

Class of 2016

Remember the baby boom in 2011? Well, they're now starting school, p3

Winter's coming...

Prepare yourself for our most challenging season, p4-7

What's cooking?

Your catering problems could be all solved with our great competition prize. Roast dinners all round? p18



www.thepulse.scot.nhs.uk

November/December 2016

the pulse



ACTION TO SHOW WE ALL MATTER

Everyone has a part to play and team plans help keep us on track

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.

TAKING CARE OF OUR OWN

Aimee and team raise over £6000

Staff rallied round when the children of two NHS Lanarkshire midwives became severely unwell.

Maternity colleagues got together to raise £6000 to support midwives Susan Denvir and Mary Moffat, and their families.

Susan's son, 12-year-old Jamie, spent 10 months in hospital after being diagnosed with a brain tumour in November 2015. Jamie had to face three major and 12 minor operations during that time.

Mary's 15-year-old daughter Rachel's heart stopped working in November 2015. She was put on a heart and lung machine to keep her alive. Rachel, who has a condition called restrictive cardiomyopathy, underwent her second heart transplant just before last Christmas and has been hospitalised ever since.

Before she can be discharged from hospital, home adjustments are required to provide her with the correct environment to support her with her ongoing rehabilitation.

"Rachel and Jamie's journeys have been very long but they are both getting there and that is the most important thing."

Midwife Aimee Scott, who organised the fundraiser, said: "We were all deeply saddened by what Susan and Mary were both going through and we wanted to help them in any way we could.

"We decided to raise funds to help them make it easier to get Jamie and Rachel home.

"The turnout was amazing and we raised over £6000. I would like to thank everyone for all the prizes and money they donated. I am so lucky to work with all these lovely ladies."

Both mums praised their colleagues.

Susan said: "I would like to thank everyone involved for everything they did to organise the fundraiser, especially Aimee. It was great that the kids were able to attend."

Mary added: "I want to thank everybody for their support for Rachel and our whole family.

"Rachel and Jamie's journeys have been very long but they are both getting there and that is the most important thing."



Accessible: records at the touch of a button

Our work is getting noticed

Maternity services received four nominations in the first ever Quality Improvement Awards 2016.

The awards were launched by the Scottish Government and Healthcare Improvement Scotland to celebrate the fantastic improvement work being done through Maternity and Children's Quality Improvement Collaborative (MCQIC), Early Years Collaborative (EYC) and

Raising Attainment for All (RAFA) programmes.

The NHS Lanarkshire nominations were:

- Reducing Severe Postpartum Haemorrhage;
- Reduction of term admissions through 'Warm Bundle Of Care';
- Lanarkshire's Additional Midwifery Service (LAMS);
- Cheryl Clark, Improvement Advisor Midwife.



Best in class: the next generation is raring to go

2011's 'hatchlings' start school!

There was a special reunion at Wishaw General Hospital.

Five years on from a maternity staff baby boom, the midwives and their children got together for a school photo.

In September 2011 three midwives - Cheryl Clark, Pamela Curran and Kirsty McGowan - gave birth to baby boys on the same day in the unit where they worked.

Cheryl said: "The time has flown by and our wee babies have really grown-up.

"Ten of us from the maternity department gave birth during 2011.

"We have all supported each other over the years by talking

about each stage of our children's development right up until school age.

"I am sure we will continue to do so all the way through their school years. It was great to bring them all together in the uniforms for a special school photo."

The first three midwives gave birth on 9 September, with Pamela delivering 9lb 15oz Luke, Kirsty had 8lb 13oz Aaron and Cheryl had 6lb 10oz Lewis, all in the unit where they worked.

The following week the girls arrived at Wishaw, when Debbie gave birth to 7lb 10oz Eilidh on 14 September and three days later, Kirsteen had 7lb 4oz Neeve.

Maternity records go fully electronic

BadgerNet IT system has launched in the Lanarkshire maternity service.

Mums no longer have to carry their paper notes and midwives can now access patient notes online.

Carol Lawrence, project manager, said: "Manual maternity records have been replaced with BadgerNet, an innovative maternity application that will support women from their first contact

in antenatal care through to delivery and postnatal care. "BadgerNet Maternity is designed as a full end-to-end maternity system. It allows real-time recording of all events wherever they occur - in the hospital, community, or home. "The electronic record will be accessible at the point of care, avoid the need to locate the paper case records, reduce data replication and eliminate the issue of lost paperwork."

Community midwives each have their own tablet on which to capture clinical data and document patient records. Hospital staff now have access to tablets and desktops on which to record patient data. Jackie Smith, Badger project midwife, said: "The maternity record within the BadgerNet service covers 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 also gives 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."

COLD SNAPS AHEAD BUT GREAT CARE CONTINUES

NHS Lanarkshire is well prepared to meet the challenges of winter head on.

There is a robust plan in place so that patients continue to receive high-quality care through the winter months.

Head of commissioning and performance for South Lanarkshire Community Health Partnership Craig Cunningham, who is NHS Lanarkshire's winter planning lead, said: "Norovirus, colds, flu and winter weather all make this the health service's busiest time of year.

"We have a tried and tested approach to winter planning in Lanarkshire, which we are improving every year with innovative approaches to ensure we can provide a rapid and effective response during the periods of greatest pressure."

The Lanarkshire winter plan involves all parts of NHS Lanarkshire and the health and social care partnerships, including GP surgeries, the primary care out-of-hours service, pharmacies, acute hospitals and staff partnership.

"We are looking to ensure staff are doing their bit to keep their patients safe and,

accordingly, a key part of our plan this year is to support as many staff as possible to receive their flu vaccine," said Craig.

"The winter plan has been developed with partners including North and South Lanarkshire councils, Scottish Ambulance Service and NHS 24 to ensure we are all working together to keep people healthy and safe this winter. The partners recently tested the plan at a joint winter resilience event.

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

For more information on the Lanarkshire winter plan visit: www.nhslanarkshire.org.uk/HealthyLiving/Winter



Make your personal plan for winter...

Are you ready for severe weather? Could you deal with its consequences?

Make sure you are prepared this winter.

Things to do now:

- Read NHS Lanarkshire's Adverse Conditions Policy. It is available on the policies section of FirstPort;
- Know your options for getting to work in the event of severe weather. What bus route would you take? Could you take the train?
- Know how you'd get to an alternative NHS Lanarkshire site;
- Plan alternative child care arrangements in case the schools and nurseries are closed;
- Keep a winter weather kit in your car with items such as an ice scraper, shovel, blanket

and something to eat and drink. For more information see www.readyscotland.org

Things to do when severe weather hits

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

Hands on: reminder of good hygiene for all

Staff are being reminded about good hand hygiene to help prevent the spread of infections this winter.

As the weather gets colder, viruses like norovirus, colds and flu become more common.

Emer Shepherd, head of the Infection Prevention and Control team, 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."

Hands should be cleaned:

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

Also remember to be bare below the elbow in all clinical areas:

- 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.



The elament team are here to help.

Improved support offered through elament website

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

There is added support this year in the form of the new elament (Lanarkshire mental health) website, which has just launched.

The site includes the wealth of information it had before around mental health, with dedicated sections for adults, young people, carers, family and friends, professionals as well as a section on training.

However, the revamped site has been designed in a way that should be easier to navigate for users.

Susan McMorris, senior health promotion officer, said: "NHS Lanarkshire has been engaged in a national programme to increase the appropriate use of 'technology enabled care' with a particular focus on promoting self-help and self-management.

"We decided to focus on updating and improving the elament website and this

is the result.

"The site gives help and advice on everything from stress, anxiety and eating disorders to dementia, sleep problems and suicidal thoughts."

Users can get information on the symptoms of a condition, the causes of it, a diagnosis and treatment.

Audits of the former site show almost 46,000 people accessed information over the last year and almost 200,000 over the last four years.

Susan continued: "This shows the site is very well used and that people really do see it as a helpful referral point for information.

"We hope the revamped site will appeal to even more people."

Users are being encouraged to give feedback, comments or improvements they would like to see to: <http://www.elament.org.uk/contact-us/>

You can access the site at: www.elament.org.uk

Kids get vaccine too

NHS Lanarkshire's School Immunisation Team has started its seasonal flu campaign.

Parents and carers are being urged to get ready for winter by taking up the offer of the free flu vaccine for their children.

The flu vaccine is offered to roughly 51,000 children through a programme in schools. The team are encouraging parents and carers to return their consent forms to school so that their child will be able to receive a vaccine.

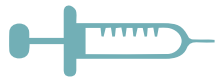


Karen McGuigan, public health advisor for immunisation, said: "Flu can be very serious. Even healthy children can become seriously ill from flu and they can also spread it to other friends and families.

"The flu vaccine that is offered to the vast majority of pupils in schools is called Fluenz. This vaccine is given as a nasal spray into each nostril.

"It's safe, quick, and painless. There will be some children who cannot receive the nasal spray and they will receive an injection in the upper arm.

"In Lanarkshire schools last year we had an excellent uptake of the vaccine and we hope parents will continue to see the importance of the vaccination this year again."



The flu vaccine only takes a few minutes and will protect for around a year, reducing the potential spread of the virus to patients.



Salus, our occupational health service, is now running its annual staff flu campaign. Flu jab clinics are available across acute and community sites and at Salus's offices at Beckford Street, Hamilton. A full schedule giving information on dates and times is available on the Salus FirstPort page.



It only takes a minute to get protected from flu

WANT TO FIGHT FLU? GET THE JAB

David's expert advice on beating virus

NHS Lanarkshire staff are being urged to get ready to fight flu by getting their free vaccination.

Health experts are warning that there is the potential for this year's flu season to be serious, so the call has been issued in a bid to ensure all healthcare workers and their families, colleagues and patients are protected from flu this winter.

Staff in hospitals, GP practices, pharmacies, dental surgeries and other NHS Lanarkshire sites are encouraged to get the vaccine annually as it provides the best defence against flu.

All staff are eligible for the jab and it's particularly important for patient-facing colleagues to get vaccinated, as they could pass the flu virus on to their patients and family even if they have very mild symptoms.

Dr David Cromie, NHS Lanarkshire consultant in public health medicine, said: "It's really important to get the flu vaccine.

"We all work in healthcare and the vaccine gives us the chance to prevent the bug being passed on to the vulnerable patients we care for. It also means we can avoid being off work sick at a busy time of year.

"I have personal experience of how unpleasant flu can be. When I got it I was wiped out and confined to bed for a week.

"It's an experience I wouldn't want to go through again if I can possibly avoid it so I



always make sure I get my free flu jab at one of the flu clinics at work. That way I'm protecting myself, my colleagues and my family.

"I do everything possible to avoid getting the flu and passing it on and I hope you'll do the same this year."

The flu jab - myths and facts explained

Myth – The vaccine will give me flu.

Fact – The vaccine cannot give you flu. There's a small chance you may experience symptoms such as a sore arm or a few aches and pains immediately after being immunised, but any side effects are usually very mild and pass within 48 hours. This can be a sign your immune system is responding to the vaccine and is working – but it's not flu.

Myth – The vaccine isn't effective.

Fact – During the last 10 years, the flu vaccine has generally been a good match

for the circulating strains of flu, even though it is not possible to predict exactly which strains will be around each year. Being immunised is the best protection.

Myth – I had to go off sick after the vaccine last year.

Fact – This may have been the cold or another bug. The vaccine takes 10 days to work so you may have just been unlucky and caught a bug or the flu during this period.

Myth – Flu is just a bad cold.

Fact – Flu is a much more dangerous

virus, which can lead to serious infections and illness. It's a contagious disease of the respiratory tract that can lead to complications including pneumonia, bronchitis, meningitis and encephalitis.

It can cause worsening of chronic conditions, such as congestive heart failure, asthma, or diabetes.

Flu can disrupt your work and social plans for up to two weeks and you can expect to have a fever, headaches, extreme tiredness, cough, sore throat, nasal congestion and body aches.



(l-r) Calum Campbell; Colin Sloey, director strategic planning and performance; Val de Souza; Neena Mahal; Aileen Campbell MSP and Lorraine Smith, service manager for East Kilbride South Lanarkshire Health and Social Care Partnership.

HUNTER COMMUNITY HEALTH CENTRE OFFICIALLY OPENED

Hunter Community Health Centre in East Kilbride was officially opened by the Minister for Public Health and Sport, Aileen Campbell MSP.

Chief executive Calum Campbell said: "As modern healthcare evolves to enable the delivery of health and social care services in community settings, this new state-of-the-art facility will allow our health care staff to enhance the care they already provide to the people of East Kilbride."

Chair Neena Mahal added: "The resource which best complements any facility is the skill, care and commitment of the staff which will help us provide better healthcare for the people of East Kilbride."

Aileen Campbell said: "Having such a modern, up-to-date health centre is an asset to the local community in East Kilbride and I am sure that people from the local area will continue to feel the benefit for years to come."

Val de Souza, the new director of health and

social care for the South Lanarkshire Health and Social Care Partnership, said: "This new facility will help us maximise and consolidate our shared strengths in South Lanarkshire which will ensure we use our resources as effectively and efficiently as possible in times of increasing demand."

The £19.6 million centre houses a wide range of primary care and other community-based services under one roof including:

- six GP practices;
- a general dental practice;
- podiatry;
- physiotherapy;
- speech and language therapy;
- all community treatment room activity;
- community mental health;
- phlebotomy;
- public health nurses;

- long-term condition nurses.

There are also a wide range of visiting services such as:

- ante natal;
- continence service;
- paediatrics;
- psychiatry;
- claudication;
- dietician;
- well baby clinic;
- addiction services;
- immunisation;
- sexual health.

The centre is part of a £51million partnership between NHS Lanarkshire and hub South West Scotland Limited which has delivered three new centres in Lanarkshire with the other two the Houldsworth Centre in Wishaw and Kilsyth Community Health Centre.

Staff Awards

NHS Lanarkshire's Staff Awards are back, with the period for nominations running from 1 November to 31 December.

Healthcare staff from across Lanarkshire will be recognised for the inspirational work they do through the awards programme, now in its second year.

Patients, visitors and staff have the opportunity to nominate staff and volunteers from across the organisation for the care that they provide.



Volunteers who work in NHS Lanarkshire and any NHS Lanarkshire employed staff, including domestic staff, administration staff, nurses, midwives, allied health professionals, doctors and consultants, are eligible for nomination.

The winners will be announced during a showpiece ceremony in May.

The award categories are:

- Outstanding individual;
- Outstanding team;
- Outstanding care;
- Outstanding volunteer;
- Innovation in practice;
- Service improvement.

A dedicated nomination portal has been launched on nhslanarkshire.org.uk. Nominations can also be made by telephone by calling 01698 377790. Nomination forms will also be distributed to sites across the NHS Lanarkshire area.

Hundreds take part in consultation

Staff and public have had their say on NHS Lanarkshire's new healthcare strategy, Achieving Excellence, during a three-month consultation.

The strategy sets out a vision and proposals to help people in Lanarkshire live longer, healthier lives.

NHS Lanarkshire chief executive Calum Campbell said: "During the consultation process we met with hundreds of stakeholders.

"We have received a lot of very positive feedback as well as suggestions of additional areas that people would like to see within the strategy.

"I would like to thank everyone who took part in the consultation process for both the time and thought they put into their contributions.

"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.

"The feedback and comments we have

received will help ensure we are best placed to do so."

The consultation process ran from 2 August to 1 November 2016. A consultation report is now being prepared and will be considered by the NHS Lanarkshire Board at its meeting on 30 November.

NHS Lanarkshire's aim through Achieving Excellence is:

- to reduce health inequalities, improve health and healthy life expectancy;
- to support people to live independently at home 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.

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



Practice nurses take lead on TCAT

Maggie's Lanarkshire at Monklands Hospital was the venue for a learning event on new cancer care reviews that are led by practice nurses.

The project is part of the Transforming Care After Treatment (TCAT) programme, a £5m initiative funded by Macmillan Cancer Support and supported by the Scottish Government, the NHS and local authorities.

Vicki Trim, TCAT Macmillan project manager, said: "Traditionally, GPs carry out cancer reviews within six months of a person receiving a diagnosis but increasingly cancer is being likened to a long-term condition and practice nurses also have the skillset to deliver effective needs assessments."

Nine GP practices are now:

- Adopting person-centred approaches to conduct a cancer review;
- Using all clinicians depending on the complexity and need of the person;
- Sending out a concerns checklist before appointments to allow the patient time to think about what is important to them and what they would like to discuss.

Vicki added: "People say this approach allows them time to think about the practical issues, lifestyle advice, relationship and financial concerns that they might not have asked about before. "They can then be made aware of the great range of community and voluntary support services that are available so that no one faces cancer alone."

FRASER AND FLO – HOW TECHNOLOGY AIDS HEALTHCARE



Supporting patients to manage their conditions

A new animation has brought to life how the simple text message is helping people take care of their hearts, minds and general health.

Created by health and social care partners in North and South Lanarkshire, the short internet film tells the story of Fraser – a busy 30-something who's living with high blood pressure.

Traditionally, that means he would have had to make regular trips to his GP to have his blood pressure monitored.

But now, thanks to the help of a system called Flo, he can text his readings from home – ensuring his safety and reducing the need to attend the doctor's surgery for routine checks.

Morag Hearty, telehealth programme manager, explained: "We already use communication technology at work, rest and play – whether it's a teleconference, ordering shopping online or booking activities – and we don't think twice about it.

"This system is equally easy and intuitive and is supporting people with a range of conditions and challenges including mental health, smoking cessation, diabetes, heart failure and respiratory conditions, to name but a few."

"Telehealth is a vital component of the transformation of health and care delivery.

Fraser's story provides a practical example of the technology in action.

Val de Souza, director of social health and social care for South Lanarkshire Health and Social Care Partnership, said: "Telehealth is a vital component of the transformation of health and care delivery.

"It can support people to feel safe, more confident in their everyday life as well as making sure people are independent where possible."

Janice Hewitt, chief accountable officer of Health and Social Care North Lanarkshire, explained: "Our mission is to create safe, healthy and independent lives for people and this animation shows how telehealth is playing a major part in making that a reality."

You can watch the animation here:
https://youtu.be/0UsK_vFbuAY

Animated
character
Fraser

Global focus on Alan's healthcare

A retired businessman, who praised the work of health and social care professionals in South Lanarkshire, has become a household name – in Latvia.

Alan Snowden (90), from Biggar, found himself in receipt of vital support from South Lanarkshire Health and Social Care Partnership's Integrated Community Support Team (ICST).

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.

Mr Snowden's story has been made into a short internet film – which was recently taken by the Scottish Government to the European Forum for Primary Care conference in Riga, Latvia, and shown as an international example of best practice.

Val de Souza, director of health and care for South Lanarkshire Health and Social Care Partnership, said: "As Mr Snowden's film shows, we're focussed on putting the person at the centre of everything we do and coordinating services around that individual."



Stephen and Mary are now enjoying better health (and more spare cash).

Quitting smoking as costs stacked up

A couple have quit smoking overnight – after beating a habit of truly astronomical proportions.

Stephen Murray and Mary Dunbar, both 50, from Kilsyth, smoked 50 a day between them for over three decades.

With the average cigarette measuring 7cm, if stacked vertically and end-to-end, the amount of cigarettes smoked in a single year would stretch over the Eiffel Tower FOUR times.

But it was a sky-high smoking bill that inspired the couple to seek help from a stop smoking drop-in clinic run by NHS

Lanarkshire staff, as part of Health and Social Care North Lanarkshire.

"When we discovered we were spending £540 a month on cigarettes it was a real eye-opener," said Stephen.

Mary called around some pharmacies in the local area to see if any offered help to stop. She chose the service available in Charteris Pharmacy in Kilsyth run by NHS Lanarkshire stop smoking nurse specialist Sheila MacFadyen.

The Stop Smoking Service is available to anyone who wants to, or is considering,

giving-up smoking. It includes support for patients in hospital, group and individual support in the community, including pharmacies. Home visits can also be arranged for the housebound.

And to celebrate the fact the couple successfully completed 13 weeks without smoking, Councillor Paul Kelly, of North Lanarkshire Joint Integration Board, joined Sheila MacFadyen to present them with certificates.

Councillor Kelly said: "This story really does personify our vision – safer, healthier, independent lives."

Meeting priorities

Val de Souza, the new director of health and social care in South Lanarkshire Health and Social Care Partnership, has launched a blog.

Val has identified emerging priorities which include:

- Ensuring resources are used effectively and efficiently against increasing demand;
- Maximising and optimising partnership working;
- A focus on developing localities.

Val writes: "I'm confident, given the level of commitment, energy and talent we have, that we can address these priorities as we continue our journey."

Read more of Val's blogs here: www.nhslanarkshire.org.uk/About/HSCP/recent-news/Pages/SLH-SCP.aspx

JIB recognises action

North Lanarkshire Joint Integration Board (JIB) has recognised significant steps towards safer, healthier, independent lives for people in the area.

One of the priorities of Health and Social Care North Lanarkshire (the operational arm of the JIB) is strengthening communities, known as community capacity building.

A highlight of a recent meeting was an update on how this work continues to underpin integrated care and support – with partners in the voluntary sector playing a crucial role. More here: <http://www.nhslanarkshire.org.uk/news/news/Pages/steps.aspx>

SANDRA'S TEAM HAVE AN 'T' ON THEIR ACTION PLANS

All staff should feel valued

Action! It's a vital part of staff engagement tool iMatter, which is currently being implemented.

On receiving their iMatter report teams have 12 weeks to work together to agree an "action plan" based on the report results. Teams who do not achieve the 60 per cent response rate to receive a report should use directorate results.

Among those who have recently developed their action plan are domestic supervisor Sandra Liddell and her team of domestic staff.

Sandra said key areas the team identified from their report included ensuring they were confident in communicating and sharing their ideas.

She explained: "We discussed the importance of us as individuals and as a team to put forward our opinion on issues raised through our iMatter report."

"Our action plan was based on the importance of staff welfare and training, enabling staff to deliver the best possible care in the environment that surrounds patients, staff and visitors to

our premises.

"Our actions included encouraging staff to work with all relevant groups building their confidence and ensuring they achieved the consistent high standards required."

Sandra added that communication is important in all aspects of the team's development and activities to raise the staff's confidence in themselves and their willingness to input their thoughts, were underway.

"I supervise staff within a geriatric unit, learning disability unit, admin area and also a health centre. This gives me different challenges within each area to ensure all staff get time and support in the challenges they face."

"I believe staff should always feel valued, no matter what position they hold. Each role is important and feeling valued and well-trained helps to develop self-worth and confidence within each staff group."

"The iMatter process certainly supports this aim because it gives us feedback from staff at an individual team level."



From left - domestic assistant Gail Begley, domestic assistant Natalie Dowling, domestic supervisor Sandra Liddell, domestic assistant Sandra Brownlie, domestic assistant Jackie Meikle

Always have a plan

HACP means focus is on patient priorities

Better patient care starts with effective planning.

That's certainly the view in NHS Lanarkshire, with the Board now fully endorsing the Hospital Anticipatory Care Plan (HACP).

Professor Robin Taylor, respiratory consultant, said: "The aim of the HACP is to avoid inappropriate interventions in situations where a patient deteriorates and to reduce the harms that can occur in a crisis situation."

"The plan is designed to reflect treatment priorities especially when the prognosis changes."

"The HACP is a communication tool between staff. Too often it is difficult to find guidance for crisis management deep in the hospital notes."

"The HACP summarises decisions about the need for treatment escalation or limitation. It takes into account the likely benefits of

further medical interventions now or at a later stage. It is designed to avoid treatments that are likely to be futile, burdensome or contrary to the patient's wishes."

Twelve versions of the HACP have been introduced across the three major Lanarkshire hospitals over the last two years. The core features are the same but they differ in relation to particular clinical settings.

Robin added: "Nearly 30 per cent of patients admitted to medical or surgical wards are in the last year of life. Although it may be possible to turn things around and stabilise things for a while, chances are that 'success' for these patients will only be temporary."

"Nearly 30 per cent of patients admitted to medical or surgical wards are in the last year of life."

Get social – but keep it professional

Social media is a great way of communicating and sharing information with others.

Staff can now access Facebook and Twitter etc from NHS Lanarkshire IT devices for work purposes.

Geraldine Reilly, head of human resources practice, said: "It is important that staff conduct themselves appropriately when using social media. We have a policy for staff on the 'Use of Social Media'."

"The policy provides clear guidance as to what is considered acceptable and unacceptable usage of social media tools."

"It is intended to protect the reputation of NHS Lanarkshire as well as individual staff members. It is also important to note that the policy applies whether posts are made while at work, on NHS Lanarkshire premises or outside of work."

"Staff can now access social media sites for business purposes during working hours, provided that this has been agreed with their line manager as part of their professional duties or development."

In addition, Monklands Hospital now has a Facebook page to keep people up-to-date with news and events happening at the hospital.

Updates on plans refurbish or replace Monklands will also be posted on the page.

Please feel free to 'like' the Monklands page and share with your colleagues, friends and family.

Helping support lupus patients

NHS Lanarkshire's lupus specialist nurse Karen Black works as part of the multi-disciplinary rheumatology team.

Her role, funded by charity LUPUS UK, offers vital support and advice to patient with lupus, an illness of the immune system.

Nurse-led clinics are now being set up and NHS Lanarkshire is also working with other hospitals in Scotland to develop a national database of patients.

Karen also oversees a patient helpline, offering advice from Monday to Thursday, 9am to 4pm - 01355 584110.

Protecting kids at risk of harm

The child protection team has made a series of changes and improvements to support staff and improve responses to children who could be at risk of harm.

There has been an increase in the number of child protection advisors from four to seven.

Improvements have also been made following feedback from Children's Services Inspection (2015) and learning from Significant Case Reviews, which includes new and revised child protection policies along with the introduction of best practice guidance.

IMPROVING QUALITY OF PRESCRIBING

System-wide approach

The Prescribing Quality and Efficiency Programme (PQEP) launched in April under the leadership of medical director Dr Iain Wallace.

The goal of the PQEP is to ensure that clinicians support patients to receive seamless, high-quality healthcare in both hospital and community settings by prescribing in the most safe, person-centred and cost-effective way.

The key areas of the PQEP are:

- Improving the quality of prescribing;
- Reducing variation of prescribing;
- Reducing unnecessary expenditure on drugs across the system.

Iain said: "Work is well underway across Lanarkshire, costs are being contained and we are already making a difference."

"To support clinicians with this work, the programme is developing a campaign called Let's Talk Medicines to encourage changes in how medicines are ordered and stored, asking the public and staff to help in our effort to reduce the avoidable waste of medicines."

With the help of a local clinical

reference group and wider stakeholders, the PQEP has generated a list of schemes and initiatives to improve the quality of prescribing and improve some of the systems and process to make the prescribing trends more visible, allowing proactive action to be taken.

Kate Bell, PQEP programme director, said: "In Lanarkshire, as in other parts of Scotland, there is only a finite amount of money to spend on treatments including what we spend on medicines."

"NHS Lanarkshire is aiming to contain expenditure at 2015/16 levels in primary care, which equates to making an efficiency saving of £4m by March 2017. Similarly, a figure of £1.4m is being targeted in acute services."

"I would ask for your help and commitment to this work to improve quality in every area of prescribing where patient benefit can be realised."

For more information please contact Kate Bell by emailing QEPrescribing@lanarkshire.scot.nhs.uk

£207
million a year
is spent by NHS
Lanarkshire on
essential drugs.

Would you consider an ePayslip?

All staff who have an NHS email address are being encouraged to sign up to receive an ePayslip instead of paper payslips.

Gordon Smith, head of finance for corporate services, said: "This is one very simple way that many of us could help reduce costs for the organisation. An ePayslip is exactly the same as your paper payslip but reduces the cost to the organisation of posting, printing and delivering paper payslips."

"Uptake to date on this has been disappointing with only seven

per cent of employees registering for this valuable service. As well as the financial costs, we would also be reducing the associated environmental costs."

Signing up enables staff to access the previous 12 months payslips on a rolling basis through the ePayroll system.

Staff with an email address of '@lanarkshire.scot.nhs.uk' or '@nhs.net' and access to any workforce system, such as SSTs, eExpenses and SWISS, can now opt to receive their ePayslip via ePayroll.

Unfortunately, if you do not have access to these systems you will not be able to access ePayslips.

Gordon added: "You can print your ePayslip to provide it as evidence for mortgages and loans and you will also still receive a paper P60, and P11d if required, as previous."

"If you need a payslip that is older than 12 months, or you have any general queries regarding ePayslips, you can contact the payroll department, who will be happy to assist."

Meds review

Christine Gilmour, chief pharmacist, said: "All prescribers need 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 benefitting 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."



Cost effectiveness

Like all health boards, NHS Lanarkshire faces significant ongoing financial pressures that requires everyone to review the quality and cost-effectiveness of their everyday practice.

The use of biologic medications was identified as an area of high and expanding costs within the overall drug budget.

The rheumatology department was asked to consider where it might be possible to improve prescribing in this area.

"The evidence available from clinical trials suggests that both brands are equally safe and work equally well."

Dr Iain Wallace, medical director, said: "The department saw this as an opportunity to review their ongoing use of biologics with the aim of improving the overall quality of the clinical service while also implementing a number of complementary efficiency measures."

One change which has been introduced is the switching of patients from one type of etanercept (Enbrel) to another, Benepali, which currently costs about a third less.

Iain added: "Until recently there was only one manufacturer of the drug licensed in the UK. The launch of Benepali comes on the back of new guidance from the National Institute for Health and Care Excellence recommending that patients with severe rheumatoid arthritis should be started on the most cost-effective treatment option."

"The evidence available from clinical trials suggests that both brands are equally safe and work equally well."

The costs of care...

The NHS in Scotland spends almost £1.4 billion per year on medicines, of which 70 per cent is spent in general practice. The overall spend in Lanarkshire is approximately £207m.

NHS Lanarkshire has the highest cost per patient for prescribing for primary care in Scotland.

The average cost per patient in primary care increases as people get older, from £34 per year for children aged between five and nine to £504 per year for people aged 85 to 89.

Professional development on offer

Are you a nursing, midwifery and allied health professional (NMAHP) or health care support worker who:

- Needs advice regarding professional development and continuing education?
- Supports pre or post registration NMAHP students or SVQ candidates in practice?
- Requires advice about extending, expanding and developing roles within your team?
- Wants the environment where you practice to provide the best learning experience for your whole team, patients, family, carers and students?

Kathy Duffy, senior nurse for Practice Education, said: "If you answered yes to any of these questions, then the Practice Education Team from Practice Development are here to help you."

"We provide professional support and advice to NMAHPs across NHS Lanarkshire to strengthen the quality of the learning environment for all, and offer assistance on all practice education issues."

The team's work includes:

- Enhancing the role of the

supervisor/mentor/preceptor/practice educator;

- Facilitating supportive networks eg Allied Health Profession Practice Placement Education Network, mentor forums;
- Advising on continuing professional development opportunities available to NMAHP staff eg AHP fellowships, nurse prescribing, health visiting and district nursing opportunities, Scottish Vocational Qualifications courses, Masters and PhD level study;
- Signposting and supporting access and utilisation of NHS Education for Scotland resources;
- Advising on extended or advanced NMAHP roles;
- Facilitating in-house courses/programmes and bespoke study days;
- Providing advice on educational queries, assessment processes, reasonable adjustments and support to enhance the underperforming learner;
- Providing professional support and facilitation for managers/team leaders to maintain an effective learning culture.

Practice Development

Practice Development is providing support to the NMAHP Person Centred Health and Care programme. Its main purpose is to involve people and create quiet spaces in busy care environments. This allows time to reflect on perceptions of those receiving care. It has:

- Engaged in creative, energetic and imaginative discussion with staff and patients;
- Generated collective focus on what is important to people receiving or providing care;
- Begun working in partnership by developing caring, people-focused design, delivery and improvement of health and social care services.

PUTTING PATIENTS AT THE CENTRE

The Practice Development team



NHS Lanarkshire's Practice Development Centre encompasses nursing, midwifery and allied health professionals (NMAHPs) across acute and primary care services.

The work of the centre, which has developed greatly since it first opened its doors 15 years ago, is far reaching, from quality improvement, staff development and education programmes to regulation, clinical practice and leadership support.

It has a diverse team of senior nurses, practice development practitioners and facilitators, practice education facilitators, tissue viability nurses and admin support with wide-ranging skills to support

Far-reaching work is underway

staff at all levels.

The Pulse decided to look at just some of the support offered.

Practice Development Centre director Margot Russell said: "Our Care Quality Team, for example, works to support NMAHPs in the delivery of high-quality, safe, effective and person-centred care."

"We have a vast range of practice development tools, as evidenced by some of our recent work."

- Supporting clinical teams to ensure service needs are met for clinical

skills, resuscitation and IV drug administration;

- Supporting the implementation of the Children and Young People (Scotland) Act 2014 and the Universal Health Visiting Pathway;
- Conducting tests of change in relation to the Child's Plan;
- Education programme development including clinical skills, advanced practice roles, the advanced clinical assessment module for district nursing, quality nursing in practice, and enhancing clinical leadership;

- Working with teams to improve patient safety and reduce harm using quality improvement methodology;
- Maternity MEOWS (Modified Early Obstetric Warning System), patient safety, CAAS (Care Assurance and Accreditation System) and family-centred care;
- Working with teams to improve patient safety and reduce harm using quality improvement methodology;
- Supporting teams and individuals to improve record-keeping and care record redesign;
- Supporting service redesign within maternity, school nursing and community hospitals.

Focussing on tissue care

The Tissue Viability Service is another part of Practice Development.

Within NHS Lanarkshire it has been in existence in one form or another for over 20 years and moved under the Practice Development Centre umbrella in March 2015, adopting an approach which provides a named tissue viability nurse attached to each acute hospital site and surrounding community area.

Carrie McCulloch, senior nurse for tissue viability, said: "The service is frequently perceived as the nurses who provide advice on wound dressings. Although that is an important part of the role, the main focus is empowering nurses in practice."

"Our education programme – which is being rolled out across acute hospital sites and community nursing – encompasses all aspects of tissue viability, from pressure ulcer prevention, to 'CPR for feet' checks for foot ulcers, and wound assessment and management."

"Using an individualised learning approach, the education programme is also supporting Care Assurance and Accreditation System (CAAS) link nurses and is proving very successful."

"Development work has included the launch of a grading tool for pressure ulcers and the redesign and implementation of referral pathways and processes."

"Look out for more developments shortly in relation to patient information leaflets, wound care formularies and the specialist mattress contract."

Volunteers required

The Practice Development Centre (PDC) links with the 18 specialty/department groups who review their own paper/electronic clinical records.

Group leads and interested parties form the Clinical Record Steering Group which works towards the development of an electronic patient record.

Paper documents are being uploaded to the NMAHP FirstPort page to help staff identify and order documents for their area.

Volunteers are being sought to take part in the development of a new multi-disciplinary inpatient clinical record. Please contact Practice.Development@lanarkshire.scot.nhs.uk or call 01698 201450.

MAKING DINNER JUST GOT EASIER

We've cooked up a great prize for you this month, thanks to our friends at NHS Staff Benefits.

It's a Hotpoint Combi Microwave, worth £269.

It's from the Hotpoint Privilege Purchase Club, a members-only scheme which offers exclusive pricing on home kitchen appliances, all direct from the manufacturer.

You can select from over 850 different products with a choice of three great brands, Whirlpool, Hotpoint and Indesit.

The club offers washing machines, tumble dryers, fridge freezers, cookers, ovens, coffee machines, juice blenders and vacuum cleaners - plus many more appliances to choose from.

Once an item is purchased, the award-winning service you receive also includes free nationwide delivery with a three-hour time slot window, free removal/recycling and a 10-year parts warranty on large appliances.

Through NHS Staff Benefits, staff can access exclusive extra discounts each month, in addition to the pre-discounted prices.

See www.nhsstaffbenefits.co.uk to view this month's offer.

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

What are the three brands offered by the Hotpoint Privilege Purchase Club?

Please send your competition answers – including your name, location and contact number to – **Alison McCutcheon, Communications, NHS Lanarkshire Headquarters, Kirklands Hospital, Fallside Road, Bothwell, G71 8BB.**

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

The deadline for entries is Friday 25 November 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 mortgage and financial advice, online loyalty shopping and the fantastic local discounts available, visit www.nhsstaffbenefits.co.uk

Christmas is sorted!

When she picked up a copy of the previous edition of The Pulse, Nancy Young won a watch – literally!

Nancy, a clerical officer at Coathill Hospital in Coatbridge, scooped our exciting competition prize - a stunning Tissot Chronograph men's watch.

The £330 timepiece is likely to be a special Christmas present, says Nancy, but she's keeping quiet about who will be receiving it as a gift so as not to spoil the festive surprise.

The Swiss-made watch has a leather strap, a high-quality quartz movement with scratch resistant sapphire crystal glass and is water resistant up to 200 metres.

Thanks go to Chisholm Hunter, Scotland's leading independent jeweller, who offered the prize in association with NHS Staff Benefits.



John McLean, technical services manager, retiring after 42 years.



The end of an era, farewell Dr Murray Hardie



After 39 years, Margaret Douglas retires

SO LONG & ENJOY YOUR WELL-DESERVED RETIREMENT

Family, friends and colleagues gathered to pay a fond farewell to John McLean, technical services manager, who retired from NHS Lanarkshire in August after a remarkable 42 years' service.

John, who was attached to the Property and Support Services Division (PSSD) at Law House, joined NHS Lanarkshire in 1974 when he was appointed as assistant hospital engineer at Stonehouse Hospital.

In 1983 John moved to the rank of senior engineer at Hartwood Hospital, a post he held until 1997. John then took up the role of technical services officer before being promoted to technical services manager in 2005, where he remained until his retirement.

Colleagues gathered to congratulate Evelyn Scott, who took partial retirement from NHS Lanarkshire in August.

Evelyn, who was attached to the department of public health at Kirklands Headquarters, Bothwell, worked as a personal assistant with the operational management team before becoming a secretary within the department of public health where she remained for six years.

Before joining NHS Lanarkshire Evelyn worked with the local authorities, North Lanarkshire Health and Social Care Partnerships, the private sector and the TUC.

Evelyn will continue to work one day per week supporting NHS Lanarkshire's dental audit committee.

After 39 years' service, senior charge nurse Margaret Douglas has retired



Colleagues say farewell to Evelyn Scott from NHS Lanarkshire.

Margaret, who was based in ward seven at Wishaw General Hospital, joined NHS Lanarkshire in 1977 as a student nurse at Law Hospital.

After her training she moved to the then Bellshill Maternity where she trained in midwifery before transferring to Motherwell maternity unit as staff midwife.

Margaret returned to Law Hospital for a period before moving to Wishaw General Hospital in 2001 when she joined ward seven (respiratory), a post she held until her retirement.

Margaret has since re-joined NHS Lanarkshire as a specialist nurse, providing support to the lung cancer service at Wishaw General Hospital.

It was the end of an era for general practitioner Dr Murray Hardie, who retired from Kilsyth Medical Practice at the end of June after serving the local community for the past 32 years.

During his lengthy service, Dr Hardie worked predominantly at the former Burngreen Health Centre in Kilsyth before moving to the new



Wishing Teresa Rennie a happy retirement

Kilsyth Community Health Centre in April 2015.

In 2012, he became senior partner following the retirement of Dr Marjory Stephens.

To mark his retirement, Dr Hardie was joined by staff and colleagues at a celebratory event at Kilsyth Lennox Golf Club.

Colleagues gathered to pay a fond farewell to Teresa Rennie, who retired in August after 39 years' service.

The Macmillan lead haematology-oncology nurse joined NHS Lanarkshire in 1977 when she trained as a nurse at Stonehouse Hospital.

On qualifying, Teresa moved to Monklands Hospital's coronary care unit.

Early in her career, Teresa became interested in haematology and became instrumental in developing the nurse-led chemotherapy service across Lanarkshire.

Teresa is well-known across the country for her skills and expertise and received several awards for her dedication to cancer services, the most recent being an MBE on the Queen's birthday honours list.

Stepping stones towards good outcomes

There were celebrations for NHS Lanarkshire's Speech and Language Therapy (SLT) service at the Scottish Education Awards.

Along with North Lanarkshire Council, SLT staff were winners of the prize for Raising Attainment in Literacy.

The award came for their work at Redburn School in Cumbernauld, where pupils have a range of complex learning and/or physical difficulties.

NHS Lanarkshire specialist speech and language therapist Phillippa Watters, who worked on the project, said: "Teachers at Redburn have put a huge effort into improving language and



NHS Lanarkshire specialist speech and language therapist Phillippa Watters (left) and Redburn School staff with Scottish Education Secretary John Swinney and pupil Tobias Wallace

communication – believing they are the stepping stones to improving literacy among the pupils.

"The school examined the progress of children in communication and language and monitored the impact speech and language therapists had on the school.

"They decided an overhaul was necessary.

"Now speech and language therapists work alongside staff in the classroom and teach parents and siblings to help deliver communication and literacy.

"All the children have an iPad and every one of the pupils has made progress."



OUR TRIO IS STRIKING THE RIGHT NOTES

Talented musicians enjoy their TV debut at Albert Hall

During the day they deal with patient notes, but in their spare time it's musical notes that occupy three talented members of staff.

They play for Stirling Orchestra, which reached the grand final of a BBC competition - All Together Now: The Great Orchestra Challenge - aimed at finding the UK's most inspirational amateur orchestra.

Violinist and speech and language therapist, Suzanne Smith, said: "The series has seen the orchestra perform at the BBC's Maida Vale Studios, accompany soprano Jennifer Davis of the Royal Opera House in Puccini's One Fine Day, and play at Dunblane Cathedral.

"It was only on the first trip to London that we realised that three of us worked for NHS Lanarkshire."

Suzanne's colleagues in the orchestra include Dr Stephanie Dancer, bassoon player and consultant microbiologist, and fellow violinist Dr Evelyn Ferguson, consultant obstetrician and gynaecologist.

Evelyn said: "I started in the orchestra in 2008, the

same year I was appointed a consultant in Lanarkshire.

"I played in youth orchestras as a child but I thought that was it for me. To take part in the TV show, to travel and to perform in front of audiences was like being a teenager again."

Stirling was the only orchestra from Scotland to be selected for the series. It was formed in 1983 and draws amateur musicians from across central Scotland.

The orchestra faced the North Devon Sinfonia in the final at London's Royal Albert Hall, where both orchestras played Nimrod from Elgar's Enigma Variations together.

Dr Stephanie Dancer, bassoon player and consultant microbiologist, said: "To play the Albert Hall was amazing, it was really nostalgic for me. The experience recreated the rush of emotion that I had as a teenager in orchestras.

"It was a pleasure to play under conductor Stephen Broad. He is such a fantastic person, he gets everyone to play so well together and creates a wonderful atmosphere."