

## People programme

Bringing patients to the centre - our care roadmap for the future, p4-5

## Future proofing...

Monklands redevelopment impacts us all. Catch up on the progress to date on pages 8-9

## Got the time?

You'll never be stuck when asked that question again with our great competition prize! p18



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September/October 2016

# thepulse



# GENERATIONS OF CARE TO COME

Pulse special - planning ahead for our growing and ageing population



thepulse

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Got a story?

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

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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.

OUR VISION - EXCELLENCE FOR ALL

Staff and public to shape local service for future

NHS Lanarkshire is developing its new healthcare strategy, Achieving Excellence, to help people in Lanarkshire live longer, healthier lives.

NHS Lanarkshire chief executive Calum Campbell said: "We are running a public consultation process until 1 November 2016 to ensure we get the views of the public, our partners and, of course, our staff.

"In this edition of The Pulse, readers will find the key information they need to understand our plans for Achieving Excellence and details of how to participate in the consultation process.

"Our vision is to provide high-quality, safe, effective and person-centred care to patients of all ages by doing the right thing, on time and in budget."

- Our aim is:
- to reduce health inequalities, improve health and healthy life expectancy
  - to support people to live independently at home



Calum Campbell

through integrated health and social care working

- for hospital day case treatment to be the norm, avoiding admissions where possible to improve palliative care and support end-of-life services.

Calum added: "The goal is to shift the balance away from treatment in hospitals. We want to prevent ill-health in the first instance and develop enhanced community services where people are looked after at home or in homely settings.

"Hospital care would be organised into centres of excellence to provide high-quality specialist clinical services for patients."



Taking the right steps to provide the best health care for all

"Our vision is to provide high-quality, safe, effective and person-centred care to patients of all ages by doing the right thing, on time and in budget."

Using technology to deliver care

Technology is another factor driving change. Advances in medical science and technology are altering the way we deliver healthcare every day. Whether it's new drugs, equipment or the use of telehealth and electronic patient records, science and technology are transforming patient care. We want to maximise the potential of these developments for patients and their carers. Increasing demand for our services is another vital factor.

The NHS Lanarkshire population, currently around 650,000, is expected to increase by one per cent by 2025. There will be fewer children, fewer people of working age and the number of

older people will be growing at the fastest rate. Older people make a valuable contribution to our families and communities, but the older we get the more likely we are to need healthcare, often for multiple conditions. While life expectancy is increasing in Lanarkshire, there are stark differences in the life expectancy of those living in our most affluent and most deprived areas. People need to be supported through better access to information and services so that they can make healthier lifestyle choices about food, alcohol, substance misuse, exercise and smoking.

Why do our services need to change?

The demand for healthcare and the way it is provided is constantly evolving.

This brings both opportunities and challenges to the delivery of modern, high-quality services that are person-centred, safe, effective and sustainable.

One of the key recent developments is integration.

In April 2016, the integration of health and social care went live in North and South Lanarkshire.

This gave us a unique opportunity to redesign services and streamline the ways we deliver care.

Integration brought together local teams of health and social care professionals – along with partners including unpaid carers, the third sector and independent sector.

We'll be working together to meet the nine national outcomes that provide a framework for measuring the impact of integrated health and social care on the health and wellbeing of individuals.

Nine national outcomes

- Outcome 1:** People are able to look after and improve their own health and well-being and live in good health for longer.
- Outcome 2:** People, including those with disabilities or long term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community.
- Outcome 3:** People who use health and social care services have positive experiences of those services, and have their dignity respected.
- Outcome 4:** Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.
- Outcome 5:** Health and social care services contribute to reducing health inequalities.
- Outcome 6:** People who provide unpaid care are supported to look after their own health and wellbeing, including to reduce any negative impact of their caring role on their own health and well-being.
- Outcome 7:** People using health and social care services are safe from harm.
- Outcome 8:** People who work in health and social care services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide.
- Outcome 9:** Resources are used effectively and efficiently in the provision of health and social care services.

Optimising our resources

Another reason services need to change is resources.

Overall the number of clinical staff has increased, but we know that in many specialties there are challenges in employing the numbers of highly-skilled staff we need to meet ever-changing levels of demand.

There are particular challenges with the availability of general practitioners and specialist hospital doctors nationally and internationally.

Making best use of the skills and capabilities of all of our staff will be vital to the successful delivery of our healthcare strategy.

NHS Lanarkshire must also deliver services on budget and make effective use of our hospitals, health centres and other premises. This includes being more energy efficient.





Hospital at Home team

## Home comforts combined with care

The Hospital at Home service is one example of working together which is making a real difference to people's lives.

The service is built around a specialist emergency team that provides hospital-level care in older people's own homes and consists of a range of healthcare professionals including NHS Lanarkshire consultants and nurses.

The teams also combine with social work to provide additional community support to patients, when required. The aim is to deliver effective person-centred care, equivalent to the acute hospital, in the patient's own home, preventing unnecessary admission to hospital.

The service is fully equipped and capable of treating a range of complaints and conditions including infections, pneumonia, heart failure, chronic obstructive pulmonary disease (COPD), delirium or falls.

Consultant geriatrician Dr Graham Ellis, who has driven the service, said: "Hospital at Home is about complementing existing community resources, reducing pressure on the hospital and providing specialist care for older people living with acute and complex conditions at home."

## Team working for the best outcomes

Our strategy to achieve excellence recognises the crucial importance of working together.

Increased team working, across health services and with social care, is a key element. This will give patients faster, better access to skilled teams of community and hospital staff who are working closely together.

In primary care we want to support GPs and other health professionals to work together to deliver high-quality, safe and effective patient care.

Care will be provided by a range of professionals in the community, who include GPs, nurses, community pharmacists, optometrists, dentists and other allied health professionals - all working together with social care.

This will change the way that general practice works and develop the skills of community teams.

In hospitals joined-up care between services, as well as primary care and social care staff, will help us improve patient outcomes and reduce lengths of stay in hospital.

By working in this way healthcare staff can come together to provide better access to high-quality services for patients. For example, joint diabetes clinics could be provided within a health centre for patients from several GP practices working together alongside consultant diabetologists, dieticians and Diabetes UK.



Empowering people to manage their own health with our support is at the heart of our strategy

# BRINGING THE PATIENT INTO THE CENTRE

Decisions made with people, not about people

There are a number of ways in which NHS Lanarkshire will succeed in reaching its goal of achieving excellence.

Irene Barkby, NHS Lanarkshire director of nursing, midwifery and allied health professionals, said: "As all our staff know, being person-centred is one of our key priorities.

"We want to empower people to manage their own health and be involved in decisions about their care wherever possible.



Irene Barkby

"For example, where patients have a long-term condition, such as diabetes or asthma, the aim is to ensure they have the information and support to manage their condition at home.

"Patients who are able to monitor their condition can identify problems at an earlier stage and avoid unwanted and unnecessary hospital admissions. We want to see a shift away from decisions being made about patients to decisions

being made with patients and their carers.

"We will deliver more high-quality services close to patients in their homes and communities and at times that suit them. This will include more 24/7 working over the next few years. We will also develop services based on the recognition that physical health and mental health are of equal importance."

### What does person-centred care mean?

- More people able to look after their own physical and mental health with the correct support, advice and information
- More people with long-term conditions being supported to live as independent lives as possible
- People accessing palliative and end-of-life care
- People able to make informed decisions about their medicines and discuss them with anyone involved in their care
- Fewer people needing hospital services.

## Keep on moving

Travelling to and from our services should be as easy as possible for patients.

We know that, while most people travel to our hospitals and health centres by car, we have to improve access by public and community transport as well.

There are key areas we will look to address to improve transport and travel in Lanarkshire as the healthcare strategy is implemented:

- parking at our sites
- public transport
- transport provided by the Scottish Ambulance Service
- community transport provision.



# DELIVERING EXCELLENCE ACROSS NHS LANARKSHIRE

## Best quality care is the aim

**One of the key elements of the healthcare strategy is organising hospital care in centres of excellence.**

By doing so we can deliver high quality specialty services for the whole of Lanarkshire from one hospital site.

Dr Iain Wallace, NHS Lanarkshire's medical director, said: "Hospitals as centres of excellence is not a new idea in Lanarkshire. Many of our hospital services are already organised into centres of excellence.

"For example, specialist vascular surgery is provided at Hairmyres, urology and ear, nose and throat surgery at Monklands and paediatrics at Wishaw General.

"This approach allows staff to develop their skills to a high level through specialisation which is why we want to increase the number of services we deliver in this way."

Centres of excellence deliver

consistently high levels of clinical quality, patient satisfaction and care. They allow patients to be seen sooner and recover better and faster than if services were spread across every hospital.

Patients using these services mostly still attend clinics, pre-admission assessment and rehabilitation at their local acute hospital.

As we further develop centres of excellence, NHS Lanarkshire has made a commitment that Wishaw General, Hairmyres and Monklands hospitals will all continue to deliver emergency care with each hospital including:

- Consultant-led emergency department
- Acute medical and surgical services
- Diagnostics and imaging
- Operating theatres and critical care
- Outpatient services.

**Iain Wallace: specialist staff will deliver care in these centres**

## Healthcare transformations – a sneak peek

Advances in medical science and technology are changing the way we deliver healthcare every day.

Whether it is new drugs, equipment or the use of telehealth and electronic patient records, science and technology are transforming patient care. We want to maximise the potential of these developments for patients and their carers.

NHS Lanarkshire will expand the use of innovative systems which

are already transforming the care of people in Lanarkshire.

In the future, a patient who may previously have had to phone to book an appointment and then visit the surgery to see a GP could log onto a website to book an eConsultation and also be able to order repeat prescriptions, view results and send messages to relevant staff online.

Other technology such as home

monitoring, telehealth and video conferencing could support GPs and enhance capacity within community services.

There are also plans to provide each patient with a single electronic record that will be available to healthcare professionals wherever the patient is being seen.

We also want patients to be able to easily access their own electronic records.



The Lanarkshire Beatson team: providing cancer care

## First class cancer services at Monklands

NHS Lanarkshire is planning to create a centre of excellence for cancer services at Monklands Hospital to deliver high-quality diagnosis, treatment and care for patients.

There are already existing centres of excellence at Monklands for radiotherapy in the Lanarkshire Beatson and for haematology. It is also the location of the Lanarkshire Maggie's Centre.

Judith Park, director of access for NHS Lanarkshire's acute division and lead for cancer, said, "We already have some first-class cancer services at Monklands Hospital and we plan to build on this approach by locating any future cancer developments at Monklands.

"We want to focus chemotherapy treatment at Monklands to allow us to develop world-class services to ensure the best possible chance that we continue to reduce the mortality rates for cancer in Lanarkshire."



Judith Park

Cancer outpatient services for Lanarkshire residents will continue to be provided at other locations such as Hairmyres, Wishaw General and the Beatson Cancer Centre.

The healthcare strategy also proposes an outreach approach to chemotherapy to provide treatment in the community or within people's homes.

## Flo - the encouraging 'friend' in the corner

The Florence Simple Telehealth text messaging system, or 'Flo' for short, is being used to support patients living with a variety of conditions, including heart failure.

Patients self-monitor details such as weight and blood pressure and text the readings to an automated system programmed by specialist nurses. Flo replies with advice and information and can help the

nurse to identify flare-ups at the earliest stage.

Flo is also being extended to support people with depression by providing text message reminders alongside Beating the Blues, a computerised cognitive behaviour therapy programme.

One Lanarkshire patient said: "It brings you a sense of comfort that you are not alone. What's been a

huge help to me is that when you are feeling down or anxious, your motivation can dwindle.

"The texts reminding you to complete an online module or offering encouragement have been timely prompts for me.

"Having the text support is like having an encouraging, non-judgemental friend in your corner through dark times."





# NEW MONKLANDS PLANNING UNDERWAY

Plans to increase capacity at the Day Surgery Unit, introduce a Rapid Assessment Team (RAT) and enhance the same-day admissions unit, have been approved.

A consultant-led RAT will be implemented in A&E. It will see a senior clinical decision-maker at the start of the initial patient assessment process, which will improve patient flow and patient safety.

Improvements to the same-day admissions unit will mean that the unit will increase to an expected maximum of 35 patients per day depending on the mix of cases.

Earlier this year, NHS Lanarkshire announced its intention to replace the current Monklands Hospital.

This would be either on the current site in Airdrie or on a new location in North Lanarkshire.

Colin Sloey, director of strategic planning and performance, said: "The Monklands redevelopment is a key part of our healthcare strategy. The planning and approval process has already begun on this exciting new project to replace or fully refurbish the existing Monklands Hospital.

"This will provide us with a unique opportunity to further develop our specialist acute hospital services and centres of excellence and fully integrate these with community-based health and social care services.

"We have to follow due process and get

## Scoping patient needs for next 40 years

Scottish Government approval, which we expect to take two to three years to complete, before building work can start. However, we estimate that, all going well, the new hospital could be complete in around seven years."

People's views are one of a number of

important factors that will be taken into account to determine the preferred option for where in the current Monklands catchment area the new development will be.

With the approval of the Scottish Government, this will provide a facility,

Colin Sloey, director of strategic planning and performance, said: "We are absolutely committed to safeguarding the future of Monklands Hospital.

'In the past five years we have spent £65m funding the new critical care unit and refurbishment of the operating theatres, the Lanarkshire

Beatson satellite radiotherapy centre, new pathology unit and an extensive refurbishment of the mental health unit.

"We have also committed a further £1.5m investment to provide a Rapid Assessment and Treatment area in the emergency department and to extend the same-day surgery unit."

with 450-500 beds, which will serve the people of the whole of Lanarkshire for the next 40 years, and will likely see over £400m invested in the Lanarkshire healthcare system.

Dr Rory Mackenzie, chief of medical services at Monklands Hospital, said: "It is fantastic news for our patients and staff that NHS Lanarkshire is starting to make plans for this development.

"Our staff work tremendously hard to provide an excellent standard of care at Monklands and these options open up exciting opportunities to further enhance this.

"It is important that the hospital community – patients, staff and the local population – take this opportunity to give us their views."

## Continued investment needed for hospital

Site has greatly exceeded its design life

Tens of millions of pounds of upgrading would be necessary in order to bring all areas of accommodation and services up to 21st century standards.

Andrea Fyfe, Monklands director of hospital services, said: "We have continued to invest in Monklands Hospital to ensure that it can meet the ever-increasing levels of demand for specialist acute clinical care and provide the highest standards of treatment possible.

"This investment has been in addition to more than £35m spent over the last six years, which has been necessary to safely maintain the hospital which was designed in the late 1960s.

"Despite this on-going investment, there are parts of Monklands Hospital that we will never be able to bring up to the standards required and this will be an important consideration as we develop the initial agreement."

In the short term the plan for the Monklands site is to enhance the existing emergency department and create improved facilities for day surgery and a same-day admissions unit.



Andrea Fyfe

Cancer services will also be consolidated in a centre of excellence at Monklands. While cancer care will continue to be provided at Hairmyres, Wishaw, the Beatson Cancer Centre and elsewhere, the planning assumption will be that where cancer services are developed in the future, any expanded capacity would be co-located with the existing cancer services at Monklands.

## Give us your views

NHS Lanarkshire is preparing a business case for a major new development to replace the existing Monklands Hospital, creating a modern infrastructure that will help to support the redesign of service models for both hospital and community care.

Your views are one of a number of important factors that will be taken into account to determine the preferred option for the new development.

Let us know your views by completing the consultation questionnaire at [www.nhs.uk/Involved/consultation/healthcare-strategy](http://www.nhs.uk/Involved/consultation/healthcare-strategy) or by emailing your comments to [hcsviews@lanarkshire.scot.nhs.uk](mailto:hcsviews@lanarkshire.scot.nhs.uk)

### Which of the following options do you prefer?

- ☐ A: Continue to maintain the existing hospital buildings
- ☐ B: Partial redevelopment on the existing site – this would include redeveloping some of the existing hospital in addition to adding new buildings to replace some wards and other departments
- ☐ C: Complete redevelopment on the existing site – build a new hospital on the Monklands site to replace most of the existing buildings
- ☐ D: Complete new build elsewhere in North Lanarkshire – build a new hospital within the Monklands catchment area. (If this is selected as the preferred option, the final location would then be determined as part of the planning process.)



# Preparing for future of T&O

A restructuring of trauma and orthopaedics (T&O) services is underway to improve patient safety and quality of care.

This will happen in two phases.

Interim changes – phase one – have already been agreed. These followed the identification of risks within the service, which could compromise patient safety and quality of care, after feedback from Healthcare Improvement Scotland, the Scottish Government Peer Review process Getting It Right First Time, the General Medical Council and NHS Education for Scotland. This will see inpatient T&O services at Monklands Hospital moving to Wishaw General Hospital and Hairmyres Hospital.

The phase two proposals will form part of the Achieving Excellence healthcare strategy.

The long-term aim through phase two is to move to a single trauma (emergency) site in Lanarkshire and a single site for elective (planned) orthopaedic procedures.

This would see a specialist trauma unit at Wishaw General Hospital, as part of a Lanarkshire emergency care service based on three emergency departments and a West of Scotland major trauma network, and a specialist inpatient/ elective orthopaedics site at either Hairmyres Hospital or Monklands Hospital.

The long-term vision is not achievable now due to the current constraints within NHS Lanarkshire but the interim, phase one, is required to secure the sustainability of the service for patients in Lanarkshire.

Work continues to inform and update relevant staff about the restructuring of trauma and orthopaedics (T&O) services.

Site and one-to-one meetings have already taken place with colleagues, particularly Monklands wards 10 and 11 staff, and engagement continues with staff affected.

**For more information on the trauma and orthopaedics changes visit the dedicated T&O page on FirstPort at <http://firstport2/staff-support/trauma-orthopaedic-redesign-update/default.aspx>**

The Academy of Medical Royal Colleges and Faculties in Scotland (AoMRC) supports the changes.

During its review of T&O services it also noted that there was consensus on this opinion across emergency departments, trauma and orthopaedics and care of the elderly teams across NHS Lanarkshire.

To see the AoMRC letter in full, visit: <http://firstport2/staff-support/trauma-orthopaedic-redesign-update/default.aspx>



**Around 66,000 patients attend Monklands Hospital's emergency department (A&E) annually.**

**For 98 per cent of patients who currently attend Monklands emergency department there will be no change.**



**The number of emergency/ planned procedures which will move from Monklands to be dealt with at either Wishaw or Hairmyres as a result of this will change will be around 1500.**

Some of the stakeholders who attended the trauma and orthopaedic service update event.

# EXPLAINING WHY WE'RE CHANGING

**Public and patient and carer representatives involved in developing the interim (phase one) trauma and orthopaedics (T&O) service changes received an update on the plans at a special stakeholder event.**

Members of North and South Lanarkshire Public Partnership Forums, South Lanarkshire Carers Network, Voluntary Action North Lanarkshire, Voluntary Action South Lanarkshire, the North Lanarkshire Disability Access Panel and a trauma and orthopaedics patient, were given the update at a meeting at Kirklands HQ following their involvement in events in 2014 and 2015 that mapped out the interim changes.

South Lanarkshire PPF chair Margaret Moncrieff said: "It was a very good meeting and there was a lot of detail given about what's happening.

"It gave me a better understanding on why NHS Lanarkshire is taking these steps.

"I was already familiar with the changes, but it's much clearer to

me now and I'm supportive of the changes."

This was echoed by North Lanarkshire PPF representative Pat Reilly, who said: "When you hear the views of the expert bodies who also support this, you can understand why these changes are necessary."

Bill Angus, a PPF rep from Clydesdale, told how he found the meeting very helpful although he still has some questions about the long-term plan.

Bill said: "The consultation process will give me the opportunity to find out more and ask some questions about the second phase of the proposed changes."

Sarah Jane Allen, from the North Lanarkshire Disability Access Panel, said: "I found the event very helpful indeed.

"I had some concerns about this beforehand, as do some of the members of my group, but the event gave me the opportunity to clarify some things."

## The benefits

Changes to the trauma and orthopaedics service through the interim and long-term plans will help to:

- deliver improved and more consistent outcomes for patients
- reduce the time patients spend in hospital after surgery
- improve waiting times
- help with recruitment and provide a sustainable, specialist workforce.

The changes will focus on improved care for orthopaedic patients and reduce waiting times for elective procedures, such as knee and hip replacements, as well as allowing new pathways of care to be implemented.

The most significant change within these proposals will be the enhancement of elderly care for patients who have undergone surgery for fractures or elective arthroplasty (for example, hip or knee replacement).

It will also bring consistency of care as the current service model has led to variations in practice across our three acute sites.



# HELP US TO ACHIEVE EXCELLENCE

Meeting the needs of the Lanarkshire population will take effort from us all

**We want to hear the views of all our staff on the healthcare strategy, Achieving Excellence.**

Chief executive Calum Campbell said: "It is so important that staff take this opportunity to share their views on the healthcare strategy. This is your chance to influence what NHS Lanarkshire will look like in the future and how you will work over the next few years.

"We are arranging a series of staff and public events and there a wide range of ways to get involved during this period as we engage with patients, local communities, staff and other stakeholders to seek views on the emerging models of care and to help shape and further refine them."

NHS Lanarkshire will consider all feedback received during the consultation period as one part of the decision-making process on the strategy's proposals. Your response will help inform and shape the final strategy to ensure it best meets the needs of the Lanarkshire population.

Staff are welcome to submit their views on the strategy or answer the five questions contained within the full consultation document which



**All parts of our service will be impacted**

is available on the NHS Lanarkshire website.

The consultation will run until 1 November 2016.

Following the consultation, NHS Lanarkshire will prepare a report taking into account the public consultation process, affordability and any practical issues.

This report is expected to be formally considered by the NHS Lanarkshire Board by the end of 2016.



## Service changes on the way...



A range of changes are necessary to achieve the objectives of the healthcare strategy.

Some of these changes will be implemented soon, but others will take time to plan and develop.

NHS Lanarkshire, in conjunction with Health and Social Care North Lanarkshire and South Lanarkshire Health and Social Care Partnership,

will develop a phased plan for service change over a number of years, beginning in 2017.

Many of these changes are at an early stage and further engagement and discussion may be necessary.

The majority of service changes are anticipated to take place between 2017 and 2020.

A detailed breakdown of the proposed timescales

for each service can be found in Section 7 of the full consultation document, Achieving Excellence.

**NHS Lanarkshire website**  
-<http://www.nhslanarkshire.org.uk/Involved/consultation/healthcare-strategy/Documents/Achieving-Excellence-Full-Consultation-Documents.pdf>



Everyone will have the opportunity to contribute

## Tell us what you think

You can let us know your feedback before 1 November 2016 in one of the following ways:

By completing the consultation questionnaire at [www.nhslanarkshire.org.uk/Involved/consultation/healthcare-strategy](http://www.nhslanarkshire.org.uk/Involved/consultation/healthcare-strategy)

By emailing your comments to [hcsviews@lanarkshire.scot.nhs.uk](mailto:hcsviews@lanarkshire.scot.nhs.uk)

By posting your comments or paper copies of the questionnaire to FREEPOST RTEJ-HZLK-AETZ, NHS Lanarkshire, Kirklands,

Fallside Road, Bothwell, GLASGOW, G71 8BB

Copies of the full consultation document and summary document are available at [www.nhslanarkshire.org.uk/Involved/consultation/healthcare-strategy](http://www.nhslanarkshire.org.uk/Involved/consultation/healthcare-strategy).

**You can contact us by emailing [hcsviews@lanarkshire.scot.nhs.uk](mailto:hcsviews@lanarkshire.scot.nhs.uk) or calling 01698 858111**





## Olympics hero inspired lifestyle changes

A man whose dramatic life transformation was praised by Olympic hero Sir Chris Hoy has revealed the secret of his success.

In just over three years, Phil Jones from Cumbernauld has almost HALVED his body weight, morphing his 27-stone frame to a well-honed 14-stone physique.

Following the London Olympics, the former fast food lover turned cycling fanatic/outreach worker – who was introduced to Sir Chris Hoy after the flying Scotsman inspired his fight back to fitness – has revealed the three main ingredients to a positive life change.

“The first was inspiration, which came from watching Sir Chris carrying the flag into the Olympic Games opening ceremony four years ago.

“Finding the dedication to stick on a course that led me to a healthier life was vitally important – as was having access to the information that

equipped me with the knowledge to sustain my change to a healthier life.”

Although super-fit Phil carried out his own research, he has encouraged others to tap into the online supports now live under Health and Social Care North Lanarkshire (H&SCNL).

As well as community-based health and social care services, a variety of supports and activities geared to helping people take the first step to healthier, independent and safer lives are available.

Phil said: “When you do make that first step you never look back. If I can turn my life around for the better, anyone can.”

**Find out about supports and information available by visiting:** <http://www.hscnorthlan.scot/supports-around-north-lanarkshire/>

## Harry says goodbye after 40 years

After 40 years in social work, with 10 years as executive director of Social Work Resources, and latterly as chief officer South Lanarkshire Health and Social Care Partnership, Harry Stevenson retired on 1 September. Harry said: “It has been a privilege to work with you all, and to take forward the range of service developments and improvements that are benefiting people and communities in South Lanarkshire.

“One of my greatest pleasures in the role has been visiting services,

meeting local people and hearing their stories.

“In the past two years, this has extended to NHS teams, and I have been encouraged to hear first-hand how we are increasingly working together to make a positive difference in the lives of the people we support.”

We also extend a warm welcome to Val de Souza, who will be joining South Lanarkshire Health and Social Care Partnership as director of health and social care.

Val comes with significant shared services experience, having been responsible for Social Services within Clackmannanshire and Stirling councils.

**You can read more on Harry's reflections on retiring at this link** <http://www.nhslanarkshire.org.uk/About/HSCP/recent-news/Documents/South-Lanarkshire-Integration-Bulletin-update.pdf>

**We'll also update this page with more information on Val as she takes up her post on 19 September.**



Harry Stevenson

# NATIONAL DISTRESS PILOT LAUNCHES

**A mental health project that seeks to deliver an 'ask once - get help fast' service for people in distress is to be piloted in Lanarkshire.**

Known as Distress Brief Intervention (DBI), staff across a wide range of agencies will be trained to help people in distress manage difficult emotions and problem situations at the earliest possible stage.

People will then be supported to overcome their immediate challenges and develop ways to look after their well-being, preventing future distress.

Minister for Mental Health Maureen Watt announced that Health and Social Care North Lanarkshire (H&SCNL) and South Lanarkshire Health & Social

Care Partnership (SLH&SCP) have been selected to host the national DBI team. The Lanarkshire partnerships will also join four other partnerships across Scotland as a test site for the programme.

NHS Lanarkshire general manager for mental health and learning disability services, Paula Macleod, said: “The aim of DBI is to listen, learn, understand and share how we can provide more co-ordinated, consistent and compassionate responses to people who experience distress across Lanarkshire and Scotland.”

Kevin O'Neill, NHS Lanarkshire public mental health & well-being development manager, said: “Let's all feel comfortable talking about our mental health, know where to go for support and be

compassionate in our response to others.”

Representatives of H&SCNL, SLH&SCP – encompassing NHS Lanarkshire and the respective North and South Lanarkshire councils – made the successful bid to host the project with various partners. They include North and South Lanarkshire Choose Life Implementation Groups, Lanarkshire Alcohol and Drug Partnership, third sector, Police Scotland, Scottish Ambulance Service, service users and carers.

Until March 2017 the focus will be on establishing all the national programme team and supportive programmes such as training, evaluation and mental health literacy. The test programmes will start after that.

**“The aim of DBI is to listen, learn, understand and share how we can provide more co-ordinated, consistent and compassionate responses to people who experience distress across Lanarkshire and Scotland.”**



Partners meet to discuss how the DBI project will work in Lanarkshire

## 22 day press-up challenge

Over 500 people threw their weight behind a mass press-up challenge.

The 22 Push Up involves participants uploading a video of themselves completing 22 press-ups over 22 days.

Mental health experts in Lanarkshire lent their support as participants of the Facebook and Twitter campaign embarked on a mass outdoor event in Strathclyde Park in August.

Kevin O'Neill, public mental health & well-being development manager, said: “The day provided the ideal opportunity for people to think about taking care of their own mental health by finding some space from the stresses of life.”



NHS Lanarkshire staff enjoyed all the fun of the fayre

## Health teams summer fayre

The Occupational Therapy Community Mental Health Teams got crafty this summer – by laying on a fantastic fayre.

Patients were given the opportunity to showcase their skills in craft activities, such as card making, ribbon craft, woodwork, jewellery making, decoupage and knitting.

The fayre was organised by Health & Social Care North Lanarkshire, partners from NHS Lanarkshire, North Lanarkshire Council and the third sector. Lee Samuel, specialist occupational therapist, said: “Building on an event last Christmas, the summer fayre aimed to further increase patients' confidence, self-esteem and communication.”



## Beware of IT policy

NHS Lanarkshire takes the confidentiality of personal information and its responsibilities under the Data Protection Act very seriously. The FairWarning system identifies when patient information has been accessed inappropriately to protect confidentiality of electronic patient records. To date, the majority of breaches detected by FairWarning have been addressed through informal counselling. However, the number of alleged breaches continues to rise. It has been decided that a "zero tolerance" approach will be adopted in the future. Alleged breaches will be investigated and dealt with through the Effective Management of Employee Conduct Policy. Unless staff are treating a patient or managing the admin to support treatment they must not access:

- their own information
- friends and family member information
- neighbour information
- colleague information
- high-profile patient information

Kenny Small, director of HR, said: "If anyone accesses records inappropriately, it is a disciplinary offence. Staff may not realise they are doing anything wrong, however there are proper procedures to see even your own information and staff should not use systems they work with to cut corners." Employee director Lilian Macer added: "Staff are ultimately responsible for any unauthorised access using their details which is why password and log-in details should not be shared with anyone. "All staff should complete the mandatory Safe Information Handling module on learnPro."

## Coming Soon

Your chance to buy a range of high-specification, brand new computers and smart phones, using a tax-efficient salary sacrifice arrangement.

The popular Let's Connect scheme will launch for NHS Lanarkshire staff in October.

Payments come out of your gross salary, making savings on tax and national insurance.

**Look out for news of Let's Connect roadshows in September at a number of NHS Lanarkshire sites.**

Or check out: [www.lets-connect.com/nhslanarkshire](http://www.lets-connect.com/nhslanarkshire)

# WHY A SAFETY CULTURE IS SO IMPORTANT



NHS Lanarkshire will raise the profile of patient safety during a week of special events and activities to engage and inform staff.

Patient Safety Week will be held from 24 October, marking the launch of a refreshed Prioritised Patient Safety Plan following two years of successful work by the Patient Safety Reducing Harm Collaborative.

During Patient Safety Week, and throughout October, all staff will be offered the opportunity to share their thoughts by completing the patient safety culture survey.

The survey is a repeat of the first patient safety organisational assessment in March 2014, which gave a baseline view of the safety culture.

NHS Lanarkshire wants as many staff as possible to complete the survey -

The success of NHS Lanarkshire's Patient Safety Reducing Harm Collaborative was celebrated at a recent event

## Patient focus in October

on paper, electronically or at the information stalls during Patient Safety Week.

Jane Murkin, NHS Lanarkshire's head of patient safety and improvement, said: "One of the major commitments of the patient safety plan is the development of a patient safety culture.

"We got just over 1000 responses to our initial survey, and since then we have worked hard to develop our local safety culture. We are hopeful that more staff will be empowered to complete the survey this time.

"The results will help NHS Lanarkshire's commitment to being the safest healthcare system in

Scotland. They will allow us to assess ongoing improvements and identify areas of focus for further work."

So what is a "safety culture" and why is it important?

In organisations with great safety cultures, everyone takes responsibility for patient safety and takes action when necessary. An open and transparent commitment to sharing information can be seen and leaders demonstrate consistency in behaviour, expectations and messages across the organisation.

There is a growing emphasis on action to improve organisational safety culture and staff attitudes toward safety.

## Staff Awards

Get ready for news of NHS Lanarkshire's Staff Awards, which will open for nominations on 1 November.

Last year's awards were a huge success and we aim to make the 2017 awards bigger and better.

Look out for information coming your way on how to nominate your colleagues for the recognition they deserve for the fantastic work they have been doing for NHS Lanarkshire.



Laura Ace: balancing the budget

## Staff can help meet financial challenge

NHS Lanarkshire's general funding increased by £18m this year but costs rose faster.

This means this year and the next few years will be financially challenging.

Laura Ace, director of finance, explains: "A change in National Insurance rates and a rapidly rising drugs bill are just two factors that resulted in increased costs.

"The Board started the year with a £45m gap between the forecast of income

and expenditure. By the end of August we identified efficiency schemes that, if delivered, reduce this to £2.2m.

"However, not all of the schemes are certain and £10m worth of the plans are one-offs. This leaves us with financial issues that still need solved. With economic growth forecasts declining there is every reason to believe next year will bring a challenge in the region of £30m.

"In this environment, seeking efficiency will remain a key component of providing safe, sustainable services."

Staff can help by:

Getting involved in redesign projects to improve the way our services meet patient needs;

Work with colleagues and procurement to use best value products;

If you prescribe, is it the most cost-effective drug and supported by current evidence?



# CLOCK-WATCHING JUST BECAME A LOT MORE FUN...

**Watch out! Here's another great prize offered through our friends at NHS Staff Benefits.**

To celebrate Chisholm Hunter's special 15 per cent discount for NHS Staff benefits members, the top jeweller and diamond merchant is giving away a stunning Tissot Chronograph men's watch - the perfect gift for you or for the man in your life.

Worth £330, this Swiss-made timepiece has a leather strap, a high-quality quartz movement with scratch resistant sapphire crystal glass, and is water resistant up to 200 metres.

Chisholm Hunter is Scotland's leading independent jeweller, an award-winning diamond merchant with 24 stores across the UK offering the best in fine and designer jewellery and watches.

It's also a long-time partner of luxury Swiss watch brand Tissot.

Founded in 1853 and official timekeeper of the Tour de France, Tissot's range of watches range from classically elegant to more contemporary design.

Check them out online at [www.chisholmhunter.co.uk](http://www.chisholmhunter.co.uk).

To find out more about Chisholm Hunter's NHS Staff 15 per cent discount, available online and in-store, log on to [www.nhsstaffbenefits.co.uk](http://www.nhsstaffbenefits.co.uk)

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

**How many UK stores does Chisholm Hunter have?**

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](mailto:alison.mccutcheon@lanarkshire.scot.nhs.uk) with 'Tissot' in the subject line.

**The deadline for entries is Friday 30 September 2016.**



## There for your Benefits

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](http://www.nhsstaffbenefits.co.uk).**

## Fiona's ready for some face time

Fiona Hogg is the lucky Pulse reader who won a £100 voucher to use on the FaceTheory website.

Fiona works in administration support in the Pharmacy and Prescribing Department at Kirklands HQ.

FaceTheory helps you build a uniquely 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 allows customers to choose if they would like their products fragranced or non-fragranced and have a strict stance against animal testing. 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](http://www.nhsstaffbenefits.co.uk) and visit the FaceTheory page where you will find the exclusive discount code which gives NHS Staff 20 per cent off all products.**

# SO LONG & ENJOY YOUR WELL-DESERVED RETIREMENT

**After a remarkable 40 years' service, senior charge nurse Alison Drinnan retired from the NHS in June.**

Alison, who was attached to the Motherwell community mental health team at Airbles Road, began her career as a nursing assistant at Hartwood Hospital, Shotts, where she trained as a registered mental health nurse.

Following her training, Alison continued to work in Hartwood Hospital, becoming a ward sister in wards six, eight and 13.

In the early 1990s, Alison moved into the community in the role of team leader.

She worked in various localities, undertaking many projects which enhanced services for older people's mental health.

Alison is married with two children and two young grandchildren.

They are a close family and Alison will enjoy helping out with caring for her grandchildren on her retirement.

She will continue to enjoy holidays abroad with family, friends and meeting up with former colleagues.

Community nurse Hazel Boyle said: "Alison is the best team leader we have ever worked with and we all wish her the very best for the future."



After 40 years' service, Alison looks forward to family time.



Brian Murphy, team leader with the dietetic service at Hairmyres Hospital, retired in June

**After 30 years' service, Brian Murphy, team leader with the dietetic service at Hairmyres Hospital, retired in June.**

Brian began his career in Doncaster before moving to a more senior dietetic position in Liverpool.

In 1990 Brian joined NHS Lanarkshire where he was appointed as unit dietitian for the Hamilton and East Kilbride areas at Hairmyres Hospital, a position he held until his retirement.

In his spare time, Brian enjoys singing, gardening and has recently acquired an allotment.

Brian is a trained practitioner in the Bowen therapeutic technique with his own clinic in Glasgow, a role in

which he will continue one day per week.

Maureen Lees, head of profession (dietetics), said: "Brian has spent the majority of his career with the dietetic department at Hairmyres Hospital.

"He is a well-known member of staff, not only within the hospital, but also across Lanarkshire as he is a highly specialist practitioner within the diabetes service.

"He has provided an excellent service to his patients and is a highly valued member of the team. Brian led the dietetic department through the transition to the 'new' Hairmyres site and has been an advocate for his team for many years".

**Friends and colleagues gathered to pay a fond farewell to Murray Willies, Scottish Standard Time System manager, who retired in July after 35 years' service in the NHS.**

Murray, who was based at Kirklands Headquarters in Bothwell, began his career in 1981 when he joined the payroll department at NHS Greater Glasgow and Clyde.

In February 2008, Murray took up employment with NHS Lanarkshire, again within payroll, where he remained until his retirement.

In his spare time, Murray enjoys holidaying abroad and socialising.

To celebrate his retirement, friends and colleagues organised a night out in Glasgow. Murray has also planned a week's holiday in Menorca.



Murray Willies, Scottish Standard Time System manager, who retired in July after 35 years



## Margaret says medal is a “tribute” to wider team

An NHS Lanarkshire nurse was awarded the British Empire Medal in the Queen’s Birthday Honours. Staff nurse Margaret Russell said she was “overwhelmed” to receive the prestigious honour, awarded to her for service to healthcare in Lanarkshire.

Margaret, 62, who works at Wishaw General Hospital, has spent all of her 36-year nursing career in Lanarkshire.

She said: “I love my job and it’s a privilege to help people. I treat people as I would want to be treated myself.



Margaret (centre) with ward 17 colleagues (from left) staff nurse Joanne Bell, clinical support worker Yvonne Blyth, clinical support worker Teresa McCluskey, charge nurse Sylvia McLuckie

“The thanks I get from patients and their families are all the reward I need, so I am amazed and overwhelmed to receive the British Empire Medal.

“The honour is a tribute to many more people than just me – I have worked with some great colleagues in Lanarkshire and I was taught nursing by the best.”

Margaret, who works in general surgical nursing, was based at the former Law Hospital before moving to Wishaw General when it opened 15 years ago.



Teresa Rennie (left) with Margaret Kelly, cancer services manager

# A LIFETIME'S SERVICE IS RECOGNISED

## Cancer nurse Teresa Rennie awarded an MBE in the Queen’s Birthday Honours

**Teresa, Macmillan lead haematology-oncology nurse, was recognised for her contribution to cancer and chemotherapy services.**

Teresa, who lives in Uddingston with husband Alan, said: “I am totally overwhelmed. When I saw the envelope I thought I was being called up for jury duty. I had to re-read the letter a couple of times before the news actually set in.

“It is a wonderful feeling and it is even more special to be recognised for my contribution to patient care. Making a positive difference to patients’ lives has been at the heart of everything I have done for my whole career.”

Having worked in the health board for 39 years, Teresa is due to take early retirement but she is determined to carry on in cancer services in some capacity.

Margaret Kelly, NHS Lanarkshire cancer services manager, said: “This award is truly deserved. Teresa is very well respected by her team and all her clinical colleagues. She has written protocols for the west of Scotland and is heavily involved in the Haematology

Nursing Forum across Scotland.

“There are many stories of work that Teresa does behind the scenes to improve the lives of patients suffering from haematological cancers and patients requiring chemotherapy. She always goes beyond her call of duty to ensure that patients, families and carers are exceptionally well looked after.”

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.”

“She always goes beyond her call of duty to ensure that patients, families and carers are exceptionally well looked after.”