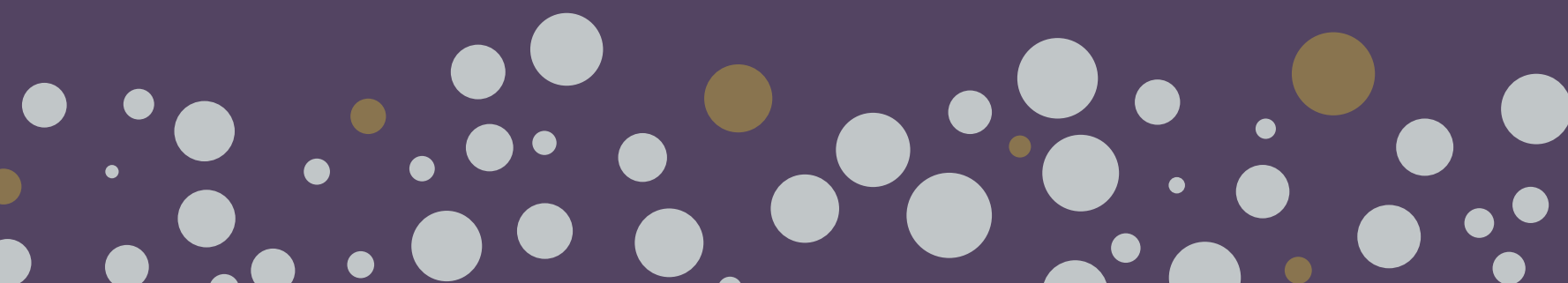




30th May 2024







We're announcing the winners live on X/Twitter tonight. If you want to get involved then use our hashtag for the evening: #ggcawards

“

In the short time I have been here, I have been profoundly impressed by the incredible commitment, passion, professionalism, and innovation displayed by our staff.”

Dr Lesley Thomson KC  
Chair, NHSGGC

# Timing

|                |   |
|----------------|---|
| <b>6.30pm</b>  | Drinks Reception  |
| <b>7.00pm</b>  | Welcome<br><b>Professor Jason Leitch CBE, Host</b>  |
| <b>7.05pm</b>  | Welcome & Introduction<br><b>Dr Lesley Thomson KC, Chair</b>                                |
| <b>7.10pm</b>  | Celebrating 50 Years of Service   |
| <b>7.15pm</b>  | The NHSGGC Choir  |
| <b>7.25pm</b>  | Dinner  |
| <b>8.50pm</b>  | Local Staff Awards Introduction<br><b>Jane Grant, Chief Executive</b>                       |
| <b>8.55pm</b>  | Local Staff Awards Ceremony<br><b>Professor Jason Leitch CBE, Host</b>                      |
| <b>9.30pm</b>  | Charity Prize Draw<br><b>Professor Jason Leitch CBE, Host</b>                               |
| <b>9.45pm</b>  | Excellence Awards & William Cullen Prize Introduction<br><b>Dr Lesley Thomson KC, Chair</b> |
| <b>9.50pm</b>  | William Cullen Prize Ceremony<br><b>Professor Jason Leitch CBE, Host</b>                    |
| <b>10.00pm</b> | Excellence Awards Ceremony<br><b>Professor Jason Leitch CBE, Host</b>                       |
| <b>10.30pm</b> | Chair's Award of Excellence<br><b>Professor Jason Leitch CBE, Host</b>                      |
| <b>10.40pm</b> | Close<br><b>Dr Lesley Thomson KC, Chair</b>   |

# Delivering Excellence Under Pressure

Thank you all for coming together tonight for the annual Celebrating Success Staff Awards. It is truly an honour to share in the celebration of some of the best and brightest among us. Tonight marks the first of hopefully many Celebrating Success Awards I will have the privilege of introducing and I'm delighted to be involved and to reflect on what has been a unique year for NHSGGC.

In the short time I have been here, I have been profoundly impressed by the incredible commitment, passion, professionalism, and innovation displayed by our staff. Core NHS values are deeply embedded within our organisation at every level, guiding everything we do. We are currently navigating challenges which are significantly impacting our services. We have had to adapt and evolve, both at an organisational and local level. As we manage this change, we must also focus on the future and how to develop a health service fit for our patients.

It is a testament to each of you that, despite these challenges, we continue to provide care to the best of our ability. Your efforts in supporting colleagues, patients, and local communities are truly commendable.

Tonight's awards highlight exemplary instances of our workforce embodying our values, going beyond the call of duty, and tirelessly delivering person-centred care.

We extend our heartfelt congratulations to our colleagues celebrating 50 years of service with the NHS. Your dedication is remarkable, and we deeply value your commitment.

We are also proud to present the prestigious William Cullen Prize tonight for excellence in medical education and innovation in medical service.

Additionally, I have the honour of presenting two Chair's Awards of Excellence this evening, recognising peers who have demonstrated exceptional achievement, expertise, and dedication in patient care.

Enjoy the evening and let us continue to inspire and be inspired by the remarkable work we do every day.

**Dr Lesley Thomson KC**  
Chair, NHSGGC



# Our Staff are the Drivers of Change

I'd like to take the opportunity to extend my gratitude to everyone here tonight and to all our staff for your ongoing dedication and commitment to delivering safe, high-quality, person-centred care across NHS Greater Glasgow and Clyde.

Tonight's awards present us with a fantastic opportunity to look back at some of the finest work and to showcase just some of the inspirational staff at the heart of our services. As always, there were hundreds of nominations, and my thanks go to everyone who took the time to nominate a service or colleague. It's very important that we are able to step back from our day-to-day roles and take the time to recognise and celebrate one another's contribution.

The stories we will hear tonight are just a fraction of the dedication displayed across our Board every day. Each nominee has played a crucial role in improving our standards and enhancing our community's health and we should use this occasion to reaffirm our commitment to excellence and to each other, and to foster an environment where innovation can thrive and where professional growth is supported.

Creating and building such an environment is a key foundation of the future at NHSGGC and to ensuring we're able to continue delivering a high-quality service that puts patients at the heart of all we do. We will continue to embrace new technologies, and introduce smarter, more efficient ways of working - this is inevitable and welcomed. But, underpinning and bolstering these changes will always be our workforce, who remain the cornerstone of our service, the face of NHSGGC to our patients, and ultimately the people who drive positive impact across our organisation.

Let tonight be a reminder of what we can achieve together and a celebration of the journey ahead.

**Jane Grant**  
Chief Executive, NHSGGC



# Thank You

NHSGGC would like to thank our sponsors:

## NHS Credit Union

Established in 1998 by GGC to promote savings and a culture of financial wellbeing across the workforce, NHS Credit Union (NHSCU) has for the past 26 years, provided ethical saving and investment opportunities, alongside fair lending to all NHS Scotland staff and their families. Members enjoy the benefits of payroll deduction, instant access to their money through the member app and free savings and loans protection with products.

On International Women's Day 2023, we launched the new Safe Harbour Service, [www.nhscreditunion.com/safe-harbour/](http://www.nhscreditunion.com/safe-harbour/) tackling economic abuse and protecting members.

With 24,000 members and growing, NHSCU are honoured to continue to support the NHSGGC Celebrating Success Staff Awards night and would like to offer a huge congratulations to all the nominees.

[www.nhscreditunion.com/join-now](http://www.nhscreditunion.com/join-now)



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## Radisson Blu Hotel

Radisson Blu Hotel is a stylish property in the City Centre comprising of 247 bedrooms and 12 meeting rooms of varying sizes, each with natural daylight and air conditioning. Plus Megalithic, a vast space which can accommodate up to 540 for a dinner dance or 800 theatre style.

[www.radissonblu.com/en/hotel-glasgow](http://www.radissonblu.com/en/hotel-glasgow)





# Charity Draw

## Maggie's Glasgow

Maggie's Glasgow provides expert care and support to everyone with cancer and all the people who love them, in their bright and welcoming centre in the grounds of Gartnavel Hospital.

Maggie's story begins with Maggie Keswick Jenks, who experienced treatment for primary breast cancer and then a secondary diagnosis. During that time, she used her insights and experience to develop a revolutionary approach to cancer care. Maggie also wanted to bring people together in a calm and friendly space that would help them to find support with others.

Support focuses on things that make a difference, like money worries, help with stress and managing side effects. Maggie's expert staff team includes cancer support specialists, psychologists, stress therapist and benefits advisors who support people as they find their way through cancer. As well as drop in cancer support, they offer a timetable of workshops, courses and groups to empower people to live well with and beyond cancer. All support in Maggie's is free and available to anyone impacted by cancer, at any time.

In 2023, Maggie's Glasgow supported over 14,000 visits to the centre. This year, they will aim to reach 17,500 visits and welcome 2,850 new people with cancer to the centre.

Donations raised tonight will help support 'Getting Started' – new face to face and virtual sessions designed to inform and support people as they get ready to start treatment in the Beatson West of Scotland Cancer Centre.



## Charity Prizes

Simply place a contribution in the envelope provided (**suggested minimum donation £5**) and write your name and table number on the front.



Two Apple iPads



Overnight stay for two, with breakfast, at the Radisson Blu Hotel, Glasgow.

# Host

## Professor Jason Leitch, CBE

Jason is a Senior Fellow at the Institute for Healthcare Improvement.

From January 2015 to May 2024 Jason was The National Clinical Director for the Scottish Government. He worked for Government from 2007 as the National Clinical Lead for safety and subsequently, for Quality.

The National Clinical Director is responsible for quality in the health and social care system, including patient safety and person-centred care, NHS planning, and implementing quality improvement methods across the government and the broader public sector.

He was appointed CBE in the 2019 Queen's Birthday Honours.

He was elected to the US National Academy of Medicine in 2022, a rare accolade for a non US citizen.

He is an Honorary Professor at the University of Dundee and a Visiting Professor at the University of Strathclyde in Glasgow.

He was a 2005-06 Quality Improvement Fellow at IHI.

Jason is a non-executive Board member of the Medical and Dental Defence Union of Scotland, a Board member of The Nazareth Trust which runs an acute hospital providing care in Northern Israel and the West Bank and a trustee of the Indian Rural Evangelical Fellowship (UK) which runs a children's home and schools in southeast India.

He qualified as a dentist in 1991 and was a clinical academic and Consultant Oral Surgeon in Glasgow. He has a doctorate from the University of Glasgow, a Masters in Public Health from Harvard and is a fellow of the three UK surgical Royal Colleges.

He is an internationally recognised speaker and adviser on health and care improvement, public health and has advised countries all over the world.



# The NHSGGC Choir

Good evening, everyone. The NHSGGC Choir and I hope you have a wonderful time celebrating the successes of NHSGGC tonight. Formed in 2018, we have steadily grown into a performing choir made up of current and retired staff from various NHSGGC hospitals and services. Originally formed to boost staff wellbeing and morale, we now regularly perform our own concerts, and at various events across much of the West of Scotland as well as producing song videos that have been viewed by thousands! Since 2022, we have raised thousands of pounds for various charities.

Tonight's performance is a culmination of the hard work and determination of everyone associated with the choir. Rehearsing and performing is always done with a potent mix of professionalism, enthusiasm, and most of all, with a generous dose of fun! With songs that are fun as well as songs that staff and audiences can identify with, all these elements combine to make this choir one that entertains, impresses, and inspires.

As Choir Director it is an honour and privilege directing this choir as a thank you to everything NHSGGC has done. We extend our best wishes to everyone gathered here tonight, and to all nominees and award-winners. We hope you thoroughly enjoy our performance.

Anyone interested in joining us should contact Choir Secretary Jean by email at [jean.hepburn@ntlworld.com](mailto:jean.hepburn@ntlworld.com)

**Martin Kelly**  
Choir Director for  
The NHSGGC Choir



# Celebrating 50 Years of Service

With thanks for your loyal service:

Mary Armour

Sarah Campbell

Evelyn Cloggie

Patricia Coyne

Annie Hair

Anne King

Maureen Livingstone

Violet MacKay

Michael Manison

Margaret McDougall

Mary Murphy

Christine Peterson

Stuart Reid

Glen Stevenson

Margaret Towland



# Award Categories

## Local Staff Awards

1. Acute Services - Clyde Sector
2. Acute Services - North Sector
3. Acute Services - South Sector
4. Diagnostics
5. East Dunbartonshire HSCP
6. East Renfrewshire HSCP
7. eHealth
8. Estates and Facilities
9. Finance
10. Glasgow City HSCP
11. Human Resources and Organisational Development
12. Inverclyde HSCP
13. Pharmacy Services
14. Public Health
15. Regional Services
16. Renfrewshire HSCP
17. West Dunbartonshire HSCP
18. Women and Children's Services

## William Cullen Prize

1. William Cullen Prize for Innovation
2. William Cullen Prize for Education

## Excellence Awards

1. Better Care
2. Better Health
3. Better Value
4. Better Workplace
5. Global Citizenship
6. Nursing & Midwifery
7. Volunteer

## Chair's Award of Excellence

Chair's Awards of Excellence to be presented.

“

It's very important that we are able to step back from our day-to-day roles and take the time to recognise and celebrate one another's contribution.”

Jane Grant  
Chief Executive, NHSGGC

# Local Staff Awards

## 1. Acute Services - Clyde Sector

### Team of the Year

#### **Royal Alexandra Hospital Stroke Multi-Disciplinary Team**

Collaborative working to redesign services, improving timely access, treatment, and optimising outcomes.

### Employee of the Year

#### **Sharon McLauchlan**

Highly valued by colleagues, patients and carers through her professional, compassionate approach.

### Leader of the Year

#### **Angela Thomson**

Demonstrating unparalleled leadership and commitment to her team and high quality care.

### Innovation of the Year

#### **Clyde Robotic Theatre Team**

Innovative staffing model in robotic surgery to deliver service, improving patient outcomes.

### Volunteer of the Year

#### **Marie Phillips**

Incredibly supportive to staff and patients, giving time generously, with cheerful smile.

## 2. Acute Services – North Sector

### Team of the Year

#### **The Acute Medical Receiving Unit Housekeeping Team**

Focused on patient care, teamwork and exemplify excellence in their field.

### Employee of the Year

#### **Thomas Cybulski**

Exceptional care for patients and families at the Glasgow Royal Infirmary.

### Leader of the Year

#### **Janet Craig**

Inspirational leader fostering morale, community engagement and service optimisation.

### Innovation of the Year

#### **GRI Medicine WeCARE Junior Doctor Experience QI Group**

Improving ward rounds, empowering staff, enhancing efficiency and staff wellbeing.

### Volunteer of the Year

#### **Pain Management Patient Volunteers**

Despite their own pain, volunteers enrich service, educate and inspire resilience.



### 3. Acute Services - South Sector

#### Team of the Year

##### **Ophthalmology Service**

The service maintained high levels of activity and reduced patient waits.

#### Employee of the Year

##### **Jade Aitken**

Jade's hard work supported the opening of winter wards at Gartnavel General Hospital.

#### Leader of the Year

##### **Allan Dodds**

Allan has led and supported the AHP team in his role as Associate Chief AHP.

#### Innovation of the Year

##### **Acute Medical AHP Team**

'Get Moving to Get Home' has resulted in patients getting home quicker.

### 4. Diagnostics

#### Team of the Year

##### **Prostate Script Project Team**

Successful automation of much of the manual processes of Prostate Treatment Planning.

#### Employee of the Year

##### **Lisa Cairney**

Creation of an in-depth training guide specific to cardiac CT scanning.

#### Leader of the Year

##### **Freya Johnson**

Led collaboration between radiology doctors in training and the Reporting Radiographer Team.

#### Innovation of the Year

##### **Total Skin Electron Beam Therapy Team**

Design of an innovative medical device making a significant improvement to patient care.

#### Volunteer of the Year

##### **\*Joint winners**

##### **Monica Dillon & Kayleigh Quinn**

Organisation of social activities for colleagues feeling lonely and isolated post pandemic.



## 5. East Dunbartonshire HSCP

### Team of the Year

#### **Community Support Team, Social Work, Children and Families**

Leading great project initiatives, delivered sensitively and thoughtfully tackling potential stigma.

### Employee of the Year

#### **Lewis Crawford**

Integral to supporting colleagues and patients. Delivering full package, remains calm.

### Leader of the Year

#### **James Hamilton**

Skilled mentor and coach, leading the team to deliver national leading approach.

### Innovation of the Year

#### **Douglas Bell**

Vision to identify change and deliver in challenging context. National recognition and sharing of good practice.

### Volunteer of the Year

#### **Fiona McManus**

Supports at 'drop of a hat', positively contributing to user and carer groups.

## 6. East Renfrewshire HSCP

### Team of the Year

#### **East Renfrewshire Pharmacy Team**

They provided pharmaceutical care interventions for about 2,000 patients each month in 2023.

### Employee of the Year

#### **Andrew Crumlish**

Andy goes above and beyond, supporting children and families he works with.

### Leader of the Year

#### **Mark Sweeney**

Helped lead our Care at Home Team at a time of crisis.

### Innovation of the Year

#### **East Renfrewshire Medication Support Service**

Collaborated to support early interventions to keep adults at risk safe.

## 7. eHealth

### Team of the Year

#### **eHealth Contracts and Procurement Team**

Enhanced mobile phone account management to maximise efficiency and reduce costs.

### Employee of the Year

#### **Susan Cochrane**

Psychological therapies workflow and pathway support including improving patient monitoring and clinical management.

### Innovation of the Year

#### **The Development and Informatics and Business Intelligence Teams**

Development to transform audit process improving data quality and clinical inpatient status reporting.

## 8. Estates and Facilities

### Team of the Year

#### **Patient Transport**

Transport of patient groups to and from hospital in Glasgow and beyond.

### Employee of the Year

#### **Jennifer Materne**

Worked on the Wards 36 & 37 refurb at the Royal Alexandra Hospital with professionalism and care.

### Leader of the Year

#### **Thomas Mills**

Developed PM Handbook, a new online resource for project delivery and training.

### Innovation of the Year

#### **Zoia Maher**

Implementing existing technology bringing efficiencies across the Directorate to improve service delivery.



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## 9. Finance

### Team of the Year

#### **Purchasing Team**

For dedication and promoting the recycling of furniture and equipment using WarpIT.

### Employee of the Year

#### **Angela Gray**

Excellent role model and going above and beyond for finance and service.

### Leader of the Year

#### **Debby Skene**

Driving forward change, leading by example and improving communications across finance.

### Innovation of the Year

#### **Andrew Molloy**

Delivering innovative payroll solutions in tight timelines delivering benefits to NHSGGC and NHS Scotland.

## 10. Glasgow City HSCP

### Team of the Year

#### **Martha's Mammies**

Worked as a team to deliver person-centred service and made significant impact.

### Employee of the Year

#### **Thomas Higgins**

Made a real, positive difference to young people and delivered exceptional service.

### Leader of the Year

#### **Rose Traynor**

Demonstrated outstanding leadership and inspired others in a particularly challenging situation.

### Innovation of the Year

#### **Chalk the Walk**

Thought outside the box with an innovative event that made a difference.

### Volunteer of the Year

#### **\*Joint winners**

#### **Sarah and Sara**

Volunteers used lived experience to support those in difficult situations.

## 11. Human Resources and Organisational Development

### Team of the Year

#### Teaching and Learning Centre Reception Team

The team provided frontline support to return the TLC back to its original purpose as a joint teaching and learning facility.

### Employee of the Year

#### Krizia Mazzoni

Attendance management coaching and training for Clyde managers.

### Leader of the Year

#### Steven Reid

Leader for the workforce counselling service core to our Staff Health Strategy.

### Innovation of the Year

#### \*Joint winners

#### Andrew Clark

Refinement of Business Intelligence Dashboard, SHaW Task Calendar.

#### Paul Cogan

Project lead role for Success Register as part of NHSGGC Culture Strategy.

### Volunteer of the Year

#### One HR Team

One HR, creating a sense of one team, with a unified purpose.

### Director's Award

#### Claire Robertson

Claire has done an amazing job in cultivating a high profile and confidence with the Directors, SMTs and wider teams in the areas that she supports.

## 12. Inverclyde HSCP

### Team of the Year

#### **Strategic Commissioning Team**

S.C.T supports the HSCP to understand the need and demand for services.

### Employee of the Year

#### **Heather Millar**

Heather has demonstrated outstanding contribution to providing care and making a difference.

### Leader of the Year

#### **Aileen Wilson**

Aileen's talent has made a positive difference to young people in Inverclyde.

### Innovation of the Year

#### **Neil Cree**

The Asylum Community Health Team think outside the box to make improvements to the care delivered.

### Volunteer of the Year

#### **Veronica Rasmussen**

Veronica gives up her spare time and makes the community better.

## 13. Pharmacy Services

### Team of the Year

#### **Parkhead Cluster Pharmacy Team**

Effective skill-mixing allowing development and working to the highest level of practice.

### Employee of the Year

#### **Susan Donnelly**

Showcasing knowledge/quiet leadership used to communicate effectively; creating a supportive culture.

### Leader of the Year

#### **Michelle Stevenson**

Creates an environment that supports culture growth, values/learning; improving higher levels of practice.

### Innovation of the Year

#### **Surgical Team, QEUH**

Team transformed the way surgical services are delivered focussing on surgical remobilisation.

### Director of Pharmacy Award

#### **Manpreet Narwan**

Use of data/digital solutions to improve processes while promoting team visibility and improving culture.

## 14. Public Health

### Team of the Year

#### **Travel Health Contingency Team**

Stood up service at speed, preventing loss of free travel vaccination service.

### Employee of the Year

#### **Kary O'Brien**

Stands out in the kindness and warmth in all of her interactions.

### Leader of the Year

#### **Dr Iain Kennedy**

Calm leadership of PHPU Team over last year during post-Covid transition period.

### Innovation of the Year

#### **Cost of Living Mitigation Programme**

Range of approaches responding to cost of living pressures impacting patients and carers.

### Volunteer of the Year

#### **Community Food Team**

Working to address barriers to healthy eating through local community-based support networks.

## 15. Regional Services

### Team of the Year

#### **The STAR Team**

Provides specialist care for mental health and manages risk to the public.

### Employee of the Year

#### **Graeme Crockett**

Boost successful nurse recruitment in forensic mental health services.

### Leader of the Year

#### **Diane Wright**

Leading staff through capacity challenges in renal dialysis services.

### Innovation of the Year

#### **Haematology Ambulatory Care Service**

Moving haematology treatment from inpatient to ambulatory care.

### Volunteer of the Year

#### **Lesley Ong**

Maintaining the garden area within the neuro rehabilitation unit.



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## 16. Renfrewshire HSCP

### Team of the Year

#### **RAH Ward 37 – Multidisciplinary Team**

A gold standard team. They support each other through stressful times.

### Employee of the Year

#### **Jennifer Phillips**

Always ensures her patients are cared for and every need is met.

### Leader of the Year

#### **Yvonne Du Pon**

An inspirational leader, dedicated to her staff group and all patients.

### Innovation of the Year

#### **Care Home Nursing Support Team**

Provide urgent unscheduled assessments to residents while supporting and advising staff.

### Community Involvement Award

#### **James McGuire**

Enabled local people to take part in creative and cultural activities.

### Best Supporting Role

#### **Megan Achara**

Coordinates and supports 14 treatment rooms and 130 phlebotomy clinics per week.

## Improving our Workplace

### **Laura Docherty**

Made significant changes to how her team works and how they are supported.

### Chief Officer Award

#### **Delayed Discharge Team**

Ensuring that every person who requires assistance to facilitate discharge receives it.

## 17. West Dunbartonshire HSCP

### Team of the Year

#### Finance Team

To acknowledge collaborative working, strong values and their positive impact on services.

### Employee of the Year

#### Laura Goodwin

To acknowledge Laura's commitment, professionalism and positive attitude in her role.

### Leader of the Year

#### Morven Cowie

To recognise Morven's outstanding leadership, positive values and behaviours.

### Innovation of the Year

#### Alcohol & Drug Recovery Service – Harm Reduction Mobile Unit

For developing an amazing service providing support and treatment within the community.

### Volunteer of the Year

#### Becky Dunphy

To recognise Becky's commitment and proactive approach to global health work.

## 18. Women and Children's Services

### Team of the Year

#### Orthopaedic Trauma Liaison Nurses

Exceptional contribution to our orthopaedic patients and their families.

### Employee of the Year

#### Katie Cameron

Awarded for exceptional dedication and supporting colleagues. An exceptional midwife and leader.

### Leader of the Year

#### Janice Heggie

Exceptional Lead Nurse who impacts lives daily with compassion, professionalism and expertise.

### Innovation of the Year

#### Best Start AMU Project

Excellence in supporting staff through changes and improvement to maternity healthcare delivery.

### Volunteer of the Year

#### Schwartz Rounds Team

Fostering support and empathy, enhancing teamwork, community and staff wellbeing.

### Directors Award

#### Nelly Delwani

A devoted midwife who is committed to compassionate care.



# William Cullen Prize

The William Cullen Prize for Excellence in Teaching and the William Cullen Prize for Service Innovation are awarded in collaboration with the Royal College of Physicians of Edinburgh.

## 1. William Cullen Prize for Innovation

### **\*Joint winners**

**Professor Keith Muir** and **Dr Wazim Izzath** leadership has been crucial in moving forward a very challenging, and time critical treatment paradigm and this award recognises the hard work moving this treatment pathway over the past four years. Stroke is one of Glasgow's 'big three' killers alongside cancer and heart disease and over the past 18 months stroke thrombectomy has developed on the QEUH site.

The stroke service initially starting as a test of change, broadening to a service for local Queen Elizabeth University Hospital patients and in the past month has moved forward for a service for the West of Scotland. The service development has been transformative for those patients with life threatening severe stroke. It would not have been possible without the commitment of multiple teams involved including ED, stroke, neuro-anaesthetics and diagnostic and interventional neuroradiology.

**Judith Roulston** as part of the Realistic Medicine work programme in NHSGGC, has developed and implemented Treatment Escalation Plans (TEPs) in the Beatson inpatient service. This area of work has contributed to reducing inter-hospital critical care transfers, improved communications by both patients and staff, and has promoted patient-centred shared decision making in oncology services.

This innovation is particularly evident in the Beatson Enhanced Care Unit where there is a focus on all patients having a TEP in place and ongoing discussions to support their wishes. Judith works with a wider team within the Beatson Centre and across NHSGGC to enable staff to have confidence and competence to have the necessary realistic conversations with patients.

## 2. William Cullen Prize for Education

This year's William Cullen Prize for Education goes to Dr Lucy Carrick.

**Dr Lucy Carrick** is a Consultant Psychiatrist and Clinical Director in Gartnavel Royal Hospital. The psychiatry team at Gartnavel Royal Hospital train foundation, core and specialist trainees, and the responses in the Scottish Trainee Survey from 2023 demonstrate how much the unit values its trainees. This award is a reflection on the hard work of the Educational and Clinical Supervisors as well as the administration and operations team who have worked hard to provide a positive training experience.

At a time when we are looking to support foundation training in Greater Glasgow and Clyde, the feedback from foundation trainees was particularly gratifying in terms of key aspects such as handover, induction and the educational environment and is an indication of the focus on improving training and clinical care within the department.



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# Excellence Awards

## 1. Better Care

This award recognises staff who provide and contribute towards incredible patient care improving everyday practices across NHSGGC.

### **Dr Ann Margaret Little and the Histocompatibility and Immunogenetics Team**

Dr Little and her team used new technology and new expertise to improve the opportunity for some patients who had waited a long time for a kidney transplant because they had previously developed antibodies in the blood which meant they would be at risk of early, severe rejection.

### **Dr Claire Paterson**

Dr Paterson developed and undertakes the head and neck oncology team trial leadership role, improving cancer care, trial options and recruitment, improving cancer outcomes for head and neck cancer in the West of Scotland. Her colleagues describe her as approachable, supportive, organised, caring, respected, hard working and driven.

### **Falling Stars Initiative, Cuthbertson Ward**

The team introduced a number of measures to reduce falls on the ward, including a traffic light mobility chart providing information on falls risk for each person on their bedroom door, and prompt cards to provide information highlighting falls risk and preventive measures. Over a six month period falls reduced by 32 per cent.

### **The Teenage and Young Adult Cancer Team**

The Teenage and Young Adult Cancer Team from across Scotland worked collaboratively to organise a residential trip for young people who have or are currently suffering with a cancer diagnosis. They developed the programme, facilitated the activities, bought the food and prepared all the meals, whilst still managing their clinical roles.

### **Transoral Robotic Surgery (TORS) Team**

The TORS service was set up at QEUH in 2022 to provide a diagnostic service for head and neck patients to provide a therapeutic surgical option to patients with early stage oropharyngeal cancers. This is a minimally invasive option for this patient group which results in a reduced stay in hospital, quicker patient recovery and a reduced functional impact on swallowing.

## 2. Better Health

This award commends staff who have implemented an initiative to improve the health and wellbeing of patients, the public and/or staff.

### **A Mobile Global Health Clinic**

The Forensic Community Mental Health and Forensic Learning Disability Teams have historically had poor uptake on patients invited to The Global Health Clinic. The pandemic saw a mobile clinic set up which saw an 81 per cent engagement in 2022, compared with 11 per cent when the clinics first began in 2014. The clinic is now growing with the team in the process of working with pharmacy, SLT and dietetics to offer patients joint appointments.

### **Meander for Mental Health Team**

Meander for Mental Health was created in 2019 with three key aims: promote walking as a way of managing mental health; reduce the stigma of mental illness; and bringing Leverndale Hospital and its local community together. Over the past four years this amazing group of people have expanded the project to include dancing and cycle events alongside their original walking event.

### **Specialist Treatment for Addressing Risk (STAR) Service**

The STAR service offer a specialist psychological assessment, consultation and treatment service for individuals with major mental disorder. The treatment offered demonstrates positive outcomes in terms of reducing reoffending rates, improving mental health of service users and enhancing their overall wellbeing.



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### 3. Better Value

This award is for staff who have increased efficiencies taking a new approach to work making better use of resources.

#### **Digital Psychological Therapies Team**

The peripatetic psychological resource was reconfigured and modernised to create a centralised team who could deliver psychological therapies digitally via Near Me/Attend Anywhere to suitable patients from any team with long wait pressures. The team went live on 1 June 2023 and has been successful in establishing systems and processes to allow them to work flexibly across multiple teams.

#### **Karen Thomson**

Karen joined the Diagnostic Imaging Team in February 2023 as a Consultant Sonographer and has been instrumental in reducing the post pandemic ultrasound waiting list from the longest wait of 50 weeks to 23 weeks. Karen's knowledge, skills and experience along with her approachable bubbly personality and her patient focussed approach has been integral to improving the waiting list and patient outcomes.

#### **Staffbank Service Team**

The Staffbank Team's exceptional teamwork, adaptability and proactive initiatives in response to increased demand, workforce diversity, vaccination programmes and innovative engagement strategies, as they have continued to deliver on their own workstreams, saw them nominated for this award.

### 4. Better Workplace

This award recognises the often unseen work of our staff who help make NHSGGC a better workplace, improving the culture and supporting colleagues.

#### **Acute Services Professional Administration Transformation Programme**

The programme has incorporated partnership working from the start and the outcomes have been progressed and continue with the engagement of staff to support a better workplace, better value and better care for patients, carers and staff. This is embodied through the development of promoting a Positive Patient Experience and the pivotal role of the professional administration workforce.

#### **INS Violence Reduction Team SLWG**

The INS Violence Reduction Group was set up to improve the wellbeing of staff who are regularly involved in providing care to patients, who due to brain injury, are frequently aggressive and physically violent towards staff. The project offers resources and tools which supports reflection, de-brief and interventions, with staff reporting they feel valued and have reduced anxiety.

#### **The Staff Hardship Fund**

The project was set up to mitigate the impact of the cost of living crisis on our staff by delivering a prompt and compassionate response to instances of short term financial crisis. By the end of December 2023 they had made 440 awards and provided staff with £43,770 worth of grants.

## 5. Global Citizenship

This award recognises staff who have travelled overseas to provide healthcare and/or education in developing countries or countries in crisis.

### **Dr Ceilidh Dunn**

Dr Dunn has visited Gambia twice to provide support to children with undiagnosed heart conditions. She help set up diagnostic services in paediatric cardiology in the Edward Francis Small Teaching Hospital in Banjul and trained staff to use donated Echo machines. The hospital in Banjul has gone from having no diagnostic services in paediatric cardiology to now having four machines and trained staff.

### **Dr Janet Litherland and Jane McNaughton**

Both members of staff joined a multidisciplinary team from the UK to provide support and advice on improving the diagnostic and care pathways for breast cancer patients in Palestine. They worked alongside local Palestinian mammographers and technicians to improve local diagnostic techniques, as well as, delivering training to local mammographers.

### **Dr Mike Basler**

Since 2017 Dr Basler has accompanied the plastic surgery team at GRI visiting Ghana to provide anaesthetic care to patients and courses for local staff. This year was Dr Basler's last trip as an NHS consultant before he retires, and he pulled together a larger team of anaesthetic consultants and trainees to provide a more ambitious programme of teaching along with anaesthetic support in theatre.

### **Kate Wensley**

Kate has travelled abroad to provide advanced plastics care as well as training programmes to local staff in Malawi, one of the poorest countries in the world, restoring care and function to patients and preventing ongoing morbidity and in some cases destitution from the inability to work.

## 6. Nursing & Midwifery

This award recognises nurses and midwives who demonstrate the best qualities of patient care and the ethos of nursing.

### **Ann Gray**

Ann is the Senior Charge Nurse at Inverclyde Royal Hospital and the team of 26 emergency medicine consultants in Clyde nominated Ann for this award for managing the emergency department with a calm and composed approach with patient safety and staff wellbeing at the centre of all that she does.

### **Kirstie Law**

ENT Emergency Nurse Practitioner Kirstie provides emergency care to patients with unscheduled ear, nose and throat problems and provides support and training to junior medical staff and other nursing staff including formal teaching at junior doctor induction on the management of ENT emergencies.

### **Renfrewshire Care Home Nursing Team**

The Care Home Nursing Team is a unique model delivering an innovative, nurse led service which empowers safe effective resident centred care, through supporting the healthcare of residents to prevent hospital admission with a combination of reactive and proactive care and advice to care home staff.

### **Shona Scott**

Shona, a Parkinson's Nurse Specialist, has served the people of Clyde, who live with Parkinson's disease, for over 20 years. She was instrumental in setting the service up, including developing nurse led clinics, starting a nurse helpline for people to contact between reviews, as well as provide advice to all areas in the hospital.



We're announcing the winners live on X/Twitter tonight. If you want to get involved then use our hashtag for the evening: #ggcawards

## 7. Volunteer

Recognising people who go the extra mile contributing tirelessly and providing outstanding help and support for the benefit of others.

### Claire Duffy

Claire started volunteering during the pandemic as a welcome guide and was excited to take on a new challenge when asked to support IAU/ED at the QEUH. She helped develop this new role with non-clinical micro-initiatives that further helped ease the wait and reassure patients.

### Marie Phillips

While initially volunteering throughout the pandemic in Clyde Sector, Marie has gone on to provide incredible support on a weekly basis across the Ortho wards, encouraging and supporting patients to participate in gentle chair based exercise, to help them in their recovery and meet the ambitions of the Active Wards Programme.

### HUB Café Volunteers at Gartnavel Royal Hospital

With a pragmatic approach and attention to detail the volunteers have played a key role in developing all operational and delivery aspects of the Hub Café project, from the opening hours to the range of activities on offer, to the menu, the volunteers have been proactive in making the café the best it can be.



We're announcing the winners live on X/Twitter tonight. If you want to get involved then use our hashtag for the evening: #ggcawards



# Chair's Awards of Excellence

The Chair's Awards of Excellence, are the final awards of the evening.

The Chair is giving two awards this year, which recognise outstanding achievement, expertise, and dedication in patient care. As with all of our awards tonight, they celebrate the incredible efforts of our wonderful staff and the lasting impact they have on the lives of the people of Greater Glasgow and Clyde.

★The winners will be announced on the night.

# Greater Glasgow & Clyde Healthcare Charity

Greater Glasgow & Clyde Healthcare Charity (formerly the Endowment Fund) provides millions of pounds of charitable funding each year for projects that benefit patients and staff across Greater Glasgow and Clyde to support the advancement of health by providing services and facilities to help improve the physical and mental health of the population, funding for specific research projects and financial support for education and development.

The charity was formed in 1974 and since then has provided financial support for a range of projects, equipment, amenities, research and training, extra facilities and opportunities which support the advancement of health.

Previous projects supported by the Charity include: the NHSGGC Staff Awards, a variety of green space initiatives including COVID-19 commemorative benches in Glasgow Green, making the corridors and waiting areas in the Royal Hospital for Children more child friendly, an Active Staff Programme, volunteer programmes, hospital radio and a variety of research projects.

To find out more visit: [www.ggchealthcarecharity.org](http://www.ggchealthcarecharity.org)

The Greater Glasgow & Clyde  
Healthcare Charity







[www.nhsggc.scot](http://www.nhsggc.scot)

