



September 2025

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Black History Month



On behalf of the BME Network, you are invited to the **2025 Black History Month Celebration**, which will take place on:

Date: Saturday, 25 October 2025

Time: 4:00 PM – 8:00 PM

Venue: Roystonhill Community Hub, 174 Roystonhill, Glasgow G21 2LG

This year, we are building on our momentum with the theme:

“Building Futures from the Past and Standing Firm in Power and Pride.”

The programme will include:

- **Inspiring Speakers** – reflections on identity, resilience, and heritage
- **Cultural Performances** – celebrating Afro-Caribbean traditions
- **Delicious Food** – authentic dishes from Africa and the Caribbean
- **Community & Connection** – an evening of unity, reflection, and belonging

Confirmed Speakers:

- *Clementine Ewokolo Burnley* – Edinburgh-based poet, writer, and facilitator.
- *Dr Adebayo Aibinu* – Pharmacologist, lecturer, and community leader.
- *Ishaku Ajibauka Bitrus* – NHSGGC Healthcare Chaplain.

Please register your place here:

<https://link.webpolsurveys.com/EP/51F2DE237FC8A7AB>

2026 PAT Conference



Do you want to be part of the 2026 PAT (Professional Administration Transformation) Conference by celebrating success and promoting quality improvement in your service?

Has your Service undergone a quality improvement project that has directly improved service delivery, which you would like to share at the Conference on **Thursday, 11th June 2026**, at the Teaching & Learning Centre, QEUH?

We are seeking projects and improvements that have led to enhanced patient care and streamlined administrative processes.

Have you been involved in data-driven improvement, better use of resources resulting in streamlined admin processes, or better use of technology? Have you been involved in workshops with staff to improve health and well-being, and has this change made an impact on staff or colleagues? Have you streamlined a service to reduce patient waiting times?

If so, we would love to hear from you and for you to be involved in the Admin Conference by sharing your service improvements and projects.

To submit your project details, please click [here](#).

If you would like more information on this year's Conference, which includes the posters/presentations, please click [here](#).

Freshers' Week Tip: Get Healthcare Sorted Early



With the 2025 academic year underway, NHS Greater Glasgow and Clyde (NHSGGC) is reminding new and returning students to register with a local GP, dentist, and optician to ensure they have access to essential healthcare while living in the area.

Freshers' Week is the perfect time for students to get informed about local health services, including Virtual A&E, which allows patients to receive emergency care advice from home by calling NHS24 on 111.

The NHSGGC student health campaign continues to support those who may be living away from their usual healthcare providers or settling into a new

environment.

The message is clear: registering with a GP, dentist, and optician is vital for accessing timely medical advice and treatment for non-urgent conditions, helping students stay focused on their studies.

Fraser McJannet, NHSGGC Director for Primary Care, said: “It’s essential that students are registered with local Primary Care services, such as a GP, dentist, and optician, so they can access the care they need, when they need it. Our practices offer a wide range of services to support with ongoing health concerns.

“We want students to feel confident about where to turn for help, so they can concentrate on their education without added stress.”

With a significant number of students in Glasgow coming from overseas, NHSGGC is committed to supporting all students in maintaining their health and wellbeing throughout their time at university or college.

To make things easier, NHSGGC has developed a dedicated student hub and a student checklist to guide students through the process of registering with a GP and accessing local services.

Dr Claire Harrow, Deputy Medical Director, said: “It’s important that students understand the right pathways for their healthcare needs. A&E should be reserved for life-threatening emergencies.

“Our campaign aims to ensure students are getting the right care, in the right place. This means trying to get better at home, accessing local Primary Care services when needed, or calling NHS 24 on 111 if things become more serious.”

To learn more and access the student hub, visit: www.nhsggc.scot/students.

Ready to Grow? Let's Talk Personal Development Planning & Review



As we continue to support and invest in our incredible teams across NHS Greater Glasgow and Clyde, it's time to start planning your Personal Development Planning and Review (PDP&R) conversations.

Whether you're a manager or a team member, PDP&R is more than just a tick-box exercise — it's a chance to reflect, connect, and grow. These conversations are designed to be meaningful, helping staff understand expectations, explore development opportunities, and shape their career journey within NHSGGC.

Why it matters:

- Encourages open, honest dialogue
- Supports career aspirations
- Aligns development with the Staff Governance Standard
- Helps identify training and support needs

Top Tip for Managers or reviewers

Make time for regular check-ins — at least once a year — to review progress

and offer feedback. It's a powerful way to show your team you're invested in their growth.

Need help getting started?

We've got you covered with a handy guide and resources to help you plan and prepare for a great conversation. Plus, everything you need to record outcomes effectively on TURAS Appraisal.

Let's make development a conversation worth having.

[Click here to find out more about PDP&R](#)

Care Opinion - North sector patient feedback



Patients and relatives have been leaving praise through the independent Care Opinion platform for staff across the North sector for their care. Just some of the feedback this month included:

GRI (General Surgery - Ward 64)

My husband was in surgical assessment unit for a kidney stone and I was with him alongside our 7 week old baby.

The senior nurse practitioner came into the shared ward and moved us to a private room to protect our little boy from any possible germs or infections especially because he hadn't had his vaccinations yet. Not only was this so considerate to watch out for our baby but she went further asking how he was fed. When I mentioned we are exclusively pumping but I didn't have my pumps with me she sent someone over to the maternity ward to borrow a breast pump for me.

This provided me with so much support and reduce my stress levels as ensuring my baby was fed and releasing the pain I had from not pumping for hours was removed and I could focus on my husband.

Everyone talks about patient care but she went above and beyond to care for family too which doesn't happen very often.

Cannot thank the staff on ward 64 enough.

GRI (Elderly Medicine - Ward 39)

The ward was number 39 and the staff, nurse and doctors and even the person serving the tea were absolutely splendid. There were 11 beds on the ward. This has been the best time I have ever stayed in hospital and I thoroughly enjoyed it. The nurses even sang happy birthday to me, and it made me want to cry. The staff were all just perfect. They explained everything to me, and it was a thoroughly enjoyable stay in the hospital this time.

Care Opinion is a national resource that gathers feedback anonymously and shares it with NHS services so they can pass on positive feedback and learn from any instances where levels of care may fall short of expectations.

Care Opinion is one of a number of ways feedback can be shared with NHSGGC. As well as being valuable in helping to inform the care staff deliver, it also gives staff an opportunity to answer the feedback they receive, if appropriate.

NHSGGC encourages any patient or relative with first-hand experience of its care to share their feedback through Care Opinion.

If you would like more information about Care Opinion please email the Patient Experience and Public Involvement Team @ ggc.patientexperience@nhs.scot or visit <https://www.careopinion.org.uk/>.

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!



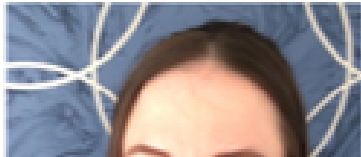
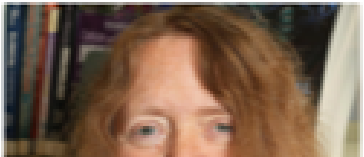
Hazel Miller, Consultant Older People Services 0141 211 8762 or hazel.miller2@ggc.scot.nhs.uk



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



Paul Grant, Healthcare Ch 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.](#)

- 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

[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.

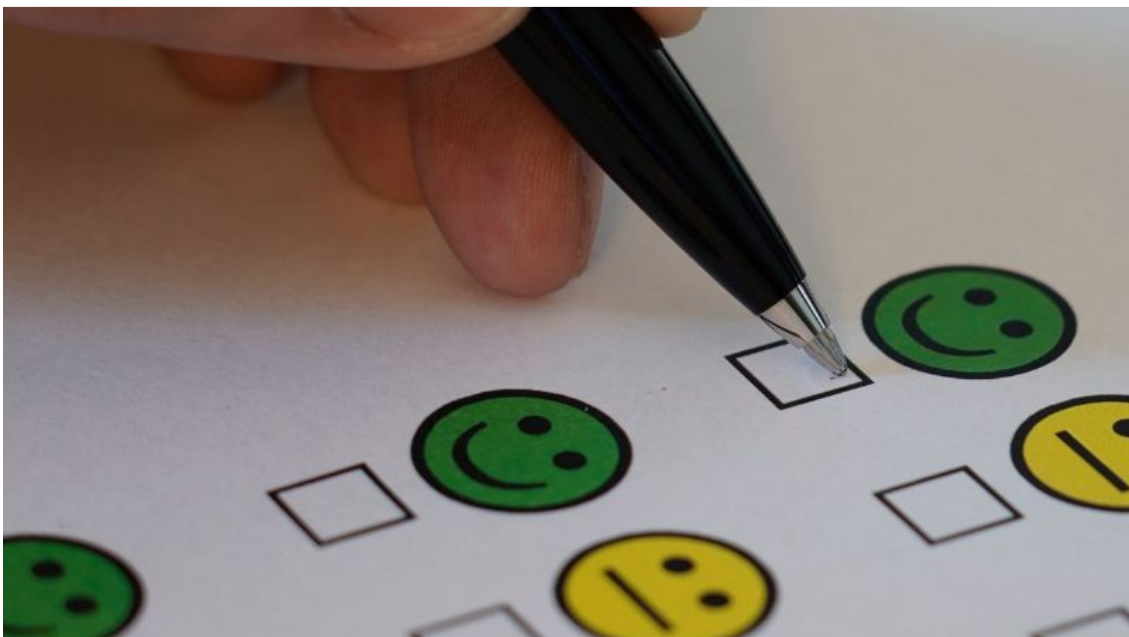
You can also email them with any enquiries at ggc.sis@nhs.scot or call 0141 531 9127 (GRI) / 0141 355 1527(Stobhill).

Upcoming October Dates

- [Stoptober](#)
- [Sober October](#)
- [Black History Month](#)

- [Breast Cancer Awareness Month](#)
 - [6 - 10 October: National Work/Life Week](#)
 - [7 - 11 October: Back Care Awareness Week](#)
 - [10 October: World Mental Health Day](#)
 - [18 October: World Menopause Day](#)
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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](#)
