

Stronger together

UNISON

NHS Glasgow Clyde & CVS Branch

Based on true stories

#thankyourchampions

your public service champions

I owe my life to a clerical assistant

who created the rota for the **ambulance crew** who arrived at work on the evening I had my near-fatal accident when a kind stranger rang the **999 operator** who sent the **paramedic** who kept me alive with an oxygen mask that had been thoroughly checked that morning by a **rapid response unit assessor** so I could breathe all the way to a **hospital porter** who whisked me straight into the operating theatre where a **team of theatre practitioners, doctors, nurses and anaesthetists** worked carefully to repair my shattered cheekbone and stop the bleeding on my brain so that the **plaster technicians** could set the casts that the **brilliant healthcare assistant** found amusing when I regained consciousness and couldn't work out what was covering half my face.

Every hour of every day people in public services help make your life better.

Now, more than ever, your appreciation will mean the world. Say thank you at publicservicechampions.org



UNISON

One Team for Patient Care

Stronger Together

is published by

UNISON
NHS Glasgow, Clyde and
CVS Branch

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all for their time and effort

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EDITORIAL

**Remember if you move, or if your personal/work
circumstances change you should tell UNISON.**

**You can do this by contacting the branch on
0141 331 4450.**

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SEND US YOUR NEWS AND VIEWS

GGC @ WORK is your newsletter. To make it more representative of members, we need you to send us your views! Send us a letter, an article or just send us your views on any issues that you feel the Branch should be addressing, alternatively, if we have printed something you disagree with then let us know!

CONTACT OR FOLLOW US AT:

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Branch Tel: 0141 331 4450 **QEUH Resource Centre:** 0141 452 2988

Branch Secretary's Festive Message to our members



It has been my pleasure to represent you all as Branch Secretary this year. The Branch have worked tirelessly to ensure that members' concerns are raised and that your rights, terms and conditions and pay are protected.

We will continue to fight for essential services and challenge management of important issues.

UNISON and all our stew ards and staff wish you all a very Merry Christmas and a happy and prosperous new year



Fond farewell to Branch long serving office manager



It is with fondness that we wish Helen Glass, our Office Manager, a happy and healthy retirement.

Helen first worked in the West Glasgow Branch, before moving to the North Glasgow Branch, and subsequently to the Glasgow Clyde and CVS Branch, dedicating herself to UNISON for an 18 year period.

Helen could often be found out campaigning on the ground and often took to fancy dress to get her message across.

Helen's work in the Branch has been invaluable, from call handling and allocating stewards, to the day to day office management and organising of events such as AGM. Cathy Miller, Branch Secretary, said, "**Helen has been a treasured member of staff and we will miss her. We have had some fun times and some challenging times, and through it all, Helen has been there to support the Branch. It is with sadness that we bid her goodbye and wish her every happiness in her well earned retirement.**"

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UNISON Scotland launches Innovative Duty of Care App



Worried about patient safety?

Is short staffing affecting your ability to provide clinical care?

The **FREE** UNISON Duty of Care app provides you with the tools to raise concerns and meet your obligations as a healthcare professional.

UNISON NHS

Glasgow, Clyde & CVS Branch Secretary Cathy Miller said, **“In a recent survey 86% of UNISON nurses told us that they had left care undone and 63% said that there were not enough staff on shift to deliver safe and compassionate care. I know from speaking to UNISON members across NHSGGC that many of our members have lost confidence in the Datix system, because nothing ever seems to get done. The UNISON APP will give members the tools to quickly and efficiently report their**

concerns to the Director of Nursing and with their union.”

The APP, developed by UNISON is free and can be used by registered and non registered nurses, and will automatically send a report by email to UNISON and to the local Director of Nursing. It's not a replacement for Datix and members are still encouraged to comply with their employer's policies and procedures to report professional and clinical concerns.

Cathy added, **“Under the NMC Code, Registered nurses have an obligation to raise concerns when they feel that patient safety is compromised, but our Nursing Assistant and Health Care Support Workers should feel free to express concerns over patient safety as well – they are after all part of the healthcare team. As part of our work UNISON NHS Glasgow, Clyde & CVS Branch will be seeking regular meetings with Margaret McGuire to discuss member concerns raised via the App, and more importantly we will be pressing for NHSGGC to take long term, positive action in response to our members concerns.”**

You can find out more about the APP at www.unison-scotland.org/nursing/

UNISON NHS Glasgow Clyde & CVS Branch

AGM

Thursday 23rd February 2017

6.30pm for 7.00pm start

Grand Central Hotel – Glasgow

Speakers to be confirmed

Relaxation of parking rules welcomed at flagship hospital

UNISON has welcomed the amendment of parking rules at the Queen Elizabeth University Hospital after NHS bosses bowed to pressure and invited staff who live “outwith a 20 mile radius” or have “exceptional circumstances” to apply for a permit.

UNISON Regional Organiser, Matt McLaughlin, said, “**This change is welcome in principle, because it will help alleviate some of the pressures and anxiety experienced by staff, whether it is enough to resolve the entire problem remains to be seen and we will continue to work closely with UNISON members to get a better deal.**”

611 new permits have been issued across a variety of staff categories, and that position will be kept under review. Management have advised that if it is possible to issue more permits than a review of those applications received, but not allocated a permit, will be undertaken.

Members should note that access to the multi-storey car parks will continue to be controlled and shall remain restricted to patients, visitors and staff permit holders only. 20% of the campus capacity remains designated for staff without permits. Unfortunately, there will be no increase to this total.

UNISON has been made aware that an Informal agreement has also been arranged with Intu Braehead, whereby NHS GGC staff can utilise the top floor of the green multi storey car park. There are frequent bus connections to the QEUH with an average journey time of 6-7 minutes.

This agreement is welcome and will benefit staff in particular coming from the west of the city. However, UNISON will continue to address issues on site, where we feel that management should be concentrating their efforts to improve the situation.

In welcoming the permit deal UNISON has called on NHS bosses to ensure that similar arrangements are introduced on other sites, where parking is at a premium and staff are forced into parking in a manner that is not consistent with the NHS Board Policy.



AGM TIMEFRAME FOR ELECTION & AGM PROCESS

Date for formal notice of AGM	25th Nov 2016
Issue Office Bearer & Steward Nominations notice (to stewards)	9th Dec 2016
Close of Office Bearer & Steward Nominations	5th Jan 2017
Publish List of nominees from returning officer	13th Jan 2017
Last date for motions and alterations to rules	13th Jan 2017
Publish Agenda for AGM	24th Jan 2017
Last date for supporting statements	10th Feb 2017
Last date for emergency motions	15th Feb 2017
AGM	23rd Feb 2017

Notification forms can be obtained from the branch office
UNISON NHS Glasgow Clyde & CVS Branch
Empire house, 4th floor, 131 West Nile Street, Glasgow, G1 2RX
Tel: 0141 331 4450 Email: nhsbranch@unionsglasgowclyde.com

One Team - for patient care

ONE TEAM



As the main union for support staff across the NHS, UNISON believes it's high time that members of the public and politicians understood the role you play in delivering quality patient care. We think it's unfair that you don't get the recognition you deserve.

It's no secret that support staff have been on the receiving end of cost saving drives in the NHS, including job cuts, restructurings, zero hours contracts, downbanding and outsourcing, and we say enough is enough!

Your role is essential

So let's promote our porters who transport patients around hospitals, catering staff who make nutritious meals vital to the recovery of patients, and I.T staff whose work supports the day-to-day running of hospitals and GP surgeries. Without cleaning staff, wards wouldn't be safe for patients and their families.

Without finance staff, the bills wouldn't get paid and without stores staff, essential healthcare supplies wouldn't be delivered on time to the right wards.

We value our admin staff who book patient appointments and deal with medical records, our maintenance staff who keep hospital buildings safe and in good working order, and the managers who ensure everything runs smoothly.

UNISON is the union that speaks up for all NHS staff, who put patients and families at the heart of everything they do.

So what is UNISON doing for NHS support staff?

- We are promoting the message that all staff, no matter what they do, play an important part in caring for patients.
- We are campaigning to remove the false divide when politicians talk about 'frontline' and 'back office' NHS staff.
- We are promoting the value of our support staff by campaigning against any attacks which come your way.

So what can you do as support staff working in the NHS?

- If you have a colleague who is not already a member, encourage them to join UNISON so that they have a voice and can be part of our campaign.
- Find out more about the campaign by visiting unison.org.uk/oneteam and sign up to receive our Oneteam for patient care newsletter.

Scotland health heroes revealed

Tell us how you contribute to patient care by emailing oneteam@unison.co.uk

A healthcare support worker at Paisley's Royal Alexandra Hospital and a porter supervisor at Glasgow Dental Hospital have been recognised with Our Health Heroes awards. The honours were created by Skills for Health and the National Skills Academy for Health in partnership with UNISON.

Stacy Wilson and Paul Deans have been chosen as national finalists for **Clinical Support Worker of the Year and Operational Services Worker of the Year respectively.**

Stacy has shown total dedication for 18 years to patients on her ward despite living with her own disabilities. She works hard to support her colleagues and has high standards when it comes to care.

Paul was nominated for his caring and compassionate nature. He has been at the dental hospital for 33 years and works tirelessly to support staff and patients. His friendly attitude puts patients at ease in often stressful circumstances, and is a role model to his team.

The awards celebrate the exceptional contribution made by healthcare staff including hospital porters, emergency care assistants and admin officers who are crucial in the delivery of patient care yet rarely get praised for the work they do.

Christina McAnea, head of health at UNISON said: **"Without the hard work and dedication of support staff, nurses, paramedics, midwives, radiographers and other health colleagues, would quite simply be unable to do their jobs."**

"It's vital we celebrate the amazing work of clinical support and operational services staff, which often goes way above and beyond their roles. They are the unsung heroes of the NHS." The awards follow on from the #OurHealthHeroes social media campaign launched by Skills for Health in February that encouraged people to share stories about workers who make a difference.

Cathy Miller Branch Secretary said, **"We are delighted that staff in Glasgow and Clyde have been recognised and chosen as regional winners, they should be proud of their commitment to their roles in healthcare."**

Poverty Stricken NHS Workers

Over the past six years, the government's public sector pay policy means NHS pay has failed to keep pace with the cost of living, with £4.3 billion cut from salaries in real terms.

Unisons annual survey revealed that one in ten members had pawned possessions or taken out pay day loans to survive, and one in seven had remortgaged their home. UNISON are calling on the NHS Pay Review Body to increase wages to reflect the rise in the cost of living.

UNISON Head of Health, Christina McAnea speaking up for our NHS staff said, **"NHS staff are**

now 14% worse off than they were in 2010, NHS finances are tighter than ever, pressure and demand in the system continues to grow, inflation is expected to rise and something has to give.



"The government needs to act now, starting with a clear strategy for improving pay before the situation deteriorates even further and we are faced with an exodus of hard-working, caring staff."

Empoyment tribunal success for dyslexic UNISON member

UNISON member Kirsty Graham has thanked UNISON stewards Tommy McWilliams and Raymond O'Donoghue, for all their support and hard work after NHS bosses offered to settle her employment tribunal claim, making her an out of court settlement worth a five figure sum.

Kirsty, a nurse, was employed at Inverclyde Royal Hospital in Greenock until she resigned at the end of 2015, claiming that local managers had discriminated against her on grounds of disability after she made them aware that she has dyslexia and dyscalculia.

Despite no complaints about her work and support from colleagues her line manager took action to limit her role and demanded that she undertake a drug calculation test.

Despite winning a grievance which concluded that the manager's actions were "overly cautious" "unnecessary" and an "over reaction" things were made worse when the same NHS manager contacted the nurse bank and asked that her account be suspended, wrongly claiming that Kirsty was the subject of a "capability case".

Kirsty said, "I'm glad that this is over and can't stress enough how much easier it has been

with UNISON in my corner. They refused to back down and worked hard to ensure that my rights were protected."

UNISON Regional Organiser, Matt McLaughlin, said, "In almost twenty years as a full time officer, I have never seen a case so open and shut. Even when the employers upheld the grievance, local managers continued to act in a manner that was potentially unfair, unreasonable and discriminatory.



"Whilst UNISON wants to work with employers and management colleagues to create the best working environment we can, we will not hesitate to pursue legal claims where that is the right thing to do."

Matt added, "You're disabled under the Equality Act 2010 if you have a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities. It is unlawful for an employer to treat you less favourably, or to refuse a request for a reasonable adjustment, which would improve your access to work. UNISON members who feel that they might be being discriminated against should take advice from their steward immediately."

Student Nurse Discretionary Fund

A hardship fund for student nurses has received a qualified welcome from UNISON Scotland after it was agreed by Cabinet Secretary, Shona Robison MSP. The fund, which will be administered by Universities and has a maximum award of £2500, is only eligible to students who are in extreme hardship.

Commenting on the announcement the Chair of the UNISON Nursing Sector Committee, Gordon McKay said, "We obviously welcome any support but discretionary funding does not tackle the deep rooted problems of an underfunded bursary. It fails to deal with the requirements of the university/placement year which prevents or greatly limits the opportunities of nursing students to mirror other students who can take up paid work during their courses."

Gordon added, "The only long term solution to attract and retain students from all social strata while treating them with fairness and dignity, is to pay a wage to these students due to the peculiarities of the course."

Nurse bank staff financial struggle after pay shambles

NHS bosses have confirmed that hundreds of Nurse Bank shifts could be going unpaid at NHS GGC leaving UNISON members out of pocket.

The information came to light after UNISON picked up a thread on a social media post by a nurse who works full time on the bank, and was left with no money after a full weeks shifts were not approved.

The nurse, who asked not to be named, said, **“I’m a single mum with shared custody of my kids. Working on the bank isn’t ideal, but it gives me the flexibility that I need to earn a living and care for my children. Since the new bank system was introduced, I’ve not been paid a few times, once it was a whole week’s pay and I didn’t have enough in my account to pay essential bills, like my Council Tax. If I work a shift, I shouldn’t need to chase the payment, that’s just not fair.”**

In an emailed response to UNISON, NHS bosses said that the new electronic system was more efficient than the old paper system and that the bank nurse team worked hard on a weekly basis to chase up wards and workplaces which had not signed off on bank shifts. NHS GGC agreed with UNISON that it was not acceptable for Bank Nurse members not to be paid for shifts they had done.

UNISON Regional Organiser, Matt McLaughlin said, **“UNISON is pleased that NHS bosses have confirmed there is a problem and that they are working to resolve it. We will keep this closely monitored and encourage UNISON members to keep a careful record of bank shifts worked and when they are paid.”**

Frances Carmichael, Assistant Branch Secretary and Medical Secretary, said that this highlights the real impact of cuts to admin staff across NHS GGC, **“It’s important to remember that the staff who administer the bank are UNISON members too and successive governments have forced Health Boards to slash what they call “back room staff” – this is a real example of what happens when admin resources are cut due to underfunding of NHS Boards.”**

UNISON has asked for regular updates from the nurse bank and will continue to monitor the situation, if you’ve worked a bank shift and not been paid call your Branch on 0141 331 4450, email nhsbranch@unionsglasgowclyde.com or contact your local UNISON steward.

Where there’s blame there’s a claim

UNISON is always here for our members. Where there is blame there is a claim. As a paying UNISON member you are entitled to free legal advice with Thompsons Solicitors.

For more information of your members benefits including a free Will writing service contact UNISON DIRECT on 0800 0857 857 or visit www.unison.org.uk



Erskine staff ballot over fair pay

UNISON has welcomed a pay deal with major social care provider Erskine recently, following negotiations with employers. Discussions around the pay proposals for 2016 lead to a ballot of UNISON members.

The deal agreed will see:

- All band 1 staff (not automatically affected by the Scottish Living Wage announcement) to be treated no less differently than those staff who are = £8.25 per hour or £8.66 per hour for shift working (cleaners, catering, porters)
- All Band 2 staff (affected by SLW) to be paid £8.25 per hour or £8.66 per hour
- All other staff to receive 1% on all pay rates

The agreement will also see Erskine reinstate some terms and conditions which had been removed (relating to bereavement leave and sick leave) and an agreement to amend some of the triggers within their sickness absence monitoring scheme.



Senior steward, Michael Betan, said, “**This is a good deal for our members, initially delivered by UNISON, who secured a political commitment to the Scottish Living Wage for care workers and extended by virtue of our strong relationship with the employers to non care staff. The deal also sees some welcome changes around terms and conditions that we have been working to secure.**”



UNISON's campaign helped **social care workers** get the living wage £8.25 per hour.

Please tell us your experiences of working in social care.

Primary care staff win band uplift

UNISON has successfully challenged management to review the job description of three primary care members and secured an uplift in their pay band.

Three band 6 staff approached UNISON as they believed that their job descriptions did not reflect the job they were undertaking. This came to light when staff realised that nurses in other health boards working in the same role were being paid at band 7.

The staff approached management with rewritten job descriptions, and with contributions and input from management, applied for an independent job evaluation which came back at Band 7, and were notified of this outcome. Unfortunately this was not supported by the Health and Social Care Partnership Board and the UNISON local organiser took out a collective grievance to support this

group of staff, but also to highlight the wider implications of management ignoring an independent assessment.

UNISON met with heads of operations to discuss the situation, at which management stated that they had sought advice from human resources prior to making the decision. It became clear that there had been a breach in process, and subsequently the grievance was upheld securing not only a band uplift but also backdated pay of several months.

One of the members was delighted with the result and said, **“I couldn’t have achieved this without the help of my UNISON steward who helped in so many ways both professionally and personally throughout the case – but it was important to fight for the right outcome.”**

Auditors confirm that NHS Scotland is underfunded

The case for UNISON NHS Glasgow Clyde and CVS Branch ‘NOT OVERSPENT UNDERFUNDED’ campaign was given a boost recently after the Audit Scotland report into the NHS indicated that despite significant investment, the cost of delivering services was significantly more than NHS Boards received from the Government.

The report records that the challenges are stark for the Scottish Government: in the last seven years the population aged 75 and over increased by 11.8 per cent, and drugs prices have risen 10 per cent at the same time, there is a record 138,458 whole time complement of staff across the NHS.

Branch Secretary, Cathy Miller, said, **“UNISON members across the NHS continue to deliver against ever increasing targets and priorities. It is our members who see jobs cut, services centralised and are expected to work harder and harder every year. UNISON members know that the NHS is underfunded and they are becoming increasingly angry that despite the**

rhetoric they are the ones who carry the weight of political and management failure.”

In response to the report UNISON have welcomed its balance and openness and has called for a mature political debate on the issues. On the issue of funding Regional Organiser Matt McLaughlin said,

“We can’t stop the population getting older, and unless there is a radical change of government attitude, we are to some degree at the mercy of drug companies who have a monopoly on their drugs. The past 20 years has seen Boards cut beds in the hope that community services will someday deliver a more efficient model of care. It is time that we stopped the rot and invested in services, the Scottish Government could use its powers to raise income tax to better fund the NHS, local councils could raise council tax to better fund community care. Tax rises are not popular but they need to find a way to sustain existing services, whilst investing in growth in community services – if they do not the system will fail.”

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Please give your ethnic origin: (tick one box)		
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