

You're all winners!

Our spread has photos of everyone involved in our Staff Awards ceremony (p4-5)

One step at a time

Join Isobel Milligan and get fit. There's a whole 'world' of walking to enjoy (p6-7)

Are you tough enough?

By applying her medical skills, nurse Trudi Marshall took on the SAS and won (p20)



www.thepulse.scot.nhs.uk

July/August 2017

the pulse



UNDER SEIGE BUT STILL DELIVERING...

Twin girls arrived safely amid global IT turmoil (p14-15)

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

PATIENT MORTALITY AT OUR SITES REDUCES

On track to achieve new target

NHS Lanarkshire continues its excellent work to reduce hospital standardised mortality ratios (HSMR).

Recently published figures on HSMR show that all three acute hospital in Lanarkshire are ahead of plan in meeting the new Scottish Government target of a further 10 per cent reduction by December 2018.

Dr Iain Wallace, medical director, said: "All of our staff should be very proud of their efforts to reduce mortality and enhance patient safety in our hospitals.

"Together we have introduced a range of initiatives and improvement works which enabled our sustained impressive performance against the national improvement aim.

"While the majority of deaths in hospital are classed as being predicted due to the condition of the patient on admission, reducing mortality remains a key priority and we will continue to focus on improvements and prioritising the implementation of patient safety measures throughout our hospitals."

HSMR is one measurement tool that compares a hospital's mortality ratio with the overall average ratio. The HSMR model was revised after 31 December 2015, with a new target reduction of a further 10 per cent reduction from January 2014 to December 2018. All three NHS Lanarkshire hospitals are on course to achieve this.

The most recent HSMR figures show that Wishaw General Hospital managed 22.2 per cent, Hairmyres Hospital had a 17.3 per cent reduction and Monklands Hospital achieved 16.1 per cent reduction.

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

"I hope they offer added reassurance to our patients and the communities we serve about the safety and quality of the care provided in our hospitals."



Focussing on patient safety and overall improvements have contributed to falling mortality at our sites

Underage alcohol scheme - play your part

An award-winning campaign is preparing to launch throughout North Lanarkshire to tackle underage drinking, antisocial behaviour, crime and violence. 'You're Asking For It' aims to remind adults that they should not attempt to purchase alcohol for those under 18.

It initially took place in Motherwell and Wishaw in 2015 and achieved a Police Scotland National Excellence Award as a project which made the 'greatest contribution to policing priorities' in 2015.

As well as Police Scotland, the Scottish Alcohol Industry Partnership, North Lanarkshire Community Safety Partnership as well as local retailers in their communities, are also partners.

NHS Lanarkshire interim director for public health, Gabe Docherty, added: "There is a host of information

available to young people in North Lanarkshire which gives them advice and support on the issue of alcohol.

"It's very encouraging that an initiative such as this is also getting the message through to adults to take some responsibility and the results from the pilot show it is making a huge difference."

The impact of the 2015 campaign was exceptional and contributed to violence across the locality dropping by 30 per cent.

Antisocial behaviour also reduced by 13 per cent and alcohol-related youth disorder reduced by 21 per cent.

Gabe Docherty continued: "By limiting the amount of alcohol in the community, the public reported 53 per cent less street drinking offences and we're delighted the campaign is now gearing up for an even bigger

geographical spread and potential impact.

"Under 18s are increasingly accessing alcohol by other means, such as asking an adult to buy it for them.

"As summer approaches, school holidays result in a higher number of under-18s consuming or attempting to consume alcohol and this campaign will help address this."

Inspector Alistair Anderson of Police Scotland said: "Underage drinking plays a huge part in antisocial behaviour, crime and violence in our local communities and it is important that we work together to tackle the problem and make our communities safer.

"Please support us in keeping our children safe and play your part in ensuring that your community is not "asking for it".

Beat your own targets



A new walking activity has encouraged people in North Lanarkshire to get active.

Beat the Street is a free real-life walking and cycling game. You earn points and win prizes by tapping special cards onto sensors known as Beat Boxes as you travel around.

The Beat Boxes were placed on lamp posts around North Lanarkshire. Tapping two Beat Boxes within an hour records your journey.

To find out more, visit www.beatthestreet.me/northlan. You can also win prizes, see your points and your distance travelled, watch your team move up the leader board and see how far you travel into space.

More people join donor register

North Lanarkshire has seen an increase in the numbers of people on the Organ Donor Register, with more than 3,000 people joining since the British Transplant Games were launched last November.

There are currently a record 124,559 people registered in North Lanarkshire.

Each year sees around 30 people in North Lanarkshire receiving an organ transplant.

The games aim to demonstrate the benefits of transplantation, encouraging transplant patients to regain fitness, while increasing public awareness of the need for more people to sign on the NHS Organ Donor Register and discuss their wishes with their families.

For more information about how you can support the games, visit www.britishtransplantgames.co.uk or follow @WHBTG on twitter.

YOU MAKE NHS LANARKSHIRE EXCELLENT!

Our Winners

'Outstanding Individual in a Clinical Role' Winner - Eileen Mulholland. Eileen is a health visitor, who is based at the Houldsworth Centre in Wishaw.

Runners up: Dr Maximillian Peluso (Monklands Hospital) and Richard MacPhee (Physiotherapy, Wishaw General Hospital).

'Outstanding Individual in a Non-Clinical Role' Winner - Fiona Russell. Fiona is a secretary in the Psychological Therapies Team at Carluke Health Centre.

Runners up: Billy Robertson (Salus Occupational Health, Beckford Street) and Lorraine Scott (Human Resources, Law House).

'Outstanding Team' Winner - Learning Disability Physiotherapy Team at Kirklands Hospital.

Runners up: Medical Day Unit (Wishaw General) and Anna McKinnon and Leah Greenwood (ISS Domestic and Hostess, Hairmyres).

'Outstanding Care' Winner - Annette Beat. Annette works in Speech and Language Therapy at Carluke Health Centre.

Runners up: Ward 16 at Hairmyres Hospital and Dr Gerard Picozzi (ENT, Monklands Hospital).

'Outstanding Volunteer' Winner - James Brennan. James volunteers with the Forensic Mental Health Team.

Runners up: Jonathan Simmons (Ward 10, Wishaw General) and Sam Clarke (Emergency Department, Monklands Hospital).

'Innovation in Practice' Winner - Health Records departments across Hairmyres, Monklands and Wishaw General Hospitals.

Runners up: Brenda Moran and Glen Youngman (Diabetes Team, Hunter Health Centre) and the Community Health Visiting Team (Condorrat and Muirhead).

'Service Improvement' Winner - Gillian Smith. Gillian works in the bowel screening service at Wishaw General.

Runners up: Lynsey Drysdale (Occupational Therapy, Airdrie) and Elaine Rogerson (Health Centre, HMP Shotts).



Annette Beat



Billy Robertson



Brenda Moran and Glen Youngman



Chair Award Volunteers



Community Health Visiting Team



Dr Max Peluso



Eileen Mulholland



Elaine Rogerson



Fiona Russell



Dr Gerard Picozzi



Sam Clarke



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



Gillian Smith



Health Records Team



James Brennan



For Jonathan Simmons



Anna McKinnon and Leah Greenwood



Learning Disability Team



Lorraine Scott



Lynsey Drysdale



Ward 16 Hairmyres



Medical Day Unit Team



Richard MacPhee

Chair Award



The 'Chair Award' was jointly won by Suzanne Shields (Occupational Therapist Team Leader for Children and Young People, based in Douglas Street, Hamilton) and the Wishaw Radiology Volunteer Service.

Neena Mahal, chair of NHS Lanarkshire, said: "Through the Chair Award it is a great privilege to recognise and celebrate outstanding contribution made to the work, services and people of Lanarkshire."

"Suzanne demonstrates excellent qualities of care and goes above and beyond to support children and their families in difficult situations. She puts herself in the shoes of the families she works with to provide truly person-centred care and is held in high regard by all who know her."

"The 47 ladies of The Wishaw Radiology Volunteer Service have provided their service since the hospital opened, supporting at least 100 patients through the X-ray department every day making sure they get to the right place. With over 400 years of combined service to Wishaw General and Law Hospital, this remarkable team of volunteers go the extra mile and we couldn't do without them – they are just fantastic!"

"I would like to pay tribute to all of our staff and volunteers for their hard work, commitment and dedication."

William Cullen Prize

The 'William Cullen Prize' was jointly won by Dr Sue Amott and Professor Robin Taylor, who were both recognised by the Royal College of Physicians of Edinburgh for excellence in service innovation.

Iain Wallace, medical director for NHS Lanarkshire, said: "Both of these clinicians are deserving winners of this award and I am delighted to see them recognised for the work that they do to improve patient experience and care."

"Dr Amott is an excellent role model who always keeps her patients at the centre of everything that she does. Her colleagues recognise her for the breadth of her knowledge and her enthusiasm to test new ways of working."

"Professor Taylor is known throughout the organisation for his drive and determination. He selflessly gives his own time to spread the message about caring for patients at the end of their life. The dedication he shows to his patients is an inspiration to others."

Staff awards raise the bar again as achievements celebrated

Healthcare staff from across Lanarkshire were recognised for the inspirational work that they do in the second annual staff awards ceremony.

The ceremony, which was held on 17 May, was opened by writer, broadcaster and stand-up comedian Susan Morrison.

It saw staff being rewarded under nine separate award categories.

The award categories were: Outstanding Individual in a Clinical Role, Outstanding Individual in a Non-Clinical Role,

Winners recognised for care and commitment

Outstanding Team, Outstanding Care, Outstanding Volunteer, Innovation in Practice, Service Improvement, Chair Award and the William Cullen Prize.

The awards were sponsored by Healthy Working Lives, Let's Connect, NHS Staff Benefits, Unison and the Royal College of Nursing.

NHS Lanarkshire chief executive Calum

Campbell, said: "It's fantastic that we are now in our second year of the Staff Awards, building upon the success of last year, to celebrate and recognise the achievements and excellent work of our staff and volunteers."

"A total of 386 nominations were received - these came in from patients, relatives, friends, colleagues and managers."

"It was so uplifting and inspiring to read the amazing stories, examples, appreciation and respect that came through in the nominations received."

"I would like to express my appreciation for the work of all of our staff and volunteers for their outstanding work."

"I would also like to thank the sponsors who have kindly supported our event today and I would like to thank them on behalf of the board and staff of NHS Lanarkshire for their support."

CALIFORNIA DREAMIN' HELPS ISOBEL GET FIT!

Staff across the organisation became more active thanks to a challenge which saw them compete to virtually trek across California.

The 'Walk California' challenge saw teams of up to five take part in a six-week challenge to track their steps so see how far they could walk.

One participant was administrator Isobel Milligan, who won a FitBit from Healthy Working Lives (HWL) after completing their lifestyle survey.

Isobel says that, by winning her FitBit and taking part in the walking challenge, she is beginning to change her life for the better.

Isobel said: "I was looking to lose weight and get more active. I had asked for a FitBit from my husband for Christmas, but ended up being really lucky and winning one instead.

"When I spotted the Walk California challenge, I was quick to sign up. I didn't have a team to participate with so I decided to run with it on my own.

"My job usually sees me sitting at my desk for the majority of the day. However, I now make sure to get up at breaks and go for a walk.

"During the challenge, I doubled the number of steps that I normally did and

"My job usually sees me sitting at my desk for the majority of the day. However, I now make sure to get up at breaks and go for a walk.

walked between five and seven miles a day."

The challenge had such a positive impact on Isobel that she decided to quit smoking to increase her ability to walk.

She added: "I now have breath to walk further and I haven't needed to use my inhaler since I stopped smoking. It's a massive change for me."

Isobel's motivation has even rubbed off on her husband who has joined her on her healthy campaign.

Isobel added: "Since winning the FitBit, I have lost seven and a half pounds. Now that the challenge is over, I am determined to keep my level of fitness up.

"It has helped me to change my life."

Mental health staff guides developed

Staff responses to the Healthy Working Lives (HWL) survey will play a key role in helping NHS Lanarkshire to maintain its HWL Gold Award over the next three years.

Through the survey, staff highlighted a number of areas where they would like further information. One of these areas was around mental health issues.

Lesley Mackay, HWL advisor said: "From time to time, we all need some extra practical support or reassurance from our colleagues or our managers.

"HWL have developed both a 'staff and managers support guide' and a 'learning guide' which give staff key information on where they can access mental health support services.

"These handy guides give details of both on-line support and contact numbers for local stress control classes, which are available for all."

The managers guide focuses on policies that support staff, occupational health referral and guidance on how to support a staff member returning to work following a period of absence.

The learning guide gives a quick overview of some of the available awareness sessions and online learning that can be accessed.

The guides can be accessed through the Healthy Working Lives FirstPort page and are also appendices to the recently revised Stress and Mental Wellbeing Policy.



All journeys begin with a single step - for fitness fans who've completed 'California', 'Japan' is now on the horizon...

There's a 'world' of ways to keep fit

Around 2500 members of staff had their say on their health, safety and wellbeing at work.

The recent Healthy Working Lives (HWL) survey saw more than 20 per cent of staff giving their feedback on the amount of information, support and opportunities available to them to stay healthy and happy at work.

The survey showed that, while many staff are aware of everything that there is to offer, some of us were not sure of how to access them.

Gillian Archibald, healthy working lives manager, said: "One of the most significant results of the survey demonstrated that a large number of respondents were not meeting current



recommendations for physical activity levels of at least 150 minutes of moderate intensity activity a week.

"As a result we wanted to introduce an opportunity that was simple and inclusive for

all staff of all levels of fitness and established the first corporate 'walking challenge' to be delivered across NHS Lanarkshire as a whole.

"Walk California seems to have sparked an interest in many staff and we had 845 people register to take part and 189 teams joining to walk over two million steps together.

"The real challenge, however, is to continue to support those who have engaged in 'Walk California' this time round to continue to walk and to encourage those who haven't to take part in the next one."

Look out for the next challenge in September – The Jewels of Japan. Registration opens late August.

Step it up - 10,000 is all it takes

10,000 steps per day can lead to weight loss when combined with a healthy diet. Aim for that target but remember every step counts. Try to increase your total daily. You will get there. Good Luck!

All in moderation - 10 mins at a time

Over a week, activity should add up to at least 150 minutes (2 ½ hours) of moderate intensity activity in bouts of 10 minutes or more. 80% of respondents stated they did not meet these recommendations, where only 20% reported they did.

FUTURE CARE PLANS ACHIEVE EXCELLENCE

Consultation and engagement with patients praised

Plans to improve Lanarkshire's health services have been endorsed by the Cabinet Secretary for Health and Sport, Shona Robinson.

Ms Robinson approved NHS Lanarkshire's healthcare strategy 'Achieving Excellence' saying: "The Board has made a compelling case for change which is consistent with national policy and supported by the majority of local stakeholders, including clinical staff, planning partners, local people and their representatives."

The Cabinet Secretary's endorsement notes that 'Achieving Excellence' has been developed using detailed analysis of the current and expected needs of the local population and the process has included meaningful and inclusive engagement and consultation with stakeholders.

The final version had been amended to take account of the feedback received during last year's public consultation exercise when nearly 2,000 people shared their views on the strategy.

NHS Lanarkshire chief executive Calum Campbell said: "We are delighted that the Cabinet Secretary has approved the approach set out in Achieving Excellence

to developing local health services.

"The final document is the product of a great deal of planning by healthcare professionals that reflects valuable feedback from people across Lanarkshire who participated in the consultation process.

"It puts us in an excellent position to continue to evolve and improve our services for the people of Lanarkshire.

"We are now working to implement the strategy and will ensure stakeholders are kept fully informed and involved as this work progresses."

The goal through 'Achieving Excellence' is to shift the balance away from treatment in hospitals. This includes preventing ill-health in the first instance and developing enhanced community services where people are looked after at home or in homely settings.

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

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



"It puts us in an excellent position to continue to evolve and improve our services for the people of Lanarkshire."



Some of the team working hard to deliver the MRRP business case

Further detail needed on Monklands revamp

Work continues to take place on the business case process for the Monklands Replacement Refurbishment Project (MRRP).

Feedback from Scottish Government Health and Social Care Directorate's Capital Investment Group acknowledges the strength of the case however further information is required before we can proceed to the outline business case.

Calum Campbell, chief executive, said: "The Initial Agreement has to be consistent with the West of Scotland Regional Service Plan. Also, given the financial challenges facing the NHS throughout the UK, the Scottish Government requires additional assurance that a capital investment of this size

will deliver the best outcomes for the population it will serve.

"The Scottish Government remains supportive and to meeting the overall timescales set out in the Initial Agreement."

Speaking on a visit to Monklands Hospital Paul Gray, chief executive for NHS Scotland, said: "I was really excited to hear of the improvements staff are making, recognising the constraints of the hospital, and their real commitment to improving patient care and pathways.

"It has been a great help to me to understand the constraints staff are working under but also the opportunities they see to develop the systems and processes they have for the benefit of the patients."

From MEWS to NEWS by the end of July

An important change will take place across primary and secondary care on 31 July.

NHS Lanarkshire will adopt the National Early Warning Score (NEWS) which is recommended by the Scottish Patient Safety Programme for NHS boards to use. This means that we will no longer be using the Modified Early Warning System (MEWS).

Dr Iain Wallace, medical director, said: "In order to support a national approach to the care of deteriorating patients in acute hospitals, the Scottish Patient Safety Programme is encouraging the implementation of NEWS across Scotland.

NEWS is an evidence-based tool to support recognition and response of acute physiological deterioration which is recommended by the Royal College of Physicians.

"A universal change over date for all sites will reduce clinical risk by ensuring only one system is in operation. The date has also been chosen ahead of the junior doctor changeover."

NHS Lanarkshire has been actively testing the NEWS with an additional table to incorporate patients with known hypercapnoeic respiratory failure and additions to incorporate NEWS escalation, delirium and Hospital Anticipatory Care

Plans (HACP).

Martin Carberry, consultant nurse critical care, said: "NEWS is based on six physiological measurements that are traditionally recorded in a patient's bed chart: respiratory rate, oxygen saturation, temperature, blood pressure, pulse rate and consciousness.

"Each measurement is allocated a number, which is higher if the measurement is outside the expected range. The results are added to produce an overall score which, if high, indicates that the patient's care needs to be stepped up."



Martin Carberry

'Discover' how you're performing against peers

Managers are being invited to uncover the benefits of NSS Discovery - a specialist service-planning and delivery system.

Dr Nelson Kennedy, from NHS National Services Scotland, is currently working with NHS Lanarkshire to highlight the system and encourage conversations on data intelligence and insights. Nelson explained: "NSS Discovery can help

managers to review performance, benchmark against 'peer' hospitals and services in Scotland, England and Wales, and identify areas where resources can be targeted to address health and care needs at a local level.

"Managers can contact me to discuss how NSS Discovery can support performance and quality improvement and help to determine why their

procedures and outcomes are different to those of peers, and what local factors influence how these can be changed to achieve improvement."

Nelson is offering one-hour NSS Discovery clinics and will be available for one-to-one or group discussions. He can be contacted at nelson.kennedy@nhs.net. For more information on NSS Discovery visit www.nssdiscovery.scot.nhs.uk





Rikki says no offside rules

IT'S the sport that's taken the nation by storm.

Now walking footballers in one part of Lanarkshire will have a real spring in their stride – by combining the beautiful game with the latest step-monitoring technology.

The meeting of worlds comes as South Lanarkshire Health and Social Care Partnership (SLH&SCP) is helping Biggar man Rikki Duncan to swell the ranks of a new local team as part of its Building and Celebrating Communities (BCC) programme.

Rikki, a retired care worker, says he's had a life-long love

of sport for its ability to bring people together. And he's now on the lookout for new players to join in what promises to be a truly footloose version of the beautiful game.

"The world's full of strangers until you shake their hand," said Rikki who will run the team independently.

Rikki plans to hold his first games at Biggar High School on Tuesday evenings when he has enough people to play.

All willing participants will be issued with a free pedometer with the option to opt into the latest in Telehealth technology to monitor their steps.

If you are from the Biggar area and interested in taking part, call Rikki on 07717765308.

Here's who to contact

Health and Social Care North Lanarkshire (H&SCNL) has updated its Strategic Leadership Team (SLT) 'Who's Who'. The SLT brings together leaders from across H&SCNL to plan and operationally manage health and social care. Sharon Simpson, H&SCNL locality modelling and organisational development lead, said: "The updated Who's Who gives details on who to contact for day-to-day matters, to operational heads, support advisors, professional advisors, directors to care group and health and social work managers. "We hope everyone will find it a useful resource."



MEDICAL SUPPORT JUST A TEXT MESSAGE AWAY

Morag takes to airwaves to talk about Flo

A groundbreaking text messaging system has been used to help support 1000 people with depression and/or anxiety in Lanarkshire.

The Florence Simple Telehealth text messaging system, or 'Flo' for short, was named after Florence Nightingale, the founder of modern nursing, for its human touch.

A short internet animation has recently brought Flo – and how it works – into sharp focus via Fraser, 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. Now he can text his readings from home ensuring his safety and reducing the need to attend the doctor's surgery for routine checks.

From healthy hearts, Flo has also been used to enhance an eight-week programme focusing on healthy minds, with the landmark figure now reached.

"Back in November 2014 we introduced Beating the Blues, a computerised Cognitive Behaviour Therapy," (CBT) explained Diane Reilly of NHS Lanarkshire.

"CBT is a psychological therapy that works on the relationships between thoughts, behaviours and feelings. CBT teaches individuals how to recognise and tackle problems, here and now rather than in the past.

"Face-to-face CBT has been used for many years to treat depression, but the digital therapy has enabled a much larger patient group to access this clinically proven treatment.

"Flo has been used laterally to support the programme by sending a series of texts to patients."

Morag Hearty, programme lead for Telehealth in



"Face to face CBT has been used for many years to treat depression behaviours and feelings."

Lanarkshire, recently appeared on BBC Radio Scotland to talk about Flo.

She explained: "Flo is supporting many people with a variety of conditions to feel safe, more confident in their everyday life as well as making sure people are independent where possible.

"This upward trend and awareness of the service is being supported by Fraser's story and how Telehealth is helping him remain independent."

Visit http://www.nhs.uk/news/2015/07/150715_nhs_text_messages_help_depression_anxiety_lanarkshire for the full story.

Building and celebrating communities

A series of special seminars focusing on Building and Celebrating Communities was held in South Lanarkshire in June.

The events sought to explore how South Lanarkshire Health and Social Care Partnership can generate more space for communities to create the things that matter to them - and how the partnership can support these activities.

Speaking ahead of the events, before the Pulse went to press, Val de Souza, Director of Health and Social Care, explained: "South Lanarkshire Health and Social Care Partnership's vision is working together to improve health and wellbeing in the

community – with the community."

"This is about improving people's experience of health and social care. It's also about helping people living in their communities to live well, to know how to enhance their health and wellbeing and for communities to recognise their strengths, their dependencies and interdependencies.

"We want to live that vision – and we want people at the heart of communities to be part of it.

"Our aim – and indeed the aim of the events - is to tap into the expertise, energy and knowledge at grassroots level."

SLH&SCP's Building and Celebrating Communities programme will be based on the principles of Asset-based community development (ABCD). ABCD challenges, and can positively compliment, the wider traditional approaches that try to solve urban and rural development challenges by focusing on the needs and deficiencies of individuals and communities.

ABCD demonstrates that people, local assets and individual strengths are key to ensuring sustainable community development and that people have a life of their own choosing.

Lady Home joins John's Campaign



Lady Home Hospital in Lanark is the latest site in Lanarkshire to join a groundbreaking initiative to help patients living with dementia. The hospital has become part of John's Campaign, which supports people with dementia by ensuring they are surrounded by familiar faces around the clock by letting their family and carers stay with them on the ward.

Representatives of SLH&SCP and various partners recently welcomed Gillian Corbett, Chief Nurse at Wishaw General Hospital and Scottish Ambassador for John's Campaign, to launch the campaign.

MAKING REALISTIC CHOICES FOR ALL

Working to meet patients' wishes

Better patient care starts with effective planning. This is 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 HACP summarises decisions about the need for treatment escalation or limitation if a patient becomes unstable."

"It takes into account the likely benefits of further medical interventions now or at a later stage and is designed to avoid treatments that are likely to be futile or contrary to the patient's wishes."

The aim of the HACP is to avoid inappropriate interventions in situations where a patient deteriorates as well as reducing the risk of medical harm in a crisis situation.

The plan is designed to ensure that treatment priorities are appropriately adjusted to be both realistic and to fit with the patient's wishes, especially when the prognosis changes.

The HACP has been welcomed by ward staff as a means of recognising and communicating the goals of treatment consistently.

Prof. Taylor said: "Understanding a patient's illness trajectory and discussing their wishes about future treatment are key elements for the HACP, especially if the patient is nearing the end of life."

"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 many the chances are that success will



Professor Robin Taylor

only be temporary. Another crisis is not just possible but probable. When it happens the challenge is to be ready for it and manage it better."

Educational resources are available:

LearnPro module: NHS Lanark Hospital Anticipatory Care Planning

Educational video "Treatment Escalation / Limitation"

- **FirstPort: Resources>Forms>Form links>Hospital Anticipatory Care Plan**

- <http://vimeo.com/204400091>

- <http://vimeo.com/nhslanarkshire/videos>



Bonding and fund-raising from Claire's team

Ten nurses from the adult critical care unit at Wishaw General Hospital competed in an 'It's a Knockout' challenge to raise money for St Andrews Hospice.

The challenge, which took place at Strathclyde Park, saw teams of up to 10 working together to complete games which involved a variety of weird and wonderful tasks.

Claire Baker, staff nurse, said: "The team had a fantastic day out at the challenge."

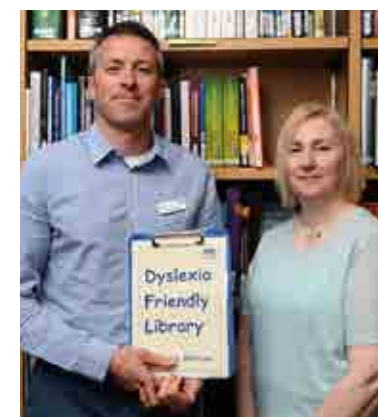
"It was a great team bonding experience."

The hospice, based in Airdrie provides care and treatment for those living with life limiting illnesses.

The team raised just over £1000 for the hospice.



Welcoming everyone to reading



Tomas Muniz, Knowledge Services Officer / Karen Watson, Library Assistant

Hospital libraries across NHS Lanarkshire are set to become dyslexia friendly.

Knowledge Services, who run the libraries, are looking for advice from those with experience of dyslexia to ensure that the service is as helpful as possible.

Tomas Muniz, Knowledge Services Officer, said: "If you have dyslexia or know someone who does, then we would appreciate your input in ensuring that our hospital

libraries are accessible.

"Our libraries at Hairmyres, Monklands, Wishaw General and Law House now host computers that can be have been adapted to meet the needs of users with dyslexia."

"We have introduced material to support reading such as coloured rulers and overlays too."

"We have also adapted library signs."

A copy of Unison's report 'Dyslexia in our own

words' has also been made available and Knowledge Services will be screening a short documentary called 'The Big Picture', which provides personal and uplifting accounts of dyslexic experience from children, experts and iconic leaders.

To help Knowledge Services make the hospital libraries more dyslexia friendly, email libraries@lanarkshire.scot.nhs.uk or call 01236 713 700.

CYBER ATTACK

Staying ahead of the hackers

Details have emerged of how NHS Lanarkshire staff and partners embarked on a heroic team effort to ensure patient care and safety - in defiance of global hackers.

At NHS Lanarkshire, a specially assembled strategic group, led by chief executive Calum Campbell, quickly made the decision around 4pm to take preventative action to contain the damage by closing down computer systems.

Staff throughout the organisation, including North and South Lanarkshire's Health and Social Care Partnerships, displayed formidable team spirit to deliver care and ensure patient safety - despite the vast challenges created by the lockdown.

At the centre of the effort was a tireless team of in-house IT professionals, who worked round the clock - sacrificing personal commitments and defying fatigue - to restore vital systems.

Staff from the frontline, as well as many in support roles, also played a crucial role in setting up and running contingency plans.

As a result of the collective efforts, significant progress has been made and the vast majority of outpatient clinics and planned operations went ahead as normal on Monday 15 May.

Calum Campbell said: "All staff groups have shown outstanding commitment.

"In particular, it should be recognised that NHS Lanarkshire's eHealth



Calum Campbell chief executive

department has gone above and beyond and worked tirelessly throughout the weekend to restore critical systems and secure the IT infrastructure.

"We maintained access to all three Lanarkshire emergency departments throughout the weekend, for example, working closely with Scottish Ambulance Service and NHS Greater Glasgow and Clyde.

"Whilst staff worked around the clock we acknowledge some patients had operations and appointments cancelled. We sincerely apologise for any inconvenience and we are endeavouring to rearrange these now.

"I'm incredibly proud of all staff and partners for the team effort and resilience shown to overcome the many local challenges that were thrown up by this significant global incident."



Babies don't take heed of cyber attacks: Cheryl and Scott's daughters arrived right in the middle of the incident

All in a day's work for maternity team

Bellshill couple Cheryl McNulty and Scott Wright welcomed their twin daughters into the world on Saturday morning, in the midst of the cyber attack that hit NHS Lanarkshire's IT system.

Cheryl said: "Early on Saturday morning I had a heavy bleed and the decision was taken to deliver the babies early. "The whole team came together to deliver my babies. There was no sense of panic. Everyone knew their role and I felt completely safe.

"I had a caesarean section under general anaesthetic and the babies were taken to the neonatal unit after they were born.

"When I saw them I was overcome. The babies weren't in neonatal for long; they were back beside me that day in time for our evening visitors."

Cheryl added: "The staff were absolutely brilliant. If they hadn't explained to me about the cyber attack, I wouldn't have been aware that there were any issues.

"From my point of view, it didn't have any impact on my patient experience at all.

"If they hadn't explained to me about the cyber attack, I wouldn't have been aware that there were any issues."

"I couldn't say a bad word about the care that I received. It was such a positive experience."

Amanda Kennet, senior midwife for inpatients, said: "In maternity services, we are used to working in high stress situations and always aim to deliver good quality care no matter the circumstances

"It doesn't matter what comes along, we pull together and deal with it. You can't break the staff. We do this job because we love people and our patients are our priority."

Safety first

Paul O'Neill, of South Lanarkshire Health and Social Care Partnership, said: "The overriding focus over the weekend was patient safety and ensuring we were able to provide care for those requiring medical support, especially via the out of hours services.

"The first priority was to make sure staff were fully aware of what was happening - even although there was no access to computer systems we'd normally use to communicate.

"That meant picking up the phones, texting and a lot of face-to-face communication. There was a tremendous effort among all staff to get the word out."

Superhero Robert Hall to the rescue!

Robert Hall is one of the heroic IT team who worked tirelessly to counter the attack on NHS Lanarkshire's computers.

After the incident began on Friday, he found himself coordinating the response at Hairmyres Hospital in East Kilbride, working until after midnight.

Enterprise architect Robert, 42, from East Kilbride, said: "I was supposed to be picking up my four-year-old daughter Rachael from nursery but I realised that wasn't going to happen. My mum had to get her and take her home because my wife



Annette also works for the health board and was on-call.

"But putting your family life on hold is something you have to do in a situation like this and all my colleagues showed the same

commitment to staying at their desks and working to fix the problem. Anyone I phoned for help was ready to muck in right away."

A sleepless night was followed by a 16-hour shift on Saturday.

"It wasn't until about 6pm that I realised I hadn't eaten since breakfast," said Robert, who then put in more long hours on Sunday and Monday.

"I didn't see my daughter for more than 10 minutes over the weekend but you just have to get on with it in a serious situation like this," he added.



Thanks to GP

When Jonathan O'Reilly's two year old daughter became unwell on Friday night, he knew he needed help from healthcare staff.

Jonathan said: "The Out of Hours GP that we saw was first class and did everything that you would expect at our appointment, despite the IT challenges. The only noticeable difference was that she gave us a hand-written prescription.

"If you weren't aware that there had been a cyber-attack, you would not have noticed any difference to the service."

iMATTER GIVES US ALL A VOICE

A new manager is crediting iMatter for helping her to get to know her new team in depth.

Andrea Stewart, directorate support manager for surgical services, moved to her new role at Monklands Hospital earlier this year.

Andrea said: "The team report was carried out at a time when I wasn't the team manager. So I thought it was a great opportunity to have a team meeting about it as it would bring us together and I could learn more about them.

"It's a big team; there are 56 members of administration support. So, I decided to ask for one person from each specialty to represent their colleagues.

"I had sent the report to everyone before the meeting for them to discuss in their own specialties."

Andrea used an example from the iMatter pack, which asked teams to draw a river and identify where they felt their team was in the journey to where they want to be.

Andrea said: "I drew the river and took some post-it notes with me. We relaxed

and had a bit of a laugh through the process, which I think was important.

"We went through each section of the report and drew up an action plan to help us to get to where we want to be as a team."

Andrea's team's actions included creating a contact list for all consultants and their secretaries at Monklands. The list has now become an invaluable communication tool for the department.

They have also reminded all doctors to select the appropriate type of letter on their dictaphones to ensure that they can turn work around as quickly as possible.

Andrea added: "Since completing iMatter, I have seen an impact on my team. It helped to give my staff a voice as they were given a dedicated time to speak their minds on what is important to them.

"It's about making sure that staff are engaged, listened to and valued." iMatter launches at Hairmyres Hospital on 17 July and at Wishaw General Hospital on 7 August.

"The list has now become an invaluable communication tool for the department."



Family says thanks for Jimmy's 54 years of care

A veteran who is believed to be the UK's longest-serving patient has died after spending 54 years in Wester Moffat Hospital.

Jimmy Morris, who was 75 when he died, was admitted to the hospital in 1963 after he suffered a cardiac arrest on an operating table in Germany and was left in a vegetative state.

His brother Karl was amazed when it was suggested by staff that no one in the UK had been in care longer than Jimmy who was admitted at the age of 21.

Karl said: "Everyone at Wester Moffat was outstanding, to care for a man throughout his entire life is quite something and we

couldn't be more grateful.

"The staff were unbelievable. Jimmy was a mad lover of Elvis, they even organised special nights which he enjoyed.

"I can't imagine anyone has ever lived so long in an NHS hospital which I think is a remarkable reflection on Wester Moffat and NHS Lanarkshire."

Single system means one common plan

NHS Lanarkshire is introducing a new single Laboratory Information Management System (LIMS) to support all five laboratory disciplines across the three acute hospital sites.

Karen Aitchison, service manager for diagnostics, said: "A number of disparate LIMS have historically been in operation across the three acute hospital sites.

"The new replacement Laboratory Information Management System and electronic laboratory Order Communications

System procurement and implementation will move forward as part of the wider programme to establish a single LIMS across all laboratory disciplines and all three acute hospital sites within NHS Lanarkshire.

"This will ensure all systems and interfaces which will impact, or be impacted by the LIMS are coordinated to a common plan and timescale."

LIMS is an information system that can schedule testing, track tests, and pass test results to other systems in the supply chain.

Reducing harms from high risk medicines

A Hospital Electronic Prescribing and Medicines Administration (HEPMA) system will be implemented across NHS Lanarkshire acute sites.

The aim of HEPMA is to move prescribing and medicines administration from a paper based process to an electronic solution which integrates into the patient's electronic record and to significantly improve patient safety and quality of care.

Christine Gilmour, chief pharmacist, said: "HEPMA will improve our medicines management processes and improve the quality of care through the use of intelligent systems and will support closing the loop, with greater communication between secondary and primary care".

There are approximately 34 million prescriptions and 122 million administrations of medicines per year in NHS Scotland. With the increasing range and complexities of medicines available, safe and effective prescribing and administration is challenging.

In 2015, Healthcare Improvement Scotland (HIS) released a publication outlining the scale of medication incidents and medication incidents related harm in NHS Scotland. It highlighted that 15,000 patients admitted to acute hospitals experience adverse drug events due to medicines, ranging from no harm to death. Research indicates that 72 per cent are preventable and there are up to 280 preventable deaths across all acute hospitals due to medicines.

Christine said: "The Scottish Patient Safety Programme has a strategic commitment to reduce the harm associated with high risk medicines and recognised that HEPMA is a key building block."

A variety of staff will be expected to use the system in some way including laboratory users and laboratory service managers as well as clinicians who require web browser access to laboratory results.

Dr Ian Godber, consultant clinical scientist, said: "An effective LIMS to support and contribute to the electronic patient record forms a fundamental part of the national and local eHealth including the appropriate use of laboratory tests strategies."

£100 OF LOVE2SHOP VOUCHERS COULD BE YOURS TO SPEND!

We've teamed up with NHS Staff Benefits to offer one lucky reader £100 worth of Love2Shop gift vouchers. The vouchers are valid at over 20,000 shops, restaurants and attractions.

Have you had a look at NHS Staff Benefits recently?

If it's been a while since you last checked, they now have over 200 offers and discounts exclusively available to NHS staff.

You could save on everything from holidays and home improvements to a new car, phone contract or gym membership. You can also save on online shopping.

The discounts cover 12 different categories and the latest offers are regularly updated. Every month there is a selection of 'Mega Deals' to get some extra savings, regular competitions and limited time offers.

Some of the companies providing discounts to NHS Staff Benefits members are Hoseasons, EE, Hotpoint, Barrhead Travel, Forest Holidays, David Lloyd

Leisure, Jet2Holidays, Rox and Virgin Media.

Register today at www.nhsstaffbenefits.co.uk to access the deals and receive a fortnightly newsletter keeping you updated with the latest deals available to NHS staff.

To win the vouchers, answer the following question:

"Where would you like to receive an NHS discount?"

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 with 'Staff Benefits' in the subject line.

The deadline for entries is Friday 7 July.

Register for free

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

All the companies on the website offer discounts 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

And our Pulse competition winner is...

Congratulations to Janette Nutt, the lucky winner of our last Pulse competition.

Janette, who is an assistant health records manager based at Hairmyres

Hospital, scooped dinner for four up to the value of £150, at the fantastic Alston Bar & Beef in Glasgow.

Janette will now be able to try the restaurant's mouth-watering quality beef.

**ALSTON
BAR & BEEF**

SO LONG & ENJOY YOUR WELL-DESERVED RETIREMENT



School nurse Elizabeth Ann Fraser retires after a remarkable 46 years

After a remarkable 46 years' service, school nurse Elizabeth Ann Fraser retired from NHS Lanarkshire in March.

Ann, who was based at Shotts Health Centre, joined the health service in March 1971 when she took up employment with Glasgow Royal Infirmary. Ann thereafter went on to work in the community as a charge nurse with the evening nurse service before moving to Shotts Health Centre where she remained until her retirement. During her career, Ann also worked with the stop smoking service for a number of years.

After 38 years' service, senior charge nurse Anne McWilliams retired from NHS Lanarkshire in February.

Anne, who was based within ward 19 at the Glenaffric day unit at Coathill Hospital, trained as an enrolled nurse at Monklands Hospital. During her career, Anne was posted to Saudi Arabia where she worked in Riyadh for a number of years. On her return to the UK, she moved to her current post with the Glenaffric day unit, a post she held until her retirement.

Friends and colleagues paid a fond farewell to speech and language therapist Annette Beat who retired in April.

Annette, who was based at Carluke Community Health Centre, spent most of her career working in Lanarkshire. Throughout her career, Annette has worked in community clinics, schools and nurseries across the Clydedale locality with children and young people experiencing speech, language and communication needs. Annette also worked in partnership with paediatrician colleagues to support the autism diagnostic service and developed close working relationships with colleagues in health and education.

There was a double celebration when Frances Burke and Elizabeth (Betty) Hill retired from NHS Lanarkshire in March.

Both Frances, a palliative nurse specialist, and Betty, a charge nurse, were attached to the renal services at Monklands Hospital and, between them, amassed a remarkable 56 years' service. Frances began her career at Monklands Hospital



Congratulations to senior charge nurse, Anne McWilliams (38 years' service)

and later moved to Wester Moffat hospital where she remained for a number of years. Frances moved into palliative care medicine in 2002, a specialty in which she remained until her retirement.

Betty began her career at Stonehouse Hospital. After taking time to have her family, Betty undertook a diploma in nursing. On qualifying, Betty was appointed to the renal unit at Monklands, a post she held until her retirement.

Betty lives in Coalburn and has two daughters and a son.

Frances lives in Denny and has sisters and a brother who live nearby with their families.

Colleague Alan Sommerville said: "Both Frances and Betty have given a lengthy service in renal services and will be missed by both staff and patients."

Colleagues gathered to pay a special farewell to Jackie Farnell, team leader (medical), who retired in April after 35 years' service.

Jackie, who was based within the physiotherapy department at Wishaw General Hospital, joined NHS Lanarkshire in June 1982 as a physiotherapy helper at Monklands Hospital. On qualifying from Queens College, Glasgow, Jackie thereafter secured her basic grade post in August 1982.

Jackie joined the physiotherapy department at Law Hospital in 1984 and, in 1995, was promoted to superintendent III/physiotherapy deputy. On the closure of Law Hospital, Jackie transferred to Wishaw General Hospital where she remained until her retirement.

Colleagues paid a special farewell to Martha Forrest who retired from her post as team leader in March after a remarkable 42 years' service.

Martha, who was based within the payroll department at Kirklands Headquarters, joined NHS Lanarkshire in September 1974 as payroll assistant and, over time, worked up to role of team leader. Martha moved to Monklands Hospital in November 2005 when payroll services relocated and, in December 2014, moved to Kirkfield Cottage, Kirklands Headquarters, where she remained until her retirement.

To include a retirement contact Alison McCutcheon - alison.mccutcheon@lanarkshire.scot.nhs.uk, 01698 858111.



Goodbye and good luck! Annette Beat, speech and language therapist retires



Palliative nurse specialist, Betty Hill (left) and charge nurse, Frances Burke, retire after a collective 56 years!



Team leader Jackie Farnell says goodbye after 35 years' service with the NHS



Martha Forrest from NHS payroll services retires after 42 years' service

Safety first at all times

Staff from Hotel Services, West of Scotland Laundry and Maintenance Services represented their departments at the Royal Garden Party at Buckingham Palace.

The event was to celebrate the centenary of the Royal Society for the Prevention of Accidents (RoSPA) which recognised invited guests from the public sector who are progressive in their approach to health and safety.



Anne Marie Cook, Lesley Robertson (Hotel Services), Drew Smith (Maintenance Services) and Kay Russell (West of Scotland Laundry)

These departments hold RoSPA Gold Award status in recognition of their achievements and the work they do each year to promote and enhance workplace health and safety and staff welfare.

John Paterson, director, PSSD, said: "Achieving RoSPA accreditation at this level is a testament to the work of all those involved in striving for a safe and secure workplace for all.

"The staff who attended were delighted and honoured to represent PSSD and NHS Lanarkshire at this prestigious event."



SUPER TROOPER TRUDI WINS THROUGH

A top Lanarkshire nurse has revealed that skills refined at the frontline of health and social care steered her through a punishing SAS challenge – and saw her crowned the event's super trooper. Ultra fit Trudi Marshall won the most outstanding participant award for physical fitness, resilience and leadership shown during the gruelling 48-hour Border Reiver challenge.

The event saw military fitness enthusiasts from a variety of backgrounds endure lung-busting wilderness marches with heavy packs, sleep deprivation, river crossings, mock capture and interrogation.

Of the 23 athletes who set out, only 13 – including tough nut Trudi, one of two female contenders – managed to successfully complete the challenge.

And she's put it down to her caring touch.

"Because of my profession, I'm trained and able to respond rapidly to a change in any situation," said Trudi.

"I was definitely able to draw on that and tap into those strengths when the going got tough."

Among many aspects of care, Trudi has played a leading role in the development of Hospital at Home which spans North and South Lanarkshire Health and Social Care Partnerships.

Trudi, who has recently been appointed associate nurse director for Health and Social Care North Lanarkshire, continued: "In my



nursing capacity, you may be in a situation where a patient's condition changes rapidly, for example. You need to assess, set down a plan and implement really, really quickly – with a calm focus.

"I think I was able to translate those skills across to the situations we encountered during the weekend."

Calum Campbell, chief executive of NHS Lanarkshire, said: "The commitment, dedication and focus of our staff and partners is the driving force behind the provision of safe, person-centred care.

"The resilience, leadership and skill shown by Trudi, no matter the task or challenge, personifies this very sentiment."

Read the whole story here: <http://www.nhslanarkshire.org.uk/news/news/Pages/Trudi1.aspx>