



This year's nominees for the Partnership's Facing the Future Together Staff Awards 2017. Read about the winners and commendations inside.

## Welcome

Welcome to the September edition of Glasgow City Health and Social Care Partnership's newsletter.

In this issue we congratulate the winners and commendations of the Partnership's Staff Awards.

You can also read about the work the Choose Life Group are doing around suicide prevention and how staff supported Pride Glasgow.

We also look at recent activities of the Locality Engagement Forums and the progress on New Health and Care Centres in the Gorbals and Woodside. Plus take a look at the Partnership's new website.

## In this Issue:

Chief Officer's Message

Staff Awards

Sexual Health Strategic Plan

Your Support Glasgow




[www.glasgowcity.hscp.scot](http://www.glasgowcity.hscp.scot)




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# Contents:


## Chief Officer's Message

-  Welcome to the September Edition


## New Website for the Partnership

-  Click to see all the news


## Your Support Your Way Glasgow

-  Find out the help available for you


## Facing the Future Together Staff Awards 2017

-  Congratulations to all our winners


## Drug Trends in Glasgow City Conference

-  Conference looks at the issues


## Choose Life - Suicide Prevention

-  Working together to help prevent suicide


## Sexual Health Strategic Plan

-  Read about the plan for services

## Staff Supporting Pride 2017

-  On the stage at Glasgow Green

## New Care Home in Dalmarnock

-  Riverside Residential Care Home officially opened


## New Sensory Garden at Riddrie Resource Centre

-  Improving the environment for service users


## Success for Pupils at Westmuir School

-  New Partnership Programme works for pupils


## Progress at New Health and Care Centre Sites

-  Work underway at New Gorbals and Woodside Health and Care Centres

## Locality Engagement Forums Update

-  Working with local people

## Smokefree Services

-  Helping people stop smoking

# Contents:

## Heartfelt Poem About Being in Care Wins Award

- ▶ Stephanie's Story

## North West Recovery Communities 5 year Anniversary Event

- ▶ Celebrating the work of the volunteers

## Black History Month

- ▶ Lots of activities across the city

## No Alcohol No Harm Warning

- ▶ Mums to be urged not to drink during pregnancy

## imatter update

- ▶ Survey now completed across the Partnership

## Focus on the Organisational Development Team

- ▶ Help with team working

## What Integration Means to Me

- ▶ Sybil Canavan, Head of People and Change

## Get in Touch

- ▶ How to contact the Partnership

## Chief Officer's Message



David Williams, Chief Officer

Welcome to the September edition of the Partnership's newsletter. Whilst it may not always have felt like it we are now coming to the end of another summer and I hope you managed to enjoy some time over the summer months to relax and recharge.

When I reflect on what I want to say in the Chief Officer's message for each newsletter I am constantly struck by the volume of activity that has taken place since the previous edition. It's a constant reminder to me of the scale of the agenda the Partnership is taking forward and the progress we're making together in meeting the needs of patients, service users and carers in the city.

In the September newsletter we try to give you a taste of some of the work that has been going on. However we can never fit it all in so I would encourage you to visit our new website for more information ([www.glasgowcity.hscp.scot](http://www.glasgowcity.hscp.scot)) on the Partnership and Integration Joint Board's work.

Summer was certainly a busy period for me personally with a series of frontline visits in July and August. I thoroughly enjoyed meeting staff, service users and patients in visits across the city that were both inspiring and informative. I saw firsthand the work staff do with some of our most vulnerable citizens and heard about a lot of the successes taking place and the pressures and challenges faced. My visits took in; care homes; the out of hours service; Leverndale hospital; Low Moss prison; Children and Families services; drug court multi-disciplinary team and services for people affected by homelessness. I heard many suggestions and service improvement ideas on these visits and whilst I can't commit to taking all of them forward I am working with the senior management team to explore which we can progress. We have already acted on; exploring making hybrid devices available to Standby and Emergency Services staff who work out of the office; providing an "app" to support district nurses to access their EMIS system; and improving the information available between Cordia and district nurses.

I am really encouraged to see how partnership working among frontline health and social care staff is developing and to see the level of partnership working within communities and with the voluntary sector. This gives me great encouragement that we are moving in the right direction since we put in place our integration arrangements. Of course the work we need to do to promote continuous improvement in health and social care is an ever changing picture and we will continue to predict, plan for and react to the evolving landscape.

To do this we need a committed staff group who are willing and encouraged to do things differently. I was delighted earlier this month to attend the Facing the Future Together Awards at the Royal Concert Hall where myself and the Partnership's extended senior management team had the opportunity to recognise and celebrate with staff whose work is an excellent example of this. You can read more about the work recognized this year in a special feature later in the newsletter.

I thank all our staff and partners who go the extra mile and urge you to continue to demonstrate your commitment and innovation. I believe that integration is the best way to meet the demands of an ageing population, increasing demand on our services, pressures on the workforce and reduced public sector spending, and I have no doubt that we have the people to plot a course through the challenges we will face. As well as keeping up to date with what's going on via the Partnership's Twitter profile ([www.twitter.com/GCHSCP](https://www.twitter.com/GCHSCP)) I now have my own profile so you can follow me on [www.twitter.com/DW\\_GCHSCP](https://www.twitter.com/DW_GCHSCP).

# New Website for the Partnership

Glasgow City Health and Social Care Partnership's new website is now live:  
[www.glasgowcity.hscp.scot](http://www.glasgowcity.hscp.scot)

One of the critical roles of the Partnership is to transform health and social care services in Glasgow to ensure that those who use its services get the right care and support whatever their needs, and at the right time and in the right setting at any point in their care journey. To do this, the Partnership needs to engage with the people who are supported by its services or have an interest in them, and the Partnership can only do this if it has effective communications. The Partnership's new [website](#) will be one of the key ways in which people can learn more about the Partnership, Glasgow City Integration Joint Board (IJB) and their work, and it will keep people up to date with what is happening across the Partnership.

The Partnership's [website](#) has a range of information on it, and within the website you will be able to:

- read about what Health and Social Care Integration actually means
- find out who the Partnership and IJB are and what they do
- access IJB reports and those of their committees
- get information on how to access health and social care services
- catch up with all the news and events that the Partnership is involved in and
- find out how people are getting involved in shaping services.

And remember, the Partnership can also be followed on Twitter for some of its latest news and events. So why not follow the Partnership, [@gchscp](#).

If you have any technical issues accessing the website or any general comments then please email [GCHSCP\\_Communications@glasgow.gov.uk](mailto:GCHSCP_Communications@glasgow.gov.uk).

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## Your Support Your Way Glasgow Website

Want to find out what local providers of support are near you and whether they can help you?

Your Support Your Way Glasgow is the place to start your search and it's easier than you think.

Visiting [www.yoursupportglasgow.org](http://www.yoursupportglasgow.org) will help you :

- find information on social care in Glasgow that will help you live more independently
- get information about providers of social care and support services in Glasgow all in one place and
- get in touch with people and services that can help you choose the life you want.



## Facing the Future Together Staff Awards

Glasgow City Health and Social Care Partnership's Facing the Future Together (FTFT) Staff Awards ceremony took place on the morning of 12 September at the Glasgow Royal Concert Hall. The Awards recognise and thank individual staff and teams within the Partnership for 'going the extra mile' in their work within a number of categories, especially in situations when they or their service have been under additional pressure or when they have implemented an improvement idea that has yielded significant benefit.

Susanne Millar, Chief Officer, Planning, Strategy and Commissioning and Chief Social Work Officer announced the award nominations, and David Williams, Chief Officer and Councillor Mhairi Hunter, Vice Chair of the Integration Joint Board, presented awards to winners and commendations to staff recognised within the following categories.

### **Our Patients, Service Users and Carers**

This Award is for support to the people who we work with and for going the extra mile to meet their social care and/or health needs.

The Our Patients, Service Users and Carers category had two commended projects.

The first commendation was awarded to:

**The Rossdale Resource Centre Weight Watchers Classes.** The team provides a multidisciplinary mental health service to adults with severe and enduring mental health problems. Many of the patients are significantly overweight and staff arranged for weight watchers classes to take place in the Centre.

The second commended project was:

**The Welfare Rights Appeals Team** who provide free representation at all types of social security appeal tribunals.



Staff from Rossdale Resource Centre receive their Commendation from David Williams and Councillor Mhairi Hunter.



Staff from the Welfare Rights Appeals Team receive their commendation from David Williams and Councillor Mhairi Hunter.

## Facing the Future Together Staff Awards

The Winner of the Our Patients, Service Users and Carers category was **The Govanhill & East Pollokshields Community Swimming Programme**, provided by the South Locality Health Improvement Team who have worked collaboratively with Govanhill Baths Community Trust to improve access to swimming lessons and swimming opportunities for people in the area who are experiencing a range of barriers to taking part in swimming.



Staff from the Community Swimming Programme receive their award from David Williams and Councillor Mhairi Hunter.

The next category was **Our People**, for supporting a positive workforce where staff feel listened to and valued or going the extra mile to support the people who we work with to meet their needs and improve our services, with an emphasis on joint, collaborative working.

The Our People category had one commended team.

**The Rossdale Resource Centre Staff and Crisis Team Staff** who successfully managed a serious incident at the Resource Centre earlier this year.



Staff from Rossdale Resource Centre receive their award from David Williams and Councillor Mhairi Hunter.

The winner of the Our People category was **The Speech and Language Therapy Care Homes Team** who provide assessment, advice and treatment to older people with swallowing and/or communication problems living within care homes (residential and nursing) across Glasgow City and other Greater Glasgow and Clyde areas.



Staff from the Speech and Language Therapy Care Homes Team receive their award from David Williams and Councillor Mhairi Hunter.



## Facing the Future Together Staff Awards

The next category was **Our Leaders**, for leading and managing with vision and imagination, with a drive to do things differently, provide a better service and improve outcomes for our patients, service users, carers and other stakeholders, with an emphasis on joint, collaborative working.

The winner was **Barbara Adzajlic** who has been working with a real passion and vision in the area of Gender Based Violence within the North East Locality Health Improvement Team.

The next category was **Our Resources**, for improving the way in which we as a Partnership do things with our resources so that we are better at what we do to meet people's needs (e.g., staff, buildings, equipment and information).

We had two winners in the Our Resources category.

Our first winner was **The Pre Assessment and Review Clinics (PARC)**, which works with patients accessing a health care professional for bladder problems.

Our second winner in the Our Resources category was **Can You 'Ear' Me**, an innovative approach to ear care, avoiding unnecessary avoidable ear irrigation by staff from North East Locality Community Nursing.



Barbara Adzajlic receives her award from David Williams and Councillor Mhairi Hunter.



Staff from the PARC Clinic receive their Award from David Williams and Councillor Mhairi Hunter.



Staff from the Can You Ear Me Project receive their award from David Williams and Councillor Mhairi Hunter.



## Facing the Future Together Staff Awards

The next Category was **Our Culture**, for contributing to developing a partnership culture where there is more listening, more reflection and better working in our own teams and with other teams.

The Our Culture category had one commended project. The **South Health Improvement Team and Criminal Justice Team** was commended for embracing the Partnership and working collaboratively to target resources and services at individuals involved in the criminal justice system.

The Winner of the Our Culture category was the **EU/Roma Health Team Immunisation Project** who work with a wide range of community services to increase the number of EU/Roma citizens who engage in the vaccination programme.

Susanne Millar then announced the overall Facing the Future Together Award Winner as the **Govanhill & East Pollokshields Community Swimming Programme**.

Susanne said: "Huge congratulations to all winners, and nominees. I see first-hand the brilliant work you do and the difference it makes to our service users, their families and carers. It is right that we acknowledge your excellent service and today's event is a great way to do this."



Staff from South Health Improvement Team and Criminal Justice Team receive their award from David Williams and Councillor Mhairi Hunter.



Staff from the EU/Roma Health Team Immunisation Project receive their award from David Williams and Councillor Mhairi Hunter.



Overall Winners the South Health Improvement Team's Community Swimming Programme receive their award from David Williams and Councillor Mhairi Hunter.

## Drug Trends in Glasgow City Conference

Over 150 delegates attended the Drug Trends in Glasgow City Conference, called “What we Know What we Don’t Know” on 14 June 2017. The event chaired by Dr. Emilia Crighton, Deputy Director of Public Health, NHS Greater Glasgow and Clyde and Vice Chair of Glasgow City Alcohol and Drug Partnership, highlighted the depth of the work of the Greater Glasgow and Clyde Drug Trend Monitoring Group and its members.

Funded by the Glasgow City Alcohol and Drug Partnership, the aim of the event was to bring together partners from various agencies to look at some of the new and emerging drug trends across Glasgow and what impact these may have had on a variety of statutory and voluntary agencies, services and drug users. It was also a means of discussing ways of working better together to increase effectiveness and develop a joint action plan to improve services.

Jo McManus, Health Improvement Senior, Alcohol and Drugs, Glasgow City Health and Social Care Partnership and Chair of the Greater Glasgow and Clyde (GGC) Drug Trend Monitoring Group set the scene by giving some background information on the group including its remit, membership and links to national work.

Jo said: “In recent years there have been changes in both the psychoactive drugs available on the illicit market and the way that drugs are used. Much work has been done internationally, nationally and locally to try and keep up to date with the changes and what they mean for those who use or are considering using drugs, as well as for planners of services. The emergence of new psychoactive substances, originally referred to as legal highs, presented a challenge for everyone, however, it also allowed us an opportunity to consider our approach to drugs, drug use and drug users.”

This was followed by Dr. Saket Priyadarshi, Associate Medical Director, NHS Greater Glasgow and Clyde Addiction Services, who spoke on the important role the work has in Greater Glasgow and Clyde and gave an overview of drug trends in the city. He complimented the GGC Drug Trend Monitoring Group on their approach and for organising the conference to highlight some of the work the agencies are undertaking.

Dr. Roy Robertson, Chair of the Scottish Government’s advisory group on drug related harm then gave an overview of some of the national developments to set the scene for the day.

Dr. Priyadarshi then summed up the day and asked people to contribute to the discussions that would ultimately inform any action plan that would be developed.

Jo commented: “The event was a great success with all partners working together to help progress the prevention and harm reduction agenda in the city.”

## Choose Life - Suicide Prevention in Glasgow City

Last year 91 people in Glasgow took their own lives, leaving a tragic, lasting impact on families, friends and communities. Within Glasgow City the multi-agency Choose Life partnership is trying to change this and calls on everyone to be alert to the warning signs of suicide in people close to them. The message is that if you are worried about someone, such as a friend, family member or workmate, asking them directly about their feelings can help to save their life.



Pictured (l-r) Partnership staff Larry Callary, Christine Tait, Stewart Moore, Pauline Toner and Carolyn Wood at the Candlelight Celebration.

Pauline Toner, Choose Life Co-ordinator in Glasgow City, said: "You tend to know when someone close to you isn't quite themselves. So if you notice any changes in their behaviour that worry you – ask them about it. You'll find that talking can help a person get clarity about what it is that's troubling them, and often gives a sense of perspective."

Raising awareness of suicide prevention and giving the public information are a vital part of the Choose Life work. A host of activities took place in Glasgow during Suicide Prevention Week in September, including media articles and information stalls in shopping galleries and city centre train stations. In addition, a Candlelight Celebration of Life event is held every year to support those affected by suicide on or near to World Suicide Prevention Day on 10 September. This year it was held on 8 September in the Tranquillity Garden at Campbell House in Gartnavel Hospital between 12 and 2pm.

Pauline continued: "In the past few years the numbers of deaths by suicide in Glasgow had been falling steadily and had reached their lowest level since current records began in the 1970s. However this year we have seen the first increase since 2012. We cannot be complacent and need to continue our efforts on a multi-agency basis to try and improve this."

The Choose Life suicide prevention partnership in Glasgow makes a key contribution to adult protection by continuing to develop multi-agency working led by the Glasgow City Health and Social Care Partnership and involving wider Council, Police, Fire and Rescue and Third Sector services among others.

Developments include the establishment of a Third Sector suicide prevention group feeding into the Citywide strategic group, local suicide prevention forums in the North East and North West of the city and more recently the creation of a multi-agency Locations of Concern Group. The multi-agency suicide prevention work includes a major focus on delivering suicide prevention training to Partnership staff, voluntary sector projects and the private sector.

People in Glasgow can get information and advice on sources of support at any time by visiting the local web page <https://www.yoursupportglasgow.org/chooselife.aspx>



## Sexual Health Strategic Plan 2017-20

Sandyford Sexual Health Services is pleased to share the Sexual Health Strategic Plan 2017-20 for Health and Social Care Partnerships in the NHS Greater Glasgow and Clyde area. You can read the full [Strategic Plan](#) or a [summary version](#).

Sandyford consulted on its draft Strategic Plan between August and November 2016. Nearly 300 responses were received from a wide range of partners, including service users. The direction and outcomes contained in the plan were generally welcomed, although some concerns were raised about:

- uncertainty regarding whose plan it is, that is, Sandyford's or the whole Board area with all of its partners
- ambiguity in some places with the plan promising to continue to deliver on what it already does rather than being more visionary about service improvement and
- the apparent potential prospect of service shifting towards general practice without resource and contradicting the spirit of the new GP contracts.

Following feedback from consultation, the Strategic Plan has been revised as follows:

- a slightly adjusted vision statement with key aims and
- greater clarity regarding the nature of Sandyford's universal and specialist services and its role as lead agency for sexual health services across the Health Board area.

This includes a clear statement about working in partnership with primary care colleagues to improve patient pathways:

- explicit service improvement actions under each outcome and a section on cross-cutting themes of research and innovation, training and service user engagement and
- a statement regarding performance measures, highlighting key indicators.

Rhoda McLeod, Head of Sexual Health Services said: "After a considerable amount of work and engagement with partners, we are delighted to launch our strategic plan that sets the direction of travel for sexual health over the next three years. Notwithstanding the excellent service that many people receive from Sandyford, the plan is about focussing on our key priorities, developing our partnership working and ultimately improving the services we offer. At a time when we are faced with significant financial challenges, the plan forms the basis of how we will use our resources to the best of our ability and work with others to deliver positive sexual health outcomes across the six health and social care partnership areas."

Alternative formats of the Strategic Plan can be requested by emailing [sandyford.feedback@ggc.scot.nhs.uk](mailto:sandyford.feedback@ggc.scot.nhs.uk) or phoning 0141 211 8130

# Supporting Pride Glasgow 2017

This year Pride Glasgow took place at Glasgow Green on 19 and 20 August. The theme focussed on the importance of LGBT+ families, whether biological or those made up of friends and loved ones.

It also provided an opportunity for LGBT+ people and straight friends to join together in a place of safety to celebrate achievements and campaign for further equality.

NHS Greater Glasgow and Clyde celebrated its 5th year at Pride Glasgow and was represented within the Community Expo stall area by the Steve Retson Project, Sandyford Young People's Services, Free Condoms service as well as the Equality and Human Rights team. For the third consecutive year our presence also included free and confidential HIV testing from a specialist unit on site.

Billy Ferrie, Health Improvement, Sandyford said: "With our walking group taking part in the Pride Parade, a slot on stage for Rhoda MacLeod (Head of Sexual Health Services) and Julian Heng (Health Improvement Lead for the Steve Retson Project) to promote services and a positive message about sex, those attending will have known that NHS Greater Glasgow and Clyde and Glasgow City Health and Social Care Partnership is here to support the LGBT+ community stay healthy and well."



Staff at Pride Glasgow.



Pictured (l-r) Rhoda MacLeod and Julian Heng take to the stage at Pride Glasgow.

## New Care Home Opens in Dalmarnock



Picture shows (l-r) Caroline Miller, whose father James is a resident at Riverside, Councillor Aitken and Andy Barclay, a Riverside resident, who were at the opening of the Riverside Care Home

Councillor Susan Aitken, Leader of Glasgow City Council, officially opened the latest 120-bedded care home to be completed as part of the Council's £100m Tomorrow's Residential and Day Care Programme. Councillor Aitken performed the honours at the opening ceremony for the Riverside Care Home in Dalmarnock on 5 September.

Riverside was previously used to accommodate competitors during the Glasgow 2014 Commonwealth Games and the building has been substantially refitted to make it suitable for use as a care home. It is the third major care home to be completed as part of the Council's programme to modernise its care homes and day care centres.

Councillor Aitken said: "This is a fantastic new care home and it's another great example of the legacy that the Commonwealth Games has given to Glasgow. Riverside is a top class environment in which our vulnerable, older people can receive the kind of support they need to lead fulfilling lives. The level of thought and detail that has gone into designing the home is quite incredible and will ensure the home meets current and future care standards for many, many years to come.

"It was a tremendous honour to be with staff and residents at the official opening and I wish everyone at the home the very best for the future."

Providing 120 en-suite, dementia friendly bedrooms, the home offers a high-quality living environment, centred on the individual needs of residents and designed to ensure that the older people feel comfortable, relaxed and safe and enjoy a sense of community. Riverside also has a number of communal areas including a cinema room, hairdressing salon, treatment rooms, a reception area, enclosed dementia friendly landscaped gardens and a balcony area.



## New Sensory Garden for Riddrie Centre

Riddrie Day Centre recently received funding of £1,991 from The East Centre Area Partnership and £2,000 from Tesco Bags of Help to develop a sensory garden at the Centre.

John Simpson, Day Service Manager at Riddrie, said: "This funding enabled us to develop an area that was overgrown and not used into a safe tranquil space for service users to relax and grow fruit and vegetables that are incorporated into sensory cooking groups, promoting a healthier lifestyle for everyone.

"The garden was planned and created by Land and Environmental Service's Gardening Apprentices Training Section at Daldowie, and the raised beds and decking were built by the Mental Health Woodwork Project at Daldowie. This was a great example of partnership working that delivered a much needed resource for our day service clients."



Before the work on the garden.



After the work on the garden.

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## Sponsored Walk by Partnership Staff Helps Riddrie Centre Service Users

A group of care managers and nurses from the North East Learning Disability Team braved the weather to walk the Devil's Staircase from Glencoe to Kinlochleven on 24 June. The Devil's Staircase is a six mile walk that is part of the West Highland Way, but this particular section of the walk is up and down a mountain.

John Simpson, Day Service Manager at Riddrie said: "The group raised £1166 for communication equipment for Riddrie Day Centre. This equipment will enable service users to interact with their peers and be more involved in activities of their choice. This was a fantastic achievement for the group of walkers and a fantastic outcome for the service users of the day centre."

# Partnership Approach is a Success for Pupils

Pupils at Westmuir High School have successfully taken part in an innovative new bespoke educational programme.

The design of the programme was to enhance the learning and development of skills needed for life and future employment, and to help the young people to become better citizens and to make better lifestyle choices.

As part of a partnership between Glasgow City Education Services, Glasgow City Health and Social Care Partnership and Police Scotland, the 11



Pupils receive their awards at the ceremony.

week, 'Personal Development for a Better Me' programme was developed and co-ordinated by One Glasgow, complimenting and reinforcing aspects of the social education programme. The course was delivered between 21 February and 16 May 2017, and speakers included Scottish Fire and Rescue, British Red Cross, Barnardo's Scotland, Glasgow Women's Aid, Education, Mentors in Violence Prevention and departments of Police Scotland.

The programme at Westmuir was well received by pupils, teaching staff, parent/carers and the partners involved, and a final awards ceremony on 16 May 2017 celebrated the young people's success.

The Programme was evaluated by One Glasgow and the feedback has been used to develop the next course, which started in August 2017.

Inspector Patrick Murphy from Police Scotland said : "The 'Better Me' programme developed by One Glasgow's Sgt Caroline Harden has been a resounding success and extremely well received by both the teachers and pupils of the school. It was clear at the awards ceremony that the young people who engaged in the programme enjoyed it and definitely thought it was worthwhile. This partnership approach to changing the pupils' focus within the school, coupled with the recognition they have received as a result, has had a profound impact on the parents and carers of the young people. Parents and carers spoke of positive changes in behaviour and a drive to complete the programme. In my opinion this type of co-productive meaningful approach is a blue print for the future, well done to Caroline and the team for bringing this together."

A parent whose child was involved in project said: "This is a fantastic project. I've seen a dramatic change in his behaviour in the home and I am so proud of him. I can't wait to put his certificates on the wall."



## Progress at New Health and Care Centre Sites

A major milestone in the construction of the new Gorbals Health and Care Centre took place on 23 June and for the new Woodside Health and Care Centre on 6 July 2017 when the Cabinet Secretary for Health and Wellbeing, Shona Robison MSP, cut the first sod at special ceremonies at each site.

The projects represent significant investment in the areas with a cost of just over £17 million for the Gorbals and £20 million for Woodside, and will provide a wide range of benefits for the local communities. This includes the transfer of General Practices, Dental Practices and other primary and community care services from the current health centres, as well as the introduction of other services, including specialist children's services, community addictions services and social work services.

The new centres are being delivered as a partnership with NHS Greater Glasgow and Clyde, Glasgow City Health and Social Care Partnership, Glasgow City Council and Development Partner Hub West Scotland and their main contractor Morgan Sindall.



The Cabinet Secretary for Health and Wellbeing, Shona Robinson MSP cuts the first sod at the site of the new Gorbals Health and Care Centre.



Artist impression of the new Gorbals Health and Care Centre.

## North East Locality Engagement Forum Update

Members of the North East Locality Engagement Forum visited the stunning New Maryhill Health and Care Centre building at the end of August.

The visit was to show the Forum members how the proposed new Parkhead Health and Social Care Hub could be developed to host a range of health and social care services. The members were most impressed by the spacious design of the Centre.

Forum member Allison Lawson said: "The great layout creates a sense of space and is bright and welcoming. This would be a benefit to any health service."



Members of the North East Locality Forum are shown around the new Maryhill Health and Care Centre by Tony Devine and May Simpson, Community Engagement Officers within the Partnership.



# North West Locality Engagement Forum Update

The North West Locality Engagement Forum has been involved in a series of engagement events for the joint review of Minor Injuries Services in West Glasgow by Greater Glasgow and Clyde NHS Board and Glasgow City Integration Joint Board. This follows the temporary closure of the unit at Yorkhill Hospital last year.



Engagement events for the Review of Minor Injuries Services.

Minor Injury Units can treat a range of injuries including sprains, burns and simple fractures. However a Minor Injury Unit would not be able to provide treatment for illness, for example: gynaecological or pregnancy problems, alcohol or drug issues, severe allergic reactions, chest pain, breathing problems or people who have collapsed.

The review is looking at the options for Minor Injuries Services for the residents of West Glasgow including:

- re-opening services at Yorkhill Hospital
- transferring services to Gartnavel Hospital
- the status quo with services at Queen Elizabeth University Hospital, Stobhill MIU and Glasgow Royal Infirmary or
- a Health centre located in the west of Glasgow.

Information about the review including the options appraisal and local engagement events can be accessed on the Glasgow City Health and Social Care Partnership Website <https://glasgowcity.hscp.scot/review-minor-injuries-services-west-glasgow>

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## South Locality Engagement Forum Update

The South Locality Engagement Forum held its first event in June, attended by 50 local people, 15 staff members from the Partnership and local community partners.

Participants took part in a 'speed information round' on topics such as services for carers, health and wellbeing in later life, falls prevention, continence, welfare benefits, guardianship and power of attorney, making connections in your community and post diagnostic dementia support.

Participants also shared their experiences of using Occupational Therapy services as part of an ongoing review. Feedback has been passed to the review team and there will be follow-up sessions in coming months.

Anne Mitchell, Head of Older People and Primary Care Services, South Locality hosted the event and said: "we listened to what people told us and worked with community partners and staff to focus on the issues they highlighted as important. This is just the first of a number of activities to look forward to over the coming year."

## Smokefree Services Working Together



Pictured (l-r) Jennifer Logue, Pharmacy Smokefree Services and Wendy Thompson, Sharifa McKechnie, Heather Bath, Health Improvement Smokefree Teams.

Community Smokefree and Pharmacy Smokefree Services have been working together across Glasgow City to run specialist stop smoking clinics within priority neighbourhood areas for health improvement, which have traditionally high footfall for smoking cessation services but low quit rates.

The new approach supported by specialist advisors from Smokefree Community Services, began in February 2017 with impressive outcomes, including one localised example of a 56 percent increase in smokers setting a quit date from January–June 2017 compared to the same period in 2016.

Clients can attend either the specialist clinic to receive intensive stop smoking support, or quit through pharmacy services for less intensive support. Specialist stop smoking services can now be found working out of pharmacy settings across the city on a regular basis.

Such collaboration is fostering more consistent communication and productive working relationships between the services. As a result, there have been many positive outcomes such as more patients with challenging life circumstances that impact on their ability to stop smoking being referred into intensive support from the pharmacy service.

Heather Bath, Health Improvement Senior, South Locality, said: “The two services bring different strengths to this work, with community pharmacies engaging with high numbers of smokers, and Smokefree Community Services engaging with less smokers, but able to provide a more intensive service to those who find it most difficult to quit. Better outcomes (higher quit rates) are seen with the more intensive service.”

# Success for Stephanie at CELCIS Awards

Stephanie is 17 and lives at one of the City's residential children's units. Stephanie recently won a runners up prize for her heartfelt poem about being in care, at the Centre for Excellence in Looked After Children In Scotland (CELCIS) competition.

Martin Bulloch, Unit Manager, said: "We are very proud of Stephanie and all that she has achieved here since admission in 2015. Stephanie recently attended a ceremony along with two staff from the unit at Dynamic Earth, which was organised by CELCIS and received a runners up prize for her age group for her poem. Stephanie received great feedback from recognised authors and we hope she continues with her creative writing."

Stephanie said : "When you're young you get told don't talk to strangers because they can harm you but what they don't tell you is how much those strangers can really help and care for you and in my experience it's been the 'strangers' in my life that have helped change and shape me into the person I am today. Those strangers are the staff in my home. I wouldn't be where I am and doing what I'm doing if it wasn't for them. So this is a thank you to them."

## Stephanie's Poem

"Let me tell you about this girl  
A girl with a history  
And a heart-breaking story  
14 year old all on her own  
With no place to call home  
She suffered for years  
But hid all the tears.

Well when she was 15  
She found her home  
The place she belongs  
The place she now calls home  
That children's unit she never knew of  
The staff that she grew to worship  
The staff that protected her  
They made her feel safe  
And never let her fear  
Being put in care  
Was the best thing to happen to her.

But a year later things got different  
The girl changed from a scared wee girl  
To an angry teenager  
Gave abuse to the people that cared  
But despite this she was still scared.  
Pushing people away  
Just not knowing what to say  
This girl never left her bed  
She even left school  
She was so depressed  
The staff where amazing  
But she just couldn't see it.

She Lay in bed day after day  
In and out of hospital  
Being detained and sectioned  
It was never ending.

The cuts, the pain, the fear  
She tried to end it all  
Nothing took it away.

She was desperate for help  
But all she did was yell  
She went through trauma after trauma.

I mean she never had a mother  
She gave up  
And stopped fighting  
Thought no one was there  
And no one cared  
Days turned into weeks  
But all she did was sleep.

Well one day, months later  
She woke up  
She got out of bed  
She was always so depressed  
That she never saw the light  
But this time was different  
She opened her eyes and saw the world  
The big bad world wasn't that bad.

Well That girl she conquered  
She had hope and dreams  
For the first time in her teens.

Well That girl is me  
I beat my demons  
I beat my mental illnesses  
I went through the system  
I survived the bad  
I conquered  
And I made it  
I fought and I'm winning.  
And it's down to the care system."



# North West Recovery Communities

## '5 Years Down the Road to Recovery' Anniversary Event

Underpinned by the Scottish Government's Road to Recovery Strategy and brought to life by its participants, the community-based, North West Recovery Communities (NWRC) has played a major part in helping to transform Alcohol and Drugs Recovery Services across Glasgow over the last five years.

This year, on 5 July at Woodside Halls, NWRC celebrated the achievements of the past five years by showcasing the highlights and setting the scene for taking forward a Recovery Orientated System of Care within North West Locality.



The event at Woodside Halls.

Woodside Halls were decorated to the highest standard, with all hands on deck from early in the morning to get the room looking ship shape. Irene, one of the volunteers, said: "the place needed to look amazing, it shows others that they are respected and that we want to invest in the partnerships we have with them. It also helps to build confidence amongst us as volunteers. It makes a big difference when you are included as part of the team who will make the day a success rather than just turning up to take part!"

A major focus of the day was the launch of [NWRC website](#) containing all of the programme information about the recovery programmes available locally as well as plenty of recovery stories, illustrating that recovery is possible and that it happens day in and day out on our doorsteps.

Another part of the website is dedicated to the development of a Recovery Orientated System of Care, providing a seamless, engaging and relevant pathway for all members of the community to contribute to improving lives, enhancing their well-being and ultimately changing the culture that has kept communities in the clutches of addiction for many years. The message is all about promoting recovery, building on our assets, leaning towards what is working and what is making the most difference to people's lives, rather than being caught up in the what isn't working.

Jackie Kerr, Head of Operations for North West Locality, Glasgow City Health and Social Care Partnership, spoke at the event and endorsed the role of Recovery Communities. She said: "A shift in how resources are utilised and a more asset based way of thinking and operating have allowed services to attune themselves more readily to the needs of communities. Valuing the contribution of those with lived experience of alcohol and drugs as well as being inclusive of their families will help take forward a model of recovery that is second to none. I'm very inspired by the work of North West Recovery Communities, so much so, we need to begin to look at how we embed this approach in all aspects of our work within a health and social care context."

Christine Laverty, Head of Addiction Services for North West Locality summed up the day. She said: “Recovery Communities are a critical part of the Alcohol and Drugs Recovery Services model going forward. The redesign of services ensured that Recovery Communities had been written in as a vital part of the menu of opportunities available to support people achieve and maintain recovery. Care and Treatment Services will always be a vital part of recovery however the role of those with lived experience has proved to accelerate and help sustain recovery in a way we had not experienced before.”

For more information contact: [info@nwrc-glasgow.gov.uk](mailto:info@nwrc-glasgow.gov.uk)

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## Black History Month October 2017

October 2017 is Black History Month. This is when we focus on the contributions and experiences of black and minority ethnic people throughout centuries of our nation's history. It is important that we recognise the role of black and minority ethnic people in shaping Scotland's history. The Coalition for Racial Equality and Rights (CRER) have organised a programme of events to explore the links between Scotland's Black History and present day racism. Events are varied and include :

- 'It Wisnae Us' Exhibition: The Truth About Glasgow and Slavery
- Stories in the Stars
- 'With Angels and Dark Angels' – black depictions of sacred figures in Christian art and devotion
- Taste of Africa
- CRER lunchtime talks every Friday in October
- Film screenings of 'I am not your Negro' and 'Get Out'
- CRER walking tours
- The Great Black History Quiz Night and
- Insight Talks at the Hunterian.

Glasgow City Health and Social Care Partnership is also organising an event for staff that looks at how Migration affected Glasgow and our social policies.

For more information on events and how to attend, please read the [Black History Month Programme](#).

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# No Alcohol No Harm Warning to Mums to Be

For many years there have been mixed messages around drinking alcohol in pregnancy, but a new hard-hitting campaign by NHS Greater Glasgow and Clyde aims to clear up the confusion once and for all.

“No alcohol, no alcohol harm” is the theme of an information campaign, aimed at pregnant women and those thinking about having a baby, to highlight the risk of their child being born with Fetal Alcohol Spectrum Disorder (FASD).



The most conservative estimate is that 500 babies born in Scotland every year have been adversely affected by FASD. The launch of the extensive public health campaign coincides with International FASD Awareness Day which was on 9 September. As well as posters and information materials in antenatal clinics and across local communities, there will be additional training for midwives and social media channels that will be used to help mums to be make healthy choices.

Dr Linda de Caestecker, NHS Greater Glasgow and Clyde Director of Public Health said: “Women get their information from various places, not just their doctor or midwife. They read books and magazines, they scour the internet, chat to their mum and other friends who have had a baby before. And this means they often get mixed messages.

“The aim of this campaign is to set the record straight. NHS Greater Glasgow and Clyde will do this even when the truth is less comfortable and less welcome than the popular myths to which our society has clung for too long. The message is that the only way to guarantee your baby not being exposed to alcohol harm is to avoid alcohol completely.”

Nikki Boyle, Health Improvement Senior (Alcohol) for the Partnership added, “For the first time, the guidance is the same across the whole UK, which should help to limit any mixed messages. The Partnership has a key role to play in getting this message across to everyone who is in a position to give advice to pregnant women. The well intentioned advice from friends and family is often misguided so putting out a clear, consistent message to everyone will be a positive step.”

FASD is often associated with facial features such as small eyelid openings, short upturned noses and reduced sized heads, but it can also affect the heart and cause varying degrees of learning disabilities. It causes permanent, irreversible damage to a baby’s brain.

Unlike adults, babies in the womb have no capacity to metabolise alcohol, meaning it stays in their system longer than the mum’s, increasing the greater potential harm.

Dr de Caestecker added: “Fetal alcohol harm is the single biggest and 100% preventable cause of learning disabilities and behavioural difficulties among children, young people and adults in the UK. No alcohol, no alcohol harm.”

For more information please contact your midwife or other health professional.



## iMatter Update

All areas of the Glasgow City Health and Social Care Partnership have now completed the iMatter staff engagement survey with all three localities providing a sufficient response to give a staff engagement score. The response has been very positive and managers are now working within their teams to develop action plans that will be monitored nationally as well as key themes being shared at the Partnership's Senior Management Team.

Isla Hyslop, Head of Organisational Development, said: "The Senior Management Team is reflecting on the feedback from staff and the view of the organisation as this helpful in giving a sense of where we are in relation to being a new organisation."

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## Partnership Organisational Development Team

Working well as part of a team is an important part of everyone's work in the Glasgow City Health and Social Care Partnership. A key role for the Partnership's Organisational Development staff is to encourage, support and challenge teams in the Partnership to be as effective and resilient as possible.

Much research on organisational success shows the importance of good team working. This is of great significance for an integrated service where staff from different parent organisations work closely together in the service of patients and service users.



Pictured members of the OD team receiving their certificates from Alex MacKenzie, Chief Officer Operations for accreditation for the Aston team journey.

There are a number of ways that we can encourage good team working. Sometimes a simple facilitated session where all members of a team get together and contribute their ideas for improvement can bring real success.

The OD team (Isla Hyslop, Head of Organisational Development: Senior Organisational Development Advisors, Carrie Fivey, Jane McKinlay, Mary Ann Smith, David Taylor, Gillian Wilson, and Debbie Conlon, OD Support) encourage all teams to be clear about their purpose, membership and individual and shared responsibilities.

The Aston team development tool is a good approach. However there are other tools and approaches, for example some teams have experienced using the Kantor Behavioural Propensities approach. This looks at different ways that team members communicate with each other and builds effective communication.

For further information about the Organisational Development Team or team working contact any member of the team who are based at Commonwealth House. Telephone 0141 287 0499.

# What Integration Means to Me

## by Sybil Canavan, Head of People and Change



Sybil Canavan  
Head of People and Change

The scale and scope of Health and Social Care integration is a real challenge for everyone working in the Glasgow City Health and Social Care Partnership.

Part of this challenge is having staff doing the right work, in the right places at the right times for people who need their skills and expertise most.

As is the case in all organisations, staff are our greatest and most valuable asset.

My work and aspiration is to give staff, as far as is practically possible, the opportunity to work in ways that clearly demonstrate that value. This isn't easy or simple because we operate in complex and challenging circumstances. However as we move closer to where we want to be as a Health and Social Care Partnership, the value of our work with and for staff will be evidenced in the positive impact we have on the city.

### And Finally...

If you require this newsletter in an alternative format or wish to be added to our distribution list then please email [GCHSCP\\_Communications@glasgow.gov.uk](mailto:GCHSCP_Communications@glasgow.gov.uk)

**Find out what is happening across the Partnership and Localities on a daily basis by following us on Twitter @GCHSCP.**

**For more information on Glasgow City Health and Social Care Partnership**

- ▶ **Our People:** You can see our [Senior Management Team](#)
- ▶ **Our Papers:** You can read our [Integration Joint Board papers](#)
- ▶ **Our Places:** Glasgow City Health and Social Care Partnership (GCHSCP) headquarters at Commonwealth House, 32 Albion Street, Glasgow, G1 1LH

Glasgow City Health and Social Care Partnership's new website is now live:  
[www.glasgowcity.hscp.scot](http://www.glasgowcity.hscp.scot)