

## The gift of life

Helping everyone to consider the value of organ donation (p4)

## Ready to stub out?

How our smoking services are helping patients - and staff - to quit... (p14-15)

## Fun in the sun

As holiday season approaches, enter our competition to win a break in Costa Blanca (p18)

**NHS**  
Lanarkshire

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

March/April 2017

# the pulse



## HUMBLE #HASHTAG GIVES BIG BOOST TO HEALTHY OUTCOMES

Telehealth team driving social media awareness campaign, p10



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...

Bob Smyth  
Tel: 01698 858 108  
Bob.Smyth@lanarkshire.scot.nhs.uk

Editorial policy

As the staff newspaper of NHS Lanarkshire, the Pulse aims to celebrate the work and achievements of staff and services. It also shares information about the changes and issues that affect staff at work. We would like to hear your thoughts and suggestions about the kind of stories you would like to see in the Pulse. Contact Bob (above) with your stories, comments and ideas.

CARING COMES FIRST FOR STUART AND DAVID

Porters congratulated

Two porters at Wishaw General have received praise and an award for the way they sensitively helped a bereaved family whose relative passed away at the hospital.

Stuart Watson and David Law received the award for "Safe/Exemplary/Professional Practice" from their employers Serco after being nominated by hospital chaplain Harry McKenna.

Harry explained: "There were particular circumstances which meant the patient's family wanted him to be taken straight to a private ambulance rather than to the hospital mortuary.

"We had great support from managers and medical and nursing staff to achieve this, and the porters were put on standby to ensure they were available as soon as the ambulance arrived. It was a great example of teamwork.

"Stuart and David came to the ward and spoke to the seven family members in a respectful and dignified way, which continued as we journeyed down in the lift.

"The porters don't usually come into direct contact with upset relatives following the death of a patient and Stuart and David handled the very emotional situation incredibly well. I was determined to see their professionalism recognised and I'm delighted they got the award."

Stuart, who has been a porter at Wishaw General since the hospital opened in 2001, said: "I was in charge of the shift when Harry asked for our support and I was glad we could help. We tried to be as sensitive and understanding as we could for the family at a difficult time for them.

"It was a great surprise to get the award. It was presented at an awards event during a Serco conference in York."

David, who has been a porter for six years, added: "We are in a caring profession and I hope that was reflected in the way we supported the family."



From left – Stuart Watson, Serco's Douglas Craig, chaplain Harry McKenna, Serco's Linda Watson, David Law.



Shirley McMillan.

Property matters to Shirley

Shirley McMillan is the new deputy director of the Property and Support Services Division (PSSD).

Shirley's previous role was head of building management for the Scottish Parliament, where she worked for 17 years.

Her job is to manage risk and

resources within PSSD, ensuring they're equipped to meet the needs of stakeholders in supporting the clinical strategy.

Shirley said: "I'm working with a great team of extremely competent and enthusiastic people. Everyone has helped me to settle in really well."

"I was in charge of the shift when Harry asked for our support and I was glad we could help. We tried to be as sensitive and understanding as we could for the family at a difficult time for them."

Record your page impressions

Chief executive Calum Campbell has spoken about his love of books as he encourages staff to join in this year's Reading Ahead challenge.

Run through Knowledge Services, Reading Ahead invites participants to pick six reads and record, rate and review them in a diary to earn a certificate and entry in to a prize draw. The programme applies to newspapers, magazines and websites as well as books.

Former footballer Calum said: "I used to travel a lot when I was a sportsman and it made me passionate about reading - picking up a book was a great way to relax and pass the time. These days I find it a fantastic method to switch off at the end of a busy day."



Chief executive Calum Campbell

Calum's regular reading choices include the thrillers of Tom Clancy and James Patterson as well as books on successful management, but he is making a switch in style for Reading Ahead.

He said: "I'm interested in history so I've decided to read a range of books about the First World War."

Reading Ahead encourages people to experience the enjoyment of reading as those inspired to read for pleasure benefit from greater opportunities in everyday life, education and employment.

For more information contact [kirsty.mackenzie@lanarkshire.scot.nhs.uk](mailto:kirsty.mackenzie@lanarkshire.scot.nhs.uk) or [ruth.ross@lanarkshire.scot.nhs.uk](mailto:ruth.ross@lanarkshire.scot.nhs.uk)



Paul's life takes new turn

New head of spiritual care Paul Graham says it was a true leap of faith when he left the IT crowd to become a hospital chaplain.

Paul, who recently joined NHS Lanarkshire, was previously at the Golden Jubilee Hospital in Clydebank - although he worked in computing until just seven years ago.

So how did Paul make the jump? "In many ways it was a leap of faith," said Paul. "While I graduated with a Bachelor of Divinity, the first job I secured was in computing. Life took over and earning an income to support my family became the priority."

However, while on a business trip to India, Paul's visit to a temple being used as a makeshift hospice became a turning point in his life.

It inspired him to do some volunteer chaplaincy work and undergo counsellor training. Paul got his first chaplaincy job at the Beatson West of Scotland Cancer Centre in Glasgow - and he's never looked back.

"The care we provide to people who are dying is tremendously important and I feel privileged to be doing this job.

"I want us to do more to support staff dealing with patient deaths every week. Their spiritual and emotional wellbeing is pivotal to their role and we need to support them.

"I would encourage any member of staff who feels they may need help or support to please get in touch."

New dental lead



Dr Laura Milby has been appointed to the role of clinical director of general dental services.

Laura, who has worked in dentistry for over 30 years, will lead on general dental services, which are provided to the NHS by independent dentists.

Laura has worked in Lanarkshire for 25 years and is a partner at Kilsyth Dental Partnership.

She said: "I'm delighted to have joined the fantastic dental team at NHS Lanarkshire."

Dr Laura Milby.



# THE GIFT OF LIFE

We're putting the focus on organ donation

**Organ donation offers the opportunity to give the gift of life – a message that NHS Lanarkshire's Organ Donation Committee strives to promote.**

Director of public health Dr Harpreet Kohli, who is stepping down as committee chair as he retires from NHS Lanarkshire, said: "Donation not only helps transform an individual's life, but also that of all their family and friends, who have been supporting their loved-one as they wait for a transplant."

"It can also bring comfort to donor families."

The committee members, who include clinical leads and specialist nurses, maintain the drive to increase organ donation locally.

Harpreet said: "The key objectives are to influence policy and practice so organ donation is considered in all appropriate situations, to ensure a discussion about organ or tissue donation features in all end-of-life care while respecting the wishes of individuals, and to maximise the overall number of organs donated through better support to potential donors and their families."

"So the message to staff is to think about opportunities for organ or tissue donation if they present themselves within your work. I'd also urge

"Donation not only helps transform an individual's life, but also that of all their family and friends."

colleagues to help boost the number of potential donors in Lanarkshire by considering signing up to the Organ Donor Register.

"This year we have an added opportunity to highlight organ donation as the Westfield Health British Transplant Games will be hosted in North Lanarkshire in July."

"The Games are organised to highlight the benefits of organ donation and to prove you can lead a normal and active life after transplantation. They also mark our appreciation to donor families and live donors."

"NHS Lanarkshire has provided support for the Games as we realise they provide a powerful opportunity to raise awareness about organ donation and increase registration on the Organ Donor Register in Lanarkshire."

**For more see**  
**[www.britishtransplantgames.co.uk](http://www.britishtransplantgames.co.uk)**



Dr Harpreet Kohli with promotional material for the Westfield Health British Transplant Games and organ donation.

The NHS Lanarkshire Organ Donation Committee (ODC) meets twice a year and is chaired by the DPH. The replacement for the ODC chair is currently being considered but the lead Executive Director will be Dr Iain Wallace.



Exercise class members with the calendar.

## A date with healthy eating

A special calendar has been created to encourage healthy eating among people who have learning disabilities.

The Adult Learning Disability Service's physiotherapy department runs weekly exercise classes called CIRC8 around Lanarkshire and the Nutrition Matters calendar was developed by the service's dietetic department.

Specialist dietitian Gemma McGowan said: "We felt it would be useful for class participants to have reading material they could take home and hopefully display in a prominent place as a reminder of the healthy eating messages they hear in the monthly CIRC8 dietetic sessions."

"I worked closely with Aileen Longva from the speech therapy service to pull together key phrases and information to put in the calendar and it took shape thanks to funding from Lanarkshire Recovery Network."

"Within our client group, it's crucial to reduce the barriers to accessing good health information as, within the service, we're witnessing a higher rate of metabolic syndrome - a combination of diabetes, high blood pressure and obesity."

"There is a significant link between this syndrome and patients who take medication commonly prescribed to those who have learning disabilities. The risk of metabolic syndrome is higher in patients who have poor dietary habits and lifestyle."

## Alcohol support

My Family and Alcohol is a new website designed to help anyone concerned about how alcohol is affecting their family.

Health promotion and learning and development staff in Airdrie helped to develop the site - [myfamilyandalcohol.org.uk](http://myfamilyandalcohol.org.uk) - which is led by the charity Alcohol Focus Scotland.

The site has four key areas to help people find out more about alcohol, think about if and how alcohol might be affecting them or their family and find help and support.



P3/4 pupils at Chryston Primary learn how to make healthy snacks.

## Keeping kids on track to good health

A new website promoting healthy living for children has launched.

Healthy Schools is an online resource for teachers and health practitioners who help support the health and wellbeing of nursery and primary-aged children.

The site was developed by Health and Social Care North Lanarkshire and South Lanarkshire Health and Social Care Partnership.

The Healthy Schools approach has two main elements - to support health education within the Scottish curriculum and to support families to engage with community-based health and wellbeing services.

The schools element supports pupils' health and wellbeing by giving teachers a simple

framework to plan, monitor and evaluate health and wellbeing education.

The community part provides a focal point for a range of multi-agency partners that deliver a broad range of after-school or community-based health and wellbeing services. They can engage with schools and each other to align these services with the curriculum.

The goal is to enable a consistent and joined-up approach to supporting children and families to live longer, healthier lives.

Gabe Docherty, health promotion manager for NHS Lanarkshire, said: "Healthy Schools is an innovative initiative that enables everyone involved in promoting health and wellbeing in Lanarkshire to channel our efforts towards

achieving the same goal with greater impact.

"As a result, young people in Lanarkshire will have the knowledge, understanding and skills they need to lead healthier, more active lives."

In addition, Lanarkshire's Health Promotion Library has been re-launched with a new online ordering system. The library lends a wide range of free health materials, including books, leaflets, teaching kits, displays, models, games, DVDs and equipment, to anyone living or working in Lanarkshire.

**Visit [www.hpac.nhs.uk](http://www.hpac.nhs.uk) for the library and [www.healthyschools.scot](http://www.healthyschools.scot) for Healthy Schools.**

## Film goes Stateside!

The New York City Mayor's Office and a Superior Court judge in Connecticut have contacted our Ending Violence Abuse (EVA) Services to ask if they can use the award-winning NHS Lanarkshire-inspired animated film Trauma and the Brain.

The Mayor's Office wants to use the video as part of a review of its policies and protocols around domestic violence while the judge wants to use it as part of training for judges to help them interact with victims.



# Time to take one for your 'TEAM'

Staff are being asked to be 'TEAM' players in a new infection prevention and control campaign launching in the spring.

The campaign aims to encourage all staff to remind their colleagues to follow hand hygiene procedures.

Emer Shepherd, head of infection prevention and control, said: "The best teams look out for each other and we want all our staff to remind colleagues when they see them missing any one of the five key moments of hand hygiene.

"We're well aware people are busy and it can sometimes slip your mind, but that's why it's important that you look out for a colleague and help them.

"This applies to everyone on the ward, so if you see the most senior person in your workplace not following good hand hygiene, don't be afraid to ask them to do so."

The campaign will also attempt to educate the public about hand hygiene and encourage them to also remind staff.

Emer continued: "This campaign is all about giving people knowledge and the confidence to not be shy about asking for good hand hygiene."

## Be part of a winning TEAM

- Talk to colleagues about infection prevention and control.
- Encourage them to practice good hand hygiene.
- Ask them when they don't.
- Make the difference.

## Scrubbing up nicely

The Infection Prevention and Control Team (IPCT) welcomed Abigail Mullings and Alistair Leonard from the HAI Policy Unit at the Scottish Government. The visit was to provide an update on the progress of the IPCT work plan following changes to the service and showcase achievements such as improved surveillance processes together with the introduction of the Pink Star alert.

Emer Shepherd, head of IPC, said: "The progress within the team over the past year has been significant and the team were delighted to get the opportunity to meet Alistair and Abigail to talk through key pieces of work together with discussions of future HAI initiatives."



(Front L-R) Emer Shepherd, Professor Alistair Leonard, Abigail Mullings and NMAHP director Irene Barkby, with members of the IPC team.



Our infection prevention and control surveillance team (from left) Julie Kerr, Liz Young and Julie Burns.

# SURGICAL SITE SURVEILLANCE ALTERATIONS

It's important to be ready for the changes which are coming soon

**These take effect on 1 April in a bid to further reduce the risk of healthcare associated infection (HAI).**

A group was set up in response to a request by the HAI Policy Unit, with a remit to scope the surveillance of elective large bowel and vascular procedures within the national SSI (Surgical Site Infection) programme. Currently all NHS boards participate in SSI surveillance for at least two procedures from a list of 12. The mandatory requirements are:

- all inpatient and prospective readmission surveillance for hip arthroplasty (hip replacement) for 30 post-operative days; and
- post-discharge surveillance for caesarean section procedures for 10 post-operative days.

NHS Lanarkshire also undertakes SSI surveillance on patients undergoing knee replacement surgery

(arthroplasty) and repair of the neck of the femur (hemiarthroplasty).

The process is managed by the infection prevention and control surveillance nurses across all three acute hospital sites and monitored regularly by the health board.

As well as the additional mandatory categories, there are also changes to current surveillance that will mean inpatient and readmission surveillance will be required up to 30 days (including caesarean section). If an implant is left in place the surveillance period will reduce from one year to 90 days.

Infection prevention and control surveillance nurse Liz Young said: "It's essential that our data collection for surveillance is both complete and accurate to ensure that our monitoring information is robust, enabling us to reduce the risk of infection as far as possible."

## Video stars get hands-on

NHS Lanarkshire staff will be the stars in a 'soap opera' to help promote hand hygiene.

The staff volunteered to feature in three videos which are part of the IPC hand hygiene campaign.

The first video is set to be released in mid-April with the other two in May and June.

IPC head Emer Shepherd said: "We're delighted that staff have volunteered to get involved and help us promote this important message."





# MONKLANDS PLANS TAKE NEXT STEPS

## Initial Agreement signed off by Board

**The Board of NHS Lanarkshire has approved the Initial Agreement (IA) to rebuild or refurbish Monklands Hospital.**

The IA was developed after the Scottish Government welcomed the proposal from NHS Lanarkshire to embark on the process of seeking funding for the redevelopment of the hospital.

Colin Sloey, director of strategic planning and performance, said: "We are delighted that the Board has formally approved the Initial Agreement."

"This is the first step in the business case process. We will now start to develop an outline business case followed by a full business case, both of which would require Scottish Government approval."

The Initial Agreement sets out a shortlist of four options to be considered at outline business case stage; do minimum, full refurbishment of current hospital, new-build on current hospital site or new-build on another site.

Colin Lauder, interim project director for the Monklands Project, said: "No preferred option has been identified

"We will continue to work with stakeholders in the development of the outline business case into 2018."

at this stage. Each of the four options is described in terms of their pros and cons which includes programme duration and potential costs. We will continue to work with stakeholders in the development of the outline business case into 2018.

"Stakeholders' input will be an important element in the options appraisal process which, alongside the consideration of other criteria, will inform the preferred option. The whole business case process will take between two to three years to complete and this has to be finalised before any building work can start. The construction period for the new development will be dependent on the preferred option chosen. We hope this will be known before the end of 2017."

Dr Jim Ruddy, clinical lead for the new Monklands project (left), with Colin Lauder, interim project director for the Monklands project.



## Achieving excellence

A partnership approach is in place to turn NHS Lanarkshire's healthcare strategy Achieving Excellence into reality.

NHS Lanarkshire is working jointly with Health and Social Care North Lanarkshire and South Lanarkshire Health & Social Care Partnership to implement the plans.

The health strategy is both aligned to and dependent upon the strategic commissioning plans of the two health and social care partnerships.

Achieving Excellence has been updated to reflect the comments of stakeholders following last year's extensive public consultation. The revised strategy will now form the basis of an extensive programme of healthcare redesign across primary, community, hospital and social care.

A series of short-life working groups will lead the implementation of this programme of change, which will extend over 10 years.

The groups are Building Community Capacity, Long-term Conditions, Acute Planned Care, Mental Health and

Learning Disabilities, Maternity and Early Years, Frailty, Workforce, Infrastructure, Finance, and Engagement and Communications.

The goal through Achieving Excellence is to shift the balance away from treatment in hospitals. Where required, hospital care will be organised into centres of excellence to provide specialised clinical services for patients.

Detailed planning carried out by the short-life working groups will inform the outline business case for the redevelopment of Monklands Hospital.

The successful implementation of Achieving Excellence depends on effective communications and engagement.

This will include regular updates on progress and opportunities to be involved in planning and delivering service changes for staff, patients and other stakeholders.

**For more information visit:**  
[www.nhslanarkshire.org.uk/Involved/consultation/healthcare-strategy](http://www.nhslanarkshire.org.uk/Involved/consultation/healthcare-strategy)

## Overnight success story

A big thanks to Beatson Cancer Charity, who have donated overnight essentials to our three general hospitals.

Grace Stewart, head of patient and family support at Beatson Cancer Charity, said: "Thanks to our generous donors and supporters, we have provided pyjamas, nightdresses, dressing gowns, underwear, socks and slippers to cancer patients."

"The much-needed items will be replenished to keep stock available at all times."

"On behalf of the charity, I'd like to give sincere thanks to everyone who has made this donation possible. Without the incredible support we receive



from our donors, a lot of what we do would not be possible."

**If you have a cancer patient who requires any of the items, please contact: Hairmyres – ward 11; Monklands – ward 12; Wishaw - Sharon Murray, management office. If a top-up is required, contact Lucille.McLaughlin@beatsoncancercharity.org or call 0141 212 0505.**

## New look for Monklands A&E

Building work is underway at Monklands Hospital to increase the size of the emergency department, creating a bespoke area for a Rapid Assessment and Treatment Team.

Interim changes have already seen a temporary rapid assessment and treatment area set up.

The public entrance, waiting

room and reception have also moved temporarily ahead of their permanent relocation. The porters' hub has switched to the main corridor within the hospital.

Dr Gordon McNeish, consultant in emergency medicine, said: "The rapid assessment and treatment team is a new way of treating people as they present at the emergency department."

"They will be assessed by a senior doctor as soon as they arrive and have all the necessary tests carried out. This means treatment can start sooner which improves the patient experience and reduces the length of time they have to wait in the department."

"The whole department has been involved in the design."



(Left), Preparing the new temporary rapid assessment and treatment area. (Middle), Time to say goodbye to the old reception. (Right), Preparing the new temporary reception.





## App provides on-hand help



Home carer Kelly Cunningham.

A specially-designed smartphone app has become a vital tool of the trade for workers with the caring touch.

South Lanarkshire Health and Social Care Partnership's Home Care Service operates seven days a week, 365 days a year, to help people remain as independent as they can possibly be in their own homes.

Home Care Service manager Deborah Mackle explained: "The rollout of an app represents a quantum leap in terms of how home care is managed and coordinated.

"Daily schedules were traditionally drawn up and distributed to some 1000 home care staff on paper.

"The smartphone app now sets out personalised schedules at our workers' fingertips and they can be updated instantly and as required."

Kelly Cunningham, a home carer, says the app has been hugely helpful in her day-to-day work.

Kelly said: "We may be meeting a service user for the first time but that person won't find themselves repeating their story or background.

"The most up-to-date information is at our fingertips. We are using technology but it helps us to continue to ensure our approach is very person-centred."

Home carers are a vital part of integrated working across health and social care.

The service, for example, plays a key part in the Integrated Community Support Team in South Lanarkshire.

Val de Souza, director of health and social care for South Lanarkshire Health and Social Care Partnership, said:

"The rollout of this app is reflective of our commitment to making continuous improvement in service delivery."

Find out what's going on in Health & Social Care North Lanarkshire by subscribing to In FIVE.

In five concise sections the email publication brings you fully up to date of news and developments.

This includes an update from chief accountable officer Janice Hewitt and Values in Action, showcasing staff and patient stories that personify our vision, purpose and priorities.

There's also a platform for you to share your news, views and feedback.

Visit <https://goo.gl/Xr0gAC> to subscribe.



## Veteran support across the community

A specialist service providing coordinated, credible and accessible support for veterans came into sharp focus - as Mel Gibson's new World War II film Hacksaw Ridge screened in Lanarkshire.

Veterans First Point (V1P) Lanarkshire seeks to provide support to veterans in all aspects of their lives, including welfare, housing, and mental and physical wellbeing.

V1P is staffed by a specialist team of psychologists, psychological therapists and veteran peer support workers (PSWs). The service's information stand and team members



were present ahead of the film's first showing at Vue Cinema in Hamilton.

Hacksaw Ridge tells the extraordinary true story of conscientious objector Desmond T Doss, who refused to bear arms but won the Medal of Honor after heroically saving over 70 soldiers as a medic in Okinawa.

Dr Nicola Cogan, consultant clinical psychologist of NHS Lanarkshire and V1P, explained: "We are engaging people at the heart of communities and our aim is to raise awareness of our service so we can reach veterans and their families."

There are many ways to get in contact. V1P will accept self-referrals or referrals from other agencies (statutory and voluntary sector). For more information visit: <http://veteransfirstpoint.org.uk/drop-center/lanarkshire>. Phone 0300 303 3051 or email: [LanarkshireV1P@lanarkshire.scot.nhs.uk](mailto:LanarkshireV1P@lanarkshire.scot.nhs.uk)

# FRASER'S ALL AROUND US

Telehealth has been pivotal in helping people to feel safe, get engaged with and take more control of their health

People across Lanarkshire are being asked to be on the lookout for a local character whose lifestyle has been transformed - by the power of text message.

The appeal follows the recent launch of an animation which shows how telehealth, which encompasses technology like tablets and mobile phones, 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, who's living with high blood pressure. Traditionally, that means he would have had to make regular trips to his GP for routine checks.

But now Fraser can text his readings from home, ensuring his safety and reducing the need to attend his doctor's surgery.

Fraser is so independent, in fact, you'll now be able to find him across Lanarkshire, from cafes, leisure and community centres.

Telehealth manager Morag Hearty



From left - Morag Hearty, Amy Burns, Lesley Aitken, Kerry Fletcher.

said: "The aim is quite simple. If you see the poster of Fraser, take a close-up picture with your camera phone then post on Facebook or Twitter with the hashtag #FoundFraser.

"Fraser himself will come back with a special reply. Alternatively, we've also set up a special email address for people to drop us a note on where they've found Fraser."

Val de Souza, director of health and social care for South Lanarkshire Health and Social Care Partnership, said: "Telehealth can support people

to feel safe and more confident in their everyday life as well as make sure people are independent where possible."

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

Watch the #FindFraser appeal here: <https://vimeo.com/198038609?lite=1>

## Val wants to hear your views

Keep up with the latest news and direction from South Lanarkshire Health and Social Care Partnership by reading Val de Souza's blog.

In regular updates, Val - who is the director for health and social care - will bring news of developments, progress and what lies ahead across the partnership.

Crucially, Val is also keen to engage, listen and interact with people throughout South Lanarkshire's four localities.



You can read Val's blog updates -and find out how you can have your voice heard - by visiting <https://goo.gl/X70B32>





Chief pharmacist Rose Marie Parr with Anthony Carson.

## VIP visits Monklands

Monklands Hospital was visited by Scotland's chief pharmaceutical officer, Rose Marie Parr, who was interested to learn about two innovative projects.

A pilot programme in AMRU (acute medical receiving unit) on allergy awareness produced an increase in compliance with key safety checks, including comprehensive documentation and use of red wristbands.

AMRU senior clinical pharmacist Anthony Carson said: "We used novel strategies such as Allergy Awareness Week and a practical antibiotic categories quiz for staff."

"The project followed a hospital audit on allergy which highlighted issues with documentation and awareness of allergies, in particular penicillin allergy."

The chief pharmaceutical officer also heard about a fresh approach to

chemotherapy prescribing.

Cancer care pharmacist John Houston said: "The project's aims were to create extra outpatient capacity for chemotherapy prescribing, improve the efficiency of the chemotherapy service, ensure prescribing quality was as good as the current service and to have a satisfactory patient experience."

"The results showed compelling evidence that pharmacy non-medical prescribing helps manage capacity and improve quality and safety for patients, whose feedback was very positive."

"Significantly improved quality of prescribing was shown when pharmacist prescribers were involved, and combining their expertise with cancer care nursing staff provides an excellent team approach, allowing medical staff to focus on new patients and more complex cases."



Chief executive Calum Campbell.

# MORE EFFICIENT PRACTICE CUTS DRUG COSTS

Even smallest changes are helping

The performance of the Prescribing Quality and Efficiency Programme (PQEP) from April to October 2016 shows we are building momentum in our efforts to improve the quality of prescribing practice across NHS Lanarkshire.

Dr Iain Wallace, medical director and executive sponsor for the programme, said: "Many people are involved in leading and supporting the programme of work across primary and secondary care. As a result of the significant effort in the form of initiatives and schemes put in place to mitigate and avoid further costs, the prescribing spend at the end of the year is likely to be at or around budget. "The collective input of staff and our general practitioner partners has been pivotal in getting us to where we are now. Practice-based pharmacists have also played a critical role in achieving results."

Chief executive Calum Campbell added: "As a result of the success achieved to date, and also in recognition of the pressures facing general practice, the programme has secured additional investment to support prescribing management support in general practice. Through this we aim to maintain and build on the momentum gained so far."

"We appreciate that everyone is incredibly busy and a concentration on prescribing issues can be



Dr Iain Wallace, medical director.

extremely challenging, however please do not underestimate how even the smallest action can make a valued contribution.

"I would like to thank everyone for their input so far and for your continued involvement. Going forward we hope that many of the principles established over the past months can be extended to further improve the quality, safety and efficiency of prescribing across Lanarkshire."

**If you have any suggestions for areas of work the PQEP should focus on, please contact Kate Bell, PQEP programme director - [kate.bell@lanarkshire.scot.nhs.uk](mailto:kate.bell@lanarkshire.scot.nhs.uk)**

**More information is available on FirstPort - just search for 'PQEP'.**

## Anne appears in RCN film

The Royal College of Nursing in Scotland has recently prepared a series of films to promote mental health nursing.

In the latest film, Anne Armstrong, nurse director for Health & Social Care North Lanarkshire, describes the changes to mental health

nursing in her career.

"There are unique things about mental health nursing," says Anne. "We have the real privilege of working with people over a lengthy period. We really get a chance to identify with them and make an impact."



Anne Armstrong, nurse director for Health & Social Care North Lanarkshire.

## Specialist mattress guidance

Do you have patients who use tissue viability specialist mattresses?

If so, look out for the guidance being issued about the replacement of these mattresses and training for staff.

We're swapping our current

specialist mattresses for new top-of-the-range products.

This change of mattresses, and the way they're ordered for both acute and primary care, is to be completed by 31 March.

For more information check the Tissue Viability FirstPort page.



Neena Mahal and chief executive Calum Campbell with a banner.

## Inclusion message all around

"What is LGBTI?" banners were displayed across NHS Lanarkshire sites as part of LGBT (lesbian, gay, bisexual and transgender) History Month in February.

Chris Kimber, Lanarkshire's health promotion specialist for the Terrence Higgins Trust, who was part of the team who designed the banner, said: "The background design is based on the rainbow flag - an international symbol of LGBT pride and diversity."

"It's designed to be clear and concise, providing a strong inclusion message alongside contact details for relevant support agencies."



NHS Lanarkshire's Stop Smoking Service has helped thousands of people in Lanarkshire to quit smoking. When people stop they can experience nicotine withdrawal symptoms and thoughts about smoking which can both lead to cravings. That's why the Stop Smoking Service provides free treatment for nicotine addiction along with support to help people deal with their thoughts and habits around smoking. The service runs weekly clinics providing group or individual support.

Here's one of our staff's success stories...

# QUITTING IS EASIER THAN YOU THINK...

**A group of NHS West of Scotland Laundry staff, who quit smoking 12 weeks before the New Year, celebrated the arrival of 2017 smoke-free.**

Steven McArthur, Jim Allan, Moira Hands and Senga Whitelaw quit with the help of NHS Lanarkshire's Nurse Specialist Stop Smoking Service. For two of them, it was an unexpected surprise.

Moira explained: "Myself and Senga only signed up to make up the numbers and support our workmates. We weren't even thinking about stopping but it was easier than we thought."

Senga added: "If I had known it was going to be so easy I'd have done it years ago. I always found the thought of stopping scary as I didn't think I would cope, but I surprised myself."

Lynne O'Hare, NHS Lanarkshire health improvement senior and stop smoking nurse specialist, said: "They've done brilliantly. It's common for people to be worried when making changes in their life, particularly if that change is an addiction. But anyone can stop smoking with the right guidance, support and treatment, even if they think they can't. That's why it is worth a try and important to get specialist help instead of going it alone."

"Stopping smoking is one of the best things you can do for yourself and your loved ones and it has so many different benefits."

There are many nicotine addiction treatments available to help you quit smoking. Everyone in this group chose a medication called Varenicline, more commonly known as Champix. Varenicline blocks the enjoyment of smoking and lowers nicotine withdrawal symptoms. It comes in tablet form and is taken one to two weeks before you stop smoking.

Moira concluded: "Stopping smoking is one of the best things you can do for yourself and your loved ones and it has so many different benefits."

"A highlight was taking my grandchildren out for dinner from the money I'd saved. My eight-year-old grandson said to me, 'Gran will you keep not smoking so you can keep treating us to dinner!'"

If the local services aren't suitable, our staff offer appointments:

- before or after a group session;
- in Wishaw, Hairmyres or Monklands hospitals;
- in people's homes (on assessment of needs);
- in a workplace group.



From left - Steven McArthur, Moira Hands, Lynne O'Hare, Senga Whitelaw, Jim Allan.

## Cutting tobacco use is new strategy's aim

NHS Lanarkshire's new tobacco control strategy - 'Smoke-free Lanarkshire - for you, for children, forever' - aims to protect children's health, tackle inequalities and reduce smoking in Lanarkshire from just over 21 per cent to 11 per cent over the next five years.

Currently 130,000 adults living in Lanarkshire are smokers, with the majority living in our most deprived areas. Tobacco remains the primary preventable cause

of ill health and premature death, impacts negatively on household incomes and the economy and remains the largest cause of household fires in the UK.

The new strategy looks to the future, with a vision to create a society for children which is smoke-free and where adults are positive anti-tobacco role models, whether they smoke or not.

Dr Harpreet Kohli, director of public health, said: "People from deprived areas are

almost twice as likely to smoke compared to those in less deprived areas.

"Tobacco use contributes to the cycle of deprivation, affecting the health and wellbeing of our children and prevents them from reaching their full potential. That's why tackling inequality is a key theme of the strategy with a focus on targeting communities at greatest risk of unequal health outcomes."

The strategy launches in May.

## Sign up to stubbing out for good

The Stop Smoking Service has teamed up with Deaf Services Lanarkshire (DSL) to provide a support group for the deaf community of Lanarkshire.

Thought to be the first of its kind in Lanarkshire, the group runs on a Wednesday morning from 10.30 to 11.30 at DSL's base in the Fountain Business Centre, Coatbridge.

Anyone who wants to stop smoking and uses British Sign Language (BSL) as their first language is welcome to join and can drop in. There are always plenty of interpreters on hand to help since all DSL staff are trained in BSL.



Kate McGhee and Michelle Bridges from the Stop Smoking Service run the group session while DSL staff simultaneously interpret.

Kate said: "We've been running the group since January and so far it's going very well with really good feedback from the clients."

"Our aim is to ensure an inclusive approach

to providing support and minimise any barriers that might prevent someone from accessing the service. We can also arrange individual support for anyone who needs signing help but can't make the Wednesday morning class."

Carol Watson, from Coatbridge, joined the group recently and since then has stopped smoking.

She said, "The group is really good. I couldn't have done this without access to an interpreter or the support of the group. I really enjoy coming here - they're a friendly and sociable bunch of people."



## A date with kindness

We are all being asked to make the next year one of kindness by supporting the '52 weeks of kindness' campaign.

It encourages everyone to carry out acts of kindness and continue this every week of the year.

It was launched on national Breathing Space Day on 1 February – the day which urges us all to take some 'breathing space' and look after our mental wellbeing.

Distress brief intervention programme manager Kevin O'Neill said: "Whether it's looking out for a neighbour, passing along a good book, taking time to listen or smiling and saying hello to someone new, being kind and compassionate to others has positive effects on our own mental health."

A 52 weeks of kindness calendar is available which includes suggestions on acts you could carry out

every week of the year.

Kevin continued: "I have seen and heard about many acts of kindness across Lanarkshire from a warm smile from a stranger, comforting words from a member of staff, or unexpected thanks and praise from a colleague – and they can make our day that little bit brighter."

"Kindness can also have positive effects on our relationships by reducing the emotional distance between two people as we naturally connect with people who are kind to us."

"It's often a lack of kindness which leads to isolation and loneliness, calls to Breathing Space testify to this. We can all make a big difference through little acts of kindness."

**You can find the calendar at:**  
<http://breathingspace.scot/media/42261/52-weeks-a5-calendar.pdf>



## Step up for the distance challenge...

Staff in the busy emergency department at Hairmyres Hospital are used to being on their feet all day - so they thought they might as well see how much ground they actually cover.

They've signed up for the Step Count Challenge, wearing pedometers to log how many steps they do over a shift.

Emergency medicine consultant Dr Fiona Burton said: "There are 60 staff in 12 teams, keeping a count of their steps for three months. Most steps wins!"



Occupational therapy staff Kathleen Lees, Jacqueline Evans, Mary Lynas and Fiona Ramsay.

# ENABLING ARTS ON DISPLAY

Creative processes can help some patients with their therapy

**The Kylepark Assessment and Treatment Unit at Kirklands HQ is currently showcasing an exhibition of artwork produced by community and inpatients as part of their occupational therapy intervention.**

The Occupational Therapy Enabling Arts Group is an assessment and treatment programme which uses creative arts as therapy for people with learning disabilities.

Jacqueline Evans and Kathleen Lees, from the occupational therapy department, oversee the project.

Jacqueline explained: "There's evidence which highlights that the creative process can facilitate change in function such as visual perception, spatial awareness, verbal and non-verbal communication and cognitive ability."

"This eight-week Enabling Arts programme is a valuable means for joint working and participation, promoting personal responsibility, decision-making and a sense of achievement."

"In addition, the group also provides an opportunity for social inclusion and access to mainstream creative arts organisations."

The group was initially piloted in 2011 with the aim of designing and producing a mosaic for the newly-built Kylepark Assessment and Treatment Unit at Kirklands in Bothwell.

Its success led to continuation of the project and establishing links with North and South Lanarkshire councils' arts and leisure services.

The Enabling Arts Group has several examples of artwork on permanent display throughout Lanarkshire.

## Your job SEARCH starts here

Young people seeking jobs are being supported by Project SEARCH – a one-year employability programme that offers students with additional support needs a work-focused college course.

The partnership, between NHS Lanarkshire, the two local councils, New College Lanarkshire, ISS and Serco, sees the students complete three, 12-week work placements, giving them the opportunity to develop a range of practical and vocational skills.

They also have classes covering all aspects of employability.



At Hairmyres Hospital, the current group of eight students have completed their ISS training, which included health and safety, hand hygiene and infection control. All the students also gained a food hygiene certificate and are now looking at interview techniques.

The eight participants at Monklands Hospital have enjoyed placements at the Lanarkshire Beatson, the pathology labs, portering, catering, domestics, stores and clerical experience in the renal unit and mental health.

At Wishaw General, placements include theatres, day surgery, the mail room, Serco maintenance, medical records and wards 12 and 15. Two students have already found employment, one in Tesco, the other at the hospital as a catering assistant.

**To discuss offering a placement, contact:**

**Hairmyres – Claire McDade or Lyn Gilliland;**

**Monklands – Neil Dunlop or Liz Paterson;**

**Wishaw General – Joan McAleavy or Katie Murphy.**



# JET SET? A WORLD OF DESTINATIONS AWAITS...



Exclusively for NHS Lanarkshire employees, we're giving you the chance to win a pair of Jet2.com return flights to Alicante.

This authentic Spanish city unlocks the Costa Blanca with the sparkle of Benidorm nearby. Plus, the lucky winner can look forward to flying with Jet2.com, rated the UK's top airline on TripAdvisor.

Even if you don't win, you'll still be rewarded as an NHS Lanarkshire employee with an extra £25 off every Jet2holidays booking, just for you (terms and conditions apply).

As the UK's third largest holiday provider, Jet2holidays wrap up your choice of hotel, return flights, 22kg baggage and transfers in an ATOL-protected package for just £60pp deposit.

Whether you choose Jet2.com flights or Jet2holidays, you'll have a choice of over 40 destinations from Glasgow and Edinburgh airports. That includes some incredible sun destinations across the Mediterranean and beyond, including Majorca, Malaga, Tenerife and more.

So you can soar from Scotland and make a great saving as an NHS Lanarkshire employee!

**Jet2holidays**  
Package holidays you can trust



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

On which travel website is Jet2.com rated as the UK's top airline?

Please send your competition answer 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 "Jet2" in the subject line.

The deadline for entries is Friday 31 March 2017.

Sun - here I come!

Congratulations to Kimberley Norwood, who won the competition in the last edition of The Pulse.

Kimberley, who works in domestic services at Kirklands HQ, scoops a £200 voucher from Barrhead Travel.

Lucky Kimberley can now turn her thoughts to sunshine destinations as she puts her winnings towards a holiday from Barrhead Travel's vast choice of offers.

**Jet2.com**  
Friendly low fares

## Register now and feel the 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](http://www.nhsstaffbenefits.co.uk).

# SO LONG & ENJOY YOUR WELL-DESERVED RETIREMENT

After over 40 years' service, theatre sister Ann McCullough retired in January.

Ann, who was based within the theatres at Wishaw General Hospital, joined the NHS in 1974 as a student nurse at Glasgow's Stobhill Hospital.

In 1978, Ann joined NHS Lanarkshire's theatre team at Law Hospital and, within a year, was promoted to the role of theatre sister. Following a period as night sister, Ann returned as day duty sister where she remained until her retirement.

Friends and colleagues gathered to pay a special farewell to Carolyn Anderson, who retired after a remarkable 41 years' service.

The medical secretary, who was based within the urology department at Hairmyres Hospital, began her career at Glasgow's Sick Kids Hospital.

Following posts at Glasgow Victoria Infirmary and Philipshill Hospital in East Kilbride, Carolyn secured employment at Hairmyres Hospital, where she remained until her retirement.

After 29 years' service, senior healthcare support worker Frances McArdle retired from NHS Lanarkshire.

Frances, who was based within the physiotherapy department at Hairmyres Hospital,

joined the NHS in 1979 as an auxiliary nurse at Glasgow Victoria's geriatric unit.

In 1994, Frances returned as a domestic assistant in ward 6B at Hairmyres Hospital before moving to a nursing auxiliary post in ward 10.

In April 2000, Frances joined the physiotherapy department as a physiotherapy assistant where she worked in the orthopaedic

Friends and colleagues gathered to pay a special farewell to Carolyn Anderson, who retired after a remarkable 41 years' service.



wards. She became a technical instructor III in 2002.

Colleagues gathered to pay a fond farewell to Grace Letham who retired from her post as treatment room nurse at Blantyre Health Centre.

To mark her retirement, Grace planned a month's holiday in Australia to visit her daughter Gillian.

Grace will return on a part-time basis to work two days a week with Calderside Medical Practice from April.

Friends and family gathered to pay a fond farewell to Rose Forrest, who retired from NHS Lanarkshire after 44 years' service.

Rose, who was based within the theatres at Wishaw General Hospital, joined NHS Lanarkshire in 1973 as a trainee nurse. After qualifying, Rose joined the male surgical ward at Law Hospital before transferring to the theatres at Wishaw General in 2001 where she remained until her retirement.

Friends and colleagues gathered to pay a fond farewell to Stephen Kerr, who retired from his post as Head of Health for Health and Social Care North Lanarkshire after 30 years' service.

Stephen joined NHS Lanarkshire in November 2001 where he initially worked as a manager in mental health services in East Kilbride before being appointed to the post of general manager in Cumbernauld locality in 2004.

In 2007, Stephen was promoted to the post of head of planning and performance for North Lanarkshire community health partnership (CHP) where he remained until he assumed the role of interim head of the North CHP and latterly as substantive head of health for the new health and social care partnership.

To include a retirement contact Alison McCutcheon - [alison.mccutcheon@lanarkshire.scot.nhs.uk](mailto:alison.mccutcheon@lanarkshire.scot.nhs.uk), 01698 858111.



After 40 years' service, theatre sister Ann McCullough retired in January.



Senior healthcare support worker Frances McArdle retires after 29 years.



Grace Letham retired as treatment room nurse at Blantyre Health Centre.



Rose Forrest retired from NHS Lanarkshire after 44 years' service.



We'll miss you - Stephen Kerr says goodbye after 30 years.



## Bleep test proves its 'metal'

Staff are helping children avoid having X-rays - by checking them with a metal detector instead.

The clever idea to find out if a patient has swallowed a metal object has been successfully tested in the emergency department at Monklands Hospital.

A project assessing the benefits of the hand-held metal detector at Monklands found it cut the percentage of patients needing X-rays after possibly swallowing coins or other bits of metal.

Emergency department registrar Dr Nicola Moultrie said: "The metal detector means children don't have to go through the possibly upsetting experience of an X-ray examination.



Top left - Dr Fiona Hunter and Dr Nicola Moultrie. Fiona using the detector with Anna - 4 (top right) Keira - 3 (above).

"We just run the detector over them and, if it beeps, we know they have swallowed something metallic. It saves time for the patients and the staff."

Emergency department consultant Dr Fiona Hunter said: "There is the added bonus of the savings made from doing fewer X-rays, which are around £55 each. The detector cost less than £400 so it has quickly paid for itself."



Paul (left) with a refereeing colleague and a young mascot.

## ASSISTANT REF PAUL'S ON THE BALL

**Paul O'Neill never sits on the sidelines - he runs them as a top-level referee's assistant.**

Paul is head of healthcare at Shotts Prison, where he's worked for the past 11 years. Paul manages healthcare services for 535 long-term prisoners.

Paul's also a specialist assistant referee (development) with the Scottish Football Association (SFA).

He began refereeing eight years ago, gaining promotion over that time to reach his current position. He officiates on average two matches a week, with recent games including the top-flight clash between Hamilton and Kilmarnock.

Paul said: "I've always had a passion for football and played from a very young age. Moving into refereeing has allowed me to stay involved in the game and at a far higher level.

"It also enables me to maintain a high level of fitness. I train six sessions a week, twice

with a personal trainer, and my fitness level is monitored and assessed by the SFA on a regular basis. People often think we need to be as quick as the players but in fact we need to be even fitter since our job is to keep up with the ball.

"So far the highlights have been officiating in games in the top league in the country and one at Hampden, Scotland's national football stadium. I've also been coached by some of Scotland's top officials and I've met some of my best friends through this profession."

Paul's goal is to secure promotion as a fully-fledged Specialist Assistant Referee and to be appointed to the list of referees for FIFA, the governing body of international football.

That dream came one step closer recently when Paul officiated at the UEFA Youth Champions league match between Arsenal and Paris Saint-Germain.