

## Be winter-wise

As winter approaches, we take a look at how everyone can prepare and keep our services running. P6-9

## Strategic change

We've got 14 workstreams looking at new models for healthcare. Find out more. P15

## The eyes have it

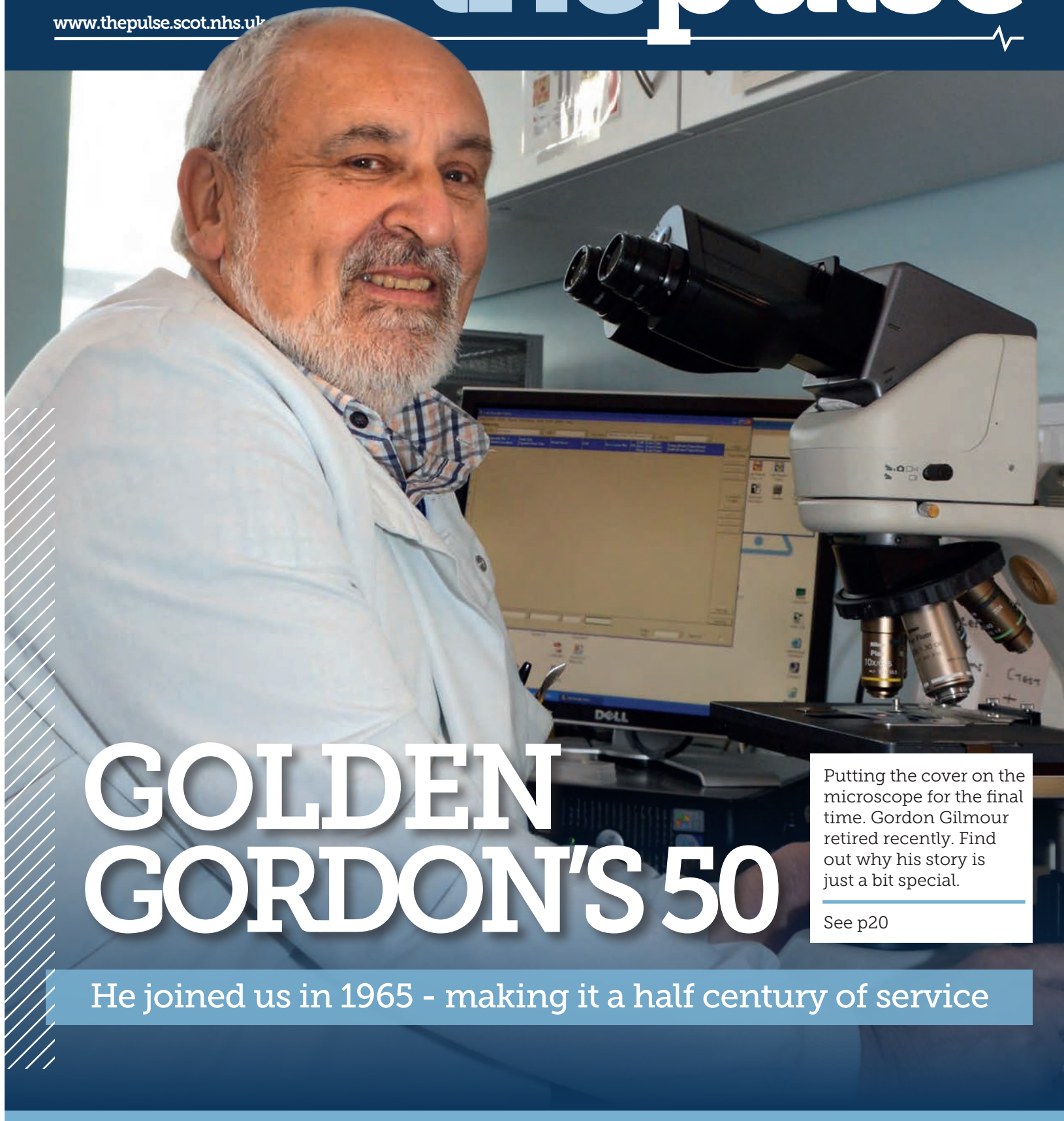
We've a competition to win a pair of RayBan designer glasses. See if you can sport the best-dressed eyes. P18



[www.thepulse.scot.nhs.uk](http://www.thepulse.scot.nhs.uk)

November/December 2015

# thepulse



## GOLDEN GORDON'S 50

Putting the cover on the microscope for the final time. Gordon Gilmour retired recently. Find out why his story is just a bit special.

See p20

He joined us in 1965 - making it a half century of service



# thepulse

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## Got a story?

If you have any ideas, stories or features you would like to see included, or would just like to tell us what you think of the Pulse, please get in touch...

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The deadline for contributions to the next issue of the Pulse is 20 November.

## Editorial policy

As the staff newspaper of NHS Lanarkshire, the Pulse aims to celebrate the work and achievements of staff and services. It also shares information about the changes and issues that affect staff at work. We would like to hear your thoughts and suggestions about the kind of stories you would like to see in the Pulse. Contact Fiona (above) with your stories, comments and ideas.

# BREATHE EASY

## New online tool aids patient care

Monklands Hospital has become the first adult hospital in Scotland to join an international collaborative set to improve hospital care for patients with a tracheostomy.

A tracheostomy is an opening created at the front of the neck so a tube can be inserted into the windpipe to help you breathe.

The Global Tracheostomy Collaborative is an online educational resource that staff can access for advice on how to treat tracheostomy patients and to share their practices with other healthcare teams across the world.

Mr Nick Calder, ENT consultant at Monklands Hospital, said: "Patients with a tracheostomy are breathing through their neck rather than their mouth and nose, which can sometimes cause confusion. "All hospitals who have signed up to the collaborative have access to the database where we log all new tracheostomy patients and any patients admitted who already have one. This allows

us to track what problems they have, how long patients are in hospital for and allows us to compare what we are doing compared to other hospitals and countries."

Staff can also log into the website for support and advice. The collaborative also hosts webinars where clinicians can meet to share best practice.

The collaborative will help patients like Linda Cullen from Airdrie, who received a tracheostomy 14 years ago.

Linda said: "Due to an existing condition, I always knew that there was a possibility that I would need to have a tracheostomy. About 14 years ago, I had a really bad cold and couldn't breathe. I came to the hospital and the tracheostomy was put in.

"It will be reassuring to know that the next time I'm admitted to hospital, staff in the ward will be able to access additional advice and information on tracheostomy care. Although I didn't want the tracheostomy, I am grateful for it as I wouldn't be here without it."

Learning from the experiences of patients like Linda is enabled by the Global Tracheostomy Collaborative



## Helping patients in cash hardship

Credit unions in Lanarkshire have reported an increase in the number of people dealing with loan sharks.

Health staff are being reminded to be aware of patients who may be having financial problems and signpost them to the correct support for help. Recent changes to the welfare benefits system have resulted in many people, particularly families with children and lone parents receiving less in benefits which may be impacting on their health.

With Christmas approaching, Alison Dowling, NHS Lanarkshire welfare reform learning and development advisor, wants staff to be alert to any patient who they feel may be in financial difficulty.

Alison said: "We often feel someone's financial situation is none of our business. But staff taking a couple of minutes to raise the issue of financial insecurity could help them could help them get that individual some support and prevent them developing health problems caused by stress, poor diet and/or increased substance misuse.

"We're not expecting staff to offer advice, just simply signpost patients to somewhere where they can get the help they need. A simple query like 'do you have any money worries at the moment, would you like some help?' is enough." Credit unions are increasingly being seen as an excellent means of preventing people avoid financial hardship - particularly over the festive season.

Alison continued: "It may appear too late for this Christmas, but encouraging someone to join a credit union now, could help them avoid future financial crisis triggered by Christmas debt."

**If you have a patient who requires benefit, welfare or debt advice, signpost them to:**

**North Lanarkshire Council's Your Money: 01698 403170**  
**South Lanarkshire Council's Money Matters: 0303 123 1008**

## Joined-up working

A variety of films have just been published to provide insight into the great work going on across North and South Lanarkshire as health and social care integrate.

Integration is about local teams of professionals working together - alongside partners including unpaid carers, the third sector and independent sector - to deliver quality care and support.

Visit: <http://www.nhslanarkshire.org.uk/About/HSCP/Pages/video.aspx>

## Nell leaves a big Footprint in Wishaw

A big-hearted couple whose little daughter was stillborn set out to raise funds to make things a bit easier for other families who experience the same tragedy.

Vicky and David Rogers hoped to raise £5000 to help create a family room at Wishaw General Hospital where other heartbroken parents could spend time with babies who are "born sleeping".

Vicky said: "We thought if we got £5000 that would be amazing. To actually raise over £20,400 was astonishing. I am really grateful to all our family and friends for their amazing support. Only a few people actually got to meet Nell when she was born, but now most people in the area will remember her."

Following the tragedy in January 2014, the Braidwood couple began

raising funds for their Nell's Footprints campaign in May last year.

Elaine Hamilton, bereavement specialist midwife, said: "I would like to thank David and Vicky for their kind donation. I find it very humbling when parents leave the maternity unit without their baby yet, in the midst of their grief and sorrow, they find the motivation, determination and commitment to give something back."



## Help just a free phone call away

The Samaritans has launched a new free-to-call number, 116 123, which has replaced the former national UK number.

The number is free from landlines, mobiles and payphones and will enable more people to access the service, which provides round the clock support every day of the year.

Those unable to afford the cost of a call or have run out of credit on their mobile, will still be able to contact the service.

The number will also not show up on phone bills, meaning callers will no longer have to worry about others seeing it.



You are five times more likely to suffer a death from sepsis than die as a result of a heart attack – that's a stark fact about this serious condition. The Pulse takes a look at what sepsis is and hears from Connie Sharrock who lost her sister Joni to it, as well as finding out what we're doing to combat the threat...

# RECOGNISING THE SIGNS

An NHS Lanarkshire improvement advisor is dedicating her career to raising awareness of sepsis after the condition killed her sister, two days after her 28th birthday.

Connie Sharrock lost one of her sisters to sepsis four years ago.

Connie said: "My youngest sister Joni was a twin. She had Systemic Lupus Erythmatosis (SLE), which is an auto immune disease. She had battled the disease since she was about 12-years-old.

"She was what I would call a 'professional patient'. She was always in and out of hospital." Connie spoke to Joni two days before her birthday when she learned that she was feeling poorly but didn't want to go to hospital. Two days later, Connie flew out to Dubai for a holiday. She said: "I had been in Dubai for eight hours when I got a call from home when we were getting ready to go out. Joni's twin sister Ashley told me that



Joni died from sepsis aged 28

Joni had died.

"I fell to the ground and went into shock. It was the darkest period of my life."

Connie adds that even as a pharmacist she still didn't realise how quickly sepsis can kill you, particularly when you are immunosuppressed like her sister was.

"It has the ability to kill a healthy person within a matter of hours

if it isn't recognised. Never mind an unhealthy person. She was so experienced with her own condition that she thought it was just a normal set back. However, when I look back there were signs that she had sepsis.

"If I could rewind the clock, one thing I would say is don't wait. I would have told her to go straight to the hospital. When I joined NHS Lanarkshire as an improvement advisor, we had a discussion of what work streams we wanted to work on. I decided that I wanted to support the sepsis team.

"The experience of losing my sister has spurred me on to take more of an interest in the mechanics of sepsis. It's more meaningful to me."

She concludes that if she'd known then what she knows now things may have turned out differently for her sister.

## Early monitoring is crucial for sepsis

Thanks to early identification and treatment, teams across NHS Lanarkshire have significantly reduced the number of patients contracting and dying from sepsis.

Connie Sharrock, said: "Sepsis is a condition that we are still striving to understand. It is one of the few diseases in the world that can kill a fit and healthy person within hours. It can strike anyone of any age, sex or background.

"When sepsis strikes, the immune system goes into overdrive and attacks not just the infection but everything else around it."

In order to begin treatment as quickly as possible, emergency department pilot teams in acute hospitals across NHS Lanarkshire have introduced the 'Sepsis Six' bundle. The Sepsis Six is a set of interventions which can increase a patient's chance of survival. The six steps include administering a high flow of oxygen, taking blood cultures and giving antibiotics and intravenous fluids.

By using the Sepsis Six within the first hour, mortality can be reduced by a massive 50 per cent.

Sepsis claims over **37,000** lives in the UK each year.



Everyone's in the pink to promote the sepsis trust.

## Lanarkshire's sepsis focus

Hospitals across Lanarkshire celebrated World Sepsis Day with a series of awareness events.

Wishaw General Hospital was turned pink for the day, balloons were released at Monklands Hospital and Hairmyres hosted a flash mob in the hospital's atrium

Sepsis claims over 37,000 lives in the UK each year, which is more than prostate, bowel and breast cancer combined.

The events highlighted the work being carried out to cut the rates of the fatal infection.

## Six steps to saving lives

Sepsis is a major cause of mortality across the world and in the UK.

Martin Carberry, nurse consultant in critical care, said: "You are five times more likely to suffer a death from sepsis than die as a result of a heart attack. It's a life threatening medical condition that arises when the body's attempt to fight an infection results in the immune system damaging tissues and organs."

Martin adds that if not identified early, sepsis can lead to shock, multiple organ failure and even death. However, early identification and treatment can reduce mortality by half, especially if antibiotics are delivered within the first hour.

"In order to begin treatment as quickly as possible, teams in each acute hospital across Lanarkshire have introduced the 'Sepsis Six' bundle," Martin continues.

"By using the Sepsis Six within the first hour, we can reduce mortality by a massive 50%."



Strictly with a twist as Hairmyres gets the beat

## Flash dance!

Hairmyres Hospital became a spontaneous theatre for the afternoon when a group of staff sprung into a freestyle dance.

The staff, who wore pink for the occasion, danced to the song 'Dr Beat'.

The flashmob took place during NHS Lanarkshire's World Sepsis Day awareness events and involved a wide variety of staff including senior clinicians,

nurses, staff from the coffee shop and RVS volunteers.

Other events included a sepsis quiz, and learning sessions for staff to reflect on the current processes within the hospital.

A video of the flashmob can be viewed at: <https://vimeo.com/139218661> or <https://youtu.be/qg-wNqLZJ0w> The video has become a social media hit, with over 41,000 views.



# GP surgeries extend festive opening hours

Almost half of all Lanarkshire GP surgeries will open extra hours on the two festive Mondays – 28 December and 4 January.

On Monday 28 December, 70 practices will be open and 76 will open on Monday 4 January.

Patients registered with these practices who need urgent access to see a GP, will be able to make an appointment on both days.

This is the third time that Lanarkshire GPs have opened extra hours during the festive period.

Dr Gregor Smith, medical director for primary care, said: “Our out-of-hours Service, which operates when GP practices are closed, is always extremely busy on the days following Christmas Day and New Year’s Day.

“The festive Monday appointments and the Out-of-Hours service are for urgent care. Patients of participating GP surgeries should contact the practice directly on these days. Other patients who require an urgent appointment and cannot wait until their GP practice is open should call NHS 24 on 111.”

The Monday GP opening is part of NHS Lanarkshire’s comprehensive plan to cope with winter – the health service’s busiest time of year.

A full list of GPs participating in the scheme, pharmacy opening times and a range of winter health advice is available at [www.nhslanarkshire.org.uk/HealthyLiving/Winter](http://www.nhslanarkshire.org.uk/HealthyLiving/Winter).

## Be Health-Wise

People across Lanarkshire are being encouraged to take a few small steps to stay well in winter.

The ‘Be Health-Wise This Winter’ campaign highlights how and when people can access NHS services and what they can do to help fend off common illnesses.

The campaign encourages people to ask pharmacists for help in treating common winter ailments, to make an appointment with their GP if they have an illness or injury that just won’t go away and to only use out-of-hours services when they can’t wait to see their own GP.



# GETTING INTO GEAR

While few of us probably relish dark mornings and tricky weather conditions, they’re a fact of life and we can all take some steps to make sure we’re ready, whatever the conditions outside. From keeping well ourselves to preparing in advance of the journey to work, everyone can play their part in keeping our services running over winter.

**Winter Plan**

- Our plan helps vulnerable patients access the care they need
- Partnership working across health and council services

NHS Lanarkshire has in place a robust plan so that patients continue to receive high quality care through the

Innovation and preparation will ensure that all of us in NHS Lanarkshire are ready to meet the challenges of winter head on

winter months.

Craig Cunningham, head of South Lanarkshire Health and Social Care Partnership and NHS Lanarkshire’s winter planning lead, told The Pulse: “Norovirus, colds, flu and winter weather all make this the health service’s busiest time of year.

“We’ve a tried and tested approach to winter planning in Lanarkshire, which we are improving every year with innovative approaches to ensure

we can provide a rapid and effective response during the periods of greatest pressure.”

This year’s plan includes additional opening hours for nearly half of Lanarkshire’s GP practices on the Mondays following Christmas and New Year. New approaches to telehealth mean respiratory and cardiovascular health staff can save patients from braving the winter conditions to get to hospital by

linking up using text messages. Contingency plans are in place in case of bad weather so patients who must attend hospital services, such as those with renal disease, are able to get the treatment they need by working closely with Scottish Ambulance Service, and the roads departments of North and South Lanarkshire Councils. Patients in this situation are asked to contact the hospital directly.

**For more information on the Lanarkshire winter plan visit:** [www.nhslanarkshire.org.uk/HealthyLiving/Winter](http://www.nhslanarkshire.org.uk/HealthyLiving/Winter)

# Severe weather checklist

Are you ready for severe weather? Could you deal with its consequences? Make sure you are prepared this winter.

**Things to do now:**

- Read NHS Lanarkshire’s Adverse Conditions Policy. It is available on the policies section of FirstPort.
- Know your options for getting to work in the event of severe weather. What bus route would you take? Could you take the train?
- Know how you’d get to an alternative NHS Lanarkshire site.
- Plan alternative child care arrangements in case the schools and nurseries are closed.
- Keep a winter weather kit in your car with items such as an ice scraper, shovel, blanket and something to eat and drink. For more information see [www.readyscotland.org](http://www.readyscotland.org)

**Things to do when severe weather hits:**

- Make every reasonable effort to get to your usual workplace. NHS Lanarkshire considers all staff essential – especially during severe weather. Only heads of department have discretion to decide that staff do not need to attempt to get to their work due to the conditions.
- If you can’t make it to your usual workplace, contact your manager as soon as possible.
- You might agree with your manager that you could go to an alternative location. Contact the relevant manager first. Do not turn up unannounced.

## Mental well-being

NHS Lanarkshire is encouraging everyone to plan ahead and stay mentally healthy over the festive period.

There are practical steps which we can all take to look after our own and others’ mental health. These include not over-indulging, taking time for relaxation, fit in some exercise such as a gentle walk and, if you can, try to be around other people.

If you or someone you know needs to talk to someone, then you can speak to your GP. If your surgery is closed, contact NHS 24 on 111.





"Patient health is at the forefront of our system so it is vital that healthcare workers protect themselves and their patients by receiving the annual flu vaccine."

## Co-ordinating flu response

Pandemic influenza has the potential to have a massive impact on all aspects of society. NHS Lanarkshire has recently taken part in the Scottish Government's "Silver Swan" events being held across Scotland to ensure there is a robust and co-ordinated national and local response in the event of a pandemic. As part of this process the Lanarkshire Pandemic Influenza Plan, which sets out the procedures and arrangements that will be adopted and implemented in Lanarkshire, has been reviewed and updated. It is available on FirstPort.

# ANOTHER YEAR 'FLU' BY

## Vaccine can be given in a few minutes

Staff across NHS Lanarkshire are being urged to take up the offer of the annual free flu vaccine.

The call to action is being made to ensure that all healthcare workers and their families, colleagues and patients are safe from the harmful impact of flu. You'll be able to get your vaccination in a variety of locations on various dates from the occupational health service and from peer immunisers.

Dr Harpreet Kohli, director of public health, said: "Flu is coming and it can hit you hard and NHS Lanarkshire cannot function without our most important asset, staff. All NHS Lanarkshire staff, whether you treat patients, are a porter, cleaner or secretarial staff, are eligible to be vaccinated for free." Healthcare workers can spread the virus to their family, colleagues and

patients even if they have very mild symptoms. The best defence against flu is this year's vaccine.

Dr Iain Wallace, medical director, said: "Patient health is at the forefront of our system so it is vital that healthcare workers protect themselves and their patients by receiving the annual flu vaccine. Those who are not immunised could pass on the virus to

their patients, many of whom have pre-existing illnesses and are more likely to suffer serious complications from flu, such as pneumonia."

It is important to get vaccinated each year as the flu virus can change and it's best to get the vaccine as early as possible. Irene Barkby, director of nursing, midwifery and allied health professionals, said: "The flu vaccine only takes a few minutes to receive,

but it will protect you for around 12 months and reduce the potential spread of the virus to vulnerable patients.

"I encourage all NHS Lanarkshire staff to take up the offer of the free flu vaccine and play their part in ensuring Lanarkshire's healthcare system remains healthy over the busy winter flu season." Visit FirstPort for the full flu vaccination schedule, giving information on clinics, locations, dates and times.

## Know your ABC for Norovirus

Staff are urged to be alert to the signs of norovirus, which is also known as winter vomiting bug. Norovirus generally causes mild gastrointestinal symptoms such as vomiting and/or diarrhoea, but can be more serious among the elderly and people who are already unwell. Norovirus lasts for 24-48 hours, but it is infectious for two days after the symptoms stop. Patients with Norovirus may be infectious to other people during this time.

Emer Shepherd, head of infection prevention and control, said: "Rapid action from staff can make all the difference to preventing outbreaks and ensuring we minimise the impact on patients, staff and the running of our hospitals this winter."

If there are two or more suspected cases in a clinical area, the clinical team should do ABC:

- **Alert** the IPCT promptly,

- **Be up-to-date** with the details of patients that meet the suspect Norovirus case definition and start

- **Contact** precautions for symptomatic patients.

Health Protection Scotland's Norovirus Outbreak Guidance is available on FirstPort in the control of infection manual section.

Staff should complete the Norovirus LearnPro module, which contains essential information about the bug. Emer said: "Thorough hand washing and compliance with infection control practices, particularly the maintenance of a clean environment, are essential elements to help manage Norovirus this winter."

For more information visit [www.nhsinform.co.uk/norovirus](http://www.nhsinform.co.uk/norovirus).



## Keeping kids protected

Parents and guardians are being encouraged to get ready for winter and take up the offer of the free flu vaccine for their children.

All children aged between two and 11 years will be offered the nasal flu vaccine.

Parents of primary school children will receive consent forms so that their child can be vaccinated at school. Parents of children aged between two and five should make an appointment with their GP practice to get their child vaccinated.

Further information about the Fluenz vaccine can be found at [www.immunisationscotland.org.uk/childflu](http://www.immunisationscotland.org.uk/childflu)





The team's on point and ready to help mums

## Helping mums-to-be keep in shape

'Eating for two' and 'putting your feet up' are common sayings when it comes to pregnancy.

A pregnant woman's diet and activity levels has an effect on the health of both her and her baby. To help avoid complications and help women with a high BMI, NHS Lanarkshire has a Healthy Lifestyle and Weight Management in Pregnancy Service.

Susan Short, public health nutritionist who runs the service, said: "It is not about going on a diet but looking at making healthier changes and what nutrients and vitamins the babies need and avoiding excess weight gain during pregnancy. It is really about maintaining a healthy weight during pregnancy."

Midwife, Jacqui Holmes jointly runs the service with Susan. Jacqui said: "Pregnancy is not a time for losing weight. Evidence suggests that the more you weigh going into pregnancy the higher the risk of antenatal, labour and postnatal complications."

Julie attended the service following a suggestion from her midwife. Julie said: "The service is great. Jacqui and Susan don't tell you what to do. It is about reflecting on my own habits and they make suggestions as to how I can make healthier changes to make it better for myself and my baby. It is definitely worth attending the clinic. Jacqui and Susan are great and they are very reassuring."

## Steady as you go!

A Scottish conference on falls prevention was brought to a standstill when a group of older people performed a flash mob dance to 80s Bananarama pop hit 'It Ain't What You Do'.

The group, from one of North Lanarkshire Leisure's strength and balance exercise classes, popped into the falls study event for occupational therapists to help promote the launch of a range of innovative digital tools, advice and information to help keep Scotland's older generation steady on their feet.

Lianne McInally, falls advanced occupational therapist, said: "Falls can result in serious injury and, in some cases, fatality. Many people lose their confidence with everyday tasks following a fall so access to an



Well balanced and keeping fit occupational therapist is key.

"Occupational therapy protects older and vulnerable people by reducing the risk of falls. I work closely with other agencies and have been working with Scottish Fire and Rescue Services who are revising their home fire safety visits to include falls prevention."

The Falls Information Zone, has been created on Scotland's national health information website NHS inform [www.nhsinform/falls](http://www.nhsinform/falls)

Stepping out: careful monitoring of his heart condition means Graham can continue his busy life

To find out more about integration, visit [HTTP://bit.ly/1zJaHvd](http://bit.ly/1zJaHvd)

## Location search made easy

A wide range of community events, groups and supports are run throughout both North and South Lanarkshire. Voluntary Action North Lanarkshire (VANL) and Voluntary Action South Lanarkshire's (VASLan) respective Locator Tool platforms are easy to use online databases.

Simply enter your post code, select the type of activity/ service you are looking for, the maximum distance from your location you'd like to travel and Locator will display the results

**Get Locating now:**  
**South Lanarkshire:**  
[www.vaslan.org.uk/locator/content/about-locator](http://www.vaslan.org.uk/locator/content/about-locator)  
**South Lanarkshire**

or

**North Lanarkshire**  
[www.voluntaryactionnorthlanarkshire.org.uk/locator/](http://www.voluntaryactionnorthlanarkshire.org.uk/locator/)

# FLORENCE KEEPS GRAHAM ON THE ROAD

Text service provides specific support

A jet-setting businessman, diagnosed with heart failure a year ago, has been able to continue his world travels - thanks to a text messaging system linking him to specialist support in Lanarkshire.

"Life, between family and work, is extremely busy - and I love every aspect of it," explained Graham, 57, from Lanark who heads up an international IT trouble-shooting operation.

"Last year, however, while working in England I felt like I was coming down with a heavy cold, with symptoms including breathing difficulty."

As symptoms worsened, and after hospital checks, it was discovered the root cause was a narrowing of the arteries to the heart.

Graham continued, "I was diagnosed as having heart failure - but when I learned I wasn't going to die the next day I just wanted to crack on with things."

Graham's condition has been managed with medication. And, with the additional text messaging support, he's been able to continue his intrepid lifestyle.

The text system is known as Florence and heart failure patients, who can be of any age over 16 years, are equipped and taught how to self-monitor details such as weight and blood pressure.

"This is just one of a raft of systems being introduced to get patients more involved in custom designed, personalised healthcare"

The patient then texts the details to an automated system which has been programmed by specialist nurses with specific health details. Florence replies with advice and information like medication reminders, all based on the latest readings - and can identify flare-ups at the earliest stage.

Morag Hearty NHS Lanarkshire, United4Health programme manager, added: "This is just one of a raft of systems being introduced to get patients more involved in custom designed, personalised healthcare which can only increase independent living."

Florence is not an emergency service and patients are advised to contact their GP or NHS 24 if they require urgent medical assistance.

To find out more about Florence, email Morag Hearty on [United4.HealthProject@lanarkshire.scot.nhs.uk](mailto:United4.HealthProject@lanarkshire.scot.nhs.uk)

## Guarding the future of antibiotics

NHS Lanarkshire staff and patients are once again being encouraged to sign up to become antibiotic guardians.

It comes as the health board gets ready for World Antibiotic Awareness Week (WAAW) which begins on 16 November. The antibiotic guardian pledge asks signatories to choose one simple action about how they'll make better use of antibiotics and help save this vital medicine from becoming

obsolete.

Area antimicrobial pharmacist Steve McCormick, who oversaw the awareness campaign in Lanarkshire last year, said: "Antimicrobial resistance is becoming a major public health issue and we want to encourage everyone to stop and think about whether antibiotics will actually benefit their condition. "Too often antibiotics are used to treat ailments or conditions which are self-limiting and would clear-up

without an antibiotic, reducing their effectiveness for the many patients with serious infections where the appropriate use of antibiotics provides clear health benefits. "Given this, we want those who prescribe antibiotics to stop and think before prescribing and patients to accept the advice they receive from their GP that an antibiotic isn't necessary for a minor self-limiting illness such as a cough, cold or seasonal influenza infection."



# FAMILY VALUES IN WARD 12

Carers stay in ward to help put patients at ease

Wishaw General is the first hospital in Scotland to join an initiative to help patients with dementia.

The hospital has become part of John's Campaign, which supports people with dementia by ensuring they are surrounded by familiar faces around the clock by letting their carers stay with them on the ward.

The initiative was introduced in ward 12 thanks to senior charge nurse Karen Wilson.

She said: "Within our ward, we're very relaxed about visiting hours as we appreciate the value that this brings – helping to reassure a person who is disoriented, encouraging the person to eat and drink, participating in activities and helping to reduce feelings of anxiety, loneliness, isolation and often depression.

"When I heard about John's Campaign, I knew it was a simple but great idea that we wanted the ward to support. After all, we already do it really, and this is a terrific way to formalise the right for carers to be with the person.

Karen stresses that the approach is always directed to providing person-centred care. This can be difficult when caring

"Within our ward, we're very relaxed about visiting hours as we appreciate the value that this brings"

for a person with dementia or cognitive impairment. Often these patients are unable to show staff what helps them and what may upset them at a time when they're already coping with a strange environment and lots of new faces.

"That's why we value working together with carers and families," says Karen. "They know the person better than anyone else and are able to give valuable information about the person's past, their likes and dislikes and what their normal routine is."

Gillian Corbett, chief of nursing services at Wishaw General, said: "We're delighted to be supporting John's Campaign.

"If this proves to be a success in ward 12, and there is a demand from relatives and carers, it will be rolled out to other care of the elderly wards in the hospital."

## Salus reaches quality standard

Salus has become one of the first organisations in the UK to be independently assessed by the BSI (British Standards Institution) and achieve certification to the recently revised Quality Management Systems Standard, ISO 9001:2015.

Mark Kennedy, Salus general manager, said: "ISO 9001 has provided reassurance to us and our clients for many years that quality management is completely integrated and aligned with the business strategies of our organisation, therefore it was vital that we achieved certification to the new standard."

Pictured left to right: Kenny Small, NHS Lanarkshire director of human resources, Mark Kennedy, Salus general manager, Mike Bailey, director, professionals services EMEA at BSI and Tom Gibb, Salus operations manager.



## Community project scoops national dementia award

An innovative project geared to help people living with dementia has taken top honours at a prestigious national awards ceremony.

Lanarkshire Mosque and Muslim Community Project triumphed in the Best Dementia Friendly Community Initiative at Scotland's Dementia Awards. The event showcases creativity, innovation and dedication making a real difference to the daily lives of people living with dementia and their families.

The Lanarkshire project was developed after Motherwell became recognised as Scotland's first dementia-friendly town centre in 2012. A spectrum of shops, services and businesses signed up to support people with dementia, their families and their carers.

NHS Lanarkshire, North Lanarkshire Council, Alzheimer Scotland, Lanarkshire Carers Centre and other partners have been working closely and the approach has since been rolled out across North Lanarkshire.

The Lanarkshire Mosque & Muslim Community Project extends the ethos of the original approach. Objectives include raising awareness about dementia, improving communication between the Muslim community and service providers and reducing the stigma of the illness.

Representing partners involved, Arlene Crockett, of Alzheimer Scotland, said: "This award is the result of strong joined-up working between all agencies – and the community. The project is an emerging movement for change, based on partnership working with a strong sense of community ownership."

Janice Hewitt, chief accountable officer for North Lanarkshire Health and Social Care, said: "We're delighted with this recognition - it's testament to the hard work of everyone involved. Indeed, our mission is to provide the right support at the right time and in the right place."



# NEW BEATSON BUILDING NOW IN OUR HANDS

Described as 'outstanding' by lead radiographer



Shona Robison visits the new Lanarkshire Beatson cancer treatment centre

The showpiece building that will house the new Lanarkshire Beatson cancer treatment centre has now been handed over to us in NHS Lanarkshire.

It's been a mammoth task to get the £22 million clinical radiotherapy centre for the west of Scotland to this stage, requiring the expert installation of large and expensive pieces of the latest high-tech equipment at the site at Monklands Hospital in Airdrie.

The state-of-the-art equipment includes two radiotherapy machines called linear accelerators, costing over £2 million each, which deliver high-energy radiation to shrink tumours and kill cancer cells. There is also a dedicated CT unit, which will provide a specialised scanning system to enable radiotherapy treatment to be planned.

"All of these machines have been supplied by market leaders in the US and have been expertly installed by the manufacturers," explained Robert Scott, lead therapy radiographer, who will oversee operational issues at the Lanarkshire Beatson.

"The radiotherapy physics team has been working hard to ensure the

machines are rigorously tested and commissioned before we open to patients in late November."

Each day, the Lanarkshire Beatson will give care to around 80 people from the local community, operating as a satellite of the Beatson West of Scotland Cancer Centre in Glasgow.

Robert said he was delighted by the quality of staff drawn by the opportunity to work in the new centre, especially since there is a national shortage of therapy radiographers, physicists and specialist doctors.

He is also excited about the building he and his colleagues will be working in.

He said: "It's a truly outstanding piece of architecture. The internal artwork was supplied by local artist Archie Forrest and the colour schemes have been selected to complement the artwork.

"We're also working in partnership with the Beatson Cancer Charity to enhance the environment for the patients."

Each day, the Lanarkshire Beatson will give care to around **80** people from the local community

State-of-the-art equipment and contemporary design, combined with landscaping and internal artwork, make the Lanarkshire Beatson a showpiece for patient care

## Next steps

It's expected that a working draft of the Healthcare Strategy will be developed by spring 2016 with a view to being ready for consideration by the NHS Board in 2016.

Then the Strategy is likely to be subject to full public consultation.

Further information on the development of the Healthcare Strategy is available on Firstport, along with details of how to get involved and have your say. <http://firstport2/resources/programmes-projects/healthcare-strategy/default.aspx>

# New healthcare strategy in development

Workstreams across 14 areas will lead proposals for improved models of patient care

Work is underway to develop a new healthcare strategy for Lanarkshire which will describe new models of care to help deliver improved outcomes for patients and carers.

A Healthcare Strategy Group has been established to take forward the key areas of work across 14 workstreams.

Colin Sloey, Director of Strategic Planning and Performance said "The workstream leads have been working with clinical and managerial colleagues to take forward the development of proposals. A key feature of this work is the evidenced-based approach to developing proposals which achieve improved patient outcomes and

deliver services fit for the future which will also take account of available resources."

A stakeholder engagement event took place in August, and a further event is planned in November. In addition, locality events have taken place, led by the Health & Social Care Partnerships.

Getting all staff groups involved in the process is also important to get buy-in to the principal of improving care for the future. Engagement and keeping everyone updated are crucial to success. Steps are in place to establish a clinical reference group and a public, patient and carer reference group to support the engagement process.

## The 14 workstreams and their leads:

- Planned Care and Unplanned Care – **Heather Knox**
- Cancer Services – **Judith Park**
- Older People – **Harry Stevenson**
- Primary Care – **Gregor Smith**
- Orthopaedics – **Heather Knox**
- Gastroenterology – **Judith Park**
- Respiratory Services – **Frances Dodd**
- Palliative Care – **Craig Cunningham**
- Mental Health and Learning Disability – **Paula MacLeod**
- Maternity Services, Children and Young People – **Irene Barkby**
- Alcohol and Drugs – **Colin Sloey**
- Property Strategy – **Colin Sloey**
- Needs Assessment – **Gabe Docherty**
- Pharmacy – **Christine Gilmour**

## Ensuring services are sustained and improved

Announcing the new models, chief executive Calum Campbell explained that they will be developed on the principles of achieving the Scottish Government's 2020 vision: that everyone is able to live longer healthier lives at home, or in a homely setting and that through an integrated health and social care system there will be a focus on prevention, anticipation and supported self-management.

Calum said: "Through joint working the healthcare strategy will also meet the

commitments of the North and South Lanarkshire joint commissioning plans. Setting our combined priorities will enable us to achieve the required improvements in health and social care services over the next 10 years and beyond."

"The aim of the healthcare strategy will be to pull together service models within the key specialities and begin to identify the developments and changes required to ensure services are sustained and improved in the long term."





Maria Lavery (left) Pam Brown

## Good signs as patients help shape care

Two new pilot projects are giving patients with learning difficulties a larger say in their treatment and surroundings.

Inpatients at Kylepark Assessment and Treatment Centre are sharing their views of their stay in Kylepark by using Talking Mats.

Talking Mats offer people with communication support needs a simple framework for expressing their views.

Maria Lavery, speech and language therapy clinical lead, said: "Over 90 per cent of people with learning disabilities have some sort of communication support need. Only five per cent have meaningful literacy skills.

"Every talking mat has a top scale highlighting what the patient thinks is going well, what they are not sure about and what is not going well.

"If we ask them a question such as 'how is animal assisted therapy', they take the symbol for this and place it under one of the scales.

"It is very simple but gives patients a concrete

visual way of giving their views. By giving their views, staff can make tweaks to their treatment plan to ensure that the care they provide is tailored to each client."

The second project saw patients being involved in introducing simple signage to help them know their way around the building.

Maria added: "Signage in our everyday environment is often word based. Initially when you become an inpatient, the more sense you can make of your environment, the lower your stress levels are going to be.

"We wanted to introduce additional signage into the centre to make our patients stay as comfortable as possible. To do this, we aimed to ensure that we had signage that had pictures or photographs as well as words, so that they are accessible to everyone.

"We wanted to involve patients in making a decision on what signage should be used. The patients informally voted on what style of signage they liked the most."

## Make good money choices with credit union loan

The NHS Credit Union is inviting all NHS staff to join and take advantage of its new budget loan offer.

With Christmas not far away, it could be the perfect means to help people cover the costs of the festive season although the loan can be used for whatever folk wish and can be withdrawn in instalments.

The union offers affordable loans and a secure home for the savings of almost 13,000 NHS staff and their families across the country, including hundreds in Lanarkshire.

Those who join, and sign-up for payroll deduction, can apply for a £500 budget loan offer as soon as their first payment is received by the Credit Union.

The invite to join comes at a time when the NHS Credit Union has reached a new record of issued loans.

General manager of the NHS Credit Union Robert Kelly, said: "Total loans issued since we started in 1998, now stand at more than £55m, with almost £7.5m distributed to members in the financial year just ended.

"Members now entrust us with savings totaling just under £15m which is a fantastic vote of confidence."

The NHS Credit Union provides a responsible lending and saving facility, while also offering many other benefits which may not be readily available from high street lenders.

Professional advice is available on people's eligibility for loans and budget loan repayments are fixed, affordable and come straight off people's salary so they never really miss the money.

To find out more visit: [www.nhscreditunion.com/lanarkshire](http://www.nhscreditunion.com/lanarkshire) or call 0141 445 0022.

Marie Porteous (in car) with Paul McCorkell from Enterprise Car Share, the company providing car hire and car pool to NHS Lanarkshire

# POOLING RESOURCES

All staff will soon be able to borrow a car while at work.

The option will be open to them when they join a car share or car hire scheme which are to be introduced giving those who register the chance to book or hire a vehicle to travel to meetings or visit sites.

The car hire scheme which is about to be rolled out, is for the benefit of staff who require a vehicle for official business over most of their working day, or who are travelling over 50 miles from their base.

The car share scheme, which will be rolled out across the organisation early next year, will see vehicles being available to book on all NHS Lanarkshire sites for short journeys such as to meetings in other local locations or to carrying out health care duties, for

## Sustainability scheme pilot's been a hit

example home visits to patients.

The scheme has already been successfully piloted at Kirklands HQ and Law House with almost 300 members of staff registering.

Marie Porteous, head of sustainability and environment manager, who is overseeing both initiatives, said: "The new car hire scheme has been piloted in other areas and is used widely by other organisations.

"It's easy to use and will enable staff to collect a vehicle from their work base or from another base near them, or have it delivered to their own home if that suits."

On the car pool scheme, she said: "When

we launched the car pool pilot in April, the company providing the service said it was the most successful launch they had ever had.

"Since then feedback from staff has been very good.

"The vehicles are being well used and there is a reduction in staff mileage which is contributing to a decrease in NHS Lanarkshire's carbon footprint.

"There are also more staff using vehicles to car-share when attending meetings."

To find out more about car pool or car hire see the dedicated page on FirstPort.

### Fact:

The NHS Credit Union is a financial co-operative – owned entirely by its members and run by a board of directors who are not paid for the services they provide to the credit union.

## Who is eligible for car hire

The soon to be rolled out car hire scheme is for all staff who plan to travel over 50 miles in one day or be away from their base for a large part of their working day.

If you use your own car for business mileage during the working day and are licensed to drive, you must register with the car hire scheme and use a vehicle when one is available.

You do not require a hire car if you have an NHS lease car.

To find out more about the car hire scheme, a Q&A has been prepared which includes a host of information including:

- how to sign up
- how to book a car
- how to refuel the car
- Insurance cover.

The Q&A is available on FirstPort.







### Last month's winner!

In the last competition **Jean Clarke** from domestic services at **Kirklands Hospital** won a £150 gift voucher from **GetTheLabel.com**.

GetTheLabel.com is an online clothing and footwear retailer. They help customers to save money on popular labels and big brand names.

All Pulse readers are also entitled to a 10% discount. To find out more, visit: [www.nhsstaffbenefits.co.uk](http://www.nhsstaffbenefits.co.uk)

## Have your eye on the main chance to win designer specs

We have teamed up with NHS Staff Benefits and Optomeyes EK to offer one lucky reader a pair of RayBans.

Located at 3B Greenhills Square in East Kilbride, Optomeyes EK has been in business for over 15 years. They have a great reputation for reliable, professional service and value for money and have had the pleasure of looking after families through the generations.

Their range of frames offers from budget

to a great range of designers and also a vast range of contact lenses.

They offer designers such as RayBan including sunglasses, Armani, Versace, Guess, Gant, Caterpillar, Ted Baker. They also offer kids glasses from free to characters including Spiderman, Star Trek and Ben 10 as well as designer kids glasses.

The opticians hold an extended NHS range with frames from £10 upwards

and offer contact lenses from 78 pence a day. The practice specialises in dry eye and blepharitis and is part of the LENS scheme for eye emergencies.

Optomeyes EK offer NHS staff a 15% discount on spectacle frames and free initial contact lens consultations for new wearers. They also offer a free contact lens check for existing contact lens wearers when purchasing new contact lenses.

To enter the competition, just answer the following simple question:

**Where is Optomeyes EK based?**

Please send your competition answers – including your name, location and contact details to –

Alison McCutcheon, Communications, NHS

Lanarkshire Headquarters, Kirklands Hospital, Fallside Road, Bothwell, G71 8BB.

Or email your answer to:

**Alison.mccutcheon@lanarkshire.scot.nhs.uk** with 'Optomeyes' in the subject line.

**The deadline for entries is Friday 20 November 2015.**



38 years went so quickly! Alison Graham says goodbye.



David McCarroll 'drives' off after 25 years.



Staff nurse Liz Thorburn leaves after 44 years' service.



Dr Marie Keenan and well-wishers at her retirement event.

## SO LONG & ENJOY YOUR WELL-DESERVED RETIREMENT

We've said goodbye to many weel-kent faces recently



Saying it with flowers - the team wish Ann Fisher a great retirement.

**Alison Graham**, health and safety advisor, Salus occupational therapy, Monklands Hospital, Airdrie, 38 years.

Staff nurse **Ann Fisher**, emergency department, Wishaw General Hospital, 34 years.

Staff nurse **Christine Wilson**, day surgery, Hairmyres Hospital, 36 years.

Assistant transport manager **David McCarroll**, property and support services department (PSSD), Law House, 25 years.

After 13 years in general practice, **Dr**

**Marie Keenan**, Drs Bell and Thorn practice, Motherwell Health Centre.

After a remarkable 44 years' service, staff nurse **Elizabeth (Liz) Thorburn**, public health team, Udston Hospital, Hamilton.

Allied health professional (AHP) dementia consultant **Sandra Shafii**, Buchanan Centre, Coatbridge, 30 years.

**Shona McNally**, health care assistant, treatment room, Douglas Street Community Health Clinic, Hamilton, 34 years.



AHP dementia consultant Sandra Shafii says goodbye after 30 years.



After 50 years' service Gordon Gilmour has retired from the lab in Monklands Hospital.



## Technology advances

Gordon explained that technology radically streamlined his work over the years.

He said: "We used to do some aspects of the blood counts by hand, looking through a microscope and using a tally counter.

"In the past a busy day would be 120 blood samples. Now there are two state-of-the-art analysers that can automatically do 180 an hour between them – producing much more detailed results and flagging up any potential abnormalities we need to look at."

## ...and the impact of smoking ban

The work environment used to be very different, too, Gordon recalled.

"People would smoke in the lab or eat lunch. We would even use our mouths to suck up blood samples with glass straws called pipettes.

"It has all changed now. When there was a suspected case of Ebola here last year, I had to wear two sets of surgeons' gowns, two pairs of gloves, a mask and an eye shield to do the testing in a special secure room."

# BLOOD WORK

## It's a lifetime's service for Gordon

NHS Lanarkshire's longest-serving employee has proved hard work is in his blood as he retires from his job in a haematology laboratory.

Biomedical scientist Gordon Gilmour, who's worked with the health board for an impressive 50 years, hung up his lab coat on 2 October.

Gordon, 66, originally from Wishaw and now living in Airdrie, began working at the age of 16 and was determined to stay on in his job to rack up his half century. The father-of-two was based in the haematology and blood transfusion lab at Monklands Hospital in Airdrie and also worked at Wishaw General.

He said: "I have really enjoyed working in the NHS and I have seen a lot of changes over the decades. These days the young people who work in the labs all have degrees. It was a different story when I started," explained Gordon, who left Wishaw High School with a clutch of "O" Grades,

including physics, chemistry and maths.

He recalled: "I went for an interview for a job in the lab at Strathclyde Hospital in Motherwell on a Friday and started on the Monday – 23 August 1965. I transferred to Monklands in 1977, a few months before the hospital opened to the public."

Gordon has totted up the years doing blood counts, checking for warning signs of serious conditions including chronic leukaemia.

He said: "The classic image of lab technicians working with test tubes is long gone for the most part. It also used to be the case that we'd be on the wards more often, helping with procedures such as bone marrow checks, but that direct contact with patients is less frequent now.

"I will certainly miss it but it's the right time to go and I'm looking forward to travelling with my wife Nancy, playing golf and babysitting my young grand-daughter."