

## Challenges ahead

Efficiency savings needed to remain in budget P4

## Handy hints

Helping everyone maintain good hand hygiene P6

## Good morning campers!

Here's your chance to win a glamorous camping trip in our competition P18



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

May/June 2016

# the pulse



## ALLAN'S RIGHT AT HOME WITH TEAM!

Vital support provided to 90-yr-old Allan by integrated care staff (p14)



# the pulse

## Contents

New Monklands plans 2-3	
Budget 2016/17	4-5
Safety walks	8
Marie's win	12-13
Integration	14-15
BBV focus	16-17
Competition	18
Retirals	19



## 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...

Fiona O'Dowd

Tel: 01698 858 108

fiona.o'dowd@lanarkshire.scot.nhs.uk

## 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.



# PLANS FOR MONK REPLACEMENT NO

Patients, staff and stakeholders involved in decision

A major new development to replace the existing Monklands Hospital is at the planning stage.

The options include redevelopment of the hospital on the existing Monklands site, or a complete replacement facility at an alternative location. Redevelopment of the current site could include a new ward block, new day surgery unit and an expanded outpatient department.

Dr Rory MacKenzie, chief of medical services, Monklands Hospital, said: "It

is fantastic news for our patients and staff. Our staff work tremendously hard to provide an excellent standard of care at Monklands Hospital and these options open up exciting opportunities to further enhance this."

There has been significant investment in Monklands Hospital in the last six years including the new theatre and critical care unit upgrade, a new £1.8m pathology laboratory and the £22m Lanarkshire Beatson radiotherapy centre.

## 1000 use online treatment for depression

The Beating the Blues (BTB) programme has reached its 1000th patient – double the target it set itself when it launched in 2014.

The impressive total was reached early this year and highlights how referrers and patients alike have embraced the ground breaking project which uses online cognitive behavioural therapy (CBT) to help treat people with depression or anxiety.

Dr Michael Killoran Ross, head of psychological therapies

(adult mental health) and chair of the group overseeing BTB, said: "We're absolutely delighted to have met this milestone earlier than we anticipated.

"It's testimony to the confidence that referrers have in the programme and we've had some great feedback from patients on how it's helped them."

Computerised CBT has been shown to be useful for all adults with mild to moderate depression and anxiety who require a flexible treatment.

Treatment can be accessed from different locations such as a patient's home or local library at times that suit them.

Michael continued: "Referrals have come from a variety of sources with the biggest referring group being GPs. I'd like to thank them all for supporting the programme and helping us reach this significant landmark."

**For more information on BTB contact [Lan.beatingtheblues@nhs.net](mailto:Lan.beatingtheblues@nhs.net) or call 01698 366740.**





Board members and the executive team get a tour of the new critical care unit at Monklands Hospital.

# MONKLANDS NOW UNDERWAY

Colin Lauder, head of planning and development, said: "This investment has been in addition to more than £35m investment over the last six years. This was necessary to maintain Monklands Hospital, which was designed in the late 1960s and opened in 1974, and to enable us to provide the highest standards of care.

"Despite this, there are parts of Monklands Hospital that we will never be able to bring up to the standards required to deliver high-quality 21st

century healthcare."

The initial agreement will take around six months to develop. It will include a full evaluation of the options including potential locations and will identify a preferred option.

NHS Lanarkshire will involve patients, staff, the local authorities and other stakeholders in the planning process. It is estimated that the period from starting the initial agreement to completing the new hospital, would be around seven years.



(left to right) Elspeth Russell; Susan Lyttle, NHS Lanarkshire smoking prevention and education manager; Calum Campbell and Shirley Mitchell, NHS Lanarkshire stop smoking service manager

## Smoke signals – we support tobacco free generation

NHS Lanarkshire have become one of the first health boards in Scotland to sign Scotland's Charter for a Tobacco Free Generation.

The charter aims to ensure that all children and young people are not exposed to the harmful effects of tobacco by 2034 and encourage the next generation of young people to choose not to smoke.

The initiative promoted by the health charity Action on Smoking and Health (ASH) Scotland, encourages organisations to examine how they can contribute to the tobacco-free goal.

Chief executive Calum Campbell said: "Our work already focuses on the key Charter principles, so we were more than happy to sign up and encourage others to support every baby being free from the harmful effects of tobacco, ensuring children can play, learn and socialise in places that are free from tobacco, children having access to effective education and young people being offered support to help them become tobacco-free."

Assistant health promotion manager Elspeth Russell, added: "We have made good progress in Lanarkshire over the years by helping people to quit, promoting the dangers of second hand smoke, and encouraging more young people to choose not to take it up in the first place."

Welcoming NHS Lanarkshire's support, Sheila Duffy, chief executive of ASH Scotland, said: "The children who are just going into nursery school can be the first generation to grow up free from the harm caused by tobacco."

Further information can be found at [www.ashscotland.org.uk/charter](http://www.ashscotland.org.uk/charter)



Kidney patients spread the word on organ donation

## Over 500 organ donor cards collected

A group of patients, who all had kidney transplants in 2015, joined forces with Lanarkshire Kidney Association on World Kidney Day to raise awareness of kidney health.

The group, who held an information session at Monklands Hospital, highlighted the importance of identifying childhood kidney diseases.

Karen Casey, from Wishaw, secretary of the Lanarkshire Kidney Patient Association, said: "We hosted an information stand at the entrance to Monklands Hospital, where we

spoke to a lot of staff, patients and visitors.

"We also gave out free kidney shaped cookies and 2,000 green kidney awareness ribbons.

"I was overjoyed that we gave away 540 organ donor cards. I hope that everyone who received a donor card joins the organ donor register. My organ donor is the reason that I am here today and I would encourage everyone to join the register and to talk to their families about their decision."

To find out more about World Kidney Day, visit: [www.worldkidneyday.co.uk](http://www.worldkidneyday.co.uk).



# CHALLENGES AHEAD TO REM IN BUDGET

Efficiency savings of £43m to be found

As we enter a new financial year, all NHS Lanarkshire's staff will be expected to continue to deliver the same high-quality services during what will be one of the most challenging years for the NHS.

Laura Ace, director of finance, sets out: "NHS Lanarkshire requires an estimated efficiency saving of £43m in 2016/2017 to remain within budget.

"The challenge for us all is to continue to provide safe, effective and person-centred care within a tighter financial package.

"Staff, with their unique insight into service provision, are ideally placed to identify efficiency opportunities. We also need to support each other to realise these opportunities and to adopt and share best practice."

All staff are invited to share any ideas they have or initiatives they are taking forward to achieve efficiencies. These ideas can be discussed with line managers or sent by email to [info@lanarkshire.scot.nhs.uk](mailto:info@lanarkshire.scot.nhs.uk) for consideration.

Calum Campbell, chief executive, said: "The challenges ahead will impact on the way we all work. We are developing a new healthcare strategy which will describe new models of care to reflect our integrated approach to health and social care provision.

"Every day our staff show they are dedicated to delivering exceptional care. Over the years, they have also shown that they are open to change to help ensure the best outcomes for our patients. We need your help, ideas and support to continue to be one of the best performing health boards in Scotland."



## New validation process underway

The first of our nurses and midwives to undertake revalidation have now been through the process.

I'm glad to say those I've spoken to have told me they have found revalidation very straightforward.

Revalidation is a new requirement from the Nursing and Midwifery Council (NMC) to promote good practice.

Every three years, nurses and midwives will have to revalidate

### Margot Russell

Director of NMAHP Practice Development Centre

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.

We'll see staff revalidating each month, depending on when their NMC revalidation date falls, and we're offering as much support as we can.

My advice is to prepare early – months in advance is better than weeks. Identify what support you require and what information you need to gather, and pull it all together in good time.

"The challenge for us all is to continue to provide safe, effective and person-centred care within a tighter financial package."

Laura Ace

Senior staff and managers will be looking at high cost pressure areas such as:

- Prescribing including the issue of realistic medicine
- Missed appointments and Did Not Attend (DNAs)
- Bank and agency staff and vacancies.

Everyone can make a difference every day by thinking about:

- Energy efficiency
- Sickness absence
- Hospitality – the provision of refreshments at meetings
- Printing and stationery costs
- Travel costs
- Using teleconferencing instead of attending meetings.

## Pension changes now in force – are you impacted?

The State Pension has changed for people who reach State Pension age on or after 6 April 2016.

The new State Pension replaced the old basic and additional State Pension and brought an end to contracting out and the National Insurance rebate.

Ann Marie Campbell, head of human resources (acute and property and support services division), said: "The previous State Pension was made up of two parts, the basic State Pension and the additional State Pension.

"If you paid into a salary-related workplace pension you were likely to be contracted-out of the additional State Pension. This meant that NHS Lanarkshire and you paid National Insurance at a lower rate. The changes that were brought in in April mean that you will no longer receive the 1.4%

National Insurance rebate and you will pay the standard rate of National Insurance.

"Most people who were previously contracted-out will be able to get more State Pension as a result of these changes than they would have under the previous system."

More information about the new State Pension and what this means for you is available on the following websites:

- **New State Pension** - [www.gov.uk/new-state-pension](http://www.gov.uk/new-state-pension)
- **National Insurance rates** - [www.gov.uk/national-insurance/national-insurance-contributions-how-much-you-pay](http://www.gov.uk/national-insurance/national-insurance-contributions-how-much-you-pay)
- **workplace pensions** - [www.gov.uk/workplace-pensions/types-of-workplace-pensions](http://www.gov.uk/workplace-pensions/types-of-workplace-pensions)

## Let's talk medicines

NHS Lanarkshire are launching an improvement programme and public campaign to enhance the quality of prescribing practice by promoting the safe, effective and efficient use of medicines.

The Lets Talk Medicines campaign will encourage prescribers to work with patients to consider whether all medicines are contributing positively to a patient's health and wellbeing.

Prescribers will be supported to review patients on long-term medication, especially those taking a large number of items. This will ensure that patients are still benefiting from all of the medicines that they are being prescribed and that they are not at risk of side-effects due to the combination of treatments they are on.

The public campaign will raise awareness of people across Lanarkshire who take regular medication, encouraging them to take a fresh look at their prescribed medicines and to speak to their pharmacist or GP if they have any questions or concerns.

NHS Lanarkshire know many patients may be unsure why each medicine has been prescribed or how often



Campaign: medicine check for all

they should be taking it. Others may be concerned about their medicines or have stopped taking them but have never mentioned this to their pharmacist or GP.

At £200m, expenditure on medicines represents around 20 per cent of NHS Lanarkshire's overall budget.

NHS Lanarkshire know that we spend more per head of population than any other health board in Scotland, with no obvious additional healthcare benefits to our population.

**For further information about the campaign, visit Pulse Online.**



# IN GOOD HANDS?

## Everyone is reminded of the Hand Hygiene Zero Tolerance Policy

**The policy, updated earlier this year, is designed to protect patients, visitors and staff from infection and enable them to adhere to the World Health Organisation's (WHO) 5 Moments for Hand Hygiene.**

Head of infection prevention and control (IPC) Emer Shepherd said: "Hand hygiene is recognised internationally as being the single most important indicator of safety and quality of care in healthcare settings because there is substantial evidence to demonstrate the correlation between good hand hygiene practices and low healthcare associated infection rates.

"The aim of the policy is to ensure that all members of clinical and non-clinical staff – directly employed and contracted – understand the importance of performing hand hygiene and are clear on their responsibilities in complying with it."

Hand hygiene compliance is monitored by the IPC team across all wards and departments.

All grades of staff should expect to be observed during activities in clinical areas and be receptive to feedback from the auditor.

Issues with poor practice are addressed at the time of any audit and supportive improvement measures are offered by the IPC team to individuals or groups as appropriate.

For more information on IPC, visit the recently updated IPC section on FirstPort at: <http://firstport2/staff-support/infection-prevention-control/default.aspx>

To view the WHO 5 Key moments of hand washing, visit: <http://who.int/gpsc/5may/background/5moments/en/>



## Patients and staff collaborate for better care

Rick Edwards and John Hughes are members of the Public Reference Forum. Patient information and experience manager, Rick said: "The forum is an opportunity for open discussion between patient representatives and staff to generate ideas to shape future thinking

and direction."

John said: "I joined to help make things better for cancer service users. My first experience of the service nine years ago wasn't great however subsequent treatment and care was much better. I want to ensure this improvement continues."



Open discussion at public reference forum

## Opportunity to focus on improved care

The Care Inspectorate and Healthcare Improvement Scotland are currently in the process of undertaking multi-agency inspections of adult and older peoples' services across Scotland.

An inspection of services took place in the south in 2015 and one is expected in the north in 2016.

The purpose of the inspections is to assess how well the services in the relevant partner agencies are working together to improve the lives of adults and people, identify good practice, as well as areas that can

be further improved.

The inspection provides newly formed Health and Social Care North Lanarkshire with an opportunity to show how it is maximising the benefits of health and social care integration for adults, older people and their families and a Building on Best Practice Working Group has been set up to oversee this.

Stephen Kerr, head of health for Health and Social Care North Lanarkshire, said: "As always, the main driver for change is to make improvements and provide patient

centred advice, support and care.

"It's important that we continually take stock to see where we are and identify what possible improvements can be made and measure if they are having the desired effect.

"An inspection in the north presents us with a fantastic opportunity to do this and also gauge how well the partnerships are delivering good personal outcomes for people and their carers enabling them to be independent, safe and as healthy as possible."

The World Health Organisation stresses the importance of good hand hygiene in all clinical environments

## SCRUB UP

Staff should always remember to clean their hands:

- before touching a patient
- before clean/aseptic procedures
- after body fluid exposure/risk
- after touching a patient, and
- after touching patient surroundings.

Staff should also remember to be bare below the elbow in all clinical areas which means:

- No long sleeves except when attending patients with certain infections or maintenance and estates staff wearing personal protective equipment as part of their duties

- No ties

- No jewellery

- Wristwatches must be removed

- No nail polish

- Nails trimmed and no longer than finger-tip length.

## Our three acute sites improve their HSMR rates



Dr Iain Wallace

NHS Lanarkshire continues to make good progress in relation to hospital standardised mortality ratios (HSMR). There has been a reduction in HSMR rates across Lanarkshire, with all three acute hospitals performing better than the Scottish average.

Dr Iain Wallace, NHS Lanarkshire medical director, said: "We welcome the publication of the latest Hospital Standardised Mortality Ratio statistics and note the overall improvement in Lanarkshire."

"All three acute hospitals are demonstrating a strong downward trajectory which is ahead of the Scottish average. This sustained performance is a result of the hard work and dedication of our clinical and managerial staff."

"We will continue to focus on improvements and prioritising the implementation of patient safety measures throughout our hospitals."

The Scottish target is a 20 per cent reduction from the 2007 figures - Monklands achieved 25 per cent, Wishaw General managed 22 per cent and Hairmyres is at 20 per cent.

The Scottish average is 16.5 per cent.

## Expanded vision of patients' records

NHS Lanarkshire are expanding our patient information system to give key authorised clinical staff access to a summary of a patient's GP record.

The expanded system will give the authorised hospital and A&E clinical staff and, in some cases, community nursing and out-of-hours staff, access to key information allowing these staff to make better informed decisions about a patient's treatment requirements.

The improved access will

ensure a patient's most recent information is available at the time of a hospital appointment or in an emergency situation.

Dr Bruce Thomson, chair of the group overseeing the expansion, said: "Sometimes patients do not always know what medicines they are taking or they may be too ill to give details."

"By having access to this information, clinical staff will be able to give better and safer advice and care."

This was echoed by Dr Bill Martin,

who added: "The summary will not include highly sensitive personal, medical and lifestyle information, and any patient concerned about the summary is entitled to opt-out."

Dr Tyra Smyth, secretary of the Lanarkshire Local Medical Committee (LMC), said: "This system has already been successfully introduced in NHS Tayside. Staff allowed to access the summary will be strictly controlled to only those involved in a particular patient's care."



(Left to right) Dr Tyra Smyth, Dr Bill Martin and Dr Bruce Thomson





# WALKS ARE PAVING FOR IMPROVED SAF

Safety officials from NHS Lanarkshire have completed their 100th safety leadership walk round, which sees senior management visit clinical areas to improve patient safety.

The walk rounds enable departments to have an open discussion with management about patient safety and receive help to rectify any issues at the highest level.

The 100th walk round took place at the radiology department at Hairmyres Hospital.

## 100 walk rounds have resulted in improvement actions taken

It saw chief executive Calum Campbell, chair Neena Mahal and Jane Murkin, head of patient safety and improvement, visiting the radiology department to support staff to deliver safe patient care.

Jane said: "NHS Lanarkshire is committed to patient safety and has an aim to be the safest healthcare provider in the country.

"On a daily basis, our staff demonstrate a devoted duty of

care to their patients. Staff have embraced the opportunity to share their patient safety issues, experiences and express their views on such an important topic. The walk rounds have taken place across hospital wards, clinics and departments and aim to increase awareness of safety issues among all staff."

After each walk round, a report with key safety issues and actions is shared with the team and

hospital managers. The report outlines the discussion that took place and any actions that have been given to the team to improve safety.

Eddie McGoldrick, radiology manager, who was involved in the 100th walk round, said: "As a team, we aim to have patient safety at the forefront of what we do.

"It was great to have the opportunity to reassure



## Collaboration leads to better care outcomes



The University of the West of Scotland (UWS) has celebrated the successful delivery of the Leading Better Care (LBC) project within NHS Lanarkshire.

Rather than prescriptive leadership, this creative collaboration, which was established in 2012, enabled a whole system approach to support senior charge nurses, midwives and team leaders to fulfil their leadership role.

Jacqueline Kerr, UWS health, nursing and midwifery school, said: "We're delighted to have hosted this event which saw colleagues from UWS and NHS Lanarkshire come together to celebrate the success of the LBC project, which was a unique partnership nationally."

"This highly successful project will enable the health board's workforce to respond effectively to the demands the integration of health and social care will bring."

The national LBC programme was developed as a result of the senior charge nurse review in 2008.

Irene Barkby, NHS Lanarkshire director of nursing, midwifery and allied health professions, said: "The Leading Better Care team carried out a huge amount of work over the last three years."

"The project had a real focus on staff development and empowering our nursing staff. The positive changes that have been made and the initiatives that have been introduced as a result of this partnership project will have a lasting legacy on the way we work and the care we provide to our patients."

## Online support for lung cancer patients



Support network: the team are on hand to help

NHS Lanarkshire has launched a new initiative to support people following treatment for lung cancer.

It's part of the ground-breaking Transforming Care After Treatment (TCAT) programme, a series of pilot projects across Scotland within the NHS and councils, funded by Macmillan Cancer Support.

The projects are testing better ways to give people who've had a diagnosis of cancer and their loved ones the support they need.

Heather Quail, Macmillan TCAT project manager for NHS Lanarkshire, said: "Our new TCAT programme will run until August 2017 and is specifically focused on patients in South Lanarkshire who have had a diagnosis of lung cancer."

"The number of people surviving cancer is increasing and that's good news. However too many

patients tell us they feel they're left to cope alone after treatment ends. This means people don't get the support they need, particularly when it comes to dealing with the emotional, practical and financial problems cancer can often leave behind."

Heather added that the TCAT pilot will offer patients living in South Lanarkshire who have received treatment for lung cancer a monthly online assessment over six months. This will look at the overall impact their treatment has had on their quality of life and the physical, psychological and mental effects on them and their family.

"The result of the assessment will be looked at by Pamela Rose, our lung cancer nurse specialist. Patients will be given information to help manage their concerns or be put in touch with the right services to help."

# WAY ETY

management that our staff strive to do their best to ensure the safety of patients. We did identify some key safety issues and actions that we'll continue to progress further work on.

"We have a learning culture in our department, therefore we also appreciated the actions that we were given at the walk round in order to constantly improve the care for patients who visit our department."

## Time to SHARE in medicine developments

Over 100,000 volunteers across Scotland have signed up to help shape the medicines of the future.

To increase the number of volunteers further, NHS Lanarkshire held a series of events to encourage people to sign up to SHARE - the Scottish Health Research Register.

Rebecca Hamill (16) signed up at Wishaw General Hospital.

Rebecca said: "Both my younger brother and I have severe and potentially life-threatening allergies. As we, and everyone else in Scotland could benefit from new treatments, I think it is very important that we all contribute to research if we can and signing up to SHARE is a good start."

SHARE is a partnership between



Volunteers ready to do their bit

the NHS in Scotland, the Scottish Government and universities in Scotland.

By signing up to SHARE, Rebecca has joined the largest register of volunteers in the UK which aims to make it easier for researchers to identify suitable recruits to help carry out ground-breaking medical research.

People can sign up at [www.registerforshare.org](http://www.registerforshare.org)

## Exciting future beckons for course clients

Achievements are starting to feel real for 14 Family Nurse Partnership (FNP) clients who are well on their way to accomplishing the success they deserve.

They've all completed a course which is designed to enable them to achieve their goals and aspirations.

Marion McPhillips, family nurse supervisor, said: "Achieve the Success You Deserve" course is a result of partnership working between NHS Lanarkshire, North Lanarkshire's Working, North Lanarkshire Community Learning and Development Partnership and it was funded through the Early Years Collaborative.

The course is designed to improve skills including motivation and confidence as well as working towards securing further education, training or employment.



Rebecca McDonald (left), Marion McPhillips

"All of our clients who took part have reported increased confidence and being more able to work towards a positive destination in life," said Marion.

Course content included all clients qualifying in emergency first aid, budgeting, interview, career choice, CV workshops and recognising their own skills and strengths.

A number of clients are applying to undertake clinical support worker training, one client has reapplied to university and another has specialised her college course into accounting.

Rebecca McDonald, FNP client, said: "At the beginning we all felt nervous but the whole course has been amazing. We learned so much and I am really excited about the future."

# KIDS' ACT

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

The named person is part of the Children and Young People (Scotland) Act 2014. The act, which is about improving the wellbeing of children and young people in Scotland, includes key parts of the getting it right for every child (GIRFEC) approach.

The Act gives all children and young people from birth to 18, or beyond if still in school, access to a named person to support their wellbeing. A

**New legislation set to come into effect from 31 August - all children will**

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



## Transplant athletes compete for glory

Hundreds of inspirational transplant recipients will soon be heading to North Lanarkshire for the 2017 Westfield Health British Transplant Games.

The event is expected to attract more than 750 transplant athletes and more than 1,500

supporters to North Lanarkshire in July 2017. Organised on behalf of the charity Transplant Sport and supported by not-for-profit health insurer Westfield Health, the aim of the Games is to raise awareness of organ donation and boost numbers on the NHS Organ Donor Register.



# ON THE WAY

## ome into force in ll have named person

school-age child.

The named person duties are integrated into their current role and strengthen the support they currently provide.

A named person will be available to listen, advise and help a child or young person and their parent(s), provide direct support or help them access other services. For example, a health

visitor might ask for help from a speech and language therapist, or a guidance teacher may put parents in touch with a local bereavement counselling service.

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](http://www.gov.scot/girfec)**



## Access all areas with our support cards



NHS Lanarkshire, 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 when service users told us that, due to a number of factors, they sometimes found it difficult to get to their appointments after checking in. The cards will provide staff with information to help enhance the service-user experience if they have:

- a disability (hidden or visible)
- mobility issues
- sight/visual impairment
- deafness or 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. Additional assistance or more time for the patient to get to their appointment can then be provided.

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 size 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 the cards availability will also be made available. To ensure good uptake, we're asking for all staff's help by giving the Access Support Cards to service users who they feel will benefit from having one."

**For further information or to request a card contact Hina on 01698 377816 or email [hina.sheikh@lanarkshire.scot.nhs.uk](mailto:hina.sheikh@lanarkshire.scot.nhs.uk)**



# UPGRADED TECHNOLOGY - MATERNITY GOES ONLINE

## BadgerNet system creates e-records

Mums-to-be in Lanarkshire could be waving goodbye to their paper notes later this year thanks to upgraded technology.

Midwives will get a tablet to record patient notes which can then be shared between relevant clinics by using the BadgerNet IT system.

Carol Lawrence, project manager, said: "Manual maternity records will be replaced with BadgerNet, an innovative maternity application that will support women from their first contact in antenatal care through to delivery and postnatal care. It's designed as a full end-to-end maternity system, enabling real-time recording of all events: in the hospital, community, or home."

This means that the electronic record will be accessible at the point of care, avoiding the search for paper case records, reducing data replication and eliminating the issue of lost paperwork.

Community midwives will have their own tablet to capture clinical data and document patient records. Hospital staff will have access to tablets and desktops on which to record clinical data.

Lyn Clyde, women's services manager, said: "The maternity record within the BadgerNet Service will cover all activity and data collection during the entire pregnancy journey, from booking through to delivery and postnatal discharge.

"It means that when an expectant mum arrives in maternity all the details of her pregnancy can be seen at the touch of a button.

"It will also give us greater opportunity to audit and monitor the service we provide as data will be more easily captured and analysed. The new system has the potential to improve the quality of care given to mums and help staff do their jobs more efficiently."

## Mum's the word for all our winners



Winner: Leigh-Ann Johnstone

NHS Lanarkshire's midwifery teams are celebrating three finalists, including a winner, at the Royal College of Midwives' Annual Midwifery Awards! Leigh-Ann Johnstone took the prize for Maternity Support Worker of the Year. Breastfeeding support service assistant Leigh-Ann works in Wishaw General Hospital's neonatal unit. She visits the mothers of all the babies admitted to the unit to give them information on the importance of breast milk, allowing them a fully informed choice about feeding.

Leigh-Ann said: "I'm absolutely delighted to receive this prestigious award. I feel very



Really delivering: the team on ward 23

fortunate to support mothers and families and take great satisfaction knowing I have helped at such a vulnerable time in their lives. I have to thank all my colleagues in the neonatal unit who have been


so supportive."

NHS Lanarkshire was the only Scottish health board represented.

Consultant midwife Maureen McSherry and senior charge midwife Carole Burns and the staff of ward 23 were shortlisted in the Better Births category for their post-natal debriefing project – an initiative to improve the assessment of women's experience of giving birth.

And, as you can read in the separate article on this page, midwife Marie Carroll-Smith was among the finalists for the UK Mums' Midwife of the Year after she was voted best in Scotland.





Marie  
Carroll-Smith  
Mums' Midwife  
of the Year  
2016 for  
Scotland

## Marie is awarded national Mum's Midwife title

All of NHS Lanarkshire's midwives are fantastic but Marie Carroll-Smith has been judged extra special.

Marie, who works at Wishaw General Hospital, has been honoured as the Mums' Midwife of the Year 2016 for Scotland. The prestigious title is one of The Royal College of Midwives' Annual Midwifery Awards.

Marie was nominated by local woman Lynn McDowall. Lynn's baby girl, Abby, was, heartbreakingly, delivered still born in July last year.

Marie showed exceptional care and compassion in helping Lynn make precious memories with her little girl. She supported Lynn, her husband Sean and both their families and helped them recover with some positive memories.

Lynn said: "This is the side of midwifery that no one speaks about and Marie deserves to be recognised for her incredible care. She was a rock for me and my partner and is a truly amazing midwife."

Marie has been a midwife for five years, most of that with NHS Lanarkshire.

She said: "The phone call telling me I had won this award was a complete surprise and it took me a few minutes to process the information. It was very humbling to receive a nomination from Lynn in such sad circumstances.

"I'm grateful to know that I was able to help her family through this difficult time and assist them in creating precious memories of baby Abby. I am proud to have been part of the team caring for Lynn and her family."

Marie was presented with her trophy at a London awards ceremony.

## David's serving up five star catering

Hairmyres' new retail catering manager, David Borland, is stepping up to the plate to provide a five star catering service for his customers.

With a background in international hospitality management, David has worked in a five star hotel as well as an operational manager for a large hotel chain.

David said: "Since my switch to hospital catering I have been keen to engage with customers every day. It is important to me to play an active role

and to be visible in the canteen at peak times.

"We have a hard working catering team who are dedicated to delivering the highest standards for our customers.

"Customer feedback is also important. My team and I appreciate any suggestions we receive that will help enhance the quality of services we provide. Suggestion forms are available in the canteen and they can be handed to any member of the catering team or to me."



## Moo-ving quickly to help Allan at home

A man who once co-ordinated a rapid response emergency service for dairy farmers – including those working for the Queen – has praised a health and social care team in his own time of need.

Along with his late wife Ida, 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.

But now Mr Snowden has found himself in receipt of vital support when his own health took a turn for the worse in recent years – in the form of South Lanarkshire Health and Social Care Partnership's Integrated Community Support Team (ICST).

Mr Snowden said: "It's funny all these years later that I find myself as a recipient of a service that's extremely well-organised, efficient and brought me a great

sense of relief and support when I've most needed it."

The ICST has brought together nurses, physiotherapists and hospital discharge rehabilitation staff from NHS Lanarkshire with social workers, home care workers and occupational therapists from South Lanarkshire Council. Medical care is provided by the person's own GP who links, when needed, with hospital consultants.

Recipients have ranged from those with complex care needs to people with less serious conditions which could require hospital admission if left untreated.

Mr Snowden, who is living with chronic obstructive pulmonary disease (COPD), added: "It's wonderful to be able to retain my independence. I can't thank the team enough."

**Read Mr Snowden's full story here:** <http://www.nhslanarkshire.org.uk/news/news/Pages/mrsnowden.aspx>

## Janice explains integration in North Lanarkshire

A new film has been published as the integration of health and social care goes live in North Lanarkshire.

In the short film, Janice Hewitt, chief accountable officer, summarises key messages including setting out the purpose and vision of Health and Social Care North

Lanarkshire.

Janice explains what the priorities are, talks through the agenda for change – and has a special message for health and social care staff.

**To view the video please visit:** <http://www.nhslanarkshire.org.uk/About/HSCP/Pages/video.aspx>



## Integration in South Lanarkshire – find out more

An online video has been released which captures the spirit of health and social care integration in South Lanarkshire in a nutshell.

Some of those at the heart of the process have summed up what

integration means to them in three words, including representatives of the voluntary sector, health and social care staff and unpaid carers.

**The video is available to watch now by visiting** <http://bit.ly/>

**Integrationin3words** or <https://vimeo.com/155124919>

**A longer version of the film is available to watch here:** <http://bit.ly/IntegrationofHealthandSocialCare>





Mr Snowden with members of the Integrated Community Support Team (from left to right) Sandie Taylor, district nursing sister, Becci Pearce and Mary Logan, home carers

# INTEGRATION DELIVERS COMMON PURPOSE ACROSS LANARKSHIRE

Teams across North and South Lanarkshire have recently marked the arrival of a new era following the official launch of the integration of health and social care.

Integration is about local teams of professionals working together – alongside partners including unpaid carers, the third sector and independent sector. In line with national legislation, integrated arrangements had to be in place in North and South Lanarkshire, and across Scotland, on 1 April 2016.

Now, both South Lanarkshire Health and Social Care Partnership and Health and Social Care North Lanarkshire have set out strong vision statements for the future.

Harry Stevenson, chief officer of South Lanarkshire Health and Social Care Partnership, has said: "We share a common purpose in our partnership - and that's supporting the best outcomes with people. Our health, social care staff and partners are fully committed to working with people, their carers and families to promote health and well-being, where all aspects of care and support are coordinated around the person."

"Just as our vision has shaped our plans, that very mantra 'Working together to improve health and wellbeing in the community - with the community' will shape our actions."

Janice Hewitt, chief accountable officer of



**Harry Stevenson, Chief Officer of South Lanarkshire**  
**Janice Hewitt, Chief Accountable Officer of Health**



Health and Social Care North Lanarkshire recently launched an essential guide to the integration, *Integrating Health & Social Care in North Lanarkshire: What you need to know*.

Janice explained: "Our vision is straight-forward. People in North Lanarkshire will achieve their full potential through: living safe, healthy and independent lives in their communities and receiving the information, support and care they need, efficiently and effectively, at the right time and in the right place."

"Indeed, our overall purpose, as laid out in the document, captures that very sentiment: Safer, Healthier, Independent Lives."

**You can North Lanarkshire's essential guide here:** <http://hscnorthlan.scot/HSC-Leaflet-PDF->

**Read more on Harry's vision here:** <http://www.nhslanarkshire.org.uk/news/news/Pages/southvision.aspx>

## Peaceful last days for George due to joined-up care

A North Lanarkshire woman has paid a poignant tribute to a health and social care team who cared for her husband in the final months of his life.

George Noon, a devoted grandfather and school janitor, passed away peacefully in his home in Cambro, North Lanarkshire, surrounded by family in May last year. He had been living with end stage pulmonary fibrosis – a lung disease which can require intensive hospital care. George's wife Elizabeth said the joined-up care provided by health and social care staff meant George was able to spend his last few months at home – which meant the world to her family.

"George was always there for us, always in our corner. Family was



**Elizabeth Noon with her late husband, George**

everything. It was so important for us to be there for him – in our own home – in those precious last few weeks and days. This team allowed that to happen."

In George's case, care was provided by the Coatbridge Short Term Intensive Home

Support Services (North Lanarkshire Council) and NHS Lanarkshire's Community Nursing Service. The health and social care staff linked in with Mr Noon's GPs to provide round-the-clock, coordinated care and support.

George passed away peacefully on 11 May 2015 surrounded by his family.

"When the time came he wasn't alone. He just went to sleep surrounded by his loved ones – all we wanted was for it to happen peacefully – and it did. That meant everything to George. Family was his world and his life."

**You can read more of Mrs Noon's poignant tribute to staff here:** <http://goo.gl/tk2w0v>

# OUTREACH PLANNED FOR UNTREATED HEP C PATIENTS

This year's World Hepatitis Day (28 July) will try to reach Lanarkshire residents who have hepatitis c and have not engaged in treatment.

The day raises awareness of hepatitis and encourages those with the virus to continue with treatment. hepatitis c is a virus found in the blood. It is a major cause of liver disease and is often difficult to detect due to the fact that those who have it often exhibit few, if any, symptoms.

An estimated 10,300 people in Scotland have tested positive for hepatitis c, but have never engaged further with specialist services.

Nick Kennedy, lead clinician for BBV, said: "According to 2013 estimates, there are 37,100 people living with hepatitis c in Scotland. 20,300 of these people have been diagnosed and are receiving treatment. However, 10,300 of those diagnosed have never accessed specialist care following their diagnosis.

"There are also those who know they have been at risk of hepatitis c or believe that they are hepatitis c positive but have never been tested."

If left untreated, hepatitis c can eventually cause serious liver damage including liver cancer and cirrhosis.

Nick continues: "Many people are aware that the historical treatments for hepatitis c were not very effective, lasted for one or two years and had major side effects.



Diagnosis is the first step

"However, new treatments for hepatitis c have radically improved with a 95 per cent cure rate and fewer side effects. Treatment now only lasts between eight and 12 weeks.

"I would strongly urge anyone who has tested positive for the virus, to complete their treatment programme."

For more information on World Hepatitis Day 2016 and the range of services who provide hepatitis c testing, treatment and support, visit: [www.lanarkshirehivandhepatitis.org/services/local-services-lanarkshire/](http://www.lanarkshirehivandhepatitis.org/services/local-services-lanarkshire/)

10,300 people in Scotland tested positive for hepatitis c but are not undergoing any treatment. Left untreated, hepatitis c can cause serious liver damage.



## Hepatitis Service Hairmyres Hospital

The specialist hepatitis service at Hairmyres Hospital has been running since August 2010. This service also provides care for South Lanarkshire patients and has an outreach clinic in Douglas Street, Hamilton.

The service can be contacted on 01355 584049 or 07766 511471.

## BBV Service Monklands Hospital

The BBV service in Monklands Hospital provides specialist treatment, care and support for people living with and affected by hepatitis and HIV. This service also provides Hepatitis C outreach clinics in Motherwell, Lanark, Carstairs Hospital and Shotts Prison.

The service can be contacted on 01236 712247 or 712246



(Left to right) Shirley Carr, Susan Bonner, Marc Simpson

## Here to help

Positive Support is a voluntary sector service which provides information, support and advice for people in Lanarkshire living with or affected by hepatitis.

The service offers:

- One to one support with a dedicated project worker
- Advice on treatment
- Buddying to appointments
- Advocacy support
- Risk reduction advice.

Positive Support are based at Room 2.10, Dalziel Building, 7 Scott Street, Motherwell ML1 1PN and can be contacted on 01698 337195 or by email to [positivesupport@addaction.org.uk](mailto:positivesupport@addaction.org.uk)





The team at the BBV service at Monklands Hospital

## Taking simple steps to avoid BBV

A blood-borne virus (BBV) occupational health specialist is encouraging all staff to follow some simple steps to avoid exposure to a BBV.

Jean Wheatley, NHS Lanarkshire's occupational health BBV nurse specialist, said: "My role involves working in the management of occupational and non-occupational exposures to blood-borne viruses including needle-stick injuries and sexual exposures.

"There are a few simple steps that staff should take to protect themselves against exposure to a BBV.

"Staff must use appropriate personal protective equipment (PPE) when performing any tasks that may involve potential exposure to blood or body fluids. PPE can include wearing gloves, an apron and eye protection."

Jean added that standard infection control precautions must be followed in relation to hand hygiene, safe disposal of sharps devices and the safe management of blood and body fluid spillages. Everyone should use the safer sharps devices that are readily available across our organisation.

There is no vaccination available to protect staff against HIV or hepatitis c viruses, however there is an immunisation programme available to offer protection from the Hepatitis B virus. This can be requested via Salus.

The staff needlestick injury policy can be found on FirstPort at <http://firstport2/staff-support/needlestick-injury/default.aspx>.

To discuss any issues or to arrange staff training, please contact Jean Wheatley on 07580418224 or email [jean.wheatley@lanarkshire.scot.nhs.uk](mailto:jean.wheatley@lanarkshire.scot.nhs.uk).

## Helping patients to deal with a Hep C diagnosis

NHS Lanarkshire has a number of treatment services for patients who've been diagnosed with hepatitis.

After a patient has been tested and diagnosed as positive, they can be referred to these services for further assessment and to discuss treatment options.

Treatment for hepatitis c has developed significantly over the last few years and is now highly effective in providing a cure for the majority of patients with the virus. There are two specialist treatment centres in Lanarkshire: the BBV service and the hepatitis service.

Both of these centres offer a wide range of multi-disciplinary services that support patients



The team at the hepatitis service at Hairmyres Hospital living with and affected by hepatitis. These include specialist consultants, nurses, dieticians, pharmacists, psychologists and psychiatrists. The centres work closely with the third sector and local authority services to provide support and care for patients before, during and after their treatment.



# Glamping it up – your chance to win a luxury camping break...



We've teamed up with NHS Staff Benefits and Loch Tay Highland Lodges to offer one lucky reader a two-night break in a Glamping Dome.

The prize, which is valued at £150 for two adults, is to be used in 2016.

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.

Surrounded by mountains, lochs and rivers the site is also within easy driving distance of Edinburgh, Glasgow and Stirling. They boast a range of on-site activities including kayaking, fishing and archery as well as many more activities available locally.

Through NHS Staff Benefits they offer

exclusive rates to NHS staff - this means you can enjoy 10% off all glamping accommodation (which includes wigwams and domes) as well as 10% off woodland cabins and The Bothy.

They also offer NHS Staff 5% off all 2, 3 and 4 bed lodges at Loch Tay Highland Lodges.

Loch Tay Highland Lodges has also been offering NHS Staff 10% off all of their wedding packages since March 2016.



## Home comforts for Isobel after comp win!

Isobel Marshall, business administration manager at Kirklands Hospital, won a £50 voucher at Houseology in the last staff competition.

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 livingroom, 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.

NHS staff are able to access an exclusive discount at [www.houseology.com](http://www.houseology.com) using a promotional code which you will find on [www.nhsstaffbenefits.co.uk](http://www.nhsstaffbenefits.co.uk)

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

**In what area of Scotland is Loch Tay Highland Vacations?**

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

Or email [alison.mccutcheon@lanarkshire.scot.nhs.uk](mailto:alison.mccutcheon@lanarkshire.scot.nhs.uk) with 'Loch Tay Highland Vacations' in the subject line.

**The deadline for entries is 3 June 2016.**



# GOODBYE DAVID – THROUGH YOU WE'VE ENJOYED THE BEST OF BRITISH

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

**After 35 years in the health service, David Hume is eager to point out that he is taking early retirement...**

David, who is originally from Nottingham, first came to Scotland as a student in 1977 when he studied at Dundee University. David's career has spanned both sides of the border and it was while in Dundee that David's love for Scotland and the Scottish people began.

As well as being academic, while at Dundee University, David represented the Scottish Universities football team in 1980. Following this he then went on to play for the Scottish amateur team in 1984.

David's NHS career started in England in 1981 where he took part in management training in Leeds. He then moved on to Newcastle where he was assistant to Ms Dorothy Blenkinsopp, regional director of the north east region.

In 1983 David returned north to work

in the Victoria Infirmary in Kirkcaldy before moving to Glasgow in 1985. It wasn't until the new millennium that David eventually settled in Lanarkshire.

David became the general manager of Hairmyres in 2001, a role that saw him lead on the move to the new Hairmyres Hospital in 2001. At the time, Hairmyres was the first PFI hospital in Scotland and nothing could have prepared David for the intense political attention he was subjected to.

After fulfilling a couple of other roles, including general manager for older people services, David returned to the helm at Hairmyres in 2014 as the director of hospital services where he remained until his retiral.

Dr Helen Mackie, chief of medical services at Hairmyres, said: "To say that David will be missed is a huge understatement. Although, given his propensity for a mishap, I am sure he will continue to see him in our emergency department."



David Hume



Bert McNaughton



Catherine Stuart



Ethel Cunningham

After 31 years' service, **Bert McNaughton** retired from his post as portering services manager in February.

Friends and colleagues paid a fond farewell to receptionist **Catherine Stewart** who retired in March after 25 years' service.

Community staff nurse **Ethel Cunningham** retired in March after a remarkable 42 years' service.

Orthopaedic enrolled nurse **Maureen Miller** retired in February after 38 years' service.



Maureen Miller





# BLUE RIBAND TEAM CELEBRATES SUCCESS

**The NHS Lanarkshire communications team, who produce The Pulse, are well used to writing about the awards that are won by our staff.**

But in this edition we're celebrating our own success – at the first NHS Scotland Communications Awards.

Communications officer Euan Duguid was voted Communicator of the Year by a judging panel that comprised of senior communications experts.

NHS Lanarkshire also scooped top prize in the category for Best Partnership Health Campaign, thanks to our Reshaping Care for Older People (RCOP) project.

We were finalists in six of the 11 categories.

Communications officer Fiona O'Dowd was shortlisted for Young Achiever. Our website editor Yvonne Law was up for the Best Health

## Handful of awards and nominations

Website award for the Health Improvement Library project.

The online version of The Pulse, which is overseen by Fiona, and the weekly staff briefing, put together by project officer Alison McCutcheon, were both shortlisted for Best Staff Newsletter.

We had a second nomination in the Best Partnership Health Campaign category, for communications highlighting health and social care integration, spearheaded by Euan and communications manager Calvin Brown. Our pioneering tool to evaluate the media coverage achieved by NHS Lanarkshire, developed by communications manager Marysia Waters, was among the finalists for the Best Use of Innovation prize.

Communicator of the Year Euan said: "It's been a privilege to work closely with first class communications teams in NHS Lanarkshire and North and South Lanarkshire councils as well as those involved in the respective RCOP and integration agendas.

"Special thanks to the patients, service users and carers who let us into their lives and allow us to relate their experiences."

NHS Lanarkshire chair Neena Mahal said: "I'd like to extend my warmest congratulations on the outstanding achievements of the communications team at the awards. We'd like to take this opportunity to thank them for their contribution and dedication."



Ruth Campbell, Francesca Aaen, Gillian Cameron and Paul Pollock, from NHS Lanarkshire's Care Homes Pharmacy Service

## Pharmacy team scoops award for their elderly care

NHS Lanarkshire has won an award for a pioneering initiative involving pharmacists in care homes.

The project, led by NHS Lanarkshire Care Homes Pharmacy Service, won the Innovation and Change in Pharmacy Practice category at the Scottish Pharmacist Awards.

Care homes pharmacist Francesca Aaen said: "We're delighted to win the award

and to receive recognition from the Scottish pharmacy profession for this model of care."

The initiative has seen two community pharmacists focusing on prescribing for residents in four care homes in Coatbridge and Hamilton. Francesca added: "Most care homes in Lanarkshire are linked to a local GP practice which visits regularly to review prescribing for

residents. We have focused on the small number of homes that don't have that arrangement and have piloted a pharmacist prescriber service in four of them.

"The pharmacists can prescribe medication, meaning they can review current treatment and make changes without needing to go back to the GP to take action."