

Winners all round!

Find out more and see pictures of everyone who won at our inaugural Staff Awards P4-5

Revalidation focus

We demystify the process and reveal that it's a reflective and worthwhile exercise P8

Selfies stick...

As integration happens across our services, we're celebrating with a new selfies gallery. Do you know any faces? P17



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July/August 2016

the pulse



IN THE DRIVING SEAT FOR SAVINGS

New car schemes lead the way in cutting our travel costs (p11)

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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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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 Bob (above) with your stories, comments and ideas.

IMPROVEMENTS IN MORTALITY RATIOS ACROSS OUR SITES

Range of initiatives have tackled issues

NHS Lanarkshire has exceeded a national improvement aim to reduce hospital standardised mortality ratios (HSMR) by 20%.

HSMR is one measurement tool that compares a hospital's mortality ratio with the overall average ratio. The ratio provides a starting point to assess the factors that can influence mortality and identify areas for improvement.

The most recent HSMR figures show that Monklands Hospital achieved 25.4 per cent reduction, Wishaw General Hospital managed 22.7 per cent and Hairmyres Hospital had a 20.7 per cent reduction.

Calum Campbell, NHS Lanarkshire chief executive, said: "I am extremely pleased with the recently published figures. Our clinical and managerial staff work hard to provide the best quality service to our patients and these figures show that they are doing an excellent job."

Professor Jason Leitch, clinical director for NHS Scotland, said: "These figures are excellent and

the staff at NHS Lanarkshire are to be commended for all that they have done to reduce mortality at their hospitals by so much and in such a short time."

Robbie Pearson, acting chief executive of Healthcare Improvement Scotland, added: "NHS Lanarkshire has clearly made significant progress in improving services for patients and families since the Healthcare Improvement Scotland rapid review carried out in 2013.

"This reflects favourably on the hard work and dedication of the staff at NHS Lanarkshire."

NHS Lanarkshire introduced a range of initiatives and improvement works which enabled its sustained impressive performance against the national improvement aim. When tracked over time, HSMR indicates how successful this work has been.

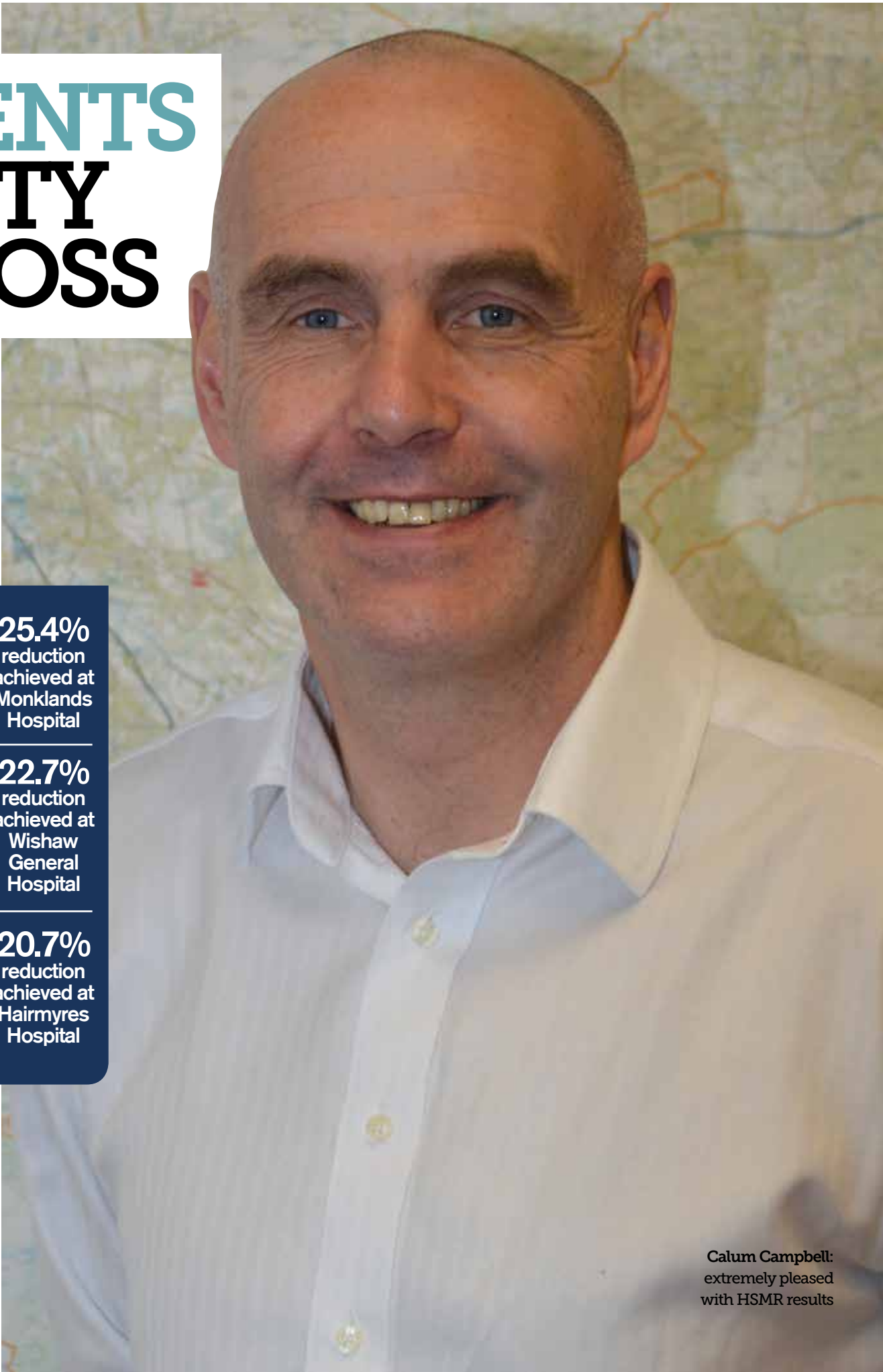
Dr Jane Burns, NHS Lanarkshire acute divisional medical director, said: "All of our staff should be very proud of their efforts to reduce mortality and enhance patient safety in our hospitals."

"NHS Lanarkshire are to be commended for all that they have done to reduce mortality at their hospitals by so much."

25.4%
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Hairmyres
Hospital



Calum Campbell: extremely pleased with HSMR results

New centre car parking

The multi-storey car parks at Hunter Community Health Centre in East Kilbride and the Houldsworth Centre in Wishaw are both open to patients.

Parking is free but Hunter has arrangements to help with management of the facility, including separate patient and staff parking.

Parking in the staff area is for permit holders only and vehicles without one may be issued with a fixed penalty notice. To ensure the maximum benefit for patients, staff cannot park in the patient areas.

UK report highlights good results at Wishaw General

A new UK-wide report has revealed that, for the second consecutive year, NHS Lanarkshire had a lower number of stillbirth and neonatal deaths for babies delivered at Wishaw General Hospital compared with similar hospitals.

The MBRRACE-UK perinatal mortality report shows that, of the 4,802 births within NHS Lanarkshire in 2014, still births were up to 10 per cent lower and neonatal deaths were more than 10 per cent lower compared with similar Trusts and health boards.



Going smoke-free with Jenny

Children are getting in the swim to protect them from second-hand smoke.

Swim time with Jenny's Bear is an initiative between NHS Lanarkshire and North Lanarkshire Leisure (NLL) which involves parents helping their children to learn to swim and gives tips on how to make homes and cars smoke free.

Lynn Adams, health improvement senior from the smoking prevention team, who oversees the initiative, said: "Children exposed to second-hand smoke are a lot more at risk of coughs, colds, ear problems, chest infection and asthma, because their lungs and immune systems are still developing. "This fun interactive programme gives parents hints and tips on how to make their home and car smoke free and protect their family from the harmful effects of tobacco."

The programme takes place at the Time Capsule in Coatbridge and the John Smith Pool in Airdrie and aims to:

- encourage and increase parent/child interaction
- develop positive relationships between parents and children
- increase parent knowledge of second-hand smoke
- increase parent and child physical activity levels.

Michael Robertson, head swim coach at NLL, said: "It's important that parents understand that while learning to swim, children require healthy lungs, free from the harmful effects of second-hand smoke."

HARD WORK AND DEDICATION IS RECOGNISED

Tributes paid by colleagues and patients alike

Colleagues from across NHS Lanarkshire were recognised for the inspirational work that they do at the first annual staff awards ceremony.

The ceremony was opened by former Scottish international rugby player and BBC Radio Scotland presenter John Beattie.

It saw staff being rewarded under nine separate award categories - Outstanding Individual in a Clinical Role, Outstanding Individual in a Non Clinical Role, Outstanding Team, Outstanding Care, Outstanding Volunteer, Innovation in Practice, Service Improvement, Chair Award and the William Cullen Prize.

NHS Lanarkshire chief executive Calum Campbell said: "The award ceremony demonstrates that we have a lot of hard-working and dedicated staff throughout Lanarkshire.

"I am delighted to acknowledge and recognise our dedicated staff and volunteers through these awards. 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.

"This is evident through the touching tributes that have been submitted by patients, families, friends and colleagues during the nomination process."



Doing a great job every day: our winners and runners-up pictured after the awards ceremony.



WINNERS: A&E at Monklands



WINNERS: Community brain injury team

NHS Lanarkshire staff awards winners and runners-up

The first award to be announced on the day was **Outstanding Individual in a Clinical Role**, which was won by **Karen Black**. Karen is a physiotherapy community lead based at Longdales at Kirklands Hospital.

Karen was nominated for the award by a colleague, who said: "The dedication and professionalism that Karen displays is second to none. She ensures all of her team are supported and that every individual feels valued in their role."

The two runners up for this award were bereavement specialist midwife Elaine Hamilton and charge nurse Elizabeth Milliken.

Outstanding Team winners were accident and emergency at Monklands. They were nominated by a patient, who said: "The attention

and time given to my husband was outstanding. They went above and beyond ensuring that I was alright as well."

The runners-up were Biggar Aligned Team and the learning disabilities team from Kylepark.

The winner of the **Outstanding Care award** was **Andrew Carton**. Andrew is the clinical director of surgical services at Monklands Hospital. Andrew was nominated for the award by a relative of a patient, who said: "Our mum is 81-years-old and Mr Carton and his team have been looking after her for the last five years. Mr Carton is a credit to his vocation and to NHS Lanarkshire."

The runners-up were district nurse Leonor Wilmot and the Intensive Psychiatric Care Unit at Wishaw General.

The winner of the **Innovation in Practice award** was Duncan Stang, a specialist podiatrist at Hairmyres Hospital. Duncan was nominated for the award by a colleague who said: "Duncan is an extremely hard working patient-centred individual responsible for so many great innovations which have become recognised globally."

The runners-up were the catering department at Monklands and senior charge nurse Karen Wilson.

The winner of the **Service Improvement award** was the community brain injury team, described as "well known across NHS Lanarkshire as a source of expertise and guidance for other staff and services."

The two runners-up were head of linen

services Robert O'Hara and the stroke managed clinical network.

The winner of **Outstanding Individual in a Non Clinical Role** was **Jim Rae**, a store person at the health promotion library at Law House.

Jim received five nominations from his colleagues. One said: "Jim is well known throughout the building and the wider NHS for his kindness and willingness to help anyone he comes across. He has the biggest, kindest heart of anyone I have met."

Runners-up were anaesthetics secretary Linda Cameron and project co-ordinator Janet Robinson.

The William Cullen Award was won by **Dr Babu Mukhopadhyay**. Dr Mukhopadhyay was nominated by a



WINNER: Andrew Carton



WINNER: Duncan Stang



WINNER: Jim Rae



WINNER: Dr Babu Mukhopadhyay



WINNER: Karen Black



WINNER: Tom Denholm

Teresa wins Chair Award

The winner of the Chair Award was oncology nurse Teresa Rennie. Neena Mahal, chair of NHS Lanarkshire, said: "Teresa is a unique individual who goes that extra mile for cancer patients and their families. She has an unfailing commitment to patients and is truly one of a kind who has touched so many people in a positive way at such a difficult time in their lives."

COLLABORATIVE WORKING TO BEST PATIENT CARE

Key is understanding of issues for both frontline and management

Delivering safe, effective, quality care to patients is at the heart of our business in healthcare.

To address this there is a professional desire to develop and implement a Care Assurance and Accreditation System (CAAS).

Speaking at a Hairmyres CAAS event, Anne Leitch, senior nurse for medicine, said: "CAAS is intended to ensure nursing staff at all levels have a better understanding of both frontline and management issues.

"The overall aim is to allow more delegation of decision-making responsibility to frontline nurses and midwives, and release senior staff from office-based functions to spend more time on patient care."

The CAAS approach is based on a model used within Salford Royal NHS Foundation Trust and is designed to support nurses and the multi-professional team to identify and build upon what works well and to take effective action where further improvements are necessary.

While the overall responsibility and accountability for achieving and maintaining the required standards lies with the senior charge nurse/midwife and the wider team, senior

professional nursing staff and other specialist services also have a key role to play in supporting them, working collaboratively across systems and disciplines, to ensure continuous improvement within their wards and departments.

"Overall the CAAS event was a very successful day and according to participants would be well worth repeating on an annual basis."

Nursing staff at Hairmyres held an event to ensure everyone understood what is meant by CAAS and what it means for the hospital. The event was also an opportunity for staff to learn what work has been undertaken with CAAS, how this may support them, and what the future direction of travel is.

Susan Friel, chief of nursing services at Hairmyres Hospital, said: "Overall the CAAS event was a very successful day and according to participants would be well worth repeating on an annual basis."



Susan Friel (front and centre) and the team at the Hairmyres CAAS event

Healthcare strategy consultation to begin

Work is underway to ensure everyone has the chance to comment on NHS Lanarkshire's draft Healthcare Strategy.

A comprehensive three-month consultation process will launch in August, giving the public, staff and all other stakeholders the opportunity to provide their views through a wide range of feedback methods.

The draft strategy summarises the work of NHS Lanarkshire in shaping our future plans, and is the basis for consulting with the people of Lanarkshire on these emerging plans.

The strategy will provide a blueprint for service change and modernisation covering the next 10 to 15 years.

Together with North and South Lanarkshire Strategic Commissioning Plans of Health, Social Care North Lanarkshire and South Lanarkshire Health and Social Care Partnership, this will enable the delivery of new models of support, treatment and care.

The Lanarkshire strategy has also been developed in line with the National Clinical Strategy for Scotland, published by the Scottish Government in 2016.

For more information visit:
www.nhs.uk/Involved/consultation/healthcare-strategy

Improving the wellbeing of children and young people

Children and young people in Lanarkshire are set to have a named person from 31 August 2016.

The named person is part of the Children and Young People (Scotland) Act 2014, which is about improving the wellbeing of children and young people in Scotland.

Most children and young people get all the help and support they need from their parent(s), wider family and community, but sometimes they may need a bit of extra support. The Act gives all children and young people from birth to 18, or beyond if

still in school, access to a named person to help support them.

A named person will be a central point of contact if a child, young person or their parent(s) want information or advice, or if they want to talk about any worries and seek support.

A named person will normally be the health visitor for a pre-school child and a promoted teacher - such as a headteacher, or guidance teacher or other promoted member of staff - for a school age child.

The named person duties are integrated

into their current role and strengthen the support they currently provide.

Individuals undertaking Named Person responsibilities have no additional personal legal responsibilities but they are accountable under their professional codes of practice and to the protocols and procedures set out by their employers.

They will also be a point of contact for other services if they have any concerns about a child's or young person's wellbeing.

For more information on GIRFEC visit:
www.gov.scot/girfec

House of Care launch

House of Care (HoC) is a framework to support implementation and delivery of care and support planning for people with long-term conditions (LTCs).

Care and support planning is a proactive, systematic process to enable "better conversations" between the person with LTC and the care professional; in which they are supported to identify 'what matters to them', and actions that need to be taken either by themselves or by others to help them achieve this.

Dr Susan Arnott, HoC clinical lead, said: "There are growing numbers of older

people and people living with long-term conditions. At the same time, health and social care budgets are under increasing pressure.

"If we're to provide high-quality care that affords people the best possible quality of life, we need to rethink the relationship between people and the services that provide their care."

The locally delivered programme will:

- enhance the quality of care for the person living with LTCs, involving them in planning of their care

- provide a more satisfying way of working for care professionals
- facilitate service redesign of LTC that provides greater access to a wider spectrum of support

The HoC programme is an integral workstream of NHS Lanarkshire's Primary Care Transformational Programme, which will be critical to the future delivery of the Healthcare Clinical Strategy.

The programme will seek to work with all GPs and bring this approach to all patients in Lanarkshire over the next few years.

REVALIDATION AND MEETING OUR REQUIREMENTS

Asked how she'd sum up the new revalidation process for nurses and midwives, Karen Thompson says, in all sincerity: "It was a joy!"

"I really got into it and found it very enjoyable," smiles Karen, team leader/integrated community support manager in the Biggar Aligned Team.

Revalidation, which began in April, is a requirement from the Nursing and Midwifery Council (NMC) to promote good practice. Every three years, nurses and midwives will have to revalidate by showing they meet the requirements.

These include evidence of 35 hours of continuing professional development over three years, five pieces of practice feedback and five written "reflective accounts" to have a reflective discussion with another registered nurse or midwife, and a confirmation discussion to ensure you have met the requirements.

Karen, who revalidated in May, said: "At first I was anxious. I wondered if it would be a heavy, academic piece of work. But

it's not and it gave me a great opportunity to reflect on how I carry out my role and how that ties in to the NMC's code."

For her feedback, Karen included thank-you messages from patients and positive comments about her from a GP, a practice manager and social work colleagues.

She adds: "I enjoyed the reflective accounts. One was about how I tackled a particularly busy night shift. Another was about how I reacted when a difficult situation was raised at a local carers group."

"I did my reflective discussion and my confirmation with my service manager, who also has a nursing background."

Karen advises colleagues to start early on their preparation for revalidation.

She says: "I'm already working on my next revalidation – three years away – by reflecting on issues that happen each day and adding to my e-portfolio, using the templates on the NES website."

Revalidation case study: "Don't be scared - just be prepared."

So says Alison Stark, one of the revalidation pioneers among NHS Lanarkshire's midwives.

Charge midwife Alison, who works on ward 22 at Wishaw General, said: "I buried my head in the sand, hoping it would go away, as I really didn't know what it was all about."

"But, from January, I received emails from the NMC, so I checked their website to see what was expected. The examples of 'reflective accounts' showed that part of the process was not as traumatic as I initially thought!"

"A colleague from Practice Development guided me to the NES e-portfolio, which contained the relevant templates. It was straightforward and not daunting. A learning session organised by Practice Development was also very helpful and worth attending."

"What to use for the 'feedback' was possibly what I found most difficult



initially, but you soon realise you get constant useful feedback - positive and negative - from colleagues, patients and other service users.

"There is now a buddy system to support colleagues, which will be beneficial to both as a learning opportunity. The revalidation process is certainly not as 'scary' as I initially thought and, basically, you're only stating what you do in your workplace on a daily basis."

"Happy revalidating - and remember to be prepared and start putting your portfolio together in good time!"



Emer Shepherd (right) and members of the IPCT team launch the pink star initiative

Star turn for better care outcomes

A pink star is the latest alert to be used by the Infection Prevention & Control Team (IPCT) to combat the spread of healthcare associated infections (HAIs).

The pink star appeared on the TrakCare system from 1 June next to the name of any patient who has a past history or current positive screen for an HAI.

Emer Shepherd, head of IPC, said: "This is such a simple step but we're confident the pink star will really help all staff better manage infection prevention and control."

"It's very easy to use as all staff have to do is look out for the pink star when patients are admitted to their areas and click on it to see why the alert has been recorded and when."

The star will alert staff to patients who have the conditions:

- MRSA (Meticillin resistant staphylococcus aureus)
- PVL MRSA (Panton Valentine Leukocidin Meticillin resistant staphylococcus aureus)

- CPE (Carbapenemase Producing Enterobacteriaceae)
- VRE (Vancomycin Resistant Enterococcus)

Emer continued: "The IPCT will ensure that the alert is live and reflects the most recent screening results for the patient, including the site of screening and the date an organism is isolated."

For more information contact the IPCT on 01698 366309.

Joanne joins team at Hairmyres



Joanne Edwards

Joanne Edwards has been appointed to the post of director of hospital services for Hairmyres Hospital. Joanne was the assistant director of acute services at NHS Ayrshire and Arran. Previously she also worked for NES as the West of Scotland Deanery general manager and head of organisational performance improvement.

Heather Knox, director of acute services, said: "Joanne has a wealth of experience and we look forward to her joining the team."

Remember FOI

Have you received a written request for information about NHS Lanarkshire?

Then think three little letters – FOI.

Requests received under the Freedom of Information (FOI) legislation are handled by the FOI officer, Linda Brownlie, who is part of NHS Lanarkshire's communications team.

If you receive such a request, or think a request for information may fall under the FOI legislation, please forward to:

FOI@lanarkshire.scot.nhs.uk, or contact Linda on 01698 858110. For more information visit the Information Governance page of FirstPort.

Using our space productively



Staff and patients welcome space utilisation work at Bellshill Community Health Centre. They are (l-r) Liz McCulloch, Bellshill CHC administrator, Duncan McLeod and Laura Campbell from Bellshill and District Community Forum and Anne Burgon, support services co-ordinator, Wishaw Locality, Health and Social Care North Lanarkshire.

Additional patient services are now being provided at Bellshill Community Health Clinic (CHC) following a successful review of the use of space.

The review looked at the space layout at the centre and the suitability of the environment to carry out patient services.

John Paterson, general manager of property and support services (PSSD), said: "As all staff will be aware, the financial climate means we have to make sure our estate is fully utilised to ensure that best value is achieved.

"When staff undertook this space review work at Bellshill CHC, they identified areas of improvement and how we could use the clinic's space along the same lines as we have in our new facilities like the Houldsworth Centre, Hunter Community Health Centre and Kilsyth Community Health Centre.

"It's been hugely beneficial in allowing us to identify areas where staff require additional space and has brought a number of improvements for patients as the centre can now host additional clinical services such as community midwifery, child assessments, psychological services and immunisation, as well as enable the John Street Surgery to remain at the clinic."

The work is part of a wider space review exercise which is being carried out across all NHS Lanarkshire sites with locality staff identifying how space is used on their site as part of the work to help identify improvements.

Savings can be made all around us

Staff have responded well after being asked for savings suggestions and the corporate management team are working on those that can be implemented.

Laura Ace, director of finance, said: "It was terrific to receive so many suggestions from a wide range of staff.

"It is obvious that staff care about the organisation and our core business of delivering the best standard of patient care. However, they also appreciate the financial challenges that lie ahead.

"As it currently stands we have identified that, even

with all of the high-level efficiency programmes, there could be a shortfall of £10.8m. It's important that we continue to work together to identify further savings in our everyday work, even things like appropriate use of confidential waste."

Confidential waste bins and shredders are provided throughout the organisation for confidential paper waste only. There is a significant cost for the destruction of confidential waste (£148 per tonne) as opposed to dry mixed recycling (£19.77 per tonne).



Marie Porteous with Chris Sanderson (in car) and Paul McCorkell from Enterprise Car Share

"I joined the health board in January and registered with the scheme. It's very easy to use the website to make your booking and also very simple to access the car. All in all, the whole experience was excellent."

Chris Sanderson

DRIVE SMARTER WITH NEW CAR SCHEMES

Review pinpointed high travel costs

Two pilot schemes which have reduced business mileage saving NHS Lanarkshire thousands of pounds are to be rolled out at the end of August.

A car hire scheme, piloted within labs over the last year, has reduced business miles by almost 40 per cent, while a car pool scheme piloted over the same period at Kirklands Headquarters and Law House saved 49,000 business miles, totalling over £27,000.

The desire to reduce business miles followed a review of the NHS Lanarkshire grey fleet in 2012 which recommended a reduction in the large number of staff who use their own vehicles on business.

Marie Porteous, head of sustainability and environmental manager, said: "Using lease, hire or pool cars is a cheaper, safer and less environmentally harmful option than staff using their own vehicles.

"The cost of staff using their own vehicles over the course of 2015/16 was almost £2.5million. Given the financial constraints we currently face, savings made from reducing business miles can go towards patient services."

The car hire scheme is operating successfully within the biomedical and labs teams across the three acute sites, PSSD and Coathill Hospital.

It will soon be available to all staff who don't have a lease car if their journey is over 50 miles or longer than four hours. They will be able to use the Enterprise B2B website to hire a car, which can be delivered to their home or work.

The car pool scheme has seen over 300 staff at both Law and Kirklands register, allowing them to book a car for journeys less than four hours or 50 miles.

Chris Sanderson, head of procurement based at Kirklands Headquarters said: "I joined the health board in January and registered with the scheme. It's very easy to use the website to make your booking and also very simple to access the car. All in all, the whole experience was excellent."

All staff will be sent an email alert from the providers Enterprise inviting them to register for both schemes.

Care project receives funding of £75,000

An initiative developed by NHS Lanarkshire with NHS National Services Scotland (NSS) has received a funding boost from an independent healthcare charity.

The Health Foundation is supporting the Lanarkshire pilot programme, which aims to improve patients' experience in care homes by focusing on new approaches to continence care.

The team will develop its ideas and approach, put them into practice and gather evidence about how the

innovation improves the quality of healthcare.

They will be led by NHS NSS nurse advisor Alice Macleod and NHS Lanarkshire associate nurse director Jean Donaldson, with NHS Lanarkshire director of nursing, midwifery and allied health professions Irene Barkby as executive sponsor.

Irene said: "Health and social care integration is now in place across Lanarkshire and our focus is on tailoring care and support around the individual.

"We're committed to continuing improvement by sharing knowledge and expertise and looking at new, innovative ways of doing things. Patient safety is at the centre of everything we do.

"This programme embodies that ethos as it involves several partners working together and striving to create safer, healthier, independent lives for those in our care."

The project will run for 15 months and will receive up to £75,000 of funding.



Alice Macleod of National Services Scotland (front left) and Jean Donaldson of NHS Lanarkshire (back row, second from left) with the Continence Care Bundle steering group.

HAVE YOUR SAY...

Video featuring staff in many sectors helps highlight why feedback is vital

A total of 42 members of staff have joined forces to highlight a new campaign, which encourages patients and visitors to give feedback on their care.

The See it, Say it, Do it campaign asks those who use NHS Lanarkshire facilities to raise anything that they feel needs awareness.

This could be anything from praising a member of staff to highlighting something they feel should be improved.

The staff members joined chief executive Calum Campbell to spread the message of the campaign via a video, which has now received over 15,000 views on social media.

Calum said: "I was delighted to join a wide variety of staff to participate in this thought-provoking video.

"The staff involved include medics, nurses, midwives, healthcare support workers, administration staff, allied health professionals and support staff. This gives a clear impression to everyone who uses our services, that excellent patient care, safety

and experience is at the top of every member of staff's priorities.

"We value all feedback that we receive from staff, patients and visitors and learn from all comments that we receive. Healthcare workers play an important role in all of our lives. We work hard every day to improve the care that patients receive and we know that there are areas where they would like us to do even better.

"I would like to encourage all staff, visitors and patients to give us their feedback so that we can continue to provide excellent care."

If you have seen something that you would like to give feedback on, email SeeitSayitDoit@lanarkshire.scot.nhs.uk.

The video and further details of the campaign can be viewed at: <http://firstport2/resources/programmes-projects/see-it-say-it-do-it/default.aspx>

campaign reached 15,000 views on social media

Cleaning up with virtual tools

Hairmyres staff are testing the latest cutting-edge technology in the fight against healthcare associated infections (HAIs).

They are working with the visionOn research group, based in the Glasgow School of Art, who have developed a prototype tool using visualisation techniques.

Dr Stephanie Dancer, consultant microbiologist, said: "This tablet-based interactive training tool allows staff to navigate a virtual ward and to understand where different pathogens are located, how they survive – before and after cleaning – and how they are transmitted."

Ward violence reduced by interventions

A new initiative has made one of NHS Lanarkshire's mental health wards significantly safer for patients and staff.

The pioneering interventions on the Iona Ward at Beckford Lodge in Hamilton have led to an impressive 66 per cent reduction in violent and aggressive incidents in the first two years of the programme.

Mental health staff nurse Suzanne Urquhart, who is based in the low secure forensic inpatient ward for male patients, said: "We've been working with the Scottish Patient Safety Programme to reduce the levels of violence and aggression.

"They can be highly prevalent as patients

can be very acutely unwell. This potentially makes the ward feel like an unsafe place, which can have a negative effect on the care provided.

"We're delighted the interventions we have put in place have led to a reduction in violent and aggressive incidents by 66 per cent."

The ward is a lot safer now for patients, staff and visitors. Patients receive an enhanced level of care and treatment, which benefits the healthcare system because there's mutual respect between inpatients and staff and this can lead to shorter and more beneficial admissions to hospital.

Changes the ward introduced include:

- a multi-disciplinary approach to post-incident reviews of violent incidents/restraints.
- a contingency plan to understand and manage each patient's triggers to violence/aggression.
- a safety brief which promotes dynamic risk assessment throughout the day and night.
- patient contribution via a joint patient/advocacy forum.



Pre-op info via smartphone

Technology is being harnessed to help patients with their pre-operative assessment.

People due to have an operation will now be able to scan a quick response (QR) code into their mobile phones to be taken straight to the online information they need to read before they have their procedure.

Consultant anaesthetist Dr François Taljard, NHS Lanarkshire clinical lead for perioperative services, said: "Patients due to be

admitted to hospital for a surgical procedure will usually attend a Pre-operative Assessment Clinic.

"Healthcare staff will assess them to make sure they are fit and well enough to have their operation. At the appointment they will be given detailed written information and have the chance to ask any questions about the operation.

"Patients should also read information on the following topics - pre-operative fasting

Volunteers service on hand to help

The Community Liaison Service represents the voluntary sector within acute settings throughout North Lanarkshire.

Community liaison coordinator for North Lanarkshire, Mark Slorance, said: "We raise awareness of the support from voluntary organisations, helping with discharge home and keeping people as independent as possible.

"We can meet with patients, families and carers to offer advice and refer on to community-based support.

"We can also make direct referrals for patients and carers to a range of key community partners."



SUPPORTING THE RETURN TO WORK

Staff can request extra help if needed

Work is good for you and there is strong evidence linking working to positive mental health.

Salus is launching a new integrated service for staff which aims to support a return to work for colleagues who are off with a mental health-related absence.

Staff will still receive a call from the EASY service on day one of absence but will also be asked if they would like to be referred for case management assessment and tailored support. This additional service builds on existing absence management support such as occupational health, human resources, line managers and staff side representatives. Staff will still have the opportunity to engage in all of these services at any time.

Case management assesses all of your current circumstances, including a number of key stressors such as relationships, debt and housing, your health and wellbeing and your mental and emotional state, to determine what approaches will

work best for you and to ensure you get the support you need.

You'll get an individual progress plan that will detail the actions you agree with your case manager to address the non-medical difficulties identified. You will also be provided with techniques, resources and interventions to support you in reaching your goals.

On-going support is available with up to four review calls from your case manager to encourage progress and manage changing needs. Independent evaluation has identified users anxiety levels reduced by 45% and depression levels fell by 55%.

The current challenging financial environment places additional stressors across all wards and departments within NHS Lanarkshire. Together with HR and organisational policies, the case management service will ensure our staff have access to all the services they need in order to support a return to work if they are off sick with a mental health-related absence.

Staff confidential counselling service

An important part of the support package that NHS Lanarkshire staff have been able to access has been a confidential counselling service.

Salus are pleased to announce that for the next three years counselling services will be provided by Therapeutic Counselling Services (TCS), who will continue to deliver their Time for Talking counselling service.

Salus general manager Mark Kennedy said: "Employees will be able to choose from telephone counselling or have face-to-face support at offices in Airdrie, Carlisle,



Cumbernauld, East Kilbride, Glasgow, Hamilton or Motherwell.

As part of the telephone counselling service staff can be assured of working with the same counsellor throughout the process, with follow-up calls or face-to-face

sessions agreed between the individual and the counsellor. Sessions are normally scheduled weekly.

A range of counselling appointments are available between 8am and 7pm.

TCS counsellors use a range of evidence-based interventions to provide effective therapeutic support and are aligned to the stepped care approach recommended by NICE/SIGN.

NHSL employees can access these services direct by calling 0800 970 3980.

90%

of staff who have accessed the case management service reported an improvement in their mental health and wellbeing.



Some of the staff support team
Front - EASY call handler Mary Richmond (left), senior case manager Colette Haddow. Middle - EASY supervisor Marie McNaughton (left), case manager Senga Dickie. Back - Healthy Working Lives/ EASY manager Gillian Archibald (left), senior occupational health nurse Tara O'Donnell



Advice and activities at the ready

Play your part in keeping healthy

NHS Lanarkshire believes that its staff are its most valuable asset and one way we support everyone is through Healthy Working Lives (HWL).

Since 2009 HWL has been used to deliver initiatives and activities for staff to encourage health improvement and safety at work and to promote wellbeing.

Healthy Working Lives manager Gillian Archibald said: "Initiatives like Weigh to Go, walking challenges and various forms of relaxation sessions are just some of the things you will find as part of this comprehensive programme.

"We've been working hard to change the way in which HWL is delivered. We want you to be informed and our messages to be consistent, so we are using various ways to get our messages out there - The Pulse, staff brief, desktop campaigns and local HWL coordinators.

"Each year a calendar of events/campaigns is created and you will find the calendar for 2016/2017 on the HWL page in Firstport. NHS Lanarkshire currently holds a Gold Award which means there are lots of opportunities around for you locally to tap into depending on your needs and areas of interest.

"We want staff to feel involved in the activities within their local areas and we want you to feel valued - HWL is your programme and we want you to be a part of it."

Do you know who your local HWL coordinator is? Do you know what is going on in your area?

Information on HWL campaigns and local contacts can be found at <http://firstport2/staff-support/healthy-working-lives/default.aspx>

MANAGERS:
Have you checked out why you should consider implementing a stress risk assessment? Find out more within the Stress and Mental Wellbeing policy.

CONTINUING TO PROVIDE HIGH QUALITY CARE

In line with national legislation, the integration of health and social care went live in South Lanarkshire – and across Scotland – on 1 April

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

In a recent question and answer session, Harry Stevenson, chief officer of South Lanarkshire Health and Social Care Partnership, brought staff and partners up to speed on progress so far, the crucial next steps and more. Here're some of Harry's messages from the session...

"We will see things build steadily from here on in," Harry said in the Q&A.

"But we need to be careful in believing change will happen overnight - it won't. I'd also like to stress that, over everything else, our primary focus in the here and now is continuing to provide the high quality of support and services for the people of South Lanarkshire."

Harry, who recently announced he will be retiring in September, took the opportunity to reflect during the Q&A session.

"It's been a privilege to work with everyone in the partnership and I look forward in continuing to work closely with all our staff, partners and stakeholders in the coming months. Our focus, as always, is on the people of South Lanarkshire.

"As we've identified, there's a lot of work to be done – much of it beyond my time in post. Although we're at the early stages,



Harry Stevenson

where we are just now feels right and on track.

"We've taken things to the stage where, as a partnership, we've put all the necessary groundwork in place - and consolidated a spirit of partnership - to build something quite special for the future."

You can read the entire Q&A by visiting:
<http://bit.ly/28J5my2>

Sportscene's Archie is on point for falls prevention



Well-known radio and television football pundit Archie Macpherson has praised the introduction of a high-tech kit designed to cut the risk of falls.

South Lanarkshire Leisure and Culture, in partnership with NHS Lanarkshire, recently launched the technology for older gym users.

The 'Balance Platform' is designed to identify people at risk of falls and to enable partnership working to try and combat future incidents.

Archie Macpherson, who attended the launch in Fairhill Lifestyles, a multi-purpose community centre, said: "This piece of kit can very quickly identify if someone has a weakness that they can work on as a preventative measure. It's painless, quick and easy to use."

Chair of Lanarkshire NHS Board, Neena Mahal, said: "This is the culmination of true partnership working between NHS Lanarkshire, South Lanarkshire Leisure and Culture, University of the West of Scotland and HUR who manufacture the equipment."

For more information contact South Lanarkshire Leisure and Culture on 01355 276611.

New portrait gallery (with a difference!)

Health and social care staff in North Lanarkshire have marked the beginning of a new era – by creating a unique gallery of selfies.

Integration – the most significant reform since the inception of the NHS – is about local teams of professionals working together alongside partners including unpaid carers, the voluntary sector and independent sector.

Janice Hewitt, chief accountable officer of Health and Social Care North Lanarkshire, says the selfie gallery depicts a spectrum of services and organisations - all united by a common purpose.

Janice said: "We invited staff and partners to submit their selfies to showcase the spirit at the heart of health and care services here.

"The resulting gallery captures that diversity and energy. Crucially, the selfies also denote that we're working together for a shared purpose - to create safer, healthier, independent lives for the people of North Lanarkshire."

You can view the selfie gallery – featuring a range of staff and partners from across North Lanarkshire - at hscnorthlan.scot/staff-selfies/



FiVE ways to keep in touch

Health and Social Care North Lanarkshire (H&SCNL) has recently launched a brand new, interactive newsletter to keep you involved and up-to-date with the latest news and developments.

In FiVE does what it says on the tin.

There are five succinct sections – taking around five minutes to read, watch and enjoy.

Regular content will include:

- A video update charting key developments in H&SCNL. The current edition features chief accountable officer Janice Hewitt with a unique overview of North Lanarkshire's six localities.

- Values in Action – a section bringing you stories and case studies that personify Health and Social Care North Lanarkshire's purpose and priorities.

- What's New section.

- What's Next – both focusing on the very latest developments and charting what's in the pipeline.

- In FiVE also has a Your Views platform – giving staff and partners the chance to have their say and receive feedback.

Janice Hewitt said: "The aim of In FiVE is straightforward. We'll inform of the latest news and developments.

"We also aim to impress – by showcasing staff and partners' best

practice and achievements on our innovative digital platform.

"Another priority is to interact with and to involve and provide a regular forum for staff, partners and stakeholders to ask questions, tell us what's new or express views."

The first edition of In FiVE is out now. If you missed your digital edition please email euau.duguid@lanarkshire.scot.nhs.uk **To receive future editions, don't forget to subscribe. All you need to do is click on <http://bit.ly/28J7cPD> and follow the simple instructions.**



Janice Hewitt



Allan Snowden with members of the Integrated Community Support Team

Terrific tale transformed to film

The fascinating story of a former rural rescue service boss who now receives integrated care has been transformed to film.

In the last edition of The Pulse, we told you how Allan Snowden (90), from Biggar ran a service which could be dispatched at short notice to tend to a dairy herd anywhere in Scotland if the farmer was

unable, either through illness, injury or taking leave.

Now Mr Snowden has found himself in receipt of vital support when his own health took a turn for the worse.

You can watch the new film now by visiting: <http://bit.ly/Integration2016>

Register for some great staff offers

All NHS Lanarkshire staff can benefit from exclusive discounts on everything from restaurants to high street stores, holidays and home improvements.

You can now quickly and easily access the full range of discounts on the NHS Staff Benefits website.

Register free to have full access to all the fantastic offers available in your area.

All the companies on the website offer discounts to staff and there are many more offering great deals.

For information on the staff lottery, mortgage and financial advice, online loyalty shopping and the fantastic local discounts available, visit www.nhsstaffbenefits.co.uk.

Mark's Off 'Glamping' It Up!

Mark Hume, community psychiatric nurse based at Clydesdale Community Mental Health Team, won a two-night break in a Glamping Dome at Loch Tay Highland Lodges, worth £150.

Based in Perthshire, on the shore of the loch, Loch Tay Highland Lodges offers a diverse and exciting range of accommodation available all year round in one of the most beautiful areas of Scotland.

From cottages and cabins to wigwams and domes, there's accommodation available to suit your needs and cater to your perfect holiday. The site boasts a range of on-site activities including kayaking, fishing and archery as well as many more activities available locally.

NHS Lanarkshire staff are offered a 10% discount on all glamping accommodation as well as 10% off woodland cabins and The Bothy.



ENJOY SOME FACE TIME WITH OUR STAFF COMPETITION

We've teamed up with NHS Staff Benefits and FaceTheory to offer one lucky reader a £100 voucher to use on the FaceTheory website.

FaceTheory helps you build a personal and affordable skincare routine from formulations which are designed and crafted to work beautifully together.

Just take the questionnaire, customise your face cloth, cleanser and moisturiser and experience the difference that personal skincare can make to your skin.

FaceTheory also allow customers to choose if they would like their products fragranced or non-fragranced and have a strict stance against animal testing. They avoid parabens (preservatives) and any other potentially toxic ingredients and also use environmentally-friendly packaging which is recycled, recyclable or biodegradable.

Some of their hero ingredients include aloe vera, argan oil, avocado, coconut oil, hyaluronic acid, passion fruit and retinol/vitamin A.

The FaceTheory range includes face cloths, cleansers, moisturisers, face oils and primers.

Log on to www.nhsstaffbenefits.co.uk and visit the FaceTheory page where you will find the exclusive discount code which gives NHS Staff 20% off all products.

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

What discount do all NHS Lanarkshire staff get at FaceTheory?

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 'FaceTheory' in the subject line.

The deadline for entries is Friday 5 August 2016.

SO LONG & ENJOY YOUR WELL-DESERVED RETIREMENT

After 35 years' service, physiotherapist Anne McAloon retired from NHS Lanarkshire in May.

Anne, who was based in the physiotherapy department at Wishaw General Hospital, qualified from Queens College, Glasgow, in 1981. She later joined NHS Lanarkshire, spending time between Coathill Hospital and Drumpark School, both in Coatbridge. In 1988, Anne secured employment with the orthopaedic service at Stobhill Hospital in Glasgow before rejoining NHS Lanarkshire in 1999, working initially at Law Hospital and latterly at Wishaw General.

Head of finance (acute division), Charles Sloan, retired from NHS Lanarkshire in May after 14 years' service.

Prior to joining NHS Lanarkshire in 2002, Charles worked for many years in the private sector. Charles lives in East Kilbride with his wife Jeanette. They have one son, Ben. Laura Ace, director of finance, said: "Charles has had a varied career but his active interest in using and improving financial information for decision-making has made a valuable contribution to keeping NHS Lanarkshire in a sound financial state".

Friends and colleagues paid a fond farewell to treatment room nurse Helen Dormer, who retired in April after a remarkable 40 years' service.

Helen, who was based at Carluke Community Health Centre, joined NHS Lanarkshire in 1976 as an enrolled nurse. In 2001, Helen joined Bank Aid, a post she held until 2004 when she was seconded to schools in Coatbridge. In 2005, Helen took up a post at Carluke Community Health Centre where she remained until her retirement.



The team turned out in force to say goodbye to Anne McAloon after 35 years

NHS Lanarkshire's planning manager Isobel Frize retired in May after 38 years' service.

Isobel began her career with the NHS in 1979 when she was appointed as a clerical officer with the then Glasgow Health Board. Following posts as deputy administrator and assistant administrator, Isobel took up employment with NHS Lanarkshire in 1989, firstly as deputy administrator at Coathill Hospital in Coatbridge and latterly as planning manager at Beckford Street in Hamilton and Kirklands Headquarters in Bothwell.

After a remarkable 40 years' service, Liz Renfrew retired in April.

Liz first joined the health service in 1974 when she worked in the finance department at the then Greater Glasgow Health Board. Following posts at

Shettleston Health Centre and Bridgeton Health Centre, Liz joined NHS Lanarkshire in 2000 as PA to the general manager at Rutherglen Primary Care Centre, a position she held until her retirement.

Health and social work manager Richard Burgon retired in April after a remarkable 41 years' service.

Richard joined NHS Lanarkshire in July 1987 as a hospital administrator at Bellshill maternity hospital. During his career, Richard has been promoted to a number of posts including service manager, director of operations, planning manager, general manager and, in November 2015, became integrated health and social work manager following the integration of health social work services, a post he held until his retirement.



Charles Sloan retires after 14 years



It was a fond farewell to Helen Dormer



36 years after she joined the NHS, Isobel Frize retires



Colleagues and family wish Liz Renfrew a happy and healthy retirement



Wishing him well - Richard Burgon retires after 41 years' service

Maureen with the local paper which covered the story of her life-saving act



MAUREEN'S SKILLS HELP SAVE PAL ALEX

Off-duty nurse Maureen Youngson saved a friend's life using a defibrillator machine just days after a colleague had given her basic life support training.

Maureen, a community psychiatric nurse with the Community Mental Health Team for Older People, in Airdrie, was enjoying a motorbike rally near Stirling when the emergency happened.

Maureen said: "My friend, Alex Wilson, had collapsed. He had turned blue and had no pulse so I started to help along with Andy Bethell, a motor neurone disease nurse who'd travelled from Aberdeenshire."

As they did CPR (cardiopulmonary resuscitation) on Alec (67), a local person brought a defibrillator machine to the scene.

Maureen continued: "I attached the defibrillator pads to Alex's chest and

Friend needed CPR and community defib



William Lannigan gives basic life support training

the machine announced a shock was required - so I pushed the button.

"After that we continued CPR and then used it to shock him again. After more CPR he started to respond and the ambulance crew arrived to take over. I get a regular refresher course on life support skills so the practical training and my learnPro online training was fresh in my

mind at just the right time."

Resuscitation and clinical skills facilitator William Lannigan gave Maureen her training just two weeks before the emergency.

William, based at Monklands Hospital, said: "I've been doing this job for 13 years but this is the first time I've heard of one of our staff using it off-duty.

"What Maureen did was fantastic. It's also very satisfying for me to know I played a part by training her."

Alex has now had a pacemaker fitted.

His wife, Elaine, said: "We have been left in no doubt by the cardiology doctors that Alex would not have survived were it not for the combined actions of Maureen and Andy, and the defib."

When 99-year-old Jean Jamieson came to Hairmyres Hospital after a fall, staff were sure they'd have her home in time for her 100th birthday some weeks later.

But Jean developed sepsis, a potentially life-threatening condition, triggered by an infection or injury.

The fantastic care from staff on ward 14 saw Jean fight back to health. A care package was in place to support her - but she deteriorated again due to sepsis.

After a month-long stay at Hairmyres,

Jean reaches 100 and gets home, too!

Jean made a remarkable recovery - in time to be home to chalk up her century. Jean said: "I was so ill that I didn't think I would make it. If it wasn't for all the staff I wouldn't be here today. I can't praise them enough."

Ward 14 senior charge nurse Margaret Gibney said: "Jean was a pleasure to care for. The staff were extremely happy to see her going home in time to celebrate her landmark birthday."



Jean with ward 14 staff