

communication

Issue (4) October 2021

ORAL HEALTH DIRECTORATE NEWS

“Working with our partners to deliver the best possible oral health services”

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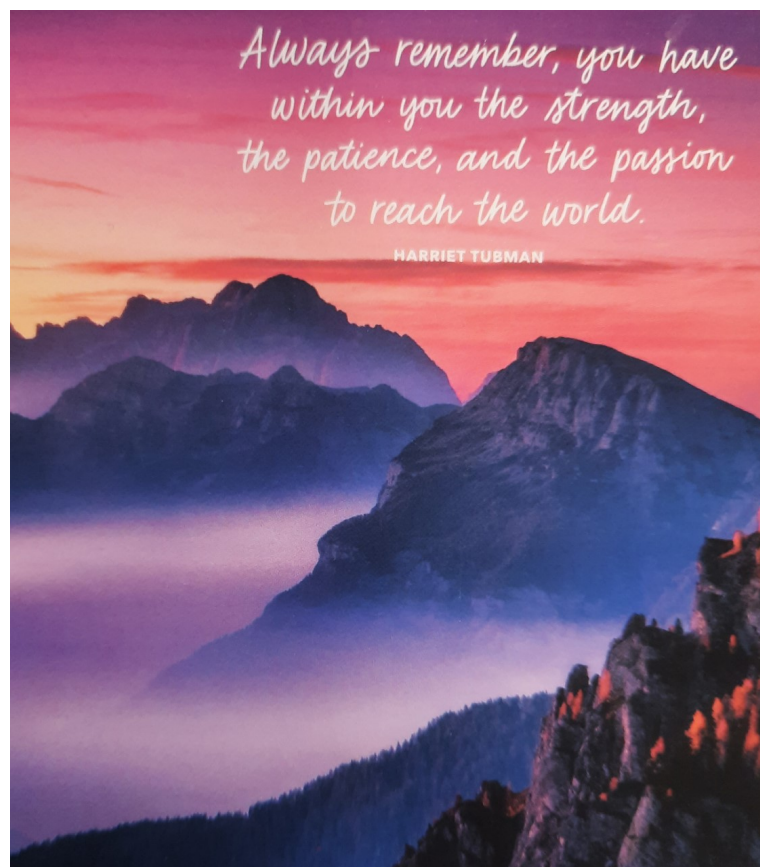
Message from Lisa Johnston, General Manager

Autumn is upon us with shorter days, nightfall coming earlier and a change in outdoor colour. Hopefully the weather will bring fresh, crisp days, great for some outdoor activities and autumn strolls. I like to take time at the change in season to reflect on the past few months. Summer saw a time for us all to rest and recharge with some annual leave in the sunny weather. However, we continued to battle a storm of COVID cases which added increased pressure to our staff. Services across the health board have been busier than ever and I express my gratitude to you all for your continued efforts and commitment.

We, as a Directorate, have much to celebrate by the good work and efforts of our staff. This has been reflected in the number of nominations to our local East Dunbartonshire HSCP and Regional Services Directorate Staff Awards. Reviewing the nominations made for some difficult decisions for the judging panels and I congratulate all who had been nominated, everyone is a winner.

I recently met with the Senior Management Team to discuss our team iMatter Action Plan. We all felt that now, more than ever we need to include wellness in our staff discussions and team planning. I direct you to the Healthy Working Lives section of our newsletter where you will find lots of helpful information for supporting personal and staff wellness.

There are a number of proven health benefits from gardening and some of our team have planted hyacinth and amaryllis bulbs, which we hope will bloom and brighten up our homes as we leave 2021 and head into 2022. Photos to follow in the New Year.



Focus on.... Glasgow Dental School

Glasgow Dental School top of the Times Good University Guide for the sixth year running: A team effort

On 1st September this year I took up the university position of the new head of Glasgow Dental School. This is a great honour for me and I will work very hard to do justice to the role.

I value the spirit of teamworking that we have in the Dental School and in the wider community of outreach centres and hospital departments working in partnership with us.

2020 was a difficult year and the effects of the Covid-19 pandemic have continued throughout this year. However, we have found our way through it as a team of University and NHS colleagues working together and I feel reassured in the knowledge that we will continue to pull together to face the challenges ahead.

Thanks to this University/NHS partnership and the hard work of the whole team, Glasgow Dental School is top of the rankings for Dentistry in the Times Good University Guide for the sixth year running and we have moved up 2 places to 2nd place in the Guardian League table.

https://www.thetimes.co.uk/article/best-universities-for-dentistry-the-times-league-table-338dzvrp0?fbclid=IwAR3u9u1f7rpNdd-jbcrE957g_6bYul4E7cUUC-5EULZopsvyAEUPv60SYro



Professor Aileen Bell
Head of Glasgow Dental School

Dental Bites!

September saw a large increase in the number of COVID cases in the population and an impact upon cases in dental services staff. This was expected as societal restrictions were eased and staff across all services have worked well to minimise the effects on service delivery. The latest data is suggesting the numbers of cases are beginning to stabilise and reduce the levels seen in mid-August, so hopefully we have weathered this latest storm.

The reduction in COVID cases has allowed us to pick up on remobilisation. Within Oral Health Improvement work is underway to increase the delivery of Childsmile in educational settings and planning for the National Dental Inspection Programme. The NDIP will be a little different from previous years as it will be performed on Primary 1 and Primary 2 children. This is with a view to identifying the most vulnerable young children and seeking to link them up with dental services to receive care, we look for continued support and assistance from our high street colleagues to ensure any vulnerable child receives the care they need.

Within Learning and Education, we have been able to pick up on the development of online access to ECPD events. We are nearing completion of the materials to upload to LearnPro for the ECPD event held earlier this year, which will give those who were unable to attend the opportunity to gain learning from the event. We hope to have more on this and other learning opportunities in time for the next Oral Health Update.

Scottish Improvement Leader (ScIL) Cohorts 36 & 37



Recruitment for **Scottish Improvement Leader (ScIL) Cohort 36 and 37** is currently open and closes at 10am on Friday 15th October.

Cohorts 36 and 37 are open to colleagues working in Health and Social Care or Excellence in Care within Golden Jubilee, Greater Glasgow and Clyde and Highland, as well as individuals working in national organisations/national roles.

These cohorts are also open to all other public sector employees across Scotland, including individuals supporting the Children and Young Peoples Improvement Collaborative (CYPIC). Further information including application pack can be found on the Quality Improvement Zone [here](#).

Request for News Stories

Do you have a great patient story to tell or a service innovation you think we should be shouting about?

Has a member of staff gone beyond the call of duty to deliver care?

Are you launching a new service/initiative or has a service reached a significant milestone?

If so, we want to hear from you!

We want you to help us spread the word about your achievements, so if you have a story you think you want to share, just drop us an email and tell us about it. Please include a few details about your idea:

Who you are

(Your job, where you work,
your contact details, the best time to get you)

A brief summary of the story

(What it's about, who's involved, the impact it's had
on patients or the service you provide – that kind of thing)

Timings

(Is it urgent? Are there any key
dates we should be aware of?)

Other information

(Anything else you think we should know about – for instance, is there a partnership with a university or other outside organisation? Is a patient happy to be featured as a case study?)

All information should be emailed to Julie.Fleming4@ggc.scot.nhs.uk

Are you Ready for COP26?



The 26th United Nations' Climate Change Conference of Parties (COP26) is to be hosted by Glasgow from Sunday 31st October to Friday 12th November 2021.

The COP26 summit will bring parties together to consider actions for climate change. Each day of the conference will focus on a different theme, including clean energy, zero emission transport and protecting nature. [This link explains the UK's leadership on climate change.](#)

The event will have significant build-up in the preceding weeks. This is the most complex event ever to be held in Glasgow and Scotland. The conference will welcome 120 world leaders and more than 25,000 delegates to the city of Glasgow. The security requirements for the event will cause significant wide-ranging disruption and delays for the entire two-week period, which is likely to have an impact on staff, patients and services. NHS GGC has set up a [COP26 information page](#), which contains information for staff and patients about getting ready for COP26.

[Get Ready Glasgow](#) is another helpful resource. This official website will be updated regularly and contains all of the latest information around road closures and travel restrictions. All staff are encouraged to review this.

During the COP26 event, security will be heightened. It is crucial that staff remain identifiable when on site or when travelling to places of work. Staff are reminded to ensure that their contact information is up-to-date and that ID badges are worn at all times when at work and are handy whilst travelling to and from places of work.

For daily updates during COP26, visit the official [COP26 YouTube](#) page where you can watch and learn about climate action in over 200 live streamed events.

M8 Kingston Bridge Roadworks

An update provided by Amey regarding the M8 Kingston Bridge Roadworks:

The next phase of works will commence on the Kingston Bridge from Wednesday 6 October to Friday 15 October for eastbound traffic. A total closure of the M8 eastbound at Junction 22/M74 southbound slip will be implemented each evening from 20:00-06:00 during this period.

Traffic will be diverted via M74 southbound to Tradeston off slip – Paisley Road/A8 – King George V Bridge – Broomielaw – North Street and re-join the M8 eastbound at Charing Cross on slip Junction 18. Emergency service vehicles will have access through the closure.

More information is available at: <https://swtrunkroads.scot/scottish-south-west-trunk-roads/m8/m8-kingston-complex/>

Staff Vaccination Update

Health and Social Care staff across NHSGGC now have access to the [NHS Inform booking portal](#), which enables you to book an appointment for your flu vaccination and COVID-19 booster.

Flu vaccination

All NHS health care workers are eligible for flu vaccination.

Social care workers and independent contractors (GP, dental and optometry practices, community pharmacists and their staff) who regularly deliver direct personal care and/or treatment are eligible for flu vaccination. This includes housing support workers and personal assistants

COVID-19 booster

Frontline health and social care staff, including independent contractors, who are aged 16 years old and over are eligible for a COVID-19 booster. This includes the following groups:

- Health and social care staff who provide direct care and treatment (i.e. those who have face-to-face contact and provide physical care or treatment)
- Non-clinical healthcare staff (i.e. those who come into contact with the personal belongings, physical tissue or body fluids of patients, residents or clients), including porters, catering, laundry and domestic staff as well as receptionists and ward clerks
- Healthcare laboratory and pathology staff (i.e. laboratory staff and those that handle items coming to the lab such as porters and lab receptionists)
- Social care staff in long-stay care facilities (i.e. those who work in long-stay residential and nursing care homes), including porters, catering, laundry, domestic staff and receptionists.

NHSGGC will be offering vaccinations to eligible staff at 18 community locations across Greater Glasgow and Clyde, however, if it is more convenient, staff can also book into clinics located in other health board areas. We will be setting up additional clinics at some of our hospital sites in November, with the vaccination programme running until early December.

At this stage, staff will be able to book appointments between now and the 10th of October, but more appointments will be released in the coming weeks and we will keep you updated as to when later appointments are live on the portal.

Appointments must be booked using your username and password, which were used to book COVID-19 vaccinations. To recover your username, [please follow this link](#), or if you have your username, but have forgotten your password, [please follow this link](#). Appointments can also be booked via telephone: 0800 030 8013.

Any staff who received their COVID-19 vaccination in another country and are eligible for a flu vaccination or COVID booster are currently unable to register using the online portal. A solution is currently being worked on, which will enable staff to book via telephone and this is expected to be in place by the end of October.

For staff who are eligible to receive both a flu vaccination and a COVID-19 booster, both will be administered at the same appointment. However, please note that the COVID-19 booster can only be received if your second vaccination was administered more than 6 months prior to your appointment for booster. There must be a clear 180 days between appointments.

If you are eligible to receive a flu vaccination and/or a COVID-19 booster, we would strongly encourage you to get yourself vaccinated, so please book an appointment at a time and place most convenient to you.

You may also be eligible due to your age or an underlying health condition so you may receive an invitation directly by letter.

Staff COVID-19 Testing

All staff are reminded that they can be seen quickly for a COVID-19 PCR test through NHSGGC's own testing centre at West Glasgow ACH.

Both symptomatic health and social care staff (including care home staff, GPs, dentists and community pharmacists) and symptomatic household contacts can now arrange to have a test using [the e-referral form](#). Anyone who is asymptomatic should not apply for a test unless you have had a positive lateral flow test. You can also book if you require a negative PCR test to return to your workplace if you are isolating due to being a COVID contact.

Referral will be by appointment, which are available seven days a week.

[Click here for more information.](#)

Lateral Flow Testing

Keeping you, your colleagues and our patients safe is a priority and regular Lateral Flow Testing and reporting of results forms a key part of our infection control processes. If you haven't already got a kit or require a replacement one, simply speak to your line manager who can quickly order one for you direct from PECOS and advise on its use.

Taking the test twice weekly and quickly reporting the results on the www.covidtestingportal.scot portal is hugely important as it allows us to identify areas of infection and take action providing reassurance to your colleagues, patients and the wider community. This is highlighted in the video below from our Board Nurse Director, Dr Margaret McGuire. Thank you for regularly testing and reporting results as we continue to provide our services during these extremely challenging times.

[NHSGGC Staff – Lateral Flow Test Reminder - YouTube.](#)

New Lateral Flow kits called Orient Gene, with seven tests per box are coming into circulation for Health and Social Care staff. However, in NHSGGC we still have plenty of supply of the current Innova kits (with 25 tests) and will continue to distribute these in the coming months. When our supply of Innova kits ceases we will move onto Orient Gene and will inform you what is required before issuing. If you work with colleagues in other public sector bodies they may already be using Orient Gene, however please continue to use Innova at this stage.

By regularly testing and reporting results we are continuing to ensure we do all we can to keep everyone safe.

Lateral Flow Tests - Available to all staff working on site

Speak to your line manager about where to collect your test kit, then:



Register
your kit



Test
twice per week



Record
your results

Keep your colleagues and patients safe from COVID-19

Help stop the spread!

Staffing News

Clinical Services Manager, Secondary Care Dental Services

A very warm welcome to our Kirsten Burns, Clinical Services Manager, Secondary Care Dental Services. Kirsten will have a period of handover from Jackie Wilson, prior to her forthcoming retirement. More to follow on Jackie's retirement in next month's issue!



Kirsten joins us from her previous post as Business Manager in NHS Lothian, bringing a wealth of knowledge and skills. We wish her success in her new role and look forward to working with her.

PA to General Manager and Chief of Dentistry

Welcome also to Stephanie Callaghan, recently seconded to the role of PA to General Manager and Chief of Dentistry. Stephanie joins us from the Oral Health Improvement Team. We are very pleased for her to join us!

Retirement News

A number of retirements from Public Dental Service:



- Lyndsay Ovenstone – Senior Paediatric Dental Officer (Paediatric Outreach) retired after 36 years' service with the Public Dental Service at end of September.
- Lorna McPhillimy - Dental Nurse for nearly 20 years with the Public Dental Service is retiring on 14th October.
- Jennifer Harris - Dental Nurse for nearly 20 years with the Public Dental Service is retiring end of October.

We wish you all well for the future with a long and happy retirement!

A Fond Farewell



Stacey Keane, Oral Health Training Officer and Team Lead, will be leaving on 20th October to take up a new post in NHS Highland as Dental Business Development and Operational Manager. Stacey joined NHS GG&C Oral Health Directorate in 2012 as a Dental Nurse at the RAH, in January 2020 Stacey was seconded to the OHI team as OHTO & TL. The Oral Health Improvement team will miss Stacey as she has become very much a valued member of the team and friend.

McMillan Fundraiser

A huge well done to staff at RAH Dental, who recently held a small, socially distanced coffee morning over two days, raising a total of £186.60 for a fantastic cause.



As mentioned previously a big thank you to everyone who completed their iMatter questionnaire. As a Directorate we performed really well and have now moved to the Action Planning Stage of the process. We hope to mirror our response result and do really well when it comes to the number of completed action plans. However, at the moment 3/38 teams have completed and uploaded their action plans. This means that the majority of teams still need to upload their action plans.

Use your regular team meeting to have a discussion. Get everyone together, have a look at your team report and identify one objective where you feel the team performs really well and up to three short objectives to take forward over the year. The number of words allocated to each section of the action plan is limited so all we are looking for is short sharp objectives.

The closing date for all action plans is **26th October 2021**. If you have any questions or would like support in completing your action plan contact Linda.Tindall@ggc.scot.nhs.uk

Vision, Values and Behaviours

The group established to engage with staff to develop a set of behaviours that underpin the Oral Health Directorate's Vision and Values met for the first time on 23rd September 2021.

The group had a fruitful discussion and it was agreed that we would like to involve as many staff as possible in identifying these behaviours. In light of how busy everyone is and the pressure on the system we would like to make the process as simple as possible. We are therefore asking teams to have discussions about what behaviours they feel should be in place to support the Directorate's Vision and Values at the same time as the discussions on the iMatter action planning process. A short template has been developed to help us gather this information and will be shared with team leads.

To enable further engagement with staff we will be holding two focus groups in early November. Details about these events to follow.

If you would like to find out more about the group's work please speak to one of the group members.

Susan Johnston - Susan.Johnstone@ggc.scot.nhs.uk

Claire Shields - Claire.Shields@ggc.scot.nhs.uk

Catherine Shields - Catherine.Shields2@ggc.scot.nhs.uk

Margaret Munro - Margaret.Munro@ggc.scot.nhs.uk

Andrew McCready - Andrew.McCready@ggc.scot.nhs.uk

Linda Tindall - Linda.Tindall@ggc.scot.nhs.uk

We will keep in touch regarding future developments via OHD News.

Annual Local Staff Awards - East Dunbartonshire

This year we received a large number of nominations for our annual round of Staff Awards. The level of applications was very high and it was really interesting, heart-warming and made the judging panel proud to see what people have done and how services have been adapted over the last 18 months to support our response to COVID.

Needless to say, this made the decisions of judging panel extremely difficult. However, decisions have been made and we are in the process of planning the awards ceremony. Unfortunately, due to the continued prevalence of COVID in East Dunbartonshire, the Award Ceremony will take place

virtually on 22nd October 2021 between 10.00am – 12.00pm. The winners in each category will be announced at this ceremony. Arrangements are currently being finalised and we will be in touch shortly to share the final details with everyone.

All of our Category Winners will be invited to attend the NHSGGC Celebrating Success Event being held this year on the evening of 29th November in the Radisson Blu Hotel (again, COVID restrictions allowing) where the overall winner for the HSCP will be announced.



Healthy Working Lives

Staff are reminded to take time out to talk to each other by having a regular team tea break/catch up with colleagues. This can help to reduce feelings of isolation and disconnectedness for those working at home.

If you are having supervision and support conversations with staff, please ensure that wellbeing is included as part of the process.

Are you able to access and advise on available resources for staff, have you checked any of them out for yourself, when was the last time you visited the National Wellbeing Hub site, looked at any of the resources. The link you will find below is for a process of “spaces for listening”, which might be helpful if you are having team conversations, it’s a webinar that was available via the hub, and actually takes you through the process,

[Spaces For Listening - National Wellbeing Hub for those working in Health and Social Care](#)

Mindfulness Sessions – 20 minute sessions take place every Tuesday at 1pm. If interested, contact: Leighann.Miller@ggc.scot.nhs.uk

Staff Knitting Group - The group takes place on MS Teams every Wednesday and Friday at lunchtime. If interested, contact: joanna.payne@glasgow.gov.uk

The Green Machine – Running / Jogging group run by James Leitch, North East Health Improvement Team meets at The Fountain, People’s Palace, Glasgow Green every Tuesday at 5.50pm. James says: “Fancy doing a couch to 5K or just running with other people then why not come along and join the Green Machine. If you are more Mo Slater than Mo Farah or if you are Olympic standard everyone is welcome.” If interested, contact James.Leitch@ggc.scot.nhs.uk

National Wellbeing Support - The [National Wellbeing Hub](#) provides online support for everyone working in health and social care services, unpaid carers, volunteers, and their families. It has a range of evidence-based resources, access to digital programmes designed to help with mental health, links to [Coaching for Wellbeing](#) and acts as a pathway to a range of psychological support and treatment services. A new resource on the Hub is [Feeling anxious about restrictions being lifted? Here’s how you can stay in control](#) – produced for everyone working in health and social care. You can manage your worry and anxiety with [free apps](#) and a range of other useful [resources](#).

The National Wellbeing Helpline (0800 111 4191) is available to everyone working in health and social care services. It is a compassionate listening service based within NHS 24's Mental Health Hub which you can access 24/7.

[Fight Fatigue](#) is a great resource for better understanding what fatigue is and what you can do about it. It is important to listen to the signals of your body and to rest when you need to.

Workplace Options has [information](#) for social work staff and their families. You can also read the latest [COMPASS magazine](#) from the Council's occupational health provider. Note that the link to Wellbeing & Attendance can only be accessed by authorised users of the Council's staff intranet, Connect.

[NHS Greater Glasgow and Clyde](#) has mental health and wellbeing information and supports for staff employed by them. You can also read their latest monthly [Employment and Health Newsletter](#)

Details of the [mental health improvement training programme](#) provided across Glasgow City Council (GCC) by SAMH, covering the period October to December 2021 are now available.

[Money Helper](#) provided by the Money and Pensions Service (MaPS) provides free, impartial help as well as directing you to additional service if you need more support.

Helping you Stay Warm for Less

Are you worried about staying warm and managing your energy costs? Help is at hand from [Home Energy Scotland](#), a free and impartial advice service funded by the Scottish Government. You might even find you're eligible for free home improvements like insulation or a new boiler. To speak to a friendly advisor, call free of charge on 0808 808 2282 or email adviceteam@sc.homeenergyscotland.org.

Active Staff continues to bring you the opportunity to work out with a team of awesome instructors completely free!



There are eight live classes per week, via MS Teams. With a mixture of live early morning and evening classes, there is a great variety from Let's Get Moving, to Yoga (including laughter yoga), Zumba and HIIT plus many more for you to enjoy from the comfort of your own workout space.

You can also join the team in the great outdoors through one of their Bootcamps, which are located at various sites across the health board area.

Bookings are essential via this link. For further information, please call: 0141 201 4489 or email: ActiveStaff.Legacy2014@ggc.scot.nhs.uk

Campaigns

October is Breast Cancer Awareness Month. More information is on [NHS Inform](#) and [Breast Cancer Now](#)

Sunday, 10 October is World Mental Health Day - the [Heads Up](#) website provides advice and information on mental health conditions, and services and supports that are available.

November is [Movember](#) - Men's Health Awareness Month. Responsible for thousands of moustaches on men's faces in the UK and around the world. The aim of Movember is to raise vital funds and awareness for men's health.

15-22 November 2021 is [Alcohol Awareness Week](#). A chance to get thinking about drinking. It's a week of awareness-raising, campaigning for change, and more.

How to spot Wellbeing red flags among your colleagues

It can be hard enough to spot when someone is struggling but working remotely makes this even harder. The lack of genuine human connection makes it easy to go unnoticed and we can miss the cues we would usually pick up on inside the office.

Keep these red flags in mind and check in on your colleagues.

The long sigh

Sighing can be the body's way of regulating breathing during times of stress. It's also used as a subconscious message of upset or distress without having to verbally say so.



"I'm alright"

But what does 'Alright' actually mean? Is it good or bad? Often we can hide our true feelings behind 'alright' if we don't feel comfortable sharing what's really going on.



"I'm exhausted!"

Lack of sleep or exhaustion are often precursors to burnout. It's the body's way of telling you to rest.

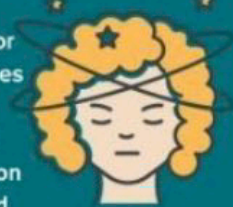
We might accept it as normal with our busy lives but listen to what your body is saying!



Overwhelm

Does someone look worried or stressed when new work comes in?

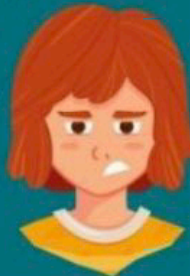
They may be overwhelmed because they're running low on time, emotional capacity and energy.



"Fine! Whatever!"

Is someone becoming irritable or curt? Sometimes we can have an unintended outburst if we're feeling stressed or anxious.

Try to understand, leave them to it for now and offer them support later on.



Withdrawing

Is someone not turning up to meetings or keeping their camera and microphone off? Withdrawing is a common sign that someone is struggling. They may genuinely be busy but it can be worth checking in with them.



"I forgot"

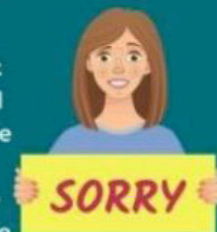
Poor memory or concentration can be a sign that someone is struggling with their mental health. It can also be another sign of overwhelm.



"I'm sorry"

If someone is apologising a lot or becoming overly self-critical it can be a red flag that they're struggling.

Poor mental health can cause low self-esteem and confidence



If you're worried about someone's wellbeing try this simple tip

Ask how someone is doing twice.

This encourages people to give a more thoughtful and deeper response to how they're really doing.