



**Public Health Resource Unit  
Annual Report  
2006 - 2007**

# Public Health Resource Unit

## First Year's Activity 2006-2007

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## **BACKGROUND**

In April 2006 the Public Health Resource Unit (PHRU) was established with a remit to build capacity and contribute to the development of the public health workforce across NHS Greater Glasgow & Clyde (NHSGGC). The PHRU brings together key functions, which provide area wide services including Research and Evaluation, Learning and Development, Library and Resource Services and Knowledge Exchange. A key stream of work for the Unit over the last year has been to establish a model to support public health networks through mentoring early adopters into the network.

With Scottish Executive funding, a Literacies and Health team have developed a programme of work to raise awareness of literacy and health and initiate pilot work to inform systematic approaches to develop this important area of health inequalities.

In addition, the Public Health Nurse Consultant post migrated to the PHRU from primary care, with an area wide responsibility to take forward a programme of work for public health nurses. This post, supported by the PHRU functions, aims to strengthen and support the health improvement capacity for these communities of practice.

Information, Communication and Technology is a key element on which the Unit has built its infrastructure over the last year. Working to develop the PHRU web site and extranet to support the knowledge exchange function and to provide a resource to enable the public health workforce to stay connected and informed.

This report aims to give an overview of the key areas of work from each function across the PHRU in its first year of operation.



## **RESEARCH AND EVALUATION**

The research and evaluation section leads on five work streams: population surveys; evaluations; public health frontiers, database management and research capacity building.

During the year the section expanded, merging with public health research from NHS Argyll and Clyde. This enhanced the evaluation capacity and over the next year will lead to the development of a further work stream, thus strengthening the dissemination of existing evaluations from within NHSGGC and other agencies.

### **Population Surveys**

The adult Health and Well-being Survey report was published in November 2006. The report highlights key health trends from the survey established in 1999 and the two follow up surveys in 2002 and 2005 across the former NHS Greater Glasgow boundary. In addition four areas chose to boost their sample, which enabled local data to be presented from East Glasgow, West Dumbarton, East Dumbarton and Cambuslang and Rutherglen. The survey demonstrates a mixed picture of health and wellbeing and it is encouraging to note that most areas are meeting the local targets for mental health and physical activity. Challenges for the NHS include the proportion of the population who smoke, binge drink and have a body mass index above 25 (indicating overweight). The full, summary and boost reports are available on <http://www.phru.net>

A Schools' Survey was completed by almost 50% of the children attending S1-S4 across schools in West Dunbartonshire. Survey results will be available in Spring/Summer 2007. The Schools' Survey has been expanded to the area covered by Glasgow City Council and results will be available from Autumn/Winter 2007.

## **Evaluations**

This is a key work stream, with work established in over 35 projects. The total value of the evaluations commissioned is over £400,000.

The R&E team are involved in many projects in collaboration with other agencies, such as local authorities, CHPs, Glasgow Centre for Population Health. The team's contribution includes advice and support, project design, management and data analysis. Some examples include:

### **Healthy Living Centres**

An evaluation was commissioned which explored the impact health living centres across NHS Greater Glasgow had made to health improvement. In total 12 Healthy Living Centres operated in the area, but each developed in the way they were structured according to local need and the issues they covered. When the evaluation was commissioned, there were 11 HLCs operating and the evaluation explored the impact across the following dimensions of, reach; "good news" stories; partnership working; community involvement; strategic shift, operational excellence, governance and overall impact. The overarching report for Greater Glasgow and each individual HLC report can be viewed at [www.phru.net/randc](http://www.phru.net/randc).

### **Scottish Executive Unmet Need Pilot Projects**

Within the boundaries of the former NHS Argyll and Clyde there are currently 4 unmet need pilot projects with a total budget of approximately £900,000. These projects aim to improve access to/uptake of healthcare services for disadvantaged groups within society. The research and evaluation team are responsible for the evaluation of these projects and the subsequent reporting to the Scottish Executive.

### **Big Lottery Fund/Miscellaneous Projects**

There are 32 Big Lottery Funded projects operational within the boundaries of the former NHS Argyll and Clyde. These are 17 coronary heart disease and stroke projects and 15 cancer and palliative care projects. Since their implementation in 2005, the research and evaluation team have offered varying degrees of support, ranging from training using the LEAP for Health Evaluation Framework, to data analysis.

The team has also responded to adhoc requests for assistance from a variety of health professionals, including conducting a large-scale survey of maternity service users within the former NHS Argyll and Clyde and a needs assessment of pharmaceutical palliative care.

### **Wellman Pilot Project**

A user review of NHS Greater Glasgow & Clyde's, Wellman Pilot Programme was commissioned in November 2006, to establish a clearer understanding of the impact of gender on health service access for men and to understand which gender sensitive approaches the Clyde pilot areas made to facilitate engagement. Final report is due in March 2007

### **Tobacco Control Programmes**

A smoking cessation programme for deaf people was evaluated in 2006 and learning from this will be used to improve any programme, which is rolled out both in NHSGG&C and Lanarkshire Health Board area. Work is underway evaluating the impact of the "Smoke Free Homes" project in the East CHCP and a befriending smoking cessation project, both of which are due to report later in 2007.



## **Food and Nutrition**

A review of impact of the Greater Glasgow Food and Health Framework (2001-6) was completed, followed by an opportunity for stakeholders to discuss actions in light of the findings. Recommendations for future development were made available in March 2007

Collaboration with Glasgow Centre for Population Health (GCPH) has resulted in two studies being undertaken to evaluate the provision and uptake of Healthy Food in Schools in Glasgow City. Learning from this will be presented at a seminar in March 2007

## **Inequalities Sensitive Practice Initiative**

This two-year project funded by the Scottish Executive is designed to mainstream equality within and across the functions of NHSGG&C and support and sustain a shift in practice in different settings. A major evaluation strategy has been designed and a study is currently being commissioned to report in November 2008 and will add detail to the overall findings of the national evaluation.

## **Databases and Information**

### **Planning Database - Health Improvement**

Work was commissioned externally to create a web-based database tool to support the planning activities of the health improvement teams in NHSGGC. The database system will be used to capture data from the planning grids and enable reports to be produced and universal access to view plans.

Training on the planning database will be offered to all staff in CHCP's

### **Smoking Cessation Database**

The team continued to support to Smoking Concerns, NHSGG&C smoking cessation service, with quality control issues, statistical analysis and production of reports from the smoking cessation database.

## **Public Health Frontiers**

This stream of work is one where "innovation" is the focus and where unusual topic areas and methods are explored. Some examples include:

### **Use of Greenspace**

A comparison of the use of green and leisure spaces in two areas of Glasgow has been undertaken in collaboration with GCPH and University of Glasgow. The use of innovative methods has been explored during this project including mapping, photography and participatory appraisal utilising geographic information systems. Findings from this study will be presented at a seminar in April 2007 (see phru website for details)

## **Arts and Health**

A research project has been commissioned to evaluate the influence, impact and value of a dedicated strategic Arts and Health Post within the NHS and to document the processes by which this impact is maximised. The study will report in summer 2007.



## **Capacity Building**

The research and evaluation team continue to advise colleagues about research governance issues, including ethics applications. A programme of training has been developed and delivered, which includes, planning and designing your research; needs assessment; quantitative and qualitative methods; commissioning research. Research support is offered through weekly clinics, and during the last year, 80 participants have been involved in these clinics and/or training events.

## **Seminars**

The public health networks' seminar series covered a wide range of topics and disseminated findings from the research and evaluation programme.

Seminars are being held in various venues throughout Glasgow and Clyde. To date the following seminars have taken place, with staff attending from different sections of the NHS in Glasgow and Clyde.

- Poverty and Health: A Discussion on the Role of the NHS
- The Role of the Public Health Protection Unit in NHS Greater Glasgow & Clyde
- Using the Scottish Index of Multiple Deprivation (SIMD)
- Launch of the Health and Well Being Survey Report 2005
- Evaluation of Healthy Living Centres
- Health Promoting Health Service:
  - ~ Findings from the Fruit Shop at Royal Alexandra Hospital, Paisley
  - ~ Work being carried out in the Mental Health Inpatient setting at Leverndale Hospital, the Scottish Mental Health Hub of WHO's Health Promoting Hospitals initiative



## **LEARNING AND DEVELOPMENT**

### **Eastbank Health Promotion Centre: Transition of the Community Programme**

This year, following devolved working arrangements and the establishment of CHPs, the public activity courses and projects were handed over to local community organisations. This was achieved whilst maintaining continuity of services for the public and with the Eastbank office providing support to the new host organisations.

We were able to secure funding £3,600 from Learn Direct Scotland to upgrade Healthy Bytes, the Eastbank Health Promotion IT suite and have worked with local enterprise partners to bring Healthy Bytes up to a standard of functionality that will ensure that it is fit for purpose and future proofed.

Eastbank Centre will remain a unique NHS Training Resource but will be managed by the Facilitates Directorate.

### **PHRU Learning & Development**

The Learning and Development (L&D) function's main client group is the health improvement workforce at practitioner level. This is a diverse workforce coming from a range of disciplines and organisations, often working within different Continuing Professional Development frameworks. A key task is to establish learning and development provision in support of corporate objectives and which recognises the different starting point of individuals and occupational groups. Most of the learning and development provision is delivered on a multi-agency basis, allowing for sharing of practice and networking across the geographically dispersed workforce.

A recently completed workforce census has provided further insights into the learning needs of this group.

## **A Learning and Development Framework for NHSGCC**

Defining the health improvement workforce has been ongoing at local and national levels but an early model describing mechanisms for providing learning and development for different sections of the overall workforce in NHSGCC remains in place. Further work is underway to provide a comprehensive framework for learning and workforce development that will include the contribution of other internal and external providers. As part of on-going work, links with Health Scotland have been maintained and new relationships forged with the National Education Board for Scotland, with invitations from Health Scotland to sit on appointment panels and contribute to the development of new learning materials and courses.

### **Direct Delivery and Consultation Services**

Ahead of a strategic learning and development framework, a range of courses has been provided to the public health workforce based on earlier needs assessment work undertaken prior to restructure. This year has concentrated on elements of planning including, participatory appraisal; strategic planning for health improvement; a range of inputs on evaluation and research, and a course in health improvement with academic accreditation from Robert Gordon University.

In total around 240 people have attended courses this year, with the most frequently cited means of finding out about courses being colleagues and managers. For the coming year, a series of workshops covering the main elements of health inequalities is being developed with colleagues from the Corporate Inequalities Team and the Scottish Executive funded Inequalities Sensitive Practice Initiative

In addition to the course programme development, L&D provides consultation services and is currently supporting the following:

- Keep Well project with training needs analysis, commissioning of training and direct provision
- Managed Clinical Network Patient Involvement Project with training needs analysis and signposting to training provision and learning providers
- Acute Planning Health Improvement team, who are embedding health Behaviour change training across their programmes of activity
- Healthy Working Lives Team with programme evaluation

### **New ways of marketing and delivery**

With a geographically dispersed workforce, it is not always efficient or necessary to bring people together for training. E-learning solutions are being actively explored through membership of the NHS Special Interest Group of the E-learning Alliance and the local NHSGCC E-learning advisory group.



## **LITERACIES AND HEALTH**

Language, literacy and numeracy issues contribute to health inequalities among patients and are potential barriers to the development and sustainability of the NHS workforce.

PHRU staff represent NHSGGC on the Community Learning Strategy Partnership and the Partnership's Adult Literacy and Numeracy Sub Group.

The PHRU currently has two projects funded through Glasgow Community Learning Strategy Partnership Adult Literacy and Numeracy Sub Group:

- Health sector infrastructure worker
- The NHS Learning on Prescription project

## **Health Sector Infrastructure Worker**

Since January 2005, a Senior Development Officer for Literacies and Health has been responsible for developing a strategic approach to literacy and numeracy services within NHS Greater Glasgow and Clyde. The postholder is one of a number of sectoral and thematic support staff across the city tasked with developing strategic approaches to literacy and numeracy work.

For the health sector, this involves developing the knowledge of the workforce by:

- Mainstreaming awareness raising, screening and referral practices to learning for patients
- Developing policies and practices to overcome literacies as a barrier to recruiting, sustaining and developing health sector staff.

This includes supporting as well as monitoring financial and performance reporting of projects funded through the Glasgow Community Learning Strategy Partnership within the health sector, including the GET AHEAD project, based in the Library and Learning Centre of Glasgow Royal Infirmary and the Healthy Literacies Project at Partick Annexe.

Activities have included:

- Management of the NHS Learning on Prescription project
- Awareness raising and signposting
- Membership of reference group for the Skills for Health guide to Language, Literacy and Numeracy, NES Numeracy Awards Review Group, Care Worker Foundation Training Programme project team, Keep Well communications group, Glasgow ALN Quality Task Group and Glasgow ALN Staff Development Task Group.
- Development of evidence base
- “Negotiating Interest: the role of healthcare staff in the initial engagement of literacy learners” in *Research and practice in Adult Literacy (RaPAL)* journal Vol.61, Winter 2006/07, pp26-29
- Evaluation of pilot numeracy course to support the former South Glasgow University Hospital Division with the calculation of drug dosages section in the intravenous drug administration course.
- Development of work in progress with Healthy Working Lives, Community Pharmacy, West CHCP, Teenage pregnancy project midwife, SVQ centre and voluntary services.
- Development of literacies and health network and information resource <http://www.phru.net/literaciesandhealth>



## **The NHS Learning on Prescription Project**

This project works with healthcare staff to support patients in accessing free, local adult literacy and numeracy tuition for English speakers and for those who are learning English as an additional language. This work is carried out in partnership with local learning providers e.g., FE colleges, voluntary sector and Cultural and Leisure Services. Learning on Prescription has been active since 2004, first in the Eastern LHCC and subsequently in the East Glasgow CHCP. The service was available in the South East CHCP from mid 2005 until September 2006 (when post became vacant).

Activities in 2006 included:

- Engagement of patients into learning from health-related routes by consolidating work in East Glasgow CHSCP and increased activity in the South East Glasgow CHCP.
- Increased number of patients engaged in learning through referrals from health topic teams, e.g. mental health and families.
- Provision of guidance to new and existing service users in order to support ongoing engagement and access to progression routes with a commitment to develop the exit guidance
- Development of sustainable links between health sector, ALN providers and other local agencies.

From late 2006, the project has been involved in supporting the Keep Well project in North Glasgow CHCP and East Glasgow CHCP. Keep Well will fund the Learning on Prescription contribution. Work is ongoing to build relationships between staff in South East Glasgow CHCP, South West Glasgow CHCP and West Glasgow CHCP and learning providers in these areas.

## **PUBLIC HEALTH NURSING**

The Nurse Consultant in Public Health post has four functions

- Expert practice – in child public health with particular focus on childhood obesity
- Education training and Development
- Professional leadership and consultancy
- Practice, service development, research and evaluation.

The programme of work developed over the last year includes:

### **Networks**

Support for the health improvement role of nurses, midwives and allied health professionals, a virtual network has been established with a web page on the PHRU site to share practice, disseminate the evidence base and provide information on tools and support available. Awareness on the Health Promoting Health Service in Glasgow and Clyde has been disseminated via the public health networks' seminar programme and on the website.

### **Childhood Obesity**

A key area of work has been to develop approaches to prevention and management of childhood obesity for the Child Health Strategy Group, which includes a toolkit for CHPs to use when planning services for preventions and treatment of childhood obesity.

### **Health Visitors' Review**

Specialist support to East Renfrewshire CHCP, which is the pathfinder partnership leading on the review of health visiting.



## **PUBLIC EDUCATION RESOURCE LIBRARY**

The Public Education Resource Library (PERL) is the information management function of the Public Health Resource Unit (PHRU).

PERL is a unique service, enabling clients across Greater Glasgow & Clyde (NHSGGC) to have access to high quality health information.

NHSGGC covers a wide geographic area and whilst PERL provides a service across the whole area, PERL are currently operating a resources service on a split site basis until work is completed to streamline all systems. At present the main base is at Dalian House, with a satellite base at Ross House.

Throughout 2006-07 the range of services offered through PERL has been further developed in keeping with aims of the PHRU and dovetailing with the other PHRU functions. The services currently provided are:

- Health education materials in a variety of formats – including leaflets, posters, DVDs & Packs
- Displays service
- A multidisciplinary collection of books and reports

- Print Journal collection covering a variety of subjects
- Inter-library loans
- Current awareness
- Literature searches
- Enquiry and reference service
- Range of web-based services to support the core public health/health improvement staff and to disseminate information to a wider audience including the public as well as NHS staff and other partner organisations.

### **Health Education Materials**

During 2006 we experienced a huge demand for materials from users across NHSGGC. Materials provided are bought in from the national agencies of Health Scotland, the Scottish Executive and the Family Planning Association. Other materials are designed and printed to meet more local health needs. As well as providing the end user service, PERL staff are heavily involved in the procurement of the materials as well as advising on the design & print of the local materials.

This table illustrates user numbers & order volume at Stores during 2006-07

<b>No. of clients on Stores Database</b>	<b>No of publications catalogue items</b>	<b>Total no of orders processed 2006</b>	<b>Average no. of orders processed per month</b>
2800	1080	4800	400

### **Displays Service**

A displays service is offered from PERL to NHSGGC, providing advice & support to staff involved in planning and running events. Most of the requests for this service have involved the set up of displays & equipment, ensuring health and safety regulations are followed, at major corporate events as well as local and national health improvement initiatives.

In 2006-07 PERL has supported 25 large events, 50 medium sized events and 100 small local events

### **Library Services**

#### **Lending collection**

All other materials held in the library, i.e. books, packs, videos, DVDs, are available on a lending basis. PERL holds a wide ranging collection of books, reports and teaching materials across public health, health improvement and health management topics.

This table illustrates the number of PERL Library users and loans throughout the year

<b>No. of users on Library Database</b>	<b>No. of books &amp; resources in collection</b>	<b>Total no. of issues processed 2006</b>	<b>Average no. of issues processed per month</b>
2153	7941	3892	325



## Journals & Inter Library Loans

PERL also holds a print journal collection supporting the health topics covered in our lending collections. Journals, for reference only, can be browsed in the library, with a photocopying service available for users, which is free of charge for NHS staff.

Articles provided through certain routes, e.g. British Library, BMA, are at a cost to PERL, although free of charge to end user.

PERL fulfilled a total of 360 client requests throughout 2006-07, as detailed in the following breakdown of Inter Library Loans & photocopies of journal articles

Type of ILL/Document delivery	No of requests
British Library loans	44
British Library photocopies	57
BMA Library	6
BMA photocopies	3
SHINE photocopies	79
Loans via other libraries including NHS & Health Management	16
Articles obtained via PERL journal collection or NHS Scotland e-library	104
Requests received via Current Awareness Bulletins	45
Articles supplied from PERL to other libraries via SHINE	6
<b>Total</b>	<b>360</b>

## Current Awareness Bulletins

Since June 2006 PERL has produced a generic current awareness bulletin on a monthly basis. Content for generic bulletins is categorised by topic and consists of:

- Articles from PERL's own print journal collection
- Articles from bulletins produced by Health Scotland & Health Management Libraries
- Information on new additions to PERL's collection of books, reports & online resources

In October 2006, a current awareness bulletin specifically relating to inequalities issues was developed in conjunction with the Corporate Inequalities Team. Drawing on similar sources as the general bulletin, the Inequalities Bulletin also contains abstracts for journal articles as well as content sourced via alerts set up for major biomedical databases.

Each bulletin is available to download in PDF format from the PERL web pages. The recent development of a distribution list for Citizen's Advice Bureaux also allows general bulletins to be disseminated electronically.



## Literature Searches

Another core function of PERL is the provision of professional searches of the social, educational and biomedical databases provided via the HNS Scotland e-library. This year, a total of 37 searches have been carried out for a diverse range of Public Health & Health Improvement staff within NHSGGC. These searches have been used to inform the development and redesign of local policies and services.

## Training

PERL offers all new NHSGGC HQ staff the opportunity to visit the library in Dalian House as part of their induction, followed up by the option to be linked in to our programme of further training on the use of the NHS e-library and the functionality of databases. In addition to this training programme, PERL also offers individual drop-in sessions, focussing on a particular resource or technique not covered in the formal training.

This table illustrates the numbers of staff who have taken up this package of Induction in the 6 months from September 2006, and training since February 2007.

Session offered	Individual PERL Induction	Group Induction via HR programme	Basic e-library training	Intermediate Database searching	Advanced Database searching	Drop-in sessions
No. of staff	35	24	15	8	8	10



## **INFORMATION COMMUNICATION & TECHNOLOGY**

### **Web-based Services**

The PHRU provides a range of web-based services to support the core public health/health improvement staff and to disseminate information to a wider audience including the public, as well as NHS staff and other partner organisations.

A public facing site <http://www.nhsggc.org.uk/phru> provides a point of entry into the PHRU services and functions and sits within the NHSGGC Board website.

The PHRU site provides an overview of the unit's objectives and services with additional content on the various functions within the unit. The site also includes interactive forms and links to other resources as well as a range of information available to download in PDF format.

### **PHRU Extranet**

A key component of the PHRU ICT strategy has been the development of a complementary extranet to provide specific functionality and services to the health improvement workforce. The PHRU extranet has been implemented to allow health improvement staff across Glasgow, from both NHSGGC and partner organisations, to access tools and solutions for the management and sharing of information.

The extranet ([www.phru.net](http://www.phru.net)) can be accessed by anyone on a read-only basis. The site includes sections devoted to news, events and seminars, knowledge management resources, library resources and document libraries.

Applying for a username and password allows users access to secure areas of the site. As a registered member of the extranet, users can utilise the full range of functionality of the site. This enables more streamlined working via a host of functions including, document management, document collaboration, the ability to upload news and events information, add links, create surveys and participate in discussions.

At present the PHRU extranet has 100 registered users and has capacity for 200 users, although this capacity will be reviewed in line with future demand.

The following table gives a breakdown of current users:

Organisation	Users
NHSGGC (All Domains)	78
Glasgow City Council	7
East Renfrewshire Council	6
GCC – Education	2
GCC – Social Work	2
Glasgow Centre for Population Health	3
Glasgow Caledonia University	1
Strathclyde Police	1

### Public Health Networks

A key requirement of the extranet is that it should support the Public Health Networks and this has been achieved by offering each of the early adopter networks a dedicated subsite on the extranet. Thus enabling network members to share information and work collaboratively, regardless of location or organisation.

The extranet currently supports 4 Public Health Network sites:

- Children’s Services Analytic Network
- Mental Health Network (in development)
- Public Health Nursing, Midwifery and Allied Professions
- Inequalities (in development)

In addition to supporting these networks, the extranet provides dedicated subsites for other discrete groups.

### Training & Support for Users

To date, 18 users have undertaken end-user training and 4 users have completed administrator training.

### Other ICT Activity

The PHRU continues to provide two other web based resources; Glasgow Health Information ([www.ghi.org.uk](http://www.ghi.org.uk)) giving access to evaluated health information resources aimed at professionals, clinicians and nursing staff and also Glasgow’s Health Hub ([www.glasgowshhealthhub.org.uk](http://www.glasgowshhealthhub.org.uk)) a companion resource aimed at patients, public and carers providing access to quality, evaluated local health and social care information.



## SUMMARY

In the first year the Public Health Resource Unit has been firmly established as a unique resource for public health workforce development.

A strong infrastructure has been provided through utilising IT expertise within the Unit to support the five key programmes, Learning and Development; Research and Evaluation; Information Management; Knowledge Exchange and mentoring, and support for the evolving public health networks.

Challenges for the next financial year will involve the strategic development of a Learning and Development framework to support the public health workforce, full integration with the library satellite base in Argyll & Clyde, a programme of work to build research and evaluation capacity for the CHPs, and continuing mentoring and support to our public health networks building on learning from the early adopters.

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