

From: NHS GGC, General Notification
Sent: 31 July 2026 13:40
Subject: North Sector Newsletter - July 2026



July 2026

Topics in this Newsletter:

- Message from Susan Groom, Interim North Sector Director
- Lightburn Tearoom Reopens to Welcome Staff, Patients and Visitors
- Supporting Service Change in Ward 53 and the Frailty Unit
- Safe Space Listening Sessions – A Confidential Space to Talk
- Building on Our Strengths: Investors in People Engagement Session
- iMatter 2026: Your Voice Matters
- Personal Development Planning and Review (PDP&R) – Time to Start the Conversation
- Help Shape Future Leadership and Team Development Support
- Join Us at the Next Civility Café
- Managing Stress and Looking After Your Wellbeing
- Your stories and feedback

Message from Susan Groom, Interim North Sector Director

Welcome to the July edition of the North Sector Newsletter.

As I begin my role as Interim North Sector Director, I would like to take this opportunity to introduce myself and say how delighted I am to be joining the North Sector team.

Having worked across NHS Greater Glasgow and Clyde for many years, I know the North Sector has a strong reputation for innovation, compassion and delivering excellent care, and I am looking forward to working alongside you all.

Firstly, I would like to thank Neil McCallum for his outstanding leadership and dedication to the North Sector. Neil's contribution has helped shape many of the services and successes we see today, and I know colleagues across the sector join me in wishing him all the very best for the future.

Over the past few weeks, I have been meeting staff and learning more about the people, services and communities that make the North Sector so special. What has struck me most is the commitment, professionalism and kindness shown by colleagues every day. Whether supporting patients and families on the frontline, leading service improvements, or working behind the scenes to keep our hospitals and services running, every member of staff plays an important role in making a difference.

This month's newsletter is a great example of that collective effort. From the reopening of the Lightburn Tearoom and the dedication of our volunteers, to the work taking place in Ward 53 and the Frailty Unit, we can see how colleagues continue to put patients at the heart of everything they do.

We're also highlighting a number of opportunities for staff to get involved, share their views and support our ongoing work to improve the experience of working in the North Sector, including Investors in People, iMatter, PDP&R and leadership development activities.

As I settle into my new role, one of my priorities will be listening and learning

from colleagues across our sites and services. I am passionate about building on the many strengths that already exist within the North Sector and ensuring staff feel heard, supported and valued.

Thank you for everything you do for our patients, our communities and one another. I look forward to meeting many more of you in the weeks and months ahead.

Susan Groom

Lightburn Tearoom Reopens to Welcome Staff, Patients and Visitors



A much-loved part of Lightburn Hospital is welcoming people through its doors once again, as the hospital's Tearoom reopens for the first time since the

COVID-19 pandemic.

Opening last week, the Tearoom will initially operate two days a week (Tuesday and Wednesday between 10:00 and 14:00), providing refreshments and a welcoming space for staff, patients, visitors and members of the local community.

The reopening is being made possible through a partnership involving Lightburn Hospital and NHS Greater Glasgow and Clyde's Volunteer Services team. The project was led by Janet Duncan, SCN Admin Support at Lightburn Hospital, and Rosemary Cameron, Volunteer Manager, whose work helped secure the return of the Tearoom and recruit volunteers.

The Tearoom was previously operated by volunteers from local churches until 2020. The reopening marks the return of an important community space within the hospital and reflects the ongoing commitment of staff and volunteers to improving the experience of everyone who visits Lightburn.

The first volunteer helping to bring the Tearoom back to life is Hilda Lennon, who retired from Lightburn Hospital in March after more than 40 years of service.



During her career, Hilda worked across the hospital's canteen, laundry and domestic services, finishing her career as Domestic Supervisor.

Hilda's return as a volunteer highlights the strong connection many staff maintain with Lightburn long after retirement.

Hilda said: "Lightburn has been a huge part of my life for more than 40 years, so when the opportunity came up to help reopen the Tearoom, I didn't hesitate.

"The hospital has always had a strong sense of community and the Tearoom was an important meeting place for staff, patients and visitors. It's wonderful to be involved in bringing it back."

The Tearoom's reopening has been welcomed by colleagues involved in the project, who hope it will become a valued resource once again.

Hilda added: “Sometimes it’s the simple things that make a difference to someone’s day. Whether it’s a cup of tea, a chat or a friendly face, we’re looking forward to creating a warm and welcoming environment for everyone who comes through the door.”

Susan Groom, Interim North Sector Director, said: “The reopening of the Lightburn Tearoom is fantastic news for our patients, visitors, staff and local community.

“Spaces like this provide much more than refreshments – they offer an opportunity for people to connect, take a break and feel supported while spending time in the hospital.

“I would like to thank everyone involved in bringing the Tearoom back into use, particularly our volunteers who are giving their time to help make a positive difference to the experience of those who visit Lightburn Hospital.”

The reopening represents more than just the return of refreshments, it is an opportunity to strengthen community connections, support wellbeing and enhance the experience of patients, visitors and staff across the hospital.

Interested in volunteering?

Volunteers play a valued role across NHS Greater Glasgow and Clyde, supporting patients, staff and visitors in a variety of settings.

If you would like to volunteer at Lightburn Hospital or elsewhere across NHSGGC, visit <https://www.nhsggc.scot/about-us/volunteering/>.

For more information, contact the Volunteer Services team at voluntary.services@ggc.scot.nhs.uk or call **0141 452 2389**.

Supporting Service Change in Ward 53 and the Frailty Unit



Over recent months, colleagues across Ward 53 and the Frailty Unit have been involved in an organisational change process designed to ensure we continue delivering safe, effective and person-centred care for some of our most vulnerable patients.

Change can be challenging, and we recognise that periods of transition can create uncertainty for staff. Throughout this process, colleagues have continued to demonstrate professionalism, compassion and a commitment to doing the right thing for patients and one another.

We would like to extend our sincere thanks to everyone involved for their patience, engagement and support during this period. Whether contributing to discussions, supporting colleagues, adapting to new ways of working or maintaining high standards of care throughout the transition, your efforts have been greatly appreciated.

Encouragingly, the changes are already helping to strengthen how services work together, ensuring patients receive the right care, in the right place, at the right time. Teams have embraced the opportunity to work differently, and the

collaborative approach shown throughout has been a real strength.

Most importantly, the focus has remained where it should be: delivering the best possible care for patients. By working together, supporting each other and remaining committed to our shared values, colleagues across Ward 53 and the Frailty Unit are demonstrating what it means to do the right thing, every day.

Thank you to everyone involved for helping make this transition a success.

Safe Space Listening Sessions – A Confidential Space to Talk

Safe Space Listening in GRI

Safe Space is a confidential, non-judgemental listening space focused on emotional wellbeing and mental health. These are confidential, one-to-one support sessions provided by a Registered NHS Healthcare Chaplain trained in person-centred, active listening approaches. Staff in GRI are offered protected sessions (typically around 50 minutes), which may be a one-off or ongoing depending on individual need.

Participants consistently value

- The quality of active and attentive listening
- The opportunity to speak openly in a confidential setting
- The experience of unconditional positive regard

This approach has proven to be both effective and sustainable in supporting staff wellbeing during challenging periods.

Anonymous participant feedback demonstrates measurable positive outcomes for staff:

- **25%** reported that the service helped change their perspective
- **25%** said it helped them cope better at work
- **24%** felt it supported their personal or home life
- **14%** reported it enabled them to make positive changes
- **11%** indicated that it prevented the need for sick leave

Qualitative feedback from staff further illustrates the impact:

"It has been a lifesaver and meant that I didn't take time off work."

"These meetings have been an investment in my health and wellbeing."

"I would have been lost without it."



For more details on how to access this space contact: ✉ paul.grant2@nhs.scot or ☎ **07890 966965**

mi • 371876 v1.0

Looking after our wellbeing is just as important as looking after our patients and colleagues. That's why staff across the North Sector are being encouraged to make use of the new Safe Space Listening Sessions pilot.

While the pilot is based at GRI, colleagues from Stobhill and Lightburn are also

welcome to attend. All sessions take place in a confidential space within GRI and are designed to provide a safe, supportive environment where staff can talk openly about workplace challenges, concerns or experiences.

The sessions offer an opportunity to be heard without judgement, reflect on issues that may be affecting your wellbeing, and explore sources of support where appropriate.

Whether you're experiencing a difficult period at work, feeling under pressure, or simply looking for a space to talk, the service is available for all colleagues.

The sessions are facilitated by Paul Grant, who will provide a confidential and supportive listening environment.

We recognise that healthcare can be demanding, and creating opportunities for colleagues to pause, reflect and seek support is an important part of fostering a healthy and compassionate workplace culture.

For further information on the Safe Space Listening Sessions, including how to access the service, please refer to the accompanying flyer or contact Paul.Grant2@nhs.scot directly.

Building on Our Strengths: Investors in People Engagement Session

INVESTORS[®] IN PEOPLE

Thank you to everyone who recently took part in the Investors in People (IIP) engagement session, particularly staff from GRI and Stobhill. The excellent turnout and open discussions demonstrated the commitment across NHSGGC and the North Sector to making our workplaces an even better place to work.

The purpose of Investors in People is to build on the many strengths that already exist across our services. The feedback shared highlighted the dedication of our teams, the strong sense of teamwork within departments, and the positive work already underway to support staff development, wellbeing and patient care.

A key theme emerging from the sessions was the importance of increasing leadership engagement. Colleagues told us they value visible, approachable leadership and opportunities to have meaningful conversations about the challenges and opportunities facing their teams. We are committed to strengthening these connections and ensuring staff voices continue to help shape decision-making across the sector.

The sessions also provided an opportunity to reflect on our organisational values, which guide how we work together and how we care for our patients, service users and one another:

- **Care and Compassion**
- **Dignity and Respect**

- **Openness, Honesty and Responsibility**
- **Quality and Teamwork**

These values belong to all of us and are most powerful when they are reflected in our everyday actions and behaviours. We encourage everyone to consider what these values mean in their role and to get involved in future opportunities to share ideas, feedback and experiences.

Once again, thank you to everyone who attended the sessions and contributed their views. Your feedback will help us build on what is already working well and identify opportunities to further strengthen the staff experience across NHSGGC and the North Sector.

iMatter 2026: Your Voice Matters



Thank you to everyone across the North Sector who has already completed this year's iMatter survey. Your feedback is invaluable in helping us understand what's working well and where we can make improvements to support staff experience, wellbeing and engagement.

If you haven't yet had the opportunity to take part, there is still time. The survey remains one of the most important ways for staff to share their experience and influence local improvements.

Every response helps provide a clearer picture of life across our teams and services and helps ensure future improvements are informed by the people who know our workplaces best.

What's the Difference Between iMatter and Investors in People?

As both programmes focus on staff experience and engagement, it's natural to wonder how they differ.

iMatter is NHSGGC's annual staff experience survey. It gives individual teams an opportunity to reflect on their working environment, relationships, communication, wellbeing and overall experience at work. The results help teams identify local actions that can make a meaningful difference for staff.

Investors in People (IIP), on the other hand, looks at the wider organisation and how we lead, support, develop and engage our workforce. It provides an independent assessment of our people practices and helps identify opportunities to strengthen culture, leadership and organisational effectiveness.

Put simply:

- iMatter helps us understand how staff feel about working in their teams.
- Investors in People helps us assess how we're supporting and developing our people across the organisation.

Together, they provide valuable insights that help us build on our strengths, improve staff experience and create a positive working environment where colleagues can thrive.

Thank you for taking the time to share your views and helping shape the future of the North Sector.

Personal Development Planning and Review (PDP&R) – Time to Start the Conversation



The North Sector continues to lead the way when it comes to Personal Development Planning and Review (PDP&R), achieving the highest completion rates across Acute Services. Thank you to all colleagues and managers who have embraced these important conversations and helped make staff development a priority.

As we prepare for the next PDP&R period, taking place between September and October, now is a great time to start thinking about your development goals, achievements and aspirations for the year ahead.

PDP&R is about much more than completing a form. It provides an opportunity to reflect on what has gone well, discuss challenges, identify learning opportunities and explore future career development. These conversations help ensure everyone feels valued, supported and able to reach their full potential.

Remember: You Don't Need to Wait 12 Months

While every member of staff should have a formal PDP&R conversation annually, development discussions shouldn't be limited to a once-a-year event. Regular check-ins throughout the year can help:

- Celebrate achievements and progress
- Identify support or training needs early
- Review goals and priorities
- Maintain open communication between staff and managers
- Support wellbeing and career development

Whether you're preparing for your annual review or simply arranging a development conversation with your manager, it's never too early to talk about your growth and ambitions.

Why PDP&R Matters

PDP&R supports:

- Personal and professional development
- Delivery of high-quality patient care
- Career progression and learning opportunities
- Staff wellbeing and engagement
- Achievement of the Staff Governance Standard

The North Sector has built a strong culture of development, and by continuing to prioritise meaningful conversations, we can build on our success and ensure colleagues feel supported to thrive.

Let's continue the conversation and keep development at the heart of what we do.

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

Help Shape Future Leadership and Team Development Support



As part of ongoing work to better understand the support needs of colleagues across the North Sector, staff are invited to complete a [short Leadership and Team Development Support Needs Survey](#).

The survey is designed to gather feedback on the development opportunities, resources and support that would be most beneficial to individuals and teams. Your views will help inform future learning and development activity and ensure support is tailored to the needs of our workforce.

Whether you're a team member, line manager or senior leader, your feedback is important and will help identify priorities for the future.

The survey closes on Monday 17 August 2026, so please take a few minutes to share your thoughts before then.

[**Click here to complete the survey**](#)

Every response counts and will help shape future recommendations and development opportunities for staff across the North Sector.

Join Us at the Next Civility Café



Colleagues across the North Sector are invited to attend the next Civility Café, taking place on **Wednesday 19 August from 1.00pm to 1.45pm at the GRI Library, Level 1, New Lister Building.**

Hosted by the library team, the Civility Café offers a relaxed and welcoming space to enjoy a complimentary cuppa, explore resources on civility, and have informal conversations about kindness, respect and positive workplace culture.

Whether you'd like to share your experiences, hear from others, or simply take some time out of a busy day, everyone is welcome.

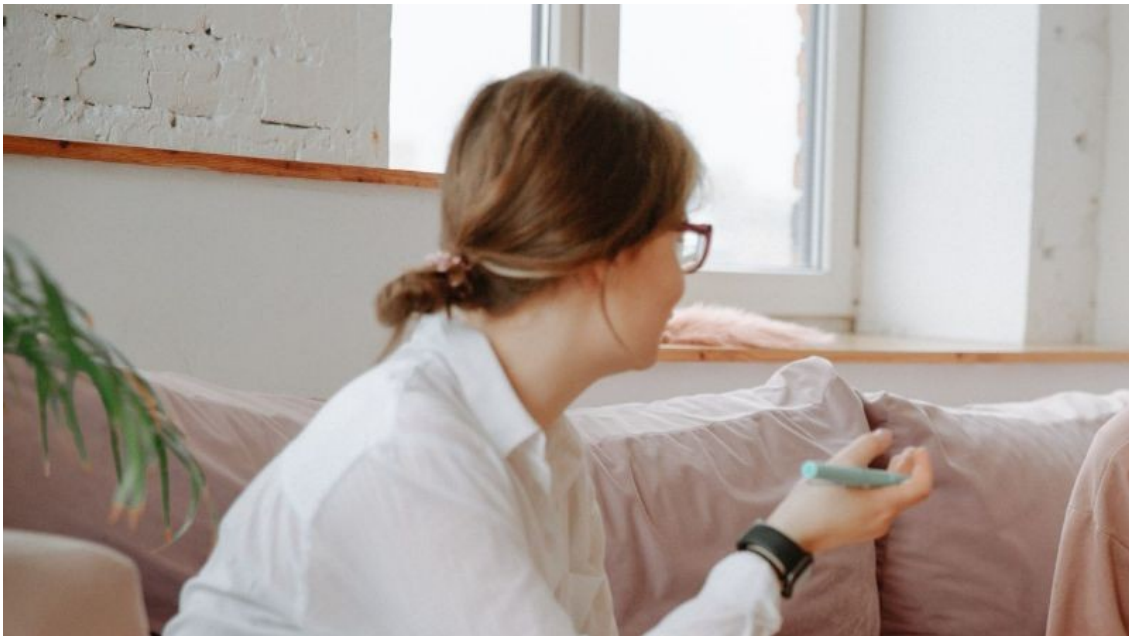
Creating a respectful and supportive working environment is everyone's

responsibility, and the Civility Café provides an opportunity to reflect on how we can continue to support one another in our daily interactions.

For more information, please contact the GRI Library team at ggc.library.gri@nhs.scot.

We look forward to seeing you there.

Managing Stress and Looking After Your Wellbeing



Working in healthcare can be incredibly rewarding, but it can also be demanding. Taking small steps to look after your wellbeing can help build resilience, reduce stress and support your overall health. Here are some ways to help manage stress at work:

- Take regular breaks throughout the day to rest, recharge and reset your focus.

- Stay connected with colleagues – talking things through and supporting one another can make a real difference.
- Make time to relax, whether that's through breathing exercises, mindfulness, listening to music or simply taking a few quiet moments for yourself.
- Keep active where you can, as physical activity can help reduce stress, improve mood and boost energy levels.
- Reach out for support early if you're finding things difficult – help is available, and you don't need to manage alone.

If you need additional support, a range of resources are available to all NHSGGC staff:

Mental Health and Wellbeing

Whether you're looking for practical advice, self-help resources or additional support, the Mental Health and Wellbeing Hub provides information and services to help you look after your wellbeing.

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

Financial Wellbeing

Money worries can be a major source of stress. The NHS Credit Union offers savings accounts and affordable lending options to help NHS staff and their families manage their finances with confidence.

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

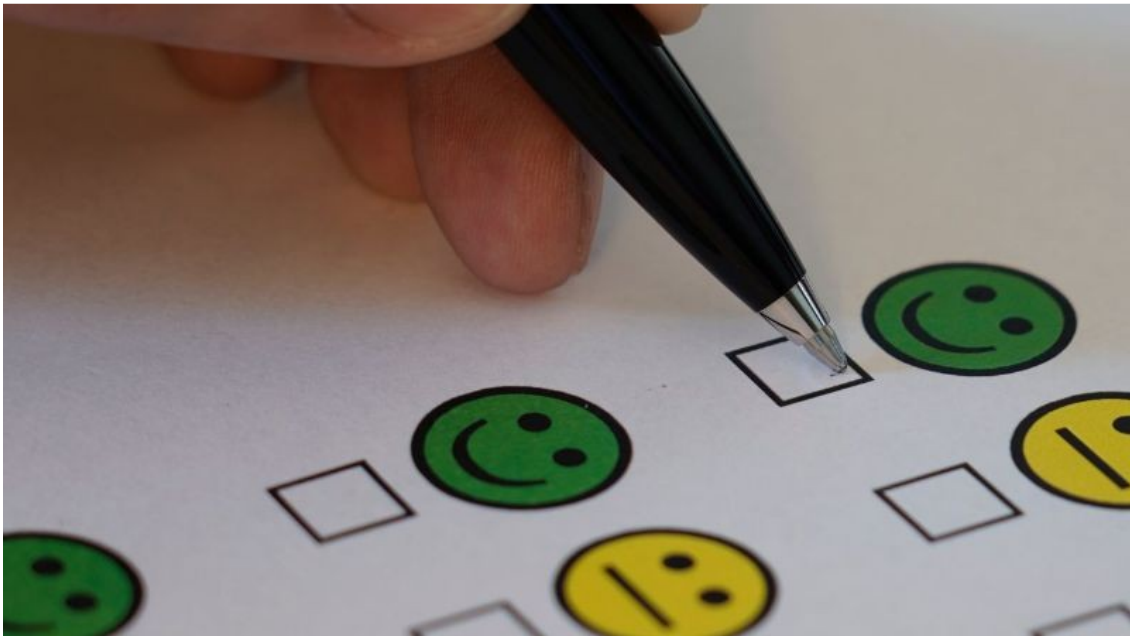
Stay Active

Looking after your physical health can have a positive impact on your mental wellbeing too. Active Staff offers a range of classes and activities suitable for all fitness levels.

More info: [Active Staff](#)

Looking after ourselves is just as important as looking after our patients. Please take time to prioritise your wellbeing and encourage colleagues to do the same.

Your stories and feedback



We want to hear from you!

There are incredible stories happening across the North Sector every day, and we'd love to share them. Whether it's an individual achievement, a team success, an improvement project or an example of great patient care, we want to hear from you.

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
