

Staff awards

Not long now. Shortlisting underway for May event P4

Drive Time

Car hire scheme extended as pilot returns good savings P10

Home Comforts

Win a £50 voucher for Houseology in our staff competition P18



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March / April 2016

thepulse



TWIN SUCCESSES FOR BABY TEAM!

Lewis and Logan visit Wishaw General to say thanks (p3)

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 25 March.

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.

LOOK AT OUR BOYS NOW!

Twins helped by HeRO system

Twin boys Lewis and Logan were born prematurely at 25 weeks last year and to see them today, you'd hardly believe their battle at birth.

The boys were also among the first to have benefitted from the HeRO system. HeRO identifies babies with features of infection before the clinical signs become apparent to the clinician, thereby allowing for early testing and starting antibiotics.

In total Lewis and Logan spent 21 weeks in the neonatal unit.

Mum Lynn said: "The last 12 months has been a rollercoaster, no one thought they would make it so they were both baptised on the night they were born.

"I wanted to call them Ant and Dec as I am a big fan. Also, Anthony is my husband Tony's full name and Donnelly is our surname. However Tony wasn't too keen on the idea so we opted for Lewis and Logan."

Lewis was 1lb 7oz and Logan was 1lb 11oz when they were born. Both boys also had retinopathy of prematurity which is the same condition that made Stevie Wonder blind from birth.

Lynn added: "The boys have really gone through it. Logan underwent a heart operation when he was only four weeks old. Lewis was also on so many antibiotics that everyone thought he was never going to make it. They are fighters though and survived. It shocked everyone – even the doctors. You have no idea how proud we are of them."



Lynn said: "We became quite close to the staff during that time. They become part of your family. The boys fought through all the complications but it wasn't for the staff and their quick responses then they wouldn't be here. The staff are just amazing and I will never forget what they did for me."

The family donated £2,500 to the neonatal unit which was used to buy the trial twin incubator the boys shared.

Grateful thanks all round

The neonatal unit at Wishaw General Hospital has been regularly thanked over the last year:

- Postie Kenny McCrimmon delivered an £820 donation after the unit cared for his premature son, Oliver.
- Teacher Heather Goring donated £1,000 due to the care given to her

premature baby Nathan.

- Family and friends presented a cheque for over £1,500 on behalf of Caitlin McGrane, whose daughter Amelia-Lily was saved through the expert care at the unit.
- The Logan Practice in Wishaw staged a flashmob as part of fundraising that netted over £1,800.



Modernising healthcare with



A joint strategy will provide a blueprint for service change and modernisation of healthcare covering the next 10 to 15 years. And patients will be at the centre of all support, treatment and care decisions.

NHS Lanarkshire and North and South Lanarkshire Health and Social Care Partnerships, are working together to improve support and care

and deliver better healthcare outcomes.

Together with the North and South Lanarkshire Strategic Commissioning Plans, this will enable the delivery of new models of support, treatment and care. Achieving this change will require enhanced team working across primary and secondary care and stronger partnerships between the NHS,



Lynn and Tony Donnelly donate £2500 to the neonatal unit as thanks for the care their sons received

patient-centred focus

local authorities, the third sector and with patients, carers and their families.

Public/patient/carer representatives and clinical staff are involved in the development of the strategy. An information leaflet and survey have been circulated widely to obtain feedback to help shape the development of the Healthcare Strategy.

The online survey is available at: <https://www.surveymonkey.co.uk/r/healthcarestrategy> Closing date for feedback 18 March 2016.

Further details, including the information leaflet, is available on the website: <http://www.nhslanarkshire.org.uk/involved/consultation/healthcare-strategy/Pages/default.aspx>



Pictured left to right: Mary Allison, Director for Scotland at Breast Cancer Now, Shona Robison, cabinet secretary for health, Dr Kirsteen Campbell, is research associate at the University of Glasgow, and Neena Mahal, Chair of NHS Lanarkshire.

Funding announced for breast cancer research

Health Secretary Shona Robison visited the Lanarkshire Beatson to announce funding of £450,000 to support Scottish-led breast cancer research.

During her visit to Scotland's newest radiotherapy centre, Ms Robison toured the facilities and met patients and staff.

Ms Robison said: "We are committed to providing the best possible care for those with cancer. This includes supporting ground-breaking research, as well as modern treatment facilities like the new Lanarkshire Beatson.

"While research into cancer is vital, we must also continue to invest in the treatment for those with the condition. Demand for radiotherapy is set to increase significantly over the next 10 years as more of us live longer and more cases of cancer are detected at an earlier stage."

The Lanarkshire Beatson is a satellite facility for the Beatson West of Scotland Cancer Centre

and is equipped with the most advanced technology to deliver world-class treatment.

The new satellite radiotherapy centre includes two state-of-the-art linear accelerators. These will enable around 80 patient treatments a day for people who require radiotherapy for lung, breast, prostate and rectal cancers.

Neena Mahal, Chair of NHS Lanarkshire said: "As a partnership project involving five health boards and the Scottish Government, the Lanarkshire Beatson demonstrates our shared commitment to treat more patients in modern facilities and reduce waiting times.

"The Lanarkshire Beatson has only been opened for a short while but has already made a huge difference to our patients by giving them access to diagnostic and cancer treatment services not previously available in Lanarkshire."

Fact Box:

Lanarkshire Beatson is a satellite facility for the Beatson West of Scotland Cancer Centre. The £22m centre is a consortium project involving five west of Scotland Health Boards:

NHS Ayrshire and Arran
 NHS Dumfries and Galloway
 NHS Forth Valley
 NHS Greater Glasgow and Clyde
 NHS Lanarkshire

21,000 cancer patient treatments will be delivered each year.

80 patient treatments can take place per day for people who require radiotherapy for lung, breast, prostate and rectal cancers.



Calum Campbell, chief executive, Neena Mahal, chair and Susan Dunne, head of organisational development

STAFF AWARDS
Valuing Excellence

Help to recognise our hard working people.
Nominate someone today!

- ★ Outstanding Individual
- ★ Outstanding Team
- ★ Outstanding Care
- ★ Outstanding Volunteer

DEDICATED STAFF RECOGNISED BY OUR NEW AWARDS

With over 300 excellent nominations, the NHS Lanarkshire Staff Awards team are now busy identifying those which'll progress to the next stage.

The awards will see staff from across NHS Lanarkshire being recognised for the inspirational work that they do.

Patients, visitors and staff have been busy nominating staff and volunteers from across the organisation for the care or service that they provide.

Winners of the awards will be announced in a ceremony due to be held on 18 May 2016.

Susan Dunne, head of organisational development, said: "I am delighted with the number of nominations that we have received across all of the Staff Award

Nominations from staff and patients

categories. It has also been great to see the number of staff groups covered.

"All of the nominations have been excellent and our awards team are now working hard to identify which ones should be shortlisted for the ceremony."

Calum Campbell, chief executive, said: "We have a lot of hard working and dedicated staff throughout Lanarkshire, who provide an exceptional standard of care and service on a daily basis.

"NHS staff are often present at some of the most challenging events in a person's life and the care that they give in these times can make a lasting impression on a patient,

their family and carers.

"The Staff Awards is an excellent opportunity for us all to appropriately acknowledge and recognise our dedicated staff and volunteers."

The award categories are:

Outstanding individual

Outstanding team

Outstanding care

Outstanding volunteer

Innovation in practice

Service improvement.



POSITIVE STAFF SURVEY RESULTS INFORMING IMPROVEMENT PLANS

Our latest staff survey results show that we're happy to go the 'extra mile' at work (91 per cent of respondents).

Staff also reported:

- being clear what their duties and responsibilities are (87 per cent)
- having confidence and trust in their direct line manager (83 per cent).

A total of 4,184 of us (35 per cent) responded to the NHS Scotland Staff Survey carried out in August and September 2015, up from 31 per cent in 2014.

The number of staff saying they'd had a knowledge and skills framework review was up three per cent from 2014 and was 12 per cent higher than the Scotland-wide survey results.

NHS Lanarkshire was six per cent higher than the national

average for staff who felt senior managers responsible for the wider organisation were sufficiently visible.

Kenneth Small, director of human resources, said: "There are many positives to take from the results of last year's survey. It shows an encouraging picture of our workforce's attitudes and views. It is important we also listen and learn from the areas where staff tell us improvement is needed.

"Only 31 per cent of staff felt they were always consulted about changes at work and 34 per cent felt there were enough staff for them to do their job properly. Managers are analysing the results for their own department so we can put in place plans to make improvements."

The national survey results are available online at: www.gov.scot/nhsscotlandstaffsurvey2015nationalreport

91%
of staff survey respondents said they were happy to go that 'extra mile' at work

SHOW THE YELLOW CARD TO SUSPECT HEALTHCARE PRODUCTS

NHS Lanarkshire is keen to increase its use of the system to report potential problems with medicines and medical devices.

Known as the Yellow Card Scheme, it's vital in helping watchdogs monitor the safety of healthcare products. Staff and patients can use the Yellow Card system to report concerns to the MHRA (Medicines and Healthcare products Regulatory Agency).

NHS Lanarkshire consultant cardiologist Dr Mehrdad Malekian said: 'We need to improve Yellow Card reporting in Lanarkshire. The scheme is vital in helping to monitor safety in all healthcare products.

"Reports can be made by anyone and include all medicines, vaccines, blood factors and immunoglobulins, medical devices, herbal and homeopathic remedies."

The scheme collects information on suspected problems or incidents involving:

side effects

medical device adverse incidents

defective medicines

counterfeit or fake medicines or medical devices.

The MHRA says it's important for people to report problems experienced with medicines or medical devices to identify issues which might not have been previously known about.

Yellow Card reports can be made online at yellowcard.mhra.gov.uk. There's also a phone app and a Yellow Card form, which you can get at pharmacies, GP surgeries or from the Yellow Card hotline by calling freephone 0800 100 3352.

COGNISED CHEME



Did you know?

The staff awards are a first of their kind in NHS Lanarkshire. The award categories cover all staff and volunteers. The awards ceremony will be on 18 May 2016 and its format is based on staff feedback.

NEW INITIATIVE HELPS PATIENTS WITH DEMENTIA

Family or carers stay on ward, too

A ground-breaking initiative to help patients with dementia has been launched at Wishaw General and Hairmyres hospitals.

Both hospitals have joined John's Campaign, a national programme which supports people with dementia by ensuring their families and carers can stay with them on the ward round-the-clock.

NHS Lanarkshire's participation was spearheaded in ward 12 at Wishaw General last year and then extended to all wards where older people may need to be treated, including the Emergency Care Unit.

Hairmyres then got on-board and six wards which care for older people became part of John's Campaign.

Gillian Corbett, chief of nursing services at Wishaw General, said: "We're delighted to be supporting the aims of John's Campaign. We recognise the vital role relatives and carers have in helping us to offer person-centred care that is safe and effective.

"We're encouraging staff to

let families and carers know they have the option to stay with patients. We have already had several people taking advantage of the initiative and it has proved very worthwhile."

Jane Wilson, senior nurse for care of the elderly at Hairmyres, added: "Our pledge is to support families and carers to remain with their loved-ones in hospital. This allows families and carers to be with their relative at any time and stay with them for as long as is needed.

"We recognise that the hospital environment can be unfamiliar and stressful for patients with dementia. This campaign supports the patient, relatives and staff to ensure continuity in our person-centred care."

John's Campaign was launched after the death in 2014 of Dr John Gerrard, who was diagnosed with Alzheimer's in his mid-70s and spent some time in hospital. His daughter, Nicci Gerrard, founded the national campaign with her friend, Julia Jones, whose mother has Alzheimer's.



"Our pledge is to support families and carers to remain with their loved-ones in hospital."



Back (from left) – senior charge nurse Lorraine Bennett, staff nurse Kevin Black, charge nurse Ian McDonald, service manager (older people's services) Neil Ferguson. Front (from left) senior nurse for care of the elderly Jane Wilson, senior charge nurse Jacqueline MacRae, senior charge nurse Margaret Brown, charge nurse Jan Rice

Infant feeding policy updated

Our updated Infant Feeding Policy has a new requirement for staff.

If a breastfeeding mother is admitted for general care to our acute hospitals, staff should provide or seek appropriate support to enable the mother to continue breastfeeding.

Advice on medicines should be sought from your ward pharmacist or the pharmacy medicines information department on 01355 584879. Outwith opening hours, please contact the on-call pharmacist. The policy is on Firstport and the breastfeeding support team can be contacted on **01698 366710**.

From left – emergency care senior charge nurse Tom Delaney, Julia Jones, nurse team leader (acute care of the elderly) Jacqueline Young, Gillian Corbett



Making service access easier for all patients

NHS Lanarkshire and North and South Lanarkshire Councils are launching a patient-friendly Access Support Card for service users who need assistance to get to appointments.

The card was designed after service users told us that they sometimes found it difficult to get to their appointments after checking in. The cards will provide staff with information to enhance the service user experience if they have: a disability (hidden or visible); mobility issues; sight/visual impairment; or are deaf or have a hearing impairment.

The card will be presented to reception staff who should make a note of the additional support request on the service user's notes. When calling the service user staff should provide additional assistance or allow time for the patient to get to their appointment.

If the service user needs someone to be contacted, 'In Case of Emergency' contact information is provided on the back of the card.

Hina Sheikh, NHS Lanarkshire equality and diversity manager, said: "The card is credit card sized so easily fits into a wallet, purse or bus pass holder and has a cut-off corner for easy use by visually impaired patients."

"Cards will be distributed throughout NHS and council sites and posters advertising them will also be available. To ensure good uptake, we're asking all staff's help by giving the Access Support Cards to service users who they feel will benefit from having one."

For further information contact Hina on 01698 377816 or email hina.sheikh@lanarkshire.scot.nhs.uk

Park smart – leave disabled bays for blue badge holders

To ensure that disabled people are able to conveniently use NHS Lanarkshire services, we provide designated parking bays at our hospitals and other sites.

Graham Johnston, head of management services, said: "Disabled person's parking places are clearly marked in yellow to show that the space has been reserved for people who have mobility issues or another disability."

"These are only for use by people who hold a valid Blue Badge. The Blue Badge scheme is for drivers or passengers with severe mobility problems, who need to park as close as possible to where they need to go."

"Many of our car parks can be extremely busy and it can be difficult to find a space."

"However, all staff must ensure they do not use a disabled parking bay if they are not entitled to park there. This will help to ensure that these spaces are available for designated blue badge holders."



Julia Jones of John's Campaign and chief of nursing services Gillian Corbett with ward 12 staff

You're not alone – appeal to male carers

A new support group has been set up for men in Lanarkshire who care for a relative, friend or neighbour with an illness or disability.

Now the organisers, Lanarkshire Carers Centre, are appealing for more male carers to join the club to make sure they don't go it alone.

"In many instances people caring for someone – particularly men – don't recognise themselves as carers," explained Colin Smith of Lanarkshire Carers Centre.

"They see themselves as a husband, son, friend or neighbour doing what's right. But if an illness changes or the person they are caring for begins to deteriorate, what was a minor caring role can become a huge responsibility.

"It can impact on health, wellbeing, work, social and home life, as well as finances and carers can become very isolated very quickly."

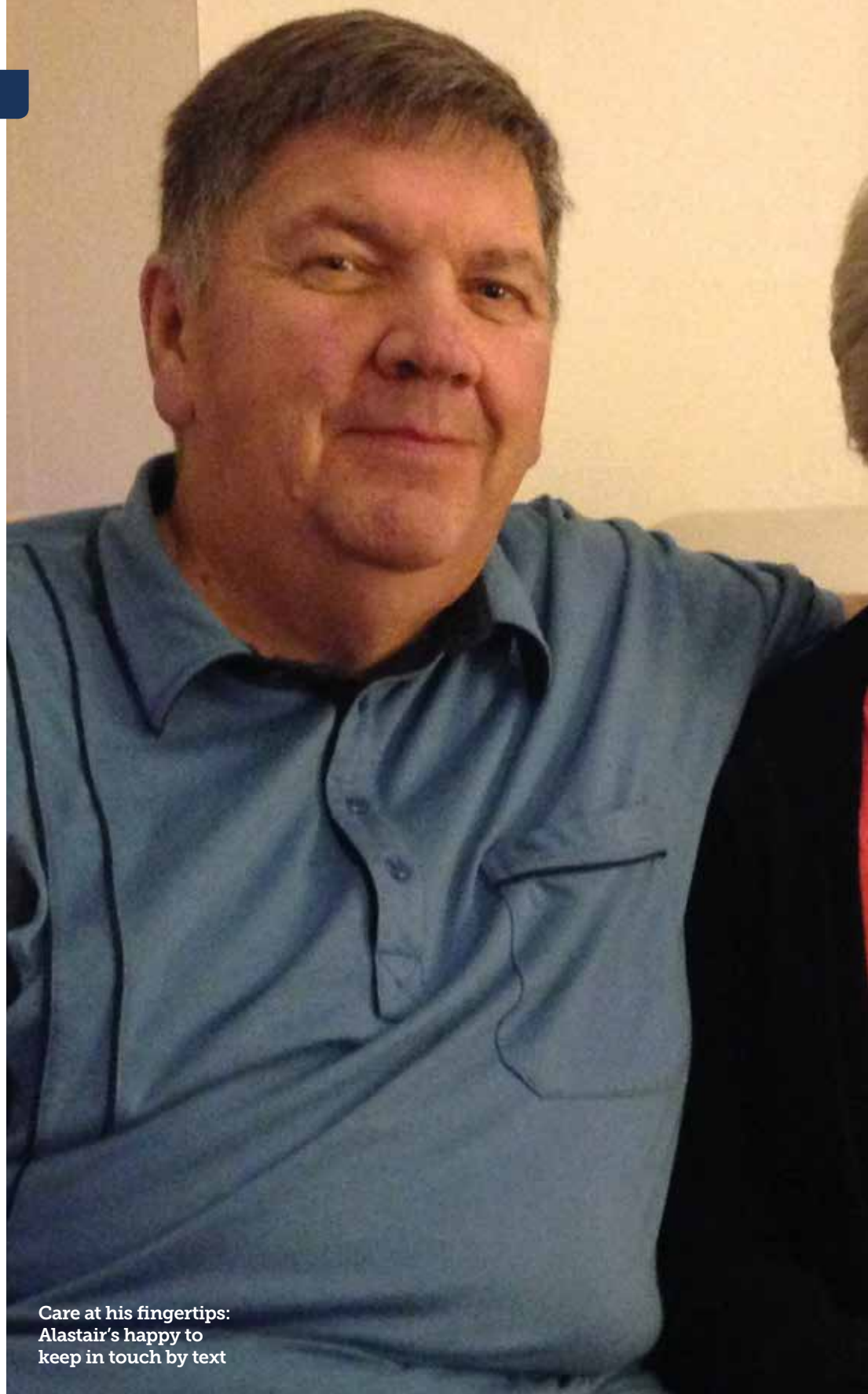
The first meeting took place in Cadzow Miners Welfare, Hamilton, last year with activities such as bowls and darts. Outings like fishing trips are being planned.

Colin added: "Male carers are not alone and there is a lot of support in place. The men's group is one way of tapping into that."

The group goes live at a vital time. A new Act requires health boards and local authorities to integrate their adult health and social care services.

If you are a carer living in Lanarkshire, and would like more information on these or any of the other services provided in your area, please get in touch.

Contact Lanarkshire Carers Centre on 01698 428090 or visit the website at www.prtlcc.org.uk



Care at his fingertips:
Alastair's happy to
keep in touch by text

Helping stroke sufferers gain control

An innovative website to help people who have had a stroke has been developed by NHS Lanarkshire and Chest Heart & Stroke Scotland (CHSS).

SelfHelp4Stroke has been designed to help people gain control of their life after a stroke by helping them set goals and supporting them to achieve them. The website is the first comprehensive and free training programme full of interactive content, animations, film and audio clips that explain things in detail. It provides practical tips and advice to help people understand and manage

their own condition better.

CHSS secured Scottish Government funding for the idea and it was developed by the charity with support from NHS Lanarkshire patients and staff. Stroke survivors and staff from NHS Lanarkshire and CHSS joined MSPs at the Scottish Parliament for the launch of the new resource.

The project was delivered by CHSS in partnership with NHS Education for Scotland and the university of Edinburgh. The website is available at www.selfhelp4stroke.org



Launching the Stroke Visualisation tool



"Thanks to a new texting system I've been using since May, I've been able to do just that – and make sure my condition isn't moving towards a crisis requiring more time in hospital."

RETIRED ENGINEER'S HEALTHCARE FINE-TUNED BY TEXT

Remote monitoring keeps patients at home

From manufacturing heavy parts for coal mining to fine-tuning aerospace technology, retired engineer Alastair Donald's career coincided with an era of unprecedented technological advance.

Now Alastair, who is living with a heart condition, has revealed how his personal healthcare has been revolutionised – by the power of the simple text message.

"I worked hard all my life and never thought in my younger days I'd spent my retirement fighting ill-health," explained the grandfather-of-four from Bellshill in North Lanarkshire.

"But since I had a heart attack in 1998 I've been in and out of hospital – including a month-long stay after I developed complications earlier this year. I've never liked to bother the doctor and although the hospital care has been great I like to be in my own home and around my family.

"Thanks to a new texting system I've been using since last May, I've been able to do just that – and make sure my condition isn't moving towards a crisis

requiring more time in hospital."

The text system is known as Florence and can help patients, like Alastair, who have had hospital treatment for 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.

The patient then texts the details to an automated system which has been programmed by specialist nurses with the patient's specific health details.

Florence replies with advice based on the latest readings. If any anomalies are detected with the readings an automated alert is sent to the patient. A specialist nurse is also alerted allowing them to respond to offer advice or help by phone, text or arrange medical assistance as necessary.

"It's been a great boost," said Alastair.

To find out more about Home Health monitoring and the Florence system, contact Morag Hearty, Telehealth Manager, at:

TEC.Programme@lanarkshire.scot.nhs.uk

Improved care in sight

A new initiative has been launched to provide person-centred care for people whose vision has been affected by a stroke.

The Stroke Visual Pathway in Lanarkshire was developed by the Stroke Vision Working Group, which included representatives from health (NHS Lanarkshire stroke/eye services), social care (North and South Lanarkshire

councils), community optometry services and third sector (Visibility and Chest Heart & Stroke Scotland).

This excellent example of inter-agency team working delivered a pathway for patients with visual problems following stroke or transient ischaemic attack.

Around 1000 people have a stroke in Lanarkshire each year and

60 per cent will encounter visual problems, with 20 per cent of those still experiencing eye problems after three months.

The pathway provides screening, assessment, rehabilitation and management of vision problems, ensuring that there is a clear process of visual care received by the stroke patient and their family or carers for professionals to follow.



Stroke Visual Pathway in Lanarkshire

NEW CAR HIRE SCHEME FOR ALL STAFF

Staff who piloted scheme report easy registering and booking of cars

A new travel scheme is being rolled out to allow staff to hire a car when travelling on NHS business.

The online staff car hire scheme is for all staff who plan to undertake a work-related journey over 50 miles in distance or for a period of greater than four hours.

Once registered on the Enterprise B2B system, staff will be able to book a hire car online which can be delivered to their workplace or even their home. Enterprise also offers a free pick-up and return service if parking at your location is an issue.

Marie Porteous, head of sustainability and environment, who is overseeing the project, said: "We've successfully piloted the car hire scheme with our biomedical and labs teams across our three acute sites, as well as our property and support service division staff and staff at Coathill Hospital since January 2015. They've all reported that the system's been very simple to use when requesting a vehicle."

Once rolled out, all staff, who don't have a lease car and who commute

over 50 miles for one journey over the course of a day, will be expected to use the car hire scheme.

Marie continued: "As everyone is aware, the organisation is facing increasing financial challenges and has to demonstrate value for money. The pilot of the car hire scheme has delivered a saving of 44 per cent over paying expenses for miles travelled.

"A small car costs around £12 a day to hire as opposed to a journey of 100 miles at a standard rate of 56p per mile which is a saving that can be reinvested in patient services. The vehicles used are also generally more environmentally friendly with lower emissions than the grey fleet which has cars of mixed age and condition."

Some staff have already received an email prompting them to register for the scheme as well as instructions on how they can do this.

Once you have registered for the car hire scheme, you can access the system and book a vehicle at: <https://b2b.enterprise.co.uk>

Challenging role but Janie's ready

Janie Reid is the new improvement advisor for the Early Years Collaborative in North Lanarkshire.

The Collaborative aims to improve outcomes and reduce inequalities for all babies, children, mothers, fathers and families to ensure that all children have the best start in life and are ready to succeed.

Janie will be working closely with health visiting staff in the north to achieve challenging goals.

She said: "My role over the next year is to help to plan and execute improvement projects connected to

what is known as Stretch Aim 2.

"It is ambitious in improvement terms. It requires that, by December this year, 85 per cent of all children within each community planning partnership will have reached all of the expected developmental milestones at the time of the child's 27-30 month child health review.

"Achieving this aim for children and their families will mean thinking differently, being innovative in approach and giving everyone involved in delivering the 27-30 month assessment the skills they need to lead

change in this area."

She added staff will provide the expert clinical knowledge and subject matter expertise.

"I will support colleagues in making improvements using improvement science methodology. This joint approach will increase the likelihood of the team's potential for success.

Janie can be contacted at janie.reid@lanarkshire.scot.nhs.uk or on 07814 799655.





44%
savings
delivered
by scheme
pilot



New holiday pay agreement

A more effective way of calculating holiday pay has been introduced.

The new method uses the 52 weeks prior to the annual leave period as the reference period.

Ann Marie Campbell, Head of HR, said: "This agreement has been agreed in partnership.

"This method shall be more effective, release management time as they will no longer require to input shifts onto SSTS for annual leave. It will

also ensure fair and equitable treatment for all staff."

The automated SSTS (Scottish Standard Time System) process for payment during annual leave will apply to staff, with exception of medical and dental, who work unsocial hours and/or participate in an on-call service for which additional payment is made.

Donald Spence, Unite partnership representative, said: "During periods of annual leave, pay for employees will be calculated as an average of the

previous 52 weeks' pay to include unsocial hours enhancements and on-call payments.

"When the description 'annual leave' is entered onto SSTS, the system automatically undertakes the average calculation to determine holiday pay.

"This automated solution will ensure a consistent approach."

Roll out has commenced with nurses & midwives in February and is expected to be complete by June 2016.



Anne Marie Campbell

Your views are needed for our new website

We're asking the public for their feedback to help develop a new website.

The NHS Lanarkshire website www.nhslanarkshire.org.uk launched in 2009 and receives more than 1.2 million visits a year.

Calvin Brown, communications manager, NHS Lanarkshire, said: "The current website is very well used and has hundreds of pages of information about our services.

"But the way people use the web is changing and we need to redevelop the site if we are to provide a truly user-friendly and effective website."

One example of changing behaviours is that only four per cent of users accessed the site on a mobile phone in 2010. Last year, 74 per cent used a mobile device or tablet.

Calvin said: "We know that one of the ways we can improve the site is to make it responsive so that it adapts to whatever device you use to view it. We also need to make the most of the site to give people key information on how to access services."

NHS Lanarkshire wants staff and public feedback on how to improve the site. Visit <https://www.surveymonkey.com/r/7PVZBWP> to complete an anonymous survey. It should take around five minutes to complete.

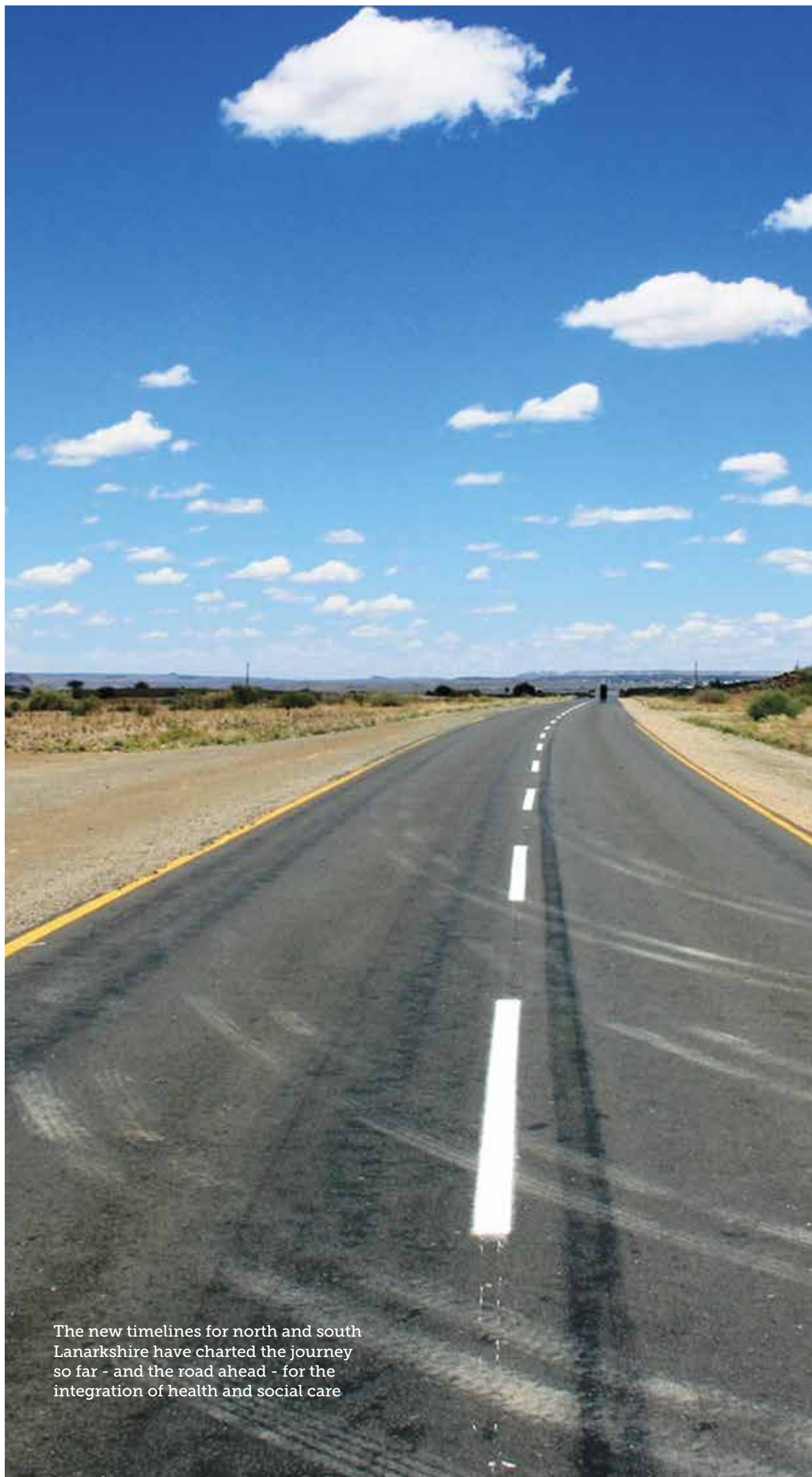
Children's act drafted

Draft guidance has been launched to support the Getting it right for every child (GIRFEC) provisions in the Children and Young People (Scotland) Act.

The new law and draft guidance formalise what is already happening in many areas to ensure a consistent approach to how services support children's and young people's wellbeing.

It ensures services operate effectively and that all children should have the same opportunities to have help and support available to them when they need it.

Find out more at www.gov.scot/girfec



The new timelines for north and south Lanarkshire have charted the journey so far - and the road ahead - for the integration of health and social care

CHARTING JOURNEY TO VISION

1 April integration date approaches...

AS THE integration of health and social care is set to go live, timelines charting the journey so far have been published for both North and South Lanarkshire.

Integration is about local teams of professionals working together – alongside partners including unpaid carers and the third and independent sectors – to deliver quality, sustainable care and services.

In line with national legislation, integrated arrangements have to be in place in North and South Lanarkshire by 1 April 2016.

With key plans for how integration will be delivered in local areas now being finalised, both Health & Social Care North Lanarkshire and South Lanarkshire Health and Social Care Partnership are striving to ensure the process is as understandable as possible.

Recently, a glossary (see: <http://bit.ly/1EC0rCP>) was published to explain key terms and acronyms.

Janice Hewitt, chief accountable officer of H&SCNL explained the aim of the timeline is to bring clarity around the integration journey.

"The publication of the timeline charts we've come from - and where we're going to.

"Overall our vision is that citizens of North Lanarkshire will achieve their full potential through living safe, healthy and independent lives in their communities. We also want people



to receive the information, advice, support or care they need, at the right time, every time, efficiently and effectively."

Harry Stevenson, chief officer of South Lanarkshire H&SCP added: "The publication of the timeline will be a valuable resource for those looking to clarify or increase their understanding of integration in South Lanarkshire.

"South Lanarkshire H&SCP's vision is working together to improve health and wellbeing in the community - with the community. Accordingly, the timeline charts the key steps so far in the lead up to integration going live as we set out to make our vision a reality."

Read North Lanarkshire's timeline now by visiting: <http://bit.ly/21P4RUJ>

Read South Lanarkshire's timeline now by visiting: <http://bit.ly/1RECDHM>

Using local expertise for community need

Integration in South Lanarkshire is in the spotlight following the publication of a blog by Chief Officer, Harry Stevenson.

Writing for Pulse Online, Harry reflects on South Lanarkshire Health and Social Care Partnership's vision - Working together to improve health and wellbeing in the community - with the community.

"As well as providing our partnership with an all important

sense of identity, who we are and what we stand for, that simple statement has also been our guiding principle as we've been setting down our plans for the future," Harry writes.

"Our intention has been to listen and use that local knowledge and expertise to shape our plans and to ensure services are responsive to community needs and continue to harness resources that exist in towns and villages across the area.

"As we move from planning to doing - using the foundations of the exceptional work already established here – the H&SCP's vision, just as it has shaped our plans, will shape our actions; now - and in the future."

You can read Harry's blog by visiting <http://www.thepulse.scot.nhs.uk/harry-stevenson-tells-of-how-south-lanarkshire-health-and-social-care-partnership-is-working-hard-to-improve-health/>



GREECE IS THE WORD FOR BETTER LISTENING...

Lanarkshire Breathing Space is encouraging locals to embrace a little Epictetus in 2016.

The Greek philosopher said: "We have two ears and one mouth so that we can listen twice as much as we speak."

He was reminding us all that you learn more through listening than talking. With 2016 being declared Scotland's Year of Listening, Breathing Space is also reminding us that listening and being listened to is good for your mental health.

Kevin O'Neill, NHS Lanarkshire public mental health and well-being development manager, said: "Relationships and friendships where we feel listened to can have a huge positive impact on our sense of wellbeing."

Overall well-being improves

"Being listened to helps us feel connected, contributing to improved feelings of self-worth, self-confidence and happiness. We all like to think we are good listeners but we want people to ask themselves if they are really listening and if they could be a better listener?"

As well as promoting listening, Breathing Space also wants to remind people to take care of their mental health by finding some space from the stresses of life.

Kevin continued: "If we wait for this time, we often find it never comes which is why we have to make our own breathing space. Think about how you can give yourself some breathing space over the course of

this year and build this into your life."

Breathing Space is Scotland's national telephone service for anyone feeling low, anxious or stressed. For more call 0800 83 85 87 or visit: www.breathingspace.scot

For more on Year of Listening go to: <http://breathingspace.scot/news/2015/year-of-listening-2016/> or pledge support at: <http://breathingspace.scot/news/2015/yol-2016-pledge-board/>

For more on the supports and help in Lanarkshire visit: www.elament.org.uk

You can also contact the Samaritans on 116 123 (24hrs) or visit: www.samaritans.org

Fitting tribute for Lanarkshire Hospice

St Andrew's Hospice has been crowned Adult Health Charity of the Year at the inaugural Charity Champions Awards.

The Scottish public voted in their thousands and the winners were decided by a panel of esteemed judges who researched and read statements provided by the charities.

The Hospice, which works closely with health, social care and other partners, provides specialist palliative care services to patients, their families and carers across Lanarkshire.

It was awarded the honour at the recent Gala Final at the Radisson Blu, Glasgow. The Airdrie-based charity also received the runners-up prize in the prestigious Charity of the Year category at the ceremony.

St Andrew's Hospice Chief Executive Bruce High was delighted with the win. He said: "These awards are a fitting tribute to the people of Lanarkshire who have donated the funds that keep the hospice running and to 800 staff and volunteers, but most of all to the 8000 patients and their families who have benefitted from the hospice's care."

Adult abuse - recognise the signs and report it

If you thought a child were at risk of harm you would most likely do something about it.

A Scottish Government campaign now aims to get people thinking the same way about adults. It's estimated that social work departments across Scotland receive around 300 referrals every week in relation to adult abuse and this national campaign wants everyone to act if they suspect someone is being physically, emotionally, sexually or financially exploited or neglected.

Wendy Mitchell, nurse consultant for child adult and family protection, said: "If you know or believe an adult is at risk, you have a duty to report and cooperate with the responsible social work locality."

She added: "We appreciate it's not always easy to identify abuse, but there are signs and situations to be aware of. For example, a person may have unexplained cuts and bruises, or refuse to talk about injuries.

"They may be failing to look after themselves or their property, or are confused about where money has gone, or are giving money to people for dubious reasons. They may appear quiet, withdrawn or nervous around certain people, or get upset at the mention of their relationship, or may constantly have people 'hanging out' at their house.



"If faced with these situations and suspicious, contact the relevant authority."

Adult harm can affect anybody, but people who can't look after or stand-up for themselves can be particularly at risk, whether through personal circumstances, physical or learning disability, age, illness or injury.

For further information on Adult Support and Protection visit the dedicated Public Protection page on FirstPort at: <http://firstport2/staff-support/public-protection/adult-support-protection/default.aspx>

Raising awareness around child sexual exploitation



NHS Lanarkshire is supporting the Scottish Government's national campaign to raise awareness of Child Sexual Exploitation (CSE).

Research shows that while most parents and carers know where their child or young person is when they go out, less know about their child's behaviour when they are online.

Wendy Mitchell, nurse consultant for child and adult protection and vulnerable families, said: "The more parents and carers are aware about the dangers of child sexual exploitation – including how it can happen, who it can affect and the behavioural signs that could indicate a child is at risk of abuse or already being affected – the more can be done to protect

young people.

"Staff are reminded that we all have a role to play in helping to keep young people safe and that in the course of their duties, if they suspect a child is at risk of exploitation, they have a legal duty to cooperate.

"Staff must report and record any concerns, suspicions or disclosures made by, or about any child/young person, or made by or about any adults who may need protection."

For more on child protection within NHS Lanarkshire, visit FirstPort at: <http://firstport2/staff-support/public-protection/child-protection/default.aspx>
For more on the CSE campaign, visit: <http://csethesigns.scot/>

Listen up: Kevin O'Neill, (centre) is joined by NHS Lanarkshire assistant health promotion managers Elspeth Russell (left) and Gillian Lindsay.

NEW WAYS OF WORKING IMPROVES USE OF SPACE

Technology enables the changes

An initiative looking at new ways of working is improving the use of space in many parts of the organisation.

The space utilisation exercise has been carried out in sites such as the new Houldsworth, Hunter Community and Kilsyth Community Health centres as well as Bellshill Community Health Clinic and corporate headquarters at Kirklands Hospital.

By modernising staff workstations through technological improvements, improving storage and giving staff greater flexibility, it has resulted in more clinical space being made available for patient services.

Desk usage rarely above
40%
across our organisation

The aim of the initiative is to help NHS Lanarkshire adapt its workplaces and workforce to the health requirements of the future.

It is a goal shared by many other large organisations - such as NHS Tayside, Aberdeen City Council and Fife Council - who have all

carried out similar exercises.

Colin Sloey, executive director for strategic planning and performance, is overseeing the programme in Lanarkshire. He said: "The technological revolution is altering how we provide our services and how we engage with patients and colleagues.

"As this phenomena continues and staff become ever smarter in how they carry out their duties, we want to look at how we better utilise our existing estate for patient services."

Staff desk utilisation surveys have



Colin Sloey

been undertaken as part of this work and show office space desk usage between 9am and 5pm is rarely above 40 per cent.

As technology improves it will see the modern work environment rely less on particular desk or space ownership, and more on guaranteed access to the right kind of facility to complete tasks.

Colin continued: "There will always be occasions when someone needs a desk.

"But as we move forward, the need to have a quiet workplace, a resource area, a training facility, or a touchdown space, will suit many more staff and we want to help facilitate this new way of working.

"Patients and service users correctly expect us to embrace new technology to improve health care and the space utilisation exercise is helping us do this."



Whistleblowing policy update

Whistleblowing: safely raising concerns about risk, malpractice or wrong doing, is an updated policy approved by the Human Resources Forum.

This policy, which can be found on FirstPort, aims to reassure staff that it is safe and acceptable to raise concerns and describes the correct process for staff to follow.

Irene Barkby, director of nursing, midwifery and allied health professions, said: "Staff have a right and duty to raise any concerns regarding the delivery of care or services to patients and we actively encourage you to do so.

"As part of this, you should use organisation management structures to do so however, if for any reason you feel you have not been heard, NHS Lanarkshire has a whistleblowing policy which is designed to help staff who feel they need to raise issues in confidence."



Sew nice to be a part of arts history

It was needles and stitches of a different sort in the maternity unit.

The midwifery panel, commissioned by the Royal College of Midwives to add to The Great Tapestry of Scotland, visited Wishaw General Hospital.

Retired midwife Anne Matthew, who worked for 40 years, brought the tapestry to the unit.

Anne said: "The panel is going round all health boards in Scotland with midwives getting the opportunity to embroider a stitch on this historic piece of artwork.

"The design celebrates 100 years of the Midwives (Scotland) Act 1915 and was designed by artist Andrew Crummy."

The Great Tapestry of Scotland is one of the most ambitious community arts projects in the world. The project, developed by esteemed Scottish writer Alexander McCall Smith, artist Andrew Crummy and historical writer Alistair Moffat brings together hundreds of volunteer stitchers from across Scotland.

The tapestry is a record-breaking 143 metres long and illustrates the history of Scotland, incorporating science, culture, industry and politics over the centuries.

Helen Lowe, charge midwife, said: "It was a real privilege to be part of this beautiful piece of art that is a wonderful visual representation of what it means to be a midwife."

Tackling fraud is benefitting us all

NHS Scotland Counter Fraud Services has used a successful mainstream media campaign to raise staff and public awareness about the threats from fraud.

An initiative to reduce fraud and error in dental patient Tax Credit exemption claims - potentially saving more than £3 million per year - featured in a recent BBC 'Saints and Scroungers' TV programme and attracted national, local and specialist press interest.

The campaign highlights the need for patients to have a valid Tax Credit exemption certificate at the time of their treatment.

Fraser Paterson, National Fraud Prevention Manager, for Counter Fraud Services said: "If you hold a valid certificate then you're entitled to receive free treatment, if you don't you're not - it's as simple as that. When you think that every fourth person who claimed under this category last year

wasn't entitled to do so, you can understand why reducing this type of misclaiming is so important."

A recent Channel 5 programme highlighted the issue of employees fraudulently claiming to be unfit to work.

Fraser said: "People who defraud the NHS hurt all of us, because it's our money that funds it and it's us who rely on it being there when we need it."

Making yourself understood?

Would you like people to read your emails, letters, leaflets and reports properly?

And wouldn't it be even better if they understood and acted on them? Writing in Plain English makes a huge difference to how effective your communications are. Two key principles are to write with your reader in mind and avoid jargon.

NHS Lanarkshire has a good practice guide to written communication available at <http://firstport2/staff-support/communications/default.aspx>.

Advice is available: www.plainenglish.co.uk

House Proud



Win a £50 voucher towards a new look for spring

We have teamed up with NHS Staff Benefits and Houseology.com to offer one lucky reader a £50 voucher at the store.

Houseology is filled with stylish brands, beautiful interior products and all the interior design ideas, inspiration and professional advice you need to help you make wonderful design decisions.

From the kitchen to the living room, garden and beyond, Houseology offers a carefully curated collection of products for every space and style, offering you all the interior design

know-how you need at your fingertips!

From their designer collections to their practical interior design tools, 'how-to' guides, decorating ideas and videos, Houseology's aim is to give you a bespoke experience that will fill you with inspiration and leave you feeling excited about your design journey.

NHS Staff are able to access an exclusive discount at www.houseology.com, using a promotional code which you will find on www.nhsstaffbenefits.co.uk, NHS employees can **save 10%** on full priced items.



How to enter

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

What item would you like to spend the voucher on?

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

Alison McCutcheon, Communications,
NHS Lanarkshire Headquarters,
Kirklands Hospital, Fallside Road,

Bothwell, G71 8BB.

Or email alison.mccutcheon@lanarkshire.scot.nhs.uk with 'Houseology' in the subject line.

The deadline for entries is 1 April 2016.

SO LONG & ENJOY YOUR WELL-DESERVED RETIREMENT

We've said goodbye to three well known faces recently

Aileen Robertson

Friends and colleagues gathered to pay a special farewell to Aileen Robertson who retired from NHS Lanarkshire in January after a remarkable 40 years' service.

The district nurse team leader joined NHS Lanarkshire on 1 August 1975 as a trainee nurse based at Law House, Carluke. After qualifying, Aileen moved to Bellshill maternity before moving to Bellshill Health Centre as a community district nurse.

In 1999, Aileen was promoted to team leader at Motherwell Health Centre where she remained until her retirement.

Aileen lives in Bellshill with her husband James. She has two children, Natalie and Shaun, and three grandchildren, Connor, Noel and George.

In her spare time, Aileen is an active member of the Weimaraner club for Scotland. She enjoys walking her dog and looking after her grandchildren. To mark her retirement, Aileen plans to travel extensively.

Colleague Yvonne Ford said: "Aileen has been a true inspiration to all who have worked with her. She will be sorely missed by all her colleagues."



Christine Wilson

Staff nurse Christine Wilson, who was based in the day surgery at Hairmyres Hospital, retired on 31 August following a nursing career which spanned 36 years.

In 1979, Christine trained as a pupil nurse and then began working as an enrolled nurse in the surgical department. She thereafter completed her conversion course to become a staff nurse.

During her career, Christine has worked in surgical wards, intensive care unit, acute receiving surgical ward and latterly in day surgery where she worked full time for the last ten years.

Colleague Joyce Weir said: "Christine was a popular colleague and friend. She will be sadly missed. We wish her well in her new life after Hairmyres, on the golf course. She has joined a nursing agency to keep her hand in."

Grace McGregor

After 20 years' service, senior support worker Grace McGregor retired from NHS Lanarkshire in December 2015.

Grace, who was attached to the speech and language therapy department at Douglas Street Community Health Clinic, previously worked for Strathclyde Regional Council as part of the first ever cohort of speech and language therapy assistants recruited in Lanarkshire.

Grace lives in Larkhall with her husband Archie and has one son Ewan. In her spare time, Grace enjoys going to the theatre, reading and writing poetry. She's very creative and can make almost anything - knitting, dress-making and craftwork are just a few of her talents.

Team leader Lucy Scott said: "Grace has been part of the speech and language therapy team since 1995. She was one of the first speech and language therapy assistants to start working in NHS Lanarkshire, a moment in history covered in the autumn edition of The Pulse in 1995.

"Grace helped shape how speech and language therapy assistants work in Lanarkshire. We will miss her very much but are also delighted that she will get to spend all her time doing the things she loves."





Four community Band 5 nurses - Jacqueline Fox, Mairi Ritchie, Yvonne Marshall and Louise Drury - have successfully completed a new course which was developed in partnership with University of the West of Scotland.

The course, for new and existing staff nurses who are registered in adult nursing, contains pathways for those aspiring to Band 6 community nursing positions.

Lynn Penman, practice education facilitator, said: "Since the start of the community nursing development framework (CNDF) in Lanarkshire, Band 5 nurses have been supported to complete levels nine and 10 of the framework.

Pioneering four on path to community nursing

"These four nurses are the first to successfully complete this pathway. One of the nurses also achieved her degree. Opportunities within the CNDF modular pathway are unique to NHS Lanarkshire. The pathway is bespoke to fit with the requirements of the organisation while recognising any previous formal education the staff member has undertaken."

The options within the CNDF allow staff to make informed decisions regarding which development programme would suit their individual needs. On completion of either

of the programmes, staff are in a position to apply for Band 6 community nursing posts.

Lynn added: "The four nurses who have completed the pathway have since begun Band 6 case-holder portions with the community nursing teams. This is a wonderful achievement and a reward for their hard work and commitment to their learning and development."

For further information on the community nursing development framework, contact Christine Watson at practice.development@lanarkshire.scot.nhs.uk or 01698 201450.



Stephanie lands microbiology professorship

Medical microbiologist Dr Stephanie Dancer has been appointed as Professor of Microbiology at Edinburgh Napier University.

She takes up her new post in February, where she will teach students, contribute towards research objectives and set up a post-graduate course in infection prevention and control.

Stephanie has worked for NHS Lanarkshire for the past eight years.

During her time with us, she has also been the editor of the Journal of Hospital Infection and has published three books, book chapters and over 130 microbiological papers.

Dr Dancer said: "I am delighted to have been offered this academic post at

Edinburgh Napier.

"This role will allow me to draw upon my experience in managing infection for training a range of healthcare, science and microbiology students. I will continue to carry a full clinical load and will maintain my research in the role of antibiotic stewardship, screening and cleaning in the control of key hospital pathogens."