

partnership matters

briefing



Susanne Millar, Chief Officer

September/October 2023

Welcome to Glasgow City HSCP's 'Partnership Matters' briefing, to keep you more up to date with some of what's happening across our HSCP with partners. [Current and past briefings](#) continue to be available on our HSCP's website, and they can be accessed from work and personal devices. We hope that you find our briefing useful. Any comments or suggestions for future topics are welcome, and they can be shared by contacting us at gchscp_communications@glasgow.gov.uk.

Message from Susanne Millar, Chief Officer

Welcome to the latest issue of Partnership Matters.

Our HSCP's maximising independence approach will change the way that we all work within health and social care to support people, who can and want to, to remain living at home safely for as long as possible. This will involve working with our partners to make sure that the right support is in place for them, and for their carers if they have them. It's one of the most far-reaching changes we'll make in a generation for health and social care support.

We kick off the September/October issue of Partnership Matters with a feature article on our [Community Rehabilitation Teams](#), which shows how we're already doing this right now. We talk more about how the teams are making a difference in helping patients to maximise their independence, and we hear first-hand how a patient managed to get out of her house for the first time in nearly two years through the support of one of our teams.

Inside this edition

- [Message from Susanne Millar, Chief Officer](#)
- [Our Community Rehabilitation Teams are maximising people's independence](#)
- [Glasgow marks World Suicide Prevention Day](#)
- [Our HSCP staff recognised at national and local awards](#)
- [Annual Performance Report and Demographics report](#)
- [News, Meetings & Events](#)



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Visit our website glasgowcity.hscp.scot or follow us on social media to find out more about what we're doing for health and social care in Glasgow City.

We also feature articles on:

- last month's national [Suicide Prevention Week](#), during which our Glasgow City Suicide Prevention Partnership (GCSPP) ran a campaign to raise awareness in the city about suicide prevention and the training available to anyone, who would like to learn how to recognise and support someone at risk of suicide. To mark all the lives sadly lost to suicide, the GCSPP also hosted its annual 'Candlelight Celebration of Life' in the Tranquillity Garden at Gartnavel Royal Hospital
- our HSCP staff being recognised at a number of national and local awards recently: [Nicola Boyle](#), a Health Visitor in North West Locality, who won the Children's Choice Award at the 2023 Scottish Children's Health Awards; at the [Mental Health Nursing Forum Scotland Awards](#), our West of Scotland Mother and Baby Unit Nursing Team based at Leverndale Hospital who won the 'Inpatient Care' category, our Police Custody Healthcare Team at Govan Police Station who won the 'Leadership in Mental Health Nursing' category and Pauline Zvimba, Senior Advanced Nurse Practitioner at our North East Community Mental Health Team CMHT who was highly commended in the 'Community Mental Health Nursing' category; our [Mental Health Improvement Team](#) who won their fourth UK Public Health Register Innovation in Public Health Award ('Translating Evidence Into Practice – The Allison Thorpe Award'); and [Mohannad Dawod](#), a Pre-Registration Technician at the Adelphi Centre Pharmacy Hub who was named Year One Apprentice of the Year (2023) at NHS Greater Glasgow and Clyde's Apprentice Celebration and Award event and
- our HSCP's [Annual Performance Report 2022 to 2023](#) and [Demographics and Needs Profile](#). The Annual Performance Report reviews our performance against national and local performance indicators and the delivery of our Strategic Plan commitments. It also highlights key achievements and identifies areas for improvement in 2023 to 2024. The Demographics and Needs Profile is a reference tool to help plan and deliver services. It includes a breakdown of the general population, a profile of health in the city and local information on a range of factors that can impact health and wellbeing.

We also continue to include in this issue links to more [news articles](#) that have been published on our HSCP's website, as well as links to upcoming meetings and events. You can keep up to date on what's happening across our HSCP with partners by following us on [X \(formerly known as Twitter\)](#) and [Facebook](#), too. If you have something you'd like to feature in Partnership Matters, feel free to email us at gchscp_communications@glasgow.gov.uk.

It's hard to believe that we'll soon be coming to the end of summer. I hope that you managed to have an enjoyable break at some point, and if not, have one planned.

Thanks.
Susanne



Our Community Rehabilitation Teams are maximising people's independence

Hearing how their patient managed to get out of her house for the first time in nearly two years has highlighted how our Glasgow City Health and Social Care Partnership's (HSCP) Community Rehabilitation Teams are helping patients to maximise their independence.

"I am overwhelmed at the compassion, dignity and respect given to me from your whole team," the patient told Lynn Haughey, Team Leader of the North East Rehabilitation Team, one of three teams across the city. "I would like to say a massive thank you to all who were involved in supporting me right from the initial meeting, and had a total understanding of my needs."

The rehabilitation team works closely with others across our HSCP, including Homecare Reablement Team, social work, district nursing and other community organisations.

Relationships with acute hospital discharge and 'front door' services are another priority, with a commitment to see patients referred from Accident and Emergency and Scottish Ambulance service colleagues within 24 hours. The team also provides a same day response to GPs in relation to patients at risk of admission. All of this helps prevent unnecessary hospital admissions and any delay to people being discharged home.

Lynn puts much of the team's success down to its unique multi-disciplinary approach, with eight different health disciplines working together to support patients, as individuals with identified needs and goals, throughout their rehabilitation journey.

"We really do work together as a co-ordinated team," says Lynn, "Each profession has a different skill set and by working together, we can support the patient in a holistic way, not just focussing on the one specific issue but addressing all aspect of rehabilitation, focussing on what is most important/required at the time. We look to the future, giving information, advice, exercises and support to help our patients, build strength and prevent decline. That way, we can build up resilience and support our patient to become and stay more independent, at home and in the community.

The teams consist of nurses, physiotherapists, occupational therapists, podiatrist, speech and language specialist, dieticians, community psychiatric nurse, pharmacist, support workers and administrative officers. Their referrals can come from hospitals to facilitate timely discharge and from community where therapeutic input is provided to patients with long term conditions such as Huntington's, Parkinson's and Motor Neurone Disease (MND) and frail elderly.

"The one thing we all have in common when we're working with a patient, no matter how they've been referred to us, or what their condition is, is that we set rehabilitation goals. These may be for someone who's frail or recovering from a hip fracture to overcome their fear and get back out into the community to prevent becoming isolated. A physiotherapist and support worker can help by



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practicing scenarios like pavement kerbs and walking in more crowded areas, or it may be their goal is to regain independence, strength and weight gain after a period of being unwell.

For some patients, support might not be needed right now, but Lynn's team can check in regularly and set rehabilitation goals at the right time, "MND patients are referred to us at diagnosis, but some people may still be working and might not need support at the moment, but we keep in touch every six months, just to make sure they're getting the support they need as their condition changes, and to answer any questions, or give information."

For other groups, such as people living in residential care homes, the goal can be to prevent falls by building resilience, increasing physical movement and education. Recent innovations in the homes include a walking aid clinic at Riverside to help people maintain mobility. Monthly drop-in clinics with the physiotherapist and the physiotherapy support worker has already reduced the number of falls, and a seated exercise class is being looked at for residents. We promote independence by encouraging people to do and use what they can, so they don't lose it, all based around the Care About Physical Activities (CAPA) principles.

This holistic approach, focussing on people's strengths as well as their areas of need, has resulted in a great outcome for the patient who wrote to Lynn, citing team members' compassion, understanding, practical advice and support.

"I was looking for and needed advice given plain and easy to understand and follow. Nurses who came out when my skin started to break were out within 48 hours, and got a barrier cream organised and brought a cushion for my back to prevent further damage.

Absolutely fantastic team ... friendly understanding and very sympathetic to my needs.

I was treated as an individual throughout. I suffered for 16 months not knowing your team existed and I can only say I'm privileged to have met some of them who have given me the ability to get outside again after nearly two years."

Glasgow marks World Suicide Prevention Day

From 4 to 10 September, Scotland stood together during Suicide Prevention Week to raise awareness and shine a light on suicide and what we can do to keep each other safe.

This year, we're continuing with the theme of 'Creating Hope Through Action' and encouraging people to talk about suicide and find out more about suicide prevention activities.

The latest [Scottish Public Health Observatory Report on Suicides](#) reported that in 2022, 84 people in Glasgow City took their own lives, a tragic loss of life with long-lasting impacts on bereaved families,



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friends and communities as well as staff and colleagues from the range of multi-agency partners.

In Glasgow, our [Glasgow City Suicide Prevention Partnership](#) (GCSPP) ran a week-long campaign surrounding World Suicide Prevention Day on 10 September, to raise awareness in the city about suicide prevention and the training available to anyone who would like to learn how to recognise and support someone at risk of suicide.

To mark all the lives sadly lost to suicide, the GCSPP hosted its annual 'Candlelight Celebration of Life' event on Friday 8 September, in the Tranquillity Garden at Campbell House in Gartnavel Royal Hospital between 12:30pm and 1.30pm.

The Celebration of Life event was first set up in 2013 and a rowan tree was planted in the Tranquillity Garden, which has become the focal point for the Celebration each year. Those who attend are given the opportunity to light a candle and leave a message for a loved one tied to our rowan tree. It's an opportunity to come together to honour loved ones lost to suicide and celebrate their lives.

One of the founding members of the multi-agency Celebration of Life event, said: "It's so important that every year we make the effort to come together and organise this event to remember all those touched by suicide in Glasgow. Our event is an opportunity for people whose lives have been affected by suicide to reflect, contemplate and remember".

In the North East, the 'Tranquillity Garden' event took place on 14 September at Cranhill Development Trust as an opportunity to focus on the benefits of green space aiding reflection and wellbeing.

An online awareness event for all Health and Social Care Partnership (HSCP) staff was also held on Monday 11 September to educate people on suicide prevention efforts in Glasgow and to signpost to other training opportunities.

David Harley, Glasgow City HSCP Planning and Performance Manager (Mental Health) said: "Through our joint actions we hope to improve suicide prevention and recognise suicide prevention is not the job of one person or group. Suicide prevention is everyone's business: we can all act to try and prevent suicide.

If you're worried about someone, you can start a conversation with them, ask them how they are feeling, listen to them and let them know that you care. You don't need to have the answers. If it feels right, you can ask them if they're thinking about suicide, and if they are, you can work with them to keep them safe and get help."



Where to Get Help

If you're experiencing confusing or distressing thoughts, or if people around you have expressed concern about your wellbeing, arrange an appointment with your GP or phone [NHS 24](#) on 111.

If it would help you to talk with someone, freephone:

- [Samaritans](#) – 116 123
- [Breathing Space](#) – 0800 83 85 87

If you, or someone you know, needs **urgent help** please phone the emergency services on 999.

Find out more about suicide prevention, local resources and support available from the [Glasgow City Suicide Prevention Partnership webpage](#).

Our HSCP staff recognised at national and local awards

Recognition for HSCP Health Visitor Nicola Boyle at National Children's Awards

Nicola Boyle, a Health Visitor in Glasgow City Health and Social Care Partnership (HSCP)'s North West Locality, won the Children's Choice Award at the 2023 Scottish Children's Health Awards in September.

The Children's Choice Award recognises someone who has made a significant difference to a child or young person undergoing treatment in hospital, at home or in the community. It's a 'thank you' in recognition of the difference they've made to a child's world.

Nicola, based at Maryhill Health and Care Centre, said: "Pre-school children and their families are a key focus, but the parents and carers are also central. We give as much support required to assist the parents and carers in meeting their children's needs and support them with their own health and life requirements."

And it's this focus on family – not just the child – that earned Nicola her nomination for the Children's Choice Award. Arlo Aitken was born at just 23 weeks and underwent a major, potentially life-threatening operation. A terrifying ordeal for any parent, but Arlo's mum Emma was helped through the process by Nicola, and it's one of the many reasons she nominated her for the award. Emma said: "Nicola made us feel so comfortable – like she genuinely cared for our family. She understood how we felt, she dealt with difficult conditions and helped us through difficult appointments."

Arlo was later diagnosed with autism and Emma feels Nicola helped the family navigate the process, explaining: "She pushed for answers, talked us through diagnoses and has repeatedly gone above and beyond for him."



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Nicola didn't know she'd been nominated for the award, so when Emma called her to tell her the good news, she automatically thought it was something to do with Arlo. She said: "I went into shock; I couldn't believe it. I thought she was kidding me on! I still can't believe it. I'm so grateful for the recognition. Arlo has been the 'miracle baby' on my caseload due to being born at 23 weeks. He's been the biggest fighter and developed into a lovely, happy, delightful little boy."

When she made the nomination, Arlo's mum Emma said Nicola had gone above and beyond her remit and emphasised how much Nicola knows the children under her care. That's not gone unnoticed by Nicola, who sees the award as affirmation that she's doing the best for those she works with. Nicola said: "The award has really assured me that I'm doing what I try to do every day in my work and help all children and parents meet their needs and live a happy life. I love my job, but when I hear good news about kids' health situations or their achievements I have helped with, it really makes me feel I can do my work and makes it all so worthwhile."

Whilst Nicola is delighted to have won the Children's Choice Award, it's the continued success of the children she works with that she gets most satisfaction from: "The best part has to be seeing all the kids and getting a big smile from them; it really does lighten up my day."

On choosing their winner for this award the judges said: "We feel that our winner is a great example of someone who goes above and beyond to make a difference to a patient and family. She's a Health Visitor and a GIRFEC (Getting it Right for Every Child) named person, who has shown excellence in her role, particularly when supporting the parents of premature babies to share their journey in 'person centred care.'"

Julia Egan, Chief Nurse, Glasgow City HSCP said: "Massive congratulations to Nicola on winning the Children's Choice Award. Awards generated by client's feedback are so great to see. Very well deserved."

Our mental health nursing staff honoured at national awards

Glasgow City Health and Social Care Partnership's (HSCP) hosts NHS Greater Glasgow and Clyde's Mental Health Board-Wide Services, and we're celebrating our mental health nursing staff who were successful at the Mental Health Nursing Forum Scotland Awards held on 6 October.

The Awards recognise the significant contribution that nurses make to the modernisation of Mental Health services across Scotland, increasingly in the context of the integration of health and social care.

The West of Scotland Mother and Baby Unit Nursing Team based at Leverndale Hospital won the 'Inpatient Care' category for their work to achieve excellence in care. This was shown through commitment to quality improvement and care assurance, attainment of accreditation from the Royal College of Psychiatrists Perinatal Quality Network and feedback from a recent Mental Welfare



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Commission visit. This feedback commended the excellent standard of care and the patient environment.

Our Police Custody Healthcare Team at Govan Police Station won the 'Leadership in Mental Health Nursing' category for the 'Development of the Police Custody Mental Health Pathway and associated Standard Operating Procedure'.

Pauline Zvimba, Senior Advanced Nurse Practitioner, at our North East Community Mental Health Team (CMHT) based at Auchinlea Resource Centre was highly commended in the 'Community Mental Health Nursing' category. This was for her work to introduce the Senior Advanced Nurse Practitioner role within a Community Mental Health Team.

Lorraine Cribben, Chief Nurse, Adult Services, Glasgow City HSCP said: "These awards recognise the role mental health nurses play in improving the experience and outcomes of care for people experiencing mental health issues and their families and carers. Congratulations to all our winners and commendations."

Our Mental Health Improvement Team wins fourth UK Public Health Award

NHS Greater Glasgow and Clyde's (NHSGGC) Mental Health Improvement Team has won a fourth UK Public Health Register (UKPHR) Innovation in Public Health Award. The team, which is hosted by Glasgow City Health and Social Care Partnership (HSCP) has won four awards in the five years that the awards have been in existence (two awards in 2018 as well as an award in 2022 and 2023).

The awards offer practitioners and their colleagues and employers throughout the UK the opportunity to gain recognition for their work in improving public health and reducing inequalities.

The team won the 'Translating Evidence Into Practice – The Allison Thorpe Award' and was shortlisted in 'The Best Social Media Campaign Award' category at this year's UK-wide award ceremony

The Allison Thorpe Award was for their work on Black and Minority Ethnic (BAME) Perinatal Mental Health Research. They're delighted that they have a Tree for Life planted in the Caledonian forest in recognition of their work.

The research project explores the experiences of their Perinatal and Infant Mental Health Network partners in engaging with BAME women and their families, during the perinatal period, to support mental health and wellbeing. While the perinatal period can be a vulnerable time for all women, research highlights that BAME women are at greater risk of developing mental health problems. Their vulnerability is increased by additional factors of culture and ethnicity, stigma attached to



mental health, language barriers and lack of awareness of support.

The research led to the Network creating the Perinatal and Infant Mental Health Good Practice Guide - September 2023 – NHSGGC to ensure services are more inclusive and are culturally sensitive for the needs of BAME women. The report and recommendations can be accessed at [BAME Final Report.pdf \(scot.nhs.uk\)](#)

Heather Sloan, Health Improvement Lead, Mental Health said: “I’m extremely proud of the work of the team and the Perinatal and Infant Mental Health Network members for the work they do to support mothers during the perinatal period. In particular, the BAME research and subsequent actions will go some way to reducing health inequalities for BAME women during pregnancy and the first 12 months of infancy.”

Michelle Guthrie, Health Improvement Senior and Chair of Perinatal and Infant Mental Health Network said: “Our Network has been instrumental in driving forward this agenda across Greater Glasgow and Clyde to ensure that not only those from protected group, but all new and expectant parents get the right support at the right time for their mental health and wellbeing during the perinatal period.”

HSCP Pharmacy Technician named NHSGGC Year 1 Modern Apprentice of the Year

Mohannad Dawod, Pre-Registration Pharmacy Technician, with Glasgow City Health and Social Care Partnership’s (HSCP) Adelphi Centre Pharmacy Hub has won a top award.

Mohannad, a Pre-Registration Pharmacy Technician was named Year One Apprentice of the Year 2023, at the NHS Greater Glasgow & Clyde (NHSGG) Modern Apprentice Celebration and Awards Event in September.

Mohannad said: “I started as a pharmacy support worker in primary care (super south team) in 2021. I worked in GP practices and in the pharmacy hub. As soon as I started the job, I told my managers that I wanted to start the technician course. They supported me with my application and I was accepted. Now, I am working in different GP practices and in the pharmacy hub. In addition, I work in Glasgow Royal Infirmary (GRI) as part of my course training. It is the perfect environment for me to learn. I speak to patients on the phone about their medications, while I work in the dispensary of GRI and learn a lot from dispensing and checking prescriptions.

“I am very grateful to my team in primary care and in GRI for the trust and the support they gave me and for their nominations for this award, especially my managers Fiona McAuley, Kathryn Gray and Tracey O’Connor.

“Winning this award gave me a positive feeling as it shows that my work is being appreciated and gave me a push to keep going and achieve my goals.”



Fiona and Kathryn said: “Mohannad is a great asset to our team. He always works to a very high standard and puts patients’ needs first. We all congratulate him on a well-deserved award ”

Yasmin Javid, Senior Pharmacy Technician, said: “Mohannad was my student when I was completing my Work Based Assessor qualification, he was always so accommodating, handing in course work in a timely manner.”

Annual Performance Report and Demographics report

Our HSCP’s Annual Performance Report 2022 to 2023 is now available, as is our Demographics and Needs Profile. The Annual Performance Report reviews our performance against national and local performance indicators and the delivery of our Strategic Plan commitments. It also highlights key achievements and identifies areas for improvement in 2023 to 2024. The Demographics and Needs Profile is a reference tool to help plan and deliver services. It includes a breakdown of the general population, a profile of health in the city and local information on a range of factors that can impact health and wellbeing.

[Read our Annual Performance Report.](#)

[Read our Demographics and Needs Profile.](#)

News

We also regularly publish [news articles](#) and [briefings / bulletins](#) on our website about specific topics or work happening across our HSCP with partners – whether it be about current services, service developments or achievements to celebrate. If you would like to have something featured, please email gchscp_communications@glasgow.gov.uk. Some recent news items include:

- [Maximising Independence Newsletter](#)
- [Local Area Coordination football tournament](#)
- [Shannon’s Box brings comfort to children and young people in care](#)
- [NHS Greater Glasgow and Clyde launches engagement on GP Out of Hours](#)
- [Review of 16+ Accommodation and Support Services](#)
- [Free condoms service helps make sexual health a priority for students](#)
- [Minister visits our listening service for young people experiencing emotional distress](#)
- [Scottish Mental Health Arts Festival exhibition at Gartnavel Royal Hospital](#)
- [Supporting children and young people digitally - Aye Mind website](#)
- [NHS Greater Glasgow and Clyde welcomes reduction in drug related deaths](#)
- [PCIP Bulletin Issue 17 - September 2023](#)



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Meetings & Events

We have regular meetings and events to discuss and / or make decisions about health and social care in Glasgow. More information about them with upcoming dates is available below:

- [Glasgow City Integration Joint Board \(IJB\)](#)
- [IJB Finance and Audit Scrutiny Committee](#)
- [IJB Public Engagement Committee](#)
- [North East Locality Engagement Forum](#)
- [North West Locality Engagement Forum](#)
- [South Locality Engagement Forum](#)

Our Vision & Priorities

Communities will be empowered to support people to flourish and live healthier, more fulfilled lives, by having access to the right support, in the right place and the right time.



Prevention, early intervention and wellbeing



Supporting greater self-determination and informed choice



Supporting people in their communities



Strengthening communities to reduce harm



A healthy, valued and supported workforce



Building a sustainable future



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