



Pictured: Glasgow's Recovery Communities were honoured at the Lord Provost Awards on Friday, 31 May. Lord Provost Eva Bolander is pictured with staff from three localities of Glasgow Recovery Communities. See page 5.

Welcome

Welcome to the Partnership's July 2019 Newsletter. This month we recognise and celebrate the achievements of staff and volunteers at various awards.

We also celebrate our volunteers and ask for nominations for the Partnership's Staff Awards for Excellence (SAFE) 2019.

For all the news remember to look at the Partnership's [website](http://www.glasgowcity.hscp.scot) and follow us on Twitter [@GCHSCP](https://twitter.com/GCHSCP).

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Chief Officer's Message



Susanne Millar, Interim Chief Officer

Welcome to the July 2019 edition of our newsletter!

As you'll already be aware, our Chief Officer for Glasgow City Health and Social Care Partnership, David Williams, has begun his secondment to the Scottish Government in the newly created role of Director of Delivery, Health and Social Care Integration. David will continue to work with a range of partners – the Scottish Government, COSLA, Integration Joint Boards and Health and Social Care Partnerships among others – to strengthen the continued implementation of Health and Social Care Integration across Scotland.

I'm honoured to have the opportunity to be our Partnership's Interim Chief Officer. As most people know, my commitment has always firmly been within public services, and I've always worked in Glasgow as an immensely proud Glaswegian myself. I've worked in a number of roles within social care, both frontline, strategic and leadership ones, for over 25 years, working alongside Health colleagues, and for the past three years working in the Partnership within an integrated role, recently as the Chief Officer, Strategy and Operations (GCHSCP) and the Chief Social Work Officer.

On a personal note, what's clear to me in my new role is that Integration can't 'tick over' on an interim basis, and neither would we want it to. Whilst the integration of health and social care has progressed well over the past four years, and we're doing very well in many areas, we can neither be complacent nor let up the pace if we're to better support the changing health and social care needs of the people of Glasgow and improve their health and wellbeing.

The shape and performance of Integration must continue to evolve, both out of necessity and desire. And transformation of what we do and how support and care are received and experienced by our patients, service users and carers must continue to be a priority within Glasgow. We all have a role to play in this. I hear and more importantly see and experience on a daily basis how as a Partnership we're having a significant positive impact in supporting patients, service users and carers to meet their personal outcomes and aspirations – in new, innovative and creative ways.

And this is my point. Integration is not about one person or one statutory body or the other, and it's certainly not about 'we had to' because of legislation. Within Glasgow we've moved away from a paternalistic view of health and social care. We've made great strides and will continue to evolve and improve as a Partnership because partnership working is critical to and at the very centre of what we do, and who we are. This includes people who are supported by our Partnership, those who plan and deliver our services, those who may have an interest in them or, indeed, all three. We are where we are now because of your dedication, drive and passion.

To date, my roles in our Partnership have been a privilege, and I'm grateful of the support of our Leadership Team and workforce over the years.

I look forward to continue working with you, whether as a colleague from the Partnership, Council or Health Board; IJB Member; supported individual; contractor or provider of care and support services; or local community organisation or network among many others.

I hope you enjoy this Summer edition of the newsletter, and if you're planning a holiday, I wish you an enjoyable and well-earned break.

Lord Provost Awards Win for Recovery Communities

Glasgow's Recovery Communities were honoured for their contribution to civic life at the Lord Provost Awards on Friday, 31 May. Lord Provost Eva Bolander presented Community Awards to all three localities of Glasgow Recovery Communities for their services to the community.

Glasgow Recovery Communities represents three local areas: South Community Recovery Network (SCRN), North West Recovery Communities (NWRC) and North East Recovery Community (NERC).

The Recovery Communities help people recovering from problematic drug and alcohol use. Part of its success is due to its programme being run and developed by volunteers with personal experience of addiction.

Carole Meakin, Glasgow Alcohol and Drug Recovery Service, Glasgow City Health and Social Care Partnership said: "Recognised as an equal stakeholder in the delivery of Alcohol and Drug Recovery Services, Glasgow Recovery Communities have an equal voice within the Alcohol and Drug Partnership. Recovery Communities were the lead for developing ROSC, a Recovery Orientated System of Care, building the strength and resilience of individuals, families and communities. The model is now embedded in treatment and care services.

She continued: "Maintaining long-term recovery, participants progress to become volunteers who then move on to attain industry-recognised qualifications. Many have secured employment which provides valuable lived experience support and advice to statutory and third sector organisations. Giving back is proud and rewarding. Volunteers extend a hand to others seeking recovery and achieve a deeper commitment to their own recovery. In return for their time, many have gained new skills and talents and have exceeded their own expectations. They feel valued, have broadened their own social connections, have increased their self-esteem and self-confidence and, above all, they are making a difference to other people's lives.

"In providing this structure and support, volunteers have become role models, empowering each other. They are improving our local communities, making them safer, healthier and wealthier."

Susanne Millar, Interim Chief Officer, Glasgow City Health and Social Care Partnership and Chair of Glasgow Alcohol and Drug Partnership said: "Glasgow Recovery Communities are an invaluable element of our addiction services, playing a significant role in supporting people in recovery. They set a high standard of true partnership with people with lived experience to influence the shape, design and delivery of health and social care services."

Anna Campbell, who was helped by the Recovery Communities, and is now a lead volunteer said: "It's great the Lord Provost has recognised what we do in the Recovery Communities. Out of all the good and bad choices I made recovery has made me the happiest. This project helped me because I was talking to people with lived experience of addiction."

Sandyford Awarded LGBT Youth Scotland Gold Charter

The Sandyford Sexual Health Service has been awarded the LGBT Youth Scotland Gold Charter in recognition of its commitment to LGBT staff and service users and dedication to providing an inclusive and high quality service for LGBT people.



Pictured: Sandyford staff with the Charter

Staff champions led work ranging from policy and practice reviews through to training delivery and identification of future actions to ensure Sandyford is as inclusive an organisation as it can be going forward.

Nicky Coia, Health Improvement Manager acknowledged the effort of staff. He said: "Thank you and well done to the staff who gave their time to be champions for LGBT inclusion. This award reinforces the message that Sandyford places equality and diversity and the heart of our organisation."

You can find out more about the Sandyford Services at www.sandyford.org and follow on Twitter [@SandyfordNHSGGC](https://twitter.com/SandyfordNHSGGC)

Practice Sister Shortlisted for RCN Award

Sarah Everett, Practice Sister / Clinical Manager at the Yellow Practice, Govan Health Centre is one of five finalists out of 700 from over the UK for the Royal College of Nursing (RCN) Patient's Choice Award. Sarah was nominated by the men who attend the Govan Men's Shed for her work in developing the project.



Pictured: Sarah Everett

Sarah knew many of her male patients were socially isolated and lacked access to meaningful activities. Keen to make a difference, she consulted patients about creating a place where men could meet, enjoy each other's company and pursue practical interests.

The project is now a charity, part of the Men's Shed movement, empowering men who are retired, unemployed or unfit for work to take control of their health.

A Shed member said: "Ms. Everett secured funding from Queen Nursing Institute Scotland (QNIS) and liaised with council officials to secure a derelict nursery for premises. Driven by her can-do attitude, it was completely transformed. The Shed has changed lives. People have a reason to get up in the morning and face what used to be problems but now have become challenges."

Success at ASH Scotland Awards

The Quit Your Way teams within Glasgow City Health and Social Care Partnership have recently supported a number of organisations to sign up to Scotland's Charter for a Tobacco-free Generation. These included a number of dental practices, the City of Glasgow College and local playgrounds across Glasgow.

Of these organisations, Govanhill Health Centre Dental Practice and the City of Glasgow College were recently recognised in an award ceremony for their work in support of the Charter - an initiative from health charity Action on Smoking and Health (ASH) Scotland to help deliver a tobacco-free generation of Scots by 2034.

Heather Bath, Health Improvement Senior, Tobacco said: "The Quit Your Way team is really encouraged by the commitment of organisations to help prevent smoking. Govanhill Health Centre Dental Practice has fully engaged with the Charter Dentist pilot project, taking on almost all of the pledges suggested by the scheme including working with local stop smoking services to improve referral of smokers to specialist support.

Heather continued: "The City of Glasgow College is the first college in Scotland to receive a five star rating within the Healthy Body Healthy Mind Awards, of which smoking prevention is a major component. The College's smoke-free policy has been framed in a positive light as a way to protect every student's right to an environment free from smoke. This commitment to a smoke-free campus is commendable."

NHSGGC also received an award for outstanding commitment to the Charter with all Health and Social Care Partnerships supporting the Charter in their work. This includes Glasgow City Health and Social Care Partnership staff who have demonstrated excellent collaborative work with dental practices and the City of Glasgow College, as well as supporting smoke-free play parks.



Pictured; David Freeman, Kathleen McGeogh and Sinead Cruickshank from Govanhill Health Centre Dental Practice receive their award



Pictured: Ian Gilmour, City of Glasgow College was presented with the award



Pictured: NHSGGC and Glasgow City HSCP staff with the award

UNICEF Baby Friendly (Achieving Sustainability) Gold Awards

All three localities of Glasgow City Health and Social Care Partnership have achieved the UNICEF Baby Friendly - Achieving Sustainability (Gold) Award.

This award celebrates excellent and sustained practice in the support of infant feeding and parent-infant relationships, helping services to embed Baby Friendly care in their workplace for the long term.

North East Locality staff recently came together with local mums and babies to celebrate achieving the award. Christine Walker, Infant Feeding Lead, North East Locality said: “These standards provide a solid foundation on which services can sustain and progress the Baby Friendly standards into the future, helping them continue to promote, protect and support breastfeeding and to support all mothers to build a close and loving relationship with their baby.”

Mike Burns, Assistant Chief Officer, Children’s Services and North East Locality Operations and the Partnership’s Baby Friendly guardian, presented the award to Partnership staff, Breast Feeding Network staff and volunteers with their babies. Mike said: “I congratulate the team for their hard work, support and encouragement, which has achieved this award. They have worked hard to increase breastfeeding rates. Our Breastfeeding peer supporters help us by taking the knowledge and skills they have learned into the community to help support antenatal and breastfeeding mums enhancing the feeding experience and the closeness felt between a mum and her baby.”



Pictured: Staff, volunteers and mums with Mike Burns, Assistant Chief Officer and North East Locality Operations

Project SEARCH Graduation

Nineteen young people graduated from this year's Project Search work experience programme at a ceremony on 7 June based at Glasgow Royal Infirmary and the University of Strathclyde.



Pictured: Students at Glasgow Royal Infirmary



Pictured: Students at University of Strathclyde

The Glasgow City Health and Social Care Partnership Supported Employment Service, part-funded by the European Social Fund, continues to play a key role in the continued development and delivery of Project Search within the city.

Project Search is an intensive work experience programme designed to help young people with learning disabilities and/or autism learn the skills required to get and keep a full-time job. There are now over 500 Project Search sites around the world, with 17 in Scotland and two in Glasgow, based within NHS Greater Glasgow and Clyde's Royal Infirmary and the University of Strathclyde.

The sole aim of Project Search is that young people are successful in obtaining employment. Job coaches from the Supported Employment Service are based full-time within the Royal Infirmary and University of Strathclyde to ensure young people are well-supported as they learn new skills and develop their ability to get on in the world of work.

Audrey Harrower, Job Coach started delivering Project Search in October 2018 after several years within the mainstream supported employment service. Audrey explains: "Project Search is an intensive programme for young people and for staff. It's full-time and very focussed on the aim of employment. The job outcome results over the past six years in Glasgow have been fantastic and we hope to continue this with the two groups who recently graduated on 7 June.

"I've really enjoyed getting to know all the young people and their families and watching how well everyone has developed and progressed. Seeing them move into a job and hearing about the pride of earning their own money makes the job worthwhile. I'm already looking forward to meeting the young people who'll be starting in August 2019."

Service Manager, Angie Black, explained: "The young people who completed the programme in June 2019 will continue to be supported whether they have secured their first job or are still looking for work. The job coaches in the mainstream service will now pick up this support and we hope to have more job outcomes in the next few weeks. These young people have proved themselves as capable, reliable and willing to learn over the past year. I have no doubt they'll make excellent employees."

Although the majority of recruitment for starting in August is complete there are still a couple of spaces available. To be eligible for Project Search in Glasgow a prospective applicant must be:

- over 18 years old
- have a learning disability and/or autistic spectrum condition
- live within Glasgow City Council area boundary and
- be able to travel independently and sustain a full-time programme.

Jamie who graduated on 7 June and spoke at the graduation ceremony has already secured a job in Cineworld. He said: "If you had told me this time last year that I would not only be working full-time, but be standing up here talking about my time at Project Search in front of a hundred people, I would have laughed or run away. I learned so much during my time at Project Search and am glad I did it."

Applications can be made here:

<https://www.glasgowclyde.ac.uk/courses/563-nq-dfn-project-search-nhs-based-at-glasgow-royal-infirmary/860>

and / or

<https://www.cityofglasgowcollege.ac.uk/courses/project-search-employability-programme-dpg18-level-3-2019-08-26>

Celebrating Our Volunteers

The 35th annual National Volunteers' Week took place from 1-7 June this year and was a celebration across the UK of all the contributions volunteers make to their community.



Fiona Moss, Head of Health Improvement and Equalities, who Chairs Glasgow City Health and Social Care Partnership's Volunteers Charter Group said: "We received the Charter Mark from Volunteer Glasgow in 2018, this recognises our commitment to creating and expanding appropriate volunteering opportunities across our services.

"Volunteers' Week is a chance to celebrate and recognise the fantastic contribution our volunteers make to our organisation. The Partnership would like to thank them for their invaluable and diverse dedicated efforts in supporting the services we provide."

Here are a few stories from our volunteers. You can find out how to volunteer with us and read more volunteer testimonies at: www.nhsggc.org.uk/working-with-us/volunteering/

Duncan Galbraith – Volunteer, North West Locality

Duncan Galbraith started volunteering for the Partnership's, North West Locality in 2017 and has now secured employment.

Duncan said: "I started out volunteering with the Smoke Free Services (SFS), supporting SFS practitioners assisting people to quit smoking. This was only for two hours a week, but it really helped my confidence and eased some of my social anxiety. I later moved to support staff in the Health Improvement Team in an administrative capacity. At first I was very nervous as it felt like



Pictured: Duncan Galbraith

a big leap from volunteering only two hours a week. However, it was from here I was able to focus on my personal development and get involved in a number of other activities and duties.

"Before I knew it I was providing peer support to new volunteers, something I would definitely not have seen myself doing when I started volunteering. During this time I was also able to take full advantage of the NHS training opportunities allowing me to gain new skills which would be useful for the type of job that I wanted to do. The emotional support that I received from the Volunteer Co-ordinator, Health Improvement Occupational Therapist and the team was invaluable. I am now working full-time and have my own tenancy. This is something I genuinely could not see myself doing four years ago."

Youth Health Service Young Volunteers

The Partnership's North West Health Improvement Team has successfully established Young Volunteers within the three Youth Health Services (YHS) in the North West of Glasgow City in Drumchapel, Possilpark and Maryhill.

YHS youth volunteering is aimed at engaging and empowering young people to be better informed regarding risk taking behaviours and encouraging them to access various services and websites with confidence. The young volunteers use handheld devices to highlight to other young people online information sources such as Youth Providers Online Directory (YPOD), Weigh To Go, sexual health services and mental health and wellbeing support.

Celebrating Our Volunteers



North East Recovery Community Volunteers

Ashleigh Barrett began volunteering with North East Recovery Community in 2017 and was involved in delivering therapeutic recovery cafés within the north east of Glasgow. Ashley trained as a NHS Naloxone peer educator in August 2017 and has delivered overdose awareness training and use of the lifesaving drug Naloxone which reverses an opiate overdose.

Ashleigh said: “I have delivered training to both staff and clients within addiction and homelessness services. My main focus was on training female clients, and I thoroughly enjoyed the experience. I delivered both group work and 1-1 sessions and this has had a positive impact on my confidence and self-esteem.”

She continued: “I recently obtained a full-time post as a healthcare support worker within the North East Alcohol and Drug Recovery Service. I am extremely grateful for this volunteering opportunity and the valuable skills I learned were a major factor in securing full-time employment.”



Pictured: Ashleigh with colleague Danny

North West Volunteers

The North West Health Improvement Team has established volunteers within some of the sites in North West Locality.

Volunteers staff health information points and can provide information and visitors in the right direction for services.

Sandra Duff, Volunteer Coordinator organised celebration events in Drumchapel Health Centre, Maryhill Health and Care Centre and Possilpark Health and Care Centre during Volunteers week to thank volunteers and highlight the volunteer service to staff.



Pictured: North West Health Improvement Team staff with volunteers at a celebration event at Drumchapel Health Centre during Volunteers week

For information on how to volunteer or to access a volunteer for your team please contact Sandra Duff, Volunteer Co-ordinator, North West Locality; Sandra.duff2@ggc.scot.nhs.uk

Visit the Gardens at Gartnavel Royal Hospital

Featuring edibles, ornamentals, sensory and medicinal plants, the Secret Garden at Gartnavel Royal Hospital was originally the private garden of the original hospital's superintendent. Restored around six years ago, it offers a peaceful space for patients, staff and visitors. As part of Scotland's Garden Scheme the garden is open to the public on Friday, 14 July from noon to 5pm.

Since 2013, the Green Exercise Partnership (GEP) has been active at Gartnavel Royal Hospital in the west of Glasgow, a large campus that includes several major hospitals and smaller specialist units, including psychiatric wards. The Partnership has developed a much improved network of paths, greenspaces and growing spaces around the site. As well as the restored 19th century walled garden, work has included a modern summerhouse, surrounded by raised beds.



Pictured: Walled garden at Gartnavel site

These spaces are two of the four Growing Spaces, under the coordination of the Art in the Gart scheme, with the aim of supporting mental health recovery and wellbeing of acute adult admissions mental health patients at Gartnavel Royal Hospital.

Patient sessions take place twice a week with horticultural expertise provided by Trust Conservation Volunteers (TCV) staff member Bryony White.

Byrorny runs sessions with the garden volunteers, delivers taster sessions and acts as a contact point for other groups who use the space. These include volunteers with Macmillan Cancer Support, and clinical staff and patients from a number of wards at the hospital.

Fiona Sinclair, Voluntary Services Manager/Lead for Art in the Gart said: "Volunteers may be referred to the scheme by health care professionals, or they may find out about it for themselves. Many come every week, to plant seeds, weed the beds, harvest vegetables and flowers or make plans for next year."

The gardens are open seven days a week for anyone to wander around.

More information from Fiona Sinclair, email fiona.sinclair6@ggc.scot.nhs.uk

Improving Leverndale Hospital's Community Garden

Leverndale Hospital was delighted to welcome back 11 corporate volunteers from Portakabin Scotland to work on site for two days at the start of June. The Portakabin team worked tirelessly on the garden alongside service users and staff as well as our own Leverndale volunteers.



Pictured: Volunteers at Leverndale's Community Garden

This project with Urban Roots is overseen by the Design in the Dale Strategy Group with leadership being provided by Elaine Melville, Volunteer Services Manager.

Samantha Flower, Occupational Therapy Mental Health Adviser said: "Funding for this project came from a successful endowment bid and I'm delighted to say that further endowment funding will allow us to work in partnership with TCV Conservation and Urban



Pictured: Leverndale's Community Garden

Roots to revamp a poly tunnel, kindly gifted to us by our Forensic colleagues. This work will begin in August and will improve the path leading to the poly tunnel as well as the area outside it. As our gardening project goes we hope to bring on our own seedlings and plants as well as having somewhere to go on the days that the weather is against us.

"We have a huge amount of work planned for this site over the coming months with a project with the Green Exercise Partnership seeing work being done on the southern half of the campus from late summer onwards."

For further information or if you are interested in volunteering opportunities in relation to this project please contact Samantha Flower email Samantha.Flower@ggc.scot.nhs.uk or phone 0141 211 6689.

Mentoring with MCR Pathways

The MCR Pathways, a school-based mentoring programme, recognises that all young people are talented. However, care-experienced and disadvantaged pupils face challenges beyond their control that make success more difficult. These pupils are in our community, but we do not always see their struggles.

Callum, a MCR mentored young person said: “Before I first got a mentor, I didn’t feel there was anywhere I felt listened to. By having a mentor there I actually had someone there to listen.”

MCR’s vision is that every young person in Scotland gets the same education outcomes, career opportunities and life chances as every other young person, no matter their home circumstances.

MCR recruits and trains volunteer mentors to be matched with a pupil based on personality and career aspirations. Mentors meet their young person at their school for just one hour a week and support them to succeed in their education and find their talents.

Marie Clarke, Children's Worker and Kim Duncan, now-retired staff member from Glasgow City Health and Social Care Partnership discuss why they got involved in mentoring in a video. Watch it here <https://www.youtube.com/watch?v=blxFaHqkMn8>

Check MCR’s website for more information and to sign up www.mcrpathways.org



Pictured: Marie Clarke, Children's Worker and Kim Duncan, now-retired staff member from Glasgow City Health and Social Care Partnership

Primary Care Mental Health Projects

The Drumchapel and Yoker Jigsaw and Govan SHIP (Social and Health Integration Partnership - Mental Health) projects have recently ended. These projects were created in partnership with local GP practices to scope and understand the mental health needs of their patients. They covered both NHS Greater Glasgow and Clyde (NHSGGC) Mental Health Services and the third sector, however each project had a slightly different focus.

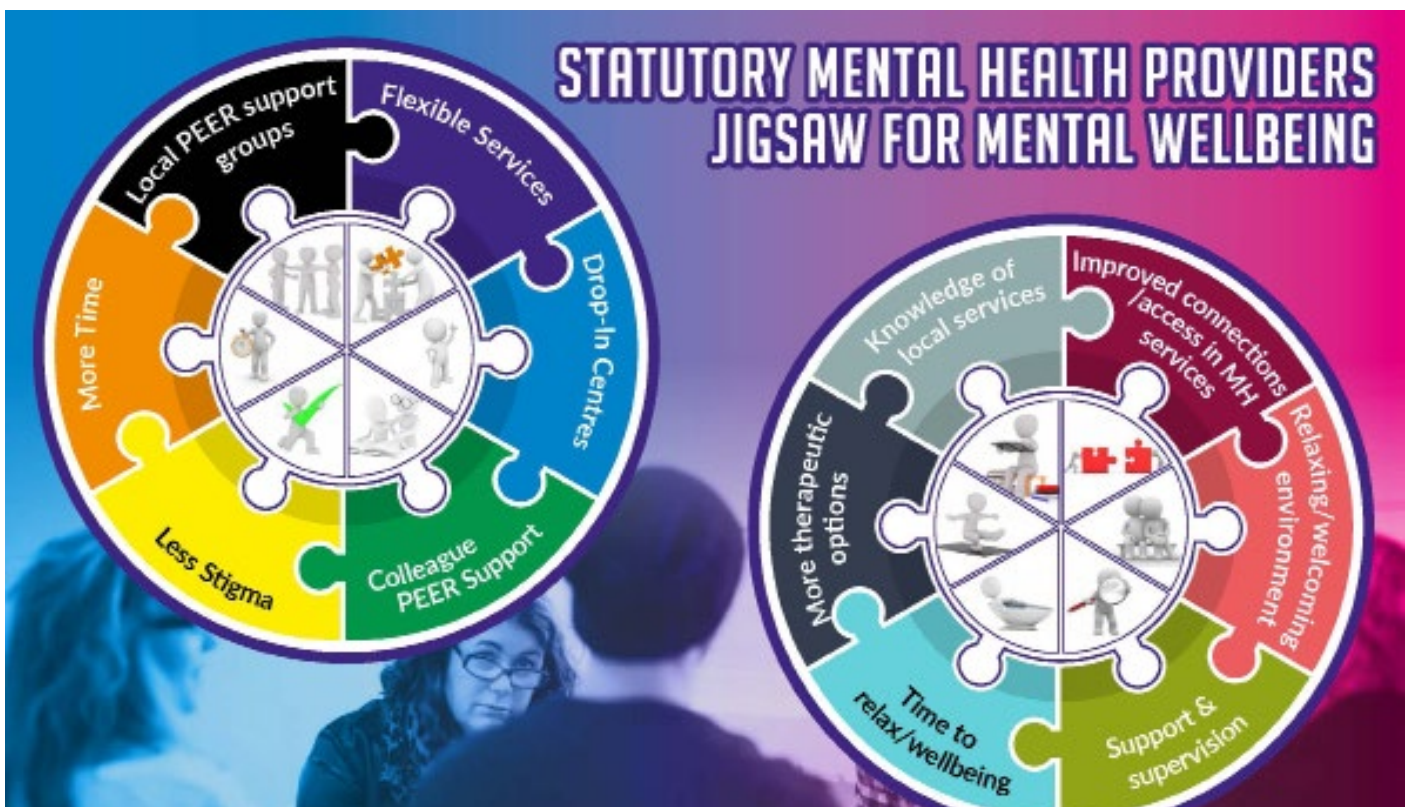
The Jigsaw Project looked mainly to the community and involved many consultations with local people, people with lived experience, people working with and supporting people with ill mental health, including GPs, to find out what they needed to support their mental health.

Vince McGarry, Project Manager said: “Nine local groups shared the Jigsaw community development fund which aimed to test different ways to support a range of people and hopefully help the projects become self-funding in the future. These included projects helping young people needing help with their mental health, parents dealing with trauma and a mental health peer support group.

“The SHIP looked more in depth into the link between GPs and mental health services. The findings from an audit of GP referrals showed a low number of referrals going on to engage with treatment. There were many reasons for this, one being the difficulties in navigating services for both those referring and those being referred. As a result, an information guide was created to help the GPs refer to the most appropriate services.”

The common learning from both projects was the need for better communications and improved connections. This will contribute to the on-going development of the NHSGGC Mental Health Strategy.

Further information is available from Vince McGarry, Project Manager
email vince.mcgarry@ggc.scot.nhs.uk, phone 0141 427 8306



New Woodside Health and Care Centre Opens 1 July

The new Woodside Health and Care Centre will open to patients, service users and visitors on Monday, 1 July 2019.

The new Centre will offer state-of-the-art, modern facilities accommodating integrated health and social care services improving access to and the co-ordination of care.

The interior design of the building is open and bright as there is a growing awareness that a welcoming and therapeutic environment delivers benefits that can impact on health and wellbeing.



Pictured: New Woodside Health and Care Centre

Services based at the new Centre include:

- Eight GP Practices
- Woodside Dental Practice
- Podiatry and Physiotherapy Services
- Treatment Room Service
- District Nursing and Health Visiting
- Sexual Health Services
- Social Work Teams
- Community Clinics and Outreach Services:
SPHERE, Diabetic Nursing Service, Anticoagulant Clinic, Rehabilitation Service, Money Advice, Health Improvement Services and Mental Health Services
- Children's Services:
Children and Adolescence Mental Health Service (CAMHS),
Community Paediatrics including Speech and Language Therapy,
Social Work Children's Services
- Alcohol and Drug Recovery Services
- Woodside Day Care Centre for Older People

Address and Telephone Numbers

Woodside Health and Care Centre
891 Garscube Road
G20 7ER
Phone 0141 201 5500

Woodside Day Care Centre
20 Hinshaw Street
G20 7DW
Phone 0141 483 7015

Supporting Uptake of Cervical Screening

Saturday drop-in clinics are supporting in the Clyde Gateway area (North East Glasgow) women who are overdue for cervical screening to attend their smear test and to encourage them to attend when recalled for future cervical screening.

The clinic is funded by the Scottish Government's Screening Inequalities Fund and provides a full-day Saturday drop-in clinic once a month for one year. It is targeted at women from areas of deprivation with low uptake of screening, but it also seeks to address other areas of inequalities. And depending on the needs of the local populations, GP practices may also invite women from minority ethnic groups or women with complex needs (for example, women who struggle with addictions).

Prior to each clinic date, Cancer Research UK (CRUK) and Jo's Cervical Cancer Trust work with local GP practices, giving them information about the clinics, providing non-clinical training to staff and supporting them to invite women to attend who are overdue for their smear test.

From August 2018 to May 2019, nine clinics have been provided with the final three scheduled for September, October and November 2019. To date, 81 women have attended with 72 of these being screened. The majority of women attending have been aged over 50 years (56%), and 75% identified as white British. One woman who attended had not had a smear for over 12 years.

Fiona Noble, Planning and Performance Manager, North West Locality said: "Some women may be attending screening for the first time, or for the first time in many years, or may have had a negative prior experience, and so offering support is an important part of the clinic. This is done through the availability of information materials, someone to chat through their issues or reassurance about the test itself, support to complete the evaluation forms or even just a cup of tea."

New Power of Attorney Campaign

Glasgow City Health and Social Care Partnership is taking the lead on the new Health and Social Care Partnership (HSCP) Scotland Power of Attorney Campaign, which 29 HSCPs have signed up to.



Ann Cummings, Neighborhood Service Manager, North West Locality and Chair of the POA steering group said: "Every year thousands of people across Scotland lose capacity – it could be an accident, a head injury, a stroke or an ongoing progressive illness. The only way you can plan for your future is to appoint someone with Power of Attorney.

"Power of Attorney is for when you are still here. If you are in hospital or a care environment or even your own home, no one can act for you – pay bills, manage your welfare or make key decisions unless you have made your plan."

The campaign commenced in June 2019 with a social media launch and targeted TV ads on Sky television. Further information go to the POA website at www.mypowerofattorney.org.uk/

Working in Partnership for Dementia Awareness

Staff from Glasgow City Health and Social Care Partnership and Alzheimer Scotland are going on the road this summer to raise awareness of dementia.

The team, who are working together as part of the Partnership's Dementia Strategy, will be attending a series of events in the lead up to World Alzheimer's Day on Saturday, 21 September 2019.

On 11 June the team attended the annual Active Seniors Day in Victoria Park, attended by over 500 older people and their families.



Pictured: The dementia bus

Jordan Livingstone, Carer Information Worker, North West Locality said: "The event has been a great opportunity to highlight the range of services and supports that we offer to people who could be, or already are, carers. Working alongside Alzheimer Scotland staff has been invaluable as we have been able to identify people who might need a bit of extra support right away, without having to wait for a phone call or a referral."

Polly Mark, Dementia Advisor with Alzheimer Scotland added: "Attending events like this is always worthwhile as people might not choose to come along to a meeting or group but might still want or need a bit of advice or support. Having the dementia bus means we have a private, quiet and confidential space where we can listen to someone's story and identify what help they might need."

The team will be on hand for information, advice and support about any aspect of dementia, including caring for someone at the following upcoming events:

D in The Park

Saturday, 20 July, 10am – 3pm
Drumchapel Park

Gorbals Party in the Piazza – Community Open Day

Saturday, 20 July, 12pm – 3pm
New Gorbals Health and Care Centre

Shettleston Community Growing Project Open Day

Sunday, 28 July, 12pm – 4pm
Dalness Street Allotments

For more information please contact Lisa Martin, Community Engagement Officer, phone 0141 427 8269 or email Lisa.Martin@ggc.scot.nhs.uk

Cafe for New Parents Visited by Minister

Becoming a parent can be extremely daunting, but a café in Parkhead is offering support to new parents to help them feel less isolated and increase their interaction with other new parents.

Café Stork, which was set up to offer a place for new parents to access support in the early stages of parenthood, was visited on 18 June by the Minister for Mental Health, Clare Haughey MSP.



Pictured: (left to right) Susie Heywood, Health Improvement Senior, North East Glasgow Health Improvement Team, Glasgow City HSCP, Clare Haughey MSP, Minister for Mental Health and Jacqueline Kerr, Assistant Chief Officer, Adult Services and North West Locality, Glasgow City HSCP

The café offers a welcoming space where mums and dads can chat with other parents in a relaxed atmosphere. There are activities that parents can choose to join, and help and advice are available from café staff.

The Minister for Mental Health was welcomed to the café by staff and parents. She spoke to mums and café staff over a cup of tea and listened to their experience of a very unique café.

Susie Heywood, Health Improvement Senior, North East Locality said: “We were delighted that Ms. Haughey was interested in coming along to visit our group and hope she enjoyed the opportunity to speak to us and join in the group conversation. Café Stork has been running in Parkhead for over three years now, providing a welcoming place for parents to be and new parents to meet, relax and if needed get a bit of extra support.”

New Logo for Café Stork

Glasgow Kelvin College NC level 6 Art and Design student, Seonaid Walker from Barlanark, has used her creative talents to design the attractive logo and branding for Café Stork.

Café Stork runs in three locations across the East and North East of Glasgow. Each café has an inclusive ethos that is welcoming to all as its central aim is to increase social connections between parents and carers, providing a relaxed and de-stressed environment for its customers to meet up in a safe and supported place.

Seonaid was delighted to receive her prize at the College’s East End Campus. She said: “I’m delighted to have won the logo competition and hope to get down to Café Stork in Parkhead soon to see my design in situ.”



Pictured: Susie Heywood and Seonaid Walker with Café Stork Logo in background

Partnership's Staff Awards for Excellence 2019

The Glasgow City Health and Social Care Partnership (HSCP) is now seeking nominations for individuals or teams for its 2019 HSCP Staff Awards for Excellence (formerly Facing the Future Together Award programme).

The HSCP Staff Awards for Excellence is an opportunity to recognise, celebrate and thank individual staff and teams in the Partnership who have 'gone the extra mile' in their work – especially in situations when they or their service have been under additional pressure, where they have made an exceptional contribution or where they have implemented an improvement or innovative idea that has yielded significant benefits.

Nominations are sought within the following categories:

- Our patients, service users and carers
- Our people
- Our leaders
- Our resources and
- Our culture.

All Partnership staff and teams, Health and Social Work, are eligible to be nominated, and they can be providing either a frontline or back office support service. Nominations should also have been delivering on their work or project over the past year (they should not be at the ideas stage).

Nominations can be made via the following web link: www.smartsurvey.co.uk/s/2019SAFE/.

The closing date for nominations is Friday, 19 July 2019.

If you also wish for your nomination to be considered by NHS Greater Glasgow and Clyde Chairman's Awards (closes end July 2019), then you can find out more information about the process via the following weblink: www.nhsggc.org.uk/our-performance/chairmans-awards/. Any further queries about the above awards can be emailed to GCHSCP_Events@glasgow.gov.uk.

New Community Nursing Webpage

A new 'one stop shop' webpage has been developed for Community Nursing Services and is hosted on NHS Greater Glasgow and Clyde's website. The webpage can be accessed by clicking the following link: [Community Nursing Page](#)

This webpage has been developed by a Board-wide working group to provide all community nurses with easy access to information. It includes links to pertinent information including referral forms, guidelines, prescribing support, local training, palliative care, staff induction, revalidation and student sections.

A review of the webpage is ongoing and the Board-wide working group continues to meet to review recommendations. It is hoped this will provide a useful and vital resource for nursing staff working within a community setting. For more information contact:

Kirsteen.Cameron@ggc.scot.nhs.uk

Carers Week - Are You Looking After Someone?

Carers Week 2019 ran from 10 - 16 June, and Glasgow City Health and Social Care Partnership Carers Services and Glasgow Carers Centres ran a series of events to promote services for carers. This included stalls at main hospital sites and health centres, which were well attended by staff and visitors.



Ann Cummings and Fred Beckett from the Partnership's Carers Team held a successful learning and development session with Alzheimer Scotland's Dementia post-diagnostic support team.

Fred Beckett said: "The theme for Carers Week 2019 is getting carers connected in their communities. It was very encouraging to hear practitioners working together to ensure carers looking after someone with dementia can connect with carer support services across Glasgow."

For support and information on being a carer or services available, visit the 'Are you looking after someone?' section on the [Your Support Your Way Glasgow](#) website.

Your Support Your Way Website in Many Languages

Siobhan Harkin, from the North East Health Improvement Team, recently attended a health information day for Refugees and Asylum seekers at Rosemount Lifelong Learning Centre in Royston to signpost attendees to sources of help and advice.

Siobhan said: "I took leaflets about health topics and an iPad. When attendees spoke to me, some had a good grasp of English and others did not. Attendees asked about housing, homelessness, children, health, and employability services. I then asked what their native language was and used the [Your Support Your Way Glasgow](#) website to translate the topic into that language.

"Everyone was delighted to be able to read the information in their chosen language. All participants took the website details intending to use it when they require it. On the day I used the website to translate into 11 different languages including Swahili, French, Spanish, Chinese Simple (that is, Mandarin), Arabic and Punjabi. I also spoke to all the stallholders about the website and informed them that they could join the website under the service provider section and then they could reach a wider audience as all their information could also be translated."

Visit the website at www.yoursupportglasgow.org

Change the Conversation, Change the Culture

Conversations for Change is a programme designed to support managers to develop their ability to have better conversations with their staff. The emphasis is on providing practical tools to enable participants to implement their learning when they return to the workplace. Partnership Organisational Development staff held three workshops earlier this year. These were attended by 34 staff from the Partnership's Adult, Children's and Older People's services.

Isla Hyslop, Head of Organisational Development for the Partnership said: "We were looking to engage with new and developing leaders to support them on their leadership journey and to continue their learning in the workplace through connecting to colleagues with similar experiences."

The programme is designed to equip staff with the tools and techniques to meet competitive pressures, plan for succession and bring about change. It is important that staff not only learn the principles of workplace coaching but also develop the skills and techniques to use when having coaching conversations.

All participants of the programme were invited to a Consolidation Event in March. This event focused on:

- highlights and challenges that have presented themselves since the training
- how the training has improved conversations with others, and any impact coaching has had in your service and
- what have you learned about yourself, and about coaching.

Isla continued: "We want our staff to feel confident that they can effectively support performance and development. This involves being able to give feedback and be clear about why we are having different types of conversations. Taking time to think through good ways to have positive conversations and to be supported by colleagues is really beneficial."

A participant said: "This was an extremely enjoyable course. I benefitted greatly from practical sessions and feel that I have gained specific skills and approaches to employ in practice immediately following the course. It made me question my own practice in a positive and constructive way."

Anyone interested in future events should contact a Lead OD Adviser below:

- Carrie Fivey – Older People's Services
- Claire Campbell – Adult Services
- Mary Ann Smith - Children's Services

What Integration Means to Me

by Julia Egan, Nurse Director, Glasgow City Health and Social Care Partnership



Julia Egan, Nurse Director, Glasgow City Health and Social Care Partnership

Having worked for a long time as a Public Health Consultant focused on prevention, reducing inequalities and working with hard to reach groups of people with complex needs, integration for me is a way of working which builds on all these features and ensures that all health and social care services work together focused around the needs of individuals, carers, families and communities.

The aim is to transform and improve how we deliver services. My role is to work as part of an integrated team to achieve that and to enable nurses to achieve their full potential within integrated community teams.

Get in Touch...

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

Find out what is happening across the Partnership and Localities on a daily basis by following us on Twitter [@GCHSCP](https://twitter.com/GCHSCP).

For more information on Glasgow City Health and Social Care Partnership

- ▶ **Our People:** You can view our [Structure Chart](#)
- ▶ **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 website:
www.glasgowcityhscp.scot

For information on health and social care services please go to:
[Your Support Your Way Glasgow](#)