

Kindness counts

Remembering one wee girl's short life by raising cash through kindly acts (p7)

Breast is best

How we can all help promote a positive breastfeeding culture (p12-13)

Don't beef about it!

Win a meal for four at Alston Bar & Beef in our great staff competition (p18)



www.thepulse.scot.nhs.uk

May/June 2017

thepulse

A group of five people, two women in white NHS scrubs and three men in business suits, are standing in front of a modern hospital building. The building has a glass facade and a logo that reads 'GCU Glasgow City University'. The sky is overcast.

WORLD-LEADING RESEARCH FOR THE BENEFIT OF ALL...

University hospital status for three of our sites (p15)

thepulse

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Got a story?

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

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Editorial policy

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

SPECIALIST CARE FOR AT-RISK MUMS

LAMS provides added support

A young mum has thanked an awarding-winning Lanarkshire service for saving her life.

Stephanie Girvan, 26, had issues with alcohol and drugs when she found out she was pregnant. She was then referred to the Lanarkshire Additional Midwifery Service (LAMS) by her community midwife.

Stephanie said: "I didn't know the LAMS service existed. It was a relief to know there was someone there for you as it was daunting to deal with everything on your own."

"The LAMS service is unique as the thought of walking into an antenatal clinic when I had a lot of emotional baggage was intimidating. I didn't want people judging me."

LAMS provides specialist antenatal care to women across Lanarkshire who have a current or recent history of drug and alcohol misuse and associated complex needs, including poor mental health, domestic abuse and homelessness.

Lorraine Farrow, specialist midwife, substance misuse,

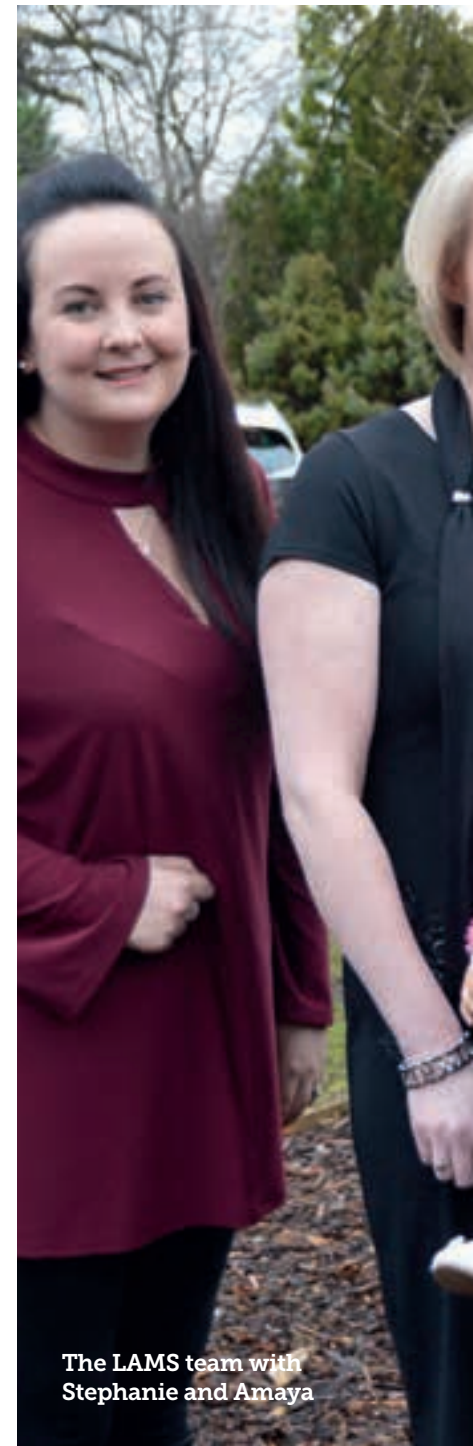
said: "We offer a full holistic assessment and a person-centred package of care for each woman. This ensures the health and wellbeing of the woman, her unborn baby and the wider family network and promotes a sustained and healthy recovery from substance misuse."

Fellow specialist midwife substance misuse Liz Walsh added: "We provide care, advice and support from NHS premises and in women's homes, which ensures women are able to access our services at times and in places that best meets their needs."

Importantly the service was developed with the input from women so that it meets their needs. Feedback from women who have used the service is also used to continually improve the service for them.

Thanks to the help of LAMS, Stephanie now has her hands full with her "wee lifesaver", one-year-old daughter Amaya.

Stephanie said: "It is scary to think where I could be if it wasn't for LAMS and Amaya."



The LAMS team with Stephanie and Amaya

Tackling inequality scoops prize for team

LAMS scooped one of the UK's top midwifery prizes at the Royal College of Midwives (RCM) Annual Awards.

Specialist midwives Lorraine Farrow, Linsey Ann McKean and Liz Walsh won the President's Award for reducing inequalities for their initiative to support women in pregnancy with a current or recent history of drug or alcohol problems.

Cathy Warwick, chief executive of the RCM, said: "Winning an award is a wonderful achievement and I offer my congratulations to Lorraine, Linsey and Liz."

"This winning entry shows just what can be achieved by midwives and their colleagues working together. This has led to a better service for women, babies and their families and a service that is making real inroads into tackling inequalities in health."

"This dedication, innovation and determination will help maternity services everywhere to deliver safer, better and continually improving care."

The ceremony was held in London and hosted by journalist and broadcaster Natasha Kaplinski.



From left – Lorraine, Linsey and Liz, with Natasha Kaplinsky and RCM representatives, being presented with the award



From left – student occupational therapist Jenna Allan, occupational therapist Fiona McGinness, Margaret Tulips, Muirpark House senior social care worker Eileen Mullen, physiotherapist Liming Cheung

Margaret's back home thanks to CARS

Health and social care colleagues in North Lanarkshire are using CARS in the drive to avoid patients going in to hospital and to ensure they are discharged as quickly as possible when admitted.

One patient is praising CARS (Community Assessment and Rehabilitation Service) after it got her back on her feet.

Margaret Tulips, from Holytown, said the Health & Social Care North Lanarkshire initiative boosted her recovery from surgery to replace both her knees.

Margaret, 66, said: "CARS is fantastic - I have recovered so well I have gone from needing support to get around to living independently back at home without home carers to assist me."

Fiona McGinness, a CARS occupational therapist working within the Bellshill Locality, explained: "After seven weeks of inpatient occupational therapy and physiotherapy, Margaret still needed further rehab. A referral was made to CARS and an intermediate care bed was provided at Muirpark Care centre, a council short-stay facility.

"The CARS team visited Margaret twice a day for intensive therapy and Muirpark staff worked with us to encourage her to improve her mobility."

When Margaret was able to get about well enough to return home her house was assessed for adaptations.

Fiona added: "The great thing about the partnership between health and social care staff is that we could quickly access the social work system to order any equipment Margaret needed.

"We also seamlessly put in place a reablement package of care, which was frequently reviewed by the CARS occupational therapist, and reduced as Margaret's functional abilities improved."

Have your say through iMatter

Admin and clerical staff within labs have been sharing their journey through iMatter – the continuous improvement model designed to help understand and enhance staff experience.

Sandra Seenan, directorate support manager for laboratories, said: "I approached iMatter very positively, explaining it gave staff the platform to have input to their working practices and environment and for the team to resolve any issues or make beneficial changes.

"We all sat down to discuss the results of our iMatter questionnaires. Although there was a feeling we should celebrate and keep doing what we're doing, there were still some issues to be resolved. My advice to managers is to speak to your teams in advance of the iMatter questionnaire to advise them of how important it is.



TRANSFORMING PRIMARY CARE

Thinking differently to achieve our vision

A challenging and exciting programme of improvements is under way, designed to transform services and access to community-based general practice and mental health services.

The Primary Care and Mental Health Transformation Programme (PCMHTP) supports NHS Lanarkshire's strategic priority to treat people in the community, as well as our aim to reduce inequalities in health care.

The programme is being driven by a number of factors, including an ageing population with more complex health needs, reducing numbers of clinicians (particularly GPs), the growing need to use all of our resources more efficiently and the recognition that "more of the same" will not meet future need and demand.

An improvement support team has been set up with the key clinical and management specialists and will inform the development and design of general practice and other aspects of primary care.

Dr Chris Mackintosh, medical director for South Lanarkshire Health and Social Care Partnership, is chair of the transformation programme board and says that the current pressures in general practice and across the community require us all to think differently to achieve our vision



He said, "By organising our efforts in a coordinated fashion we will make best use of the changing resources available to us. Staff across health and social care will be involved in the transformation programme.

"NHS Lanarkshire is committed to delivering world-leading, high-quality, innovative health and social care that is person-centred. Our ambition is to be a quality-driven organisation that cares about people and is focused on achieving a healthier life for all.

"We need to transform services to achieve this and this programme is the route to do this. Within this overall programme there are some exciting developments.

"The PCMHTP provides the mechanism that enables us to make the changes we need in a way that will deliver our vision."



Self-help advice

NHS Inform is Scotland's national health information service. It provides accurate and relevant information to help people make informed decisions about their own health and the health of the people they care for.

The website has a self-help guide to assess symptoms, with the option of chatting live to an NHS operator, and a national services directory.

Go online at www.nhsinform.scot or call 0800 224488 from 8am to 10pm, seven days a week.



Pharmacists play a key role in patient care

Eight ways

The PCMHTP has eight work streams, with a ninth virtual work stream around the potential for future joined-up approaches with NHS24. Each has responsibility for developing and delivering a quantified action plan. Here's a snapshot of what they're working on.

- General Practice and Community Redesign is exploring new ways of working, new models of care and how a multi-disciplinary team approach will improve access through deploying advanced nurse practitioners (ANPs), physiotherapists and pharmacists.
- Urgent Care is looking at further developing urgent out-of-hours (OOH) care by including ANPs, mental health and

PCMHTP is transforming the way we work in the community as patient needs change.



Exciting times ahead for GPs

NHS Lanarkshire is launching a major recruitment drive to attract GPs to consider a career in Lanarkshire.

The campaign will highlight the reasons that make Lanarkshire a top choice as a place to practise.

Dr Chris Mackintosh, medical director for South Lanarkshire Health and Social Care Partnership, said: "GP practices across the UK are finding it more competitive than ever to attract new practitioners, so it's crucial we set out what is special about working here.

"There's never been a more exciting time to work as a GP in Lanarkshire. We are determined to make significant changes in how general practice is delivered to meet the current and future demands.

"The recruitment and retention fund is just one part of the system-wide changes needed to make general practice in Lanarkshire a first choice for new doctors.

"There's never been a more exciting time to work as a GP in Lanarkshire."

"This includes introducing new ways of working such as greater multi-disciplinary working and collaboration between clusters of GP practices."

Medical director Dr Iain Wallace said: "Our GPs will receive the right support to allow them to be professionally fulfilled. We're introducing a new coaching programme tailored to the needs of our GPs.

"There are also fantastic learning, research and teaching opportunities ahead."

we'll deliver primary care

paediatric nursing staff working in an OOH hub and undertaking home visits.

- Mental Health is testing out new ways to support general practice with patients who suffer from mental health illness. For example, training staff in community pharmacies as mental health champions and developing mental health link workers in community settings.
- GP Recruitment and Retention is providing support to explore marketing approaches to recruit and retain GPs in Lanarkshire.
- Digital Services is seeking to take an electronic/digital-first approach to extend and improve use of information technologies,

including testing the use of "surgery pods" to release GP time for complex patients.

- Pharmacists in Practice is working to test out the benefits of including pharmacists within general practice to support the management of patients' medication needs.
- House of Care is an integrated care planning process that supports people with long-term conditions to get more involved in actively managing their health and determine their care support needs.
- Leadership Programme is promoting the Leadership for Integration programme to build leadership capability and team-based working in the organisation.

Make the right choice

We can all help to manage the current demand on our services by taking opportunities to advise patients on the best route to get the right treatment first-time-around. Our "Know who to turn to" guide – available on our website and on FirstPort - provides easy-read information to help people make the right choice.

Self care, community pharmacists, optometrists, dentists and the out-of-hours service are all alternatives to seeing a GP.

Hanan and Noah open a new chapter



A young mum has described how she's found a new interest in life thanks to the transformational power of books – and innovative partnership working.

Hanan Al-Hilli, 22, from Coatbridge, felt isolated after the birth of her son, Noah, two years ago.

Now, she's not only created a new lease of life for herself – but is helping others do the same.

And it's all part of wider efforts by Health and Social Care North Lanarkshire and the voluntary sector to strengthen services for children and families in the area.

"I took Noah along to Bookbug song and rhyme sessions for babies and toddlers at my local library," explained Hanan.

"Noah enjoyed it – but it gave me a fantastic boost too. If it wasn't for the group I would've easily slipped into a depression."

Hanan has now been supported by Voluntary Action North Lanarkshire (VANL), as part of their work in the partnership, to become a volunteer for the Bookbug programme – taking the benefits into the heart of communities.

"The sessions are great not just for the kids. They create a natural network of reassurance and support for parents who faced the same worries as me."

Read the full story here: <http://bit.ly/2odfMv1>

Colin and Liann with children Abigail and Samuel



Use Val's blog to share your news

Val de Souza's blog continues to offer insight and updates into the very latest developments from South Lanarkshire Health and Social Care Partnership.

The director of Health and Social Care provides an easy-to-follow update on strategic developments, how they translate to action at ground level and what it all

means for you.

Don't forget – the news section also offers an opportunity to tell the partnership your news, achievements and how you're overcoming challenges in South Lanarkshire.

Email Euan.Duguid@lanarkshire.scot.nhs.uk or call 07917041853

ACTS OF KINDNESS RAISE FUNDS FOR NEXT GENERATION'S CARE

A young couple have marked what would have been their daughter's 10th birthday – by quietly touching hearts across the nation with a campaign of kindness.

Liann and Colin Weir's first born daughter, Emily, arrived 15 weeks prematurely, on 6 October 2006.

A week into her life, she developed serious complications and, tragically, little Emily lost her brave battle on October 17.

Liann and Colin, both 34, from Motherwell, have now marked Emily's legacy – and paid tribute to the care and support she received in Wishaw General Hospital's neonatal unit – by launching a campaign that's brought the very best out of all who've participated.

"We committed to – and encouraged others on social media – to carry out 10 random acts over 10 months," said Liann. "Whether it was helping a neighbour in with their shopping, allowing others to move in front of a queue or just doing something that would brighten up someone's day. The idea was

to spread some light – without making a show of it."

The Weirs encouraged participants to donate £1 for each act – and set to raise £1000 for the neonatal unit. That target has been broken – with £1250 raised, underlining the strength at the heart of communities.

Janice Hewitt, chief accountable officer of Health and Social Care North Lanarkshire, said: "Our approach also recognises the valuable contribution people at the heart of communities can make to others. Liann and Colin's story – and Emily's legacy – demonstrate this."

Val de Souza, South Lanarkshire Health and Social Care Partnership's director of Health and Social Care, echoed that sentiment. "I've no doubt these simple acts touched the lives of the recipients, and the campaign highlights community spirit is alive and well. That's something we want to harness and build on now and in the future."

Read the full story – and how people helped – by visiting <http://bit.ly/2lwBIN2>

Inclusive support for vulnerable patients

Kello Hospital in Biggar 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.

Senior nurse for Clydesdale, Karen Thompson, of South Lanarkshire Health and Social Care Partnership, recently welcomed Gillian Corbett, chief nurse at Wishaw General Hospital and Scottish Ambassador for John's Campaign, to launch the campaign.



Karen said: "The ethos of John's Campaign builds on the inclusive ethos of our community hospitals as well as our partnership's vision, Working together to improve health and wellbeing – in the community."

Representatives from the local community, including Friends of Kello, the voluntary sector, Biggar patient group, Biggar High School, the local minister, priest

and hospital chaplain, were also at the launch, which had been coordinated by Kello Hospital's Sandra Barrie.

Val de Souza, director of Health and Social Care of South Lanarkshire Health and Social Care Partnership, said: "As a partnership, we are committed to always providing person-centred care for every individual."

IN FiVE proves it's a great read!

Health and Social Care North Lanarkshire's news bulletin IN FiVE was shortlisted for Best Staff Newsletter at this year's NHS Scotland Communication Awards.

IN FiVE was recognised for being clearly linked to the original objective – there's five succinct

sections, taking around five minutes to read, watch and enjoy. It's interactive, compatible and relevant to a variety of partner organisations.

IN FiVE focuses on shared values and the pursuit of a common goal – safer, healthier, independent lives for the people of North Lanarkshire.

NATIONAL PLAN TO SUPPORT PEOPLE IN DISTRESS

Compassionate response required at frontline

NHS Lanarkshire and North and South Lanarkshire Health and Social Care Partnerships are leading a national programme, on behalf of the Scottish Government, to improve the response to people who present at frontline services in distress.

The Distress Brief Intervention (DBI) programme is a four-year initiative which emerged from the Scottish Government's work on the suicide prevention and mental health strategies which showed that people in distress require improved co-ordination across agencies, quicker access to support and more consistency in the compassion they receive.

The DBI programme aims to help address this by training frontline NHS, police, primary care and ambulance staff to provide a compassionate response to people in distress making it more likely they will engage with and stay connected to services or support that may benefit them over time.

Kevin O'Neill, DBI national programme manager, said: "A DBI is a time-limited and supportive problem-solving contact with an individual in distress.

"It's a two-level approach with level one delivered by front line staff involving a

compassionate response, signposting and offer of referral to a DBI level two service.

"Level two will be provided by commissioned and trained third sector staff, who will see the person within 24 hours of referral and provide compassionate community problem-solving support, wellness and distress-management planning, supported connections and signposting for up to 14 days."

Building consistent, collaborative, compassion is at the heart of DBI.

Four sites will be involved in the pilot with locations in Inverness, Aberdeen and Borders joining Lanarkshire.

The University of Glasgow's Institute of Health & Well-being is developing the DBI-related training. An independent evaluation is also being commissioned.

Kevin continued: "A very controlled implementation in Lanarkshire will begin in June 2017, with incremental up-scaling across all four partnership sites from October 2017, in preparation for full delivery in April 2018."

For further information on DBI call 01698 366988 or email:

DBIcentral@lanarkshire.scot.nhs.uk

The national DBI development team (l-r) programme administrator Yvonne Burton, programme manager Kevin O'Neill and principal information analyst Martin McCoy



"A DBI is a time-limited and supportive problem-solving contact with an individual in distress."



Some Hairmyres Hospital class members

Deep breaths for lung patients

Patients who have lung conditions are benefiting from pulmonary rehabilitation classes.

NHS Lanarkshire runs sessions at Hairmyres, Monklands and Wishaw General hospitals.

The rehab combines gentle physical exercise with discussion and advice on lung health and is designed to help manage the symptoms of lung conditions, including getting out of breath.

Pulmonary physiotherapist Jennifer McDonald, who runs the Hairmyres classes, said: "Completing a rehab course

is a good way to learn how to exercise at the right level for the individual.

"Research shows it can lead to improvement in someone's ability to walk further and in the general quality of life. It can help them feel less breathless doing day-to-day activities, such as walking up stairs, shopping and dressing. They should feel less tired too.

"Class members typically come for 12 sessions over six or 12 weeks and we offer them a programme of nine exercises including step-ups, bicep curls, wall presses, knee-tapping and exercise bikes."



Left to right – Judith Ralston, Lynsey Drysdale and Wendy Kennedy all NHS staff based in Airdrie Community Health Centre.

Art aids recovery for support group members

A group of local people recently displayed their artwork in the exhibition space at Airdrie Community Health Centre.

The display was facilitated by the Recovery Through Art Group which supports people in recovery from alcohol and drug problems, using a tool called 'Outcome Star'.

The exhibition space at the centre is managed in partnership by NHS Lanarkshire and Culture NL and is available to exhibit the work of local individuals and interest groups.

Wendy Kennedy, health improvement practitioner for NHS Lanarkshire, said: "The

exhibition space showcases four displays each year. It's a space to promote any type of art which reflects health and wellbeing and highlights how being creative has a positive role in everyone's lives. Anyone interested in displaying their work in this space should contact me on 01236 772335."

The Recovery Through Art Group operates on a rolling basis with three programmes being held throughout the year.

For more information on the group contact Lanarkshire Alcohol and Drug Partnership on 01236 707168 or visit www.nhslanarkshire.org

Managing patients who pose risk of harm

Multi Agency Public Protection Arrangements (MAPPA) involve police, local authorities, health boards and the Scottish Prison Service assessing and managing the risk posed by sexual, mentally disordered and violent offenders.

NHS Lanarkshire is represented in the Lanarkshire MAPPA partnership and staff are expected to be aware of the principles that govern it.

Anne McFarlane, NHS Lanarkshire

MAPPA manager, said: "NHS Lanarkshire's responsibilities are pretty straightforward and I'd encourage staff to familiarise themselves with them.

"Within a healthcare environment we want staff to:

- identify those who may pose a risk of harm to patients and staff in a ward or clinic.
- assess the nature and extent of that risk through information available on a TrakCare alert.

- find ways to defensibly manage the risk by considering the guidance in the alert.
- share information with other relevant staff members working with the patient."

For further information please contact the health MAPPA managers, who are: Gerardsmith@nhs.net, anne.macfarlane@nhs.net or telephone: 01555 777483.

Health care strategy now approved

The final version of our healthcare strategy, Achieving Excellence, has been approved by NHS Lanarkshire's Board.

The strategy was amended to take account of the feedback received during last year's public consultation exercise.

A number of strong themes emerged. These were studied closely and the workstream leads who developed the draft strategy then revised and updated the document to reflect those points.

The key themes reflected in the consultation which informed the final strategy included: shifting the balance of care; improving primary care; realistic medicine; redevelopment of Monklands Hospital; centres of excellence; trauma and orthopaedic surgery; carers; mental health and learning disabilities; eHealth; travel and transport; and workforce.

The final version has been submitted to the Cabinet Secretary for Health and Wellbeing following approval by the Board.

The revised strategy is being taken forward through 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.

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



Save the date - 6 June 2017

The aim this year is not only to encourage and support more meaningful conversations, but also to focus on the action that needs to happen in response to these conversations to deliver the care and support people really need and want.

How you might join in on the day?

Advice and resources are available at www.whatmatterstoyou.scot.

To ask questions or find out more email hcis.personcentredscot@nhs.net

It's good to talk: as a caring profession, taking time to chat to patients and learn about their lives is important.

Nancy helps Georgios pop the question in some style!

An SPFL footballer thanked staff for going the 'extra length' to ensure his marriage proposal worked out.

Hamilton Accies Greek centre-back, Georgios Sarris, asked staff to dress his newborn baby daughter in a babygro with 'will you marry my daddy?' written on the front.

Georgios said: "I had been planning on how I would ask Maria to marry me for ages and I eventually came up with the idea of putting the question on our daughter's first babygro."



MAKE CONVERSATIONS MATTER FOR PATIENTS

By understanding what's important we can improve care and health

Having a better understanding of what is important to people helps develop relationships that provide the support people need to achieve optimal health and wellbeing.

NHS Lanarkshire staff are once again being encouraged to participate in the 'What Matters To You?' day on 6 June 2017.

Irene Barkby, executive director of nursing, midwifery and allied health professions, said: "We'll be encouraging staff to have a conversation with their patients and carers to find out what matters to them, but more importantly to listen to them and act on the outcome of the conversation.

"This approach helps us to understand the person and the things that are most important for them. With this crucial insight we are in a much better position to work with the person to find the best way forward for them.

Last year the day was a great success with more than 520 health and social care teams across Scotland making a special effort to have more person-centred

conversations with the people they work with.

Rick Edwards, programme manager for person-centred care, said: "We know from experience that the effect of focusing on what really matters to people and ensuring they are included in decisions about their care and treatment can lead to improvements in the quality and effectiveness of what we do."

To participate you should:

1. Register as individuals or as teams at: www.whatmatterstoyou.scot, where you can also order or download resources.
2. Have a particular focus on "what matters to you?" conversations on or around 6 June.
3. Act on the conversations you have and do something different to help the person achieve what matters to them.
4. Collect stories and share your experiences at www.whatmatterstoyou.scot so that the learning can be shared.

For more information email richard.edwards@lanarkshire.scot.nhs.uk or call 01698 858373.

Tell us your care stories

Even small gestures can make a massive difference to the experience of patients and their families or carers.

After a member of staff alerted our communications team to their heart-warming story,

Georgios and Maria appeared in national newspapers including The Sun and The Daily Record – spreading the word of the tremendous service our colleagues provide every day. Newspapers are always on

the lookout for good human interest stories.

Has someone benefited from an additional service that you have provided? If so, contact the communications department.

"But not long after Maria had given birth to Nancy, she was taken to the neonatal unit for observation. I thought that the moment had gone.

"Once Nancy was given the all-clear, I spoke with the staff and they were only too happy to help me out. I was so happy that the nurses and midwives were prepared to go the extra length to make sure my proposal could work out as planned."

Neonatal staff dressed baby Nancy, who weighed 6lbs 15oz,

in her special first outfit. They then placed her in an incubator and wheeled her round to the maternity unit where she was reunited with her mum and dad.

It was then that Georgios got down on one knee and asked the big question in front of maternity staff.

Maria said: "I will never forget that day as long as I live and I will also never forget the staff who helped bring Nancy into the world and make the proposal possible."



WE ALL HAVE A PART TO PLAY

Support for mums encouraged

Through its Baby Friendly initiative, UNICEF identifies that breastfeeding is the normal biological way to feed babies; it saves lives and protects the health of mothers and babies.

So why do eight out of ten women stop breastfeeding before they want to?

Reasons include –

- cultural norms that discourage longer-term breastfeeding,
- a widespread misconception that formula milk can replace breast milk without any harm,
- a lack of postnatal care and trained support to help women get breastfeeding off to a good start, and
- formula company marketing that normalises bottle feeding and undermines breastfeeding.

AnneMarie Bruce, infant feeding development midwife, said: "Within NHS Lanarkshire we are working hard to ensure mothers have the information and support they need to initiate and maintain breastfeeding.

"We have invested in a breastfeeding support service to ensure families have the practical

support they need. All staff working within maternity and health visiting services have UNICEF approved training to support new mothers and babies to breastfeed. For ongoing support there are numerous breastfeeding groups around Lanarkshire which provide a welcoming and supportive environment to breastfeeding mothers and babies.

"However, improving breastfeeding rates is not the responsibility of individual women. Society has a collective responsibility to create an environment which is truly breastfeeding friendly and overcome the cultural norms that discourage breastfeeding."

AnneMarie believes that working within the NHS places many of us in a unique position to make a difference. She added, "We can influence policies designed to protect and support the most vulnerable, such as babies born preterm or sick, into the most disadvantaged families, or to mothers suffering with poor mental health, as these are the babies who are least likely to be breastfed, while needing it the most."

You can view the UNICEF video at https://youtu.be/7yNvkk_LfpU



AGM for LBI

The Lanarkshire Breastfeeding Initiative (LBI) promotes the benefits of breastfeeding and provides a support network for breastfeeding mothers.

The group holds informal meetings at Wishaw General Hospital, providing an opportunity for mums, babies, toddlers and health professionals to network. Their AGM is on Monday 8 May, 12-2pm in South Wishaw Parish Church East Academy Street Wishaw. Anyone interested in celebrating, supporting, protecting and promoting breastfeeding in Lanarkshire is welcome.

To find out more visit the LBI Facebook page.



A natural act: up to 80% of mums stop breastfeeding earlier than they'd like.

FeedGood

There's lots we can do to support and encourage the breastfeeding mums around us – wives, sisters, cousins, aunts and friends – and there's plenty of information, advice and guidance to help us to do that, including the National Breastfeeding Helpline – 0300 100 021.

FeedGood is a Scottish Government website set up to help families make informed feeding choices. And it's not just for mums. The site offers practical advice and guidance for dads, family and friends. It has real life stories and videos, as well as contributions



At an event to promote breastfeeding at the Regent Shopping Centre in Hamilton: from left – NHS Lanarkshire public health nutritionist Susan Short, Lanarkshire Breastfeeding Initiative's Tammy Cahill, Anne Wilson and Mhairi (six months).



500 signs that you're 'Welcome'

The new Breastfeeding Welcome sign has been rolled out to participating venues across Lanarkshire.

Almost 500 premises are part of the Breastfeeding Welcome scheme which recognises venues that offer a warm welcome to nursing families.

The Breastfeeding etc. (Scotland) Act 2005 protects a child's right to be breastfed, which means that mums can be assured they can breastfeed their child anywhere.

However, seeing the Breastfeeding Welcome sign can help mums feel so much more confident and comfortable about going into a cafe, restaurant or other venue.

Infant feeding development midwife AnneMarie Bruce says: "Displaying the pink and purple sign sends a clear message to mums - 'You are most welcome to breastfeed your baby here and you can be confident our staff will support you.'"

"It's great to have so many venues across Lanarkshire who recognise that breastfeeding is a 'normal' everyday positive experience."

For more information contact the Infant Feeding Team on 01698 366710.

- for all the family!

from dads.

There are many ways partners can connect and bond with their baby, skin to skin contact, changing, bathing, baby massage, talking and singing to your baby are all great ways to bond.

New babies have a strong need to be close to their parents as it makes them feel secure and loved, holding talking and smiling with babies releases a hormone called oxytocin in babies which helps their brains grow and helps them to be happy babies and more confident children and adults.

Public health nutritionist, Susan Short, says, "Support for breastfeeding mums from those around them is essential to providing an environment where breastfeeding is accepted as being the norm and mums feel confident in their feeding choice.

"Breastfeeding is the most natural way to feed your baby and, as a society, we have a collective responsibility to support breastfeeding mums and ensure they feel comfortable and confident in their choice to give their child the healthiest start in life."

Leigh-Ann goes to Westminster

A year on from winning Maternity Support Worker of the Year from the Royal College of Midwives, breastfeeding support service assistant Leigh-Ann Johnstone was back in London.

This time she was speaking at Parliament, sharing her knowledge and experience.

Leigh-Ann, who works in Wishaw General's busy neonatal unit, won the prestigious national award for the breastfeeding support she gives to families with premature and unwell babies.

She provides information on the importance of breast milk and helps mothers start and sustain lactation during a very challenging time.

NEW THEATRE SYSTEM OPERATING SOON

Improving access for patients needing emergency surgery

Improving theatre access for patients requiring emergency surgery is one of the main benefits of the new surgical classification system soon to be introduced across our three hospital sites.

A patient-centred approach has been at the heart of developing the new system, with classifications based on the clinical need and urgency of patients. In addition to reducing delays for emergency surgery, the new method will also potentially lessen the length of stay in hospital during recovery.

Theatre teams from across Lanarkshire, including surgeons, anaesthetists, nursing and admin staff, have been involved in deciding the range of clinical indicators which determine the patient's surgical urgency classification. There are nine levels of classifications, which range from surgery being required within 45 minutes to non-urgent/elective. All surgical specialties are participating in the project as well as cardiology (cath lab).

As well as improving patient care, the new system is also more efficient and beneficial for staff, reducing theatre cancellations



and surgery over-runs. It will also provide a revised flow process to resolve situations where more than one specialty is vying for access to emergency theatre at the same time.

Director of acute services Heather Knox said: "We have excellent theatre teams who put their patients' needs first at all times. This new system enables us to manage patient need in a consistent way across all our specialties and all of our sites, driving up quality standards for theatre access for patients with time-sensitive conditions.

"In the first few month of the system's operation we'll be monitoring and analysing data to identify and address any teething issues. I want to thank our theatre teams for engaging with this initiative in the way that they have."



System of classification on patient's surgical needs will be used

Walk your way to better health!

Following on from our recent Employee Wellbeing Survey, where we had a fantastic response and 16 lucky Fitbit winners, we're committed developing services and opportunities available for our staff. Healthy Working Lives manager Gillian Archibald said: "Using staff feedback, we intend to not only improve awareness of what is currently available but also to introduce new opportunities to encourage staff to be healthier, both at work and at home.

"One of the statistics revealed in our staff survey was that 80 per cent of respondents did not meet current physical activity recommendations for adults - an accumulation of 150 minutes per week. "As a result, one of the ways we hope to support our staff to become more physically



active, is to introduce a new corporate walking challenge for them to take part in. "There will be a registration period to get yourself and your teams signed up, prior to it taking place over May and June. "We will be communicating far and wide and hope you will join in and take part in what we see as the first of many NHS Lanarkshire-wide walking challenges. "Why not challenge a colleague or join together to go up against other departments? It's time to step up!"

Academics

A landmark partnership between Glasgow Caledonian University (GCU) and NHS Lanarkshire is set to bring major benefits for patients, students, staff and academics.

The partnership will create three university hospitals at Monklands, Wishaw General and Hairmyres, and will see world-leading academics work alongside health staff to tackle key health challenges.

Calum Campbell, chief executive of NHS Lanarkshire, said: "It is fantastic news for patients. As our population grows older, with all the benefits and challenges this brings, we need new ways of working to best meet their needs. Partnering with Glasgow Caledonian University affirms our commitment to taking an innovative



A very clear explanation



An information display, "Explaining the patient journey through the emergency department (ED)", took one of the top awards at the NHS Lanarkshire Person Centred Care event.

The information display is part of a larger piece of work to improve information and communication between staff and patients and gives patients an understanding of "what happens through the doors" and a realistic expectation of what their visit to the ED will be like.

Rick Edwards, programme manager for person-centred care, said: "This is a great piece of work which included public representatives from the deaf community and People First, an advocacy group for people with learning disabilities who worked alongside staff.

"The work was commended by Scottish Government and Healthcare Improvement Scotland, who recognised the importance of collaboration with our public partners to enable this work to be taken forward."

The staff involved were: Dr Catriona Wallace; Jan Miller, senior charge nurse; Dr Fiona Burton and Andrew Craig, medical illustration team leader.

partner with us to tackle health issues

approach to improving our services so that we can address these challenges."

Initiatives already underway to benefit patients include measures to reduce waiting times and improved access to healthcare, with NHS Lanarkshire patients being treated by GCU physiotherapists at the university's clinic.

GCU's professor of Ageing and Health, Dawn Skelton, a specialist in exercise intervention to reduce falls and promote active ageing, is working alongside staff to address one of the key health challenges.

NHS Lanarkshire medical director Dr Iain Wallace said: "While we already have a strong commitment to research

and development in Lanarkshire, this partnership places these at the very heart of our work.

"Our vision is to put NHS Lanarkshire on the map as an academic centre where our health professionals have the opportunity to learn, develop, research, and teach as their career progresses."

NHS Lanarkshire's Dr Eamonn Brankin, who has played a key role in establishing the partnership, said: "It will also look at opportunities within mental health and primary care – and the fact that the School of Health and Life Sciences includes social work puts us in a great position to develop future initiatives with North and South Lanarkshire health and social care partnerships."



Picture caption L to R: Dr Eamonn Brankin (NHS Lanarkshire); Laura Williamson (GCU physiotherapy student); Vincent McKay (Dean of the School of Health and Life Sciences); Natalja Chorosajeva GCU physiotherapy student) and Dr Iain Wallace (medical director, NHS Lanarkshire)

Important changes to invoicing process

Minimising risk to Board is aim

Staff are reminded that, following a change on 1 April, a purchase order (PO) must be raised for goods and services before the services or goods are received.

From 1 May, invoices received by the accounts payable department that do not quote a PO number will be returned to the supplier and will not be paid. In these instances, suppliers will be asked to correspond with their Board contact to arrange a PO number.

Laura Ace, director of finance said: "Invoices that don't have a purchase order number create a number of risks for the Board including having to pay for goods or services it did not require.

"It also creates additional work in trying to find out who authorised the purchase and checking it is correct. The delay this brings to making the payment can breach the government commitment to pay within 10 days but in some cases has also led to suppliers refusing to provide further goods until the debt has cleared."

Any staff member who does not have access to PECOS will be given training.

There are some types of expenditure that do not require a PO number and these are listed below:

- Postage and carriage charges
- Telephone/pager call charges
- Line rentals
- EE, Vodafone & BT Line installations
- Books/newspapers/magazines/periodicals
- Payments to independent medical/



dental/pharmacy/ophthalmic contractors

- Professional subscriptions
- Recruitment agencies for the provision of staff
- Safehaven
- Training grants
- Lecturer fees re training
- Study/training materials
- Course fees re training
- Training contractors
- Travel and subsistence
- Patients/non-staff travel
- Petrol/diesel
- Taxis
- Donations
- Emergency flights
- Rates
- Surgical appliances (orthotics)
- Pharmacy
- Interpreter services
- Payments to patients/staff
- Items purchased through petty cash.

For any queries, email procurementsystems@lanarkshire.scot.nhs.uk.

Beware - contract workers' tax responsibilities

There are changes to taxation of workers provided through intermediaries

For payments made after 6 April, NHS Boards who contract directly for a worker through an intermediary, for example a Personal Service Company (PSC), gain a responsibility to check if the nature of the work would fall within HMRC's definition of employment for tax purposes.

If it does, then the Board must deduct taxes as if the worker was an employee. Where the Board contracts with an agency

that in turn sources the worker from a PSC, the agency is responsible for the tax arrangements. The Board, however, has a responsibility to pass information to the agency.

The penalties for not applying the new rules correctly could have a severe impact on NHS Lanarkshire's budgets and therefore it is imperative that staff review suppliers they deal with and inform the finance department if they are aware that they might fall within the new legislation.



FAMILIA WITH GI

Care must be taken around

There are strict guidelines on how to manage the offers of gifts and hospitality and circumstances where staff should register anything they have been offered or any relationship they have with a supplier.

Laura Ace, director of finance, said: "It might seem as if an offer of tickets to an event or a gift is all part of a friendly business relationship but it is essential that NHS staff are seen to be free from any influence in decisions about how to spend scarce NHS resources.

"Accepting anything more than the most trivial of gifts can, under existing rules, lead to serious consequences for individuals, including disciplinary action or criminal charges of fraud, bribery or

RISE YOURSELF FTS POLICY

and accepting donations - strict process in place

corruption."

NHS Lanarkshire's Guidance on Acceptance of Gifts and Hospitality explains in detail what staff should do. There is now a system for declaring any gifts or hospitality and registering of interests on FirstPort and it is the responsibility of staff to ensure this is completed.

Laura added: "There are exceptions, as we know often patients want to thank staff for the care they have received. The guidance provides a clear rule of thumb to apply in these instances.

"If, however, you are offered anything you are unsure of then please speak to your line manager."

- Staff must not accept any offer of a gift or hospitality from any individual or organisation which stands to gain or benefit from a decision NHS Lanarkshire may be involved in determining, or who is seeking to do business with NHS Lanarkshire.
- Staff must not accept any offer, by way of gift or hospitality, which could give rise to a reasonable suspicion of influence on their part to show favour, or disadvantage, to any individual, organisation or company.
- Staff should consider whether there may be a reasonable perception that any gift or hospitality received by their spouse or partner or by any company in which they have an interest, or by a partnership of which they are a partner, can or would influence their judgment.

Fraud alert

The fraud policy has been updated and can be found on FirstPort.

Sadly, there are people who try to defraud the NHS.

If you see or hear anything suspicious, please help protect our scarce NHS resources and report it to Morag Holmes, Head of Internal Audit/Fraud Liaison Officer 01698 858247, morag.holmes@lanarkshire.scot.nhs.uk, Counter Fraud Services on 01506 705200 or the Crimestoppers fraud hotline on 08000 15 16 28.



CASE STUDY

A pharmacist, who pled guilty to charges of fraud involving NHS prescriptions and evading VAT, was sentenced to 20 months in prison.

Conrad Chau, from Aberdeen, a self-employed pharmacist with premises in the city, was the subject of an investigation, involving NHS Scotland Counter Fraud Services, HM Revenue & Customs and Police Scotland.

Chau falsified GP10 prescription forms, which he sent to pharmaceutical companies to order quantity-controlled medicines at the discounted prices negotiated by the NHS for the treatment of patients in Scotland. It is alleged that he then sold the medicines on, wholesale, for profit.

The suspected fraud came to light when a comparison was made between the genuine prescriptions issued by local GPs and received by the NHS, and the forged versions of the same documents, which had been sent to the pharmaceutical companies.

NO ARGUMENTS ABOUT HAVING A BEEF HERE

Our delicious prize is dinner for four people, up to the value of £150, at the fantastic Alston Bar & Beef in Glasgow.

The city has a huge selection of great places to eat and Alston has raised the bar even further as it boasts of serving the best steak in town.

The restaurant's Tweed Valley beef comes from accredited farms, each renowned for producing mouth-watering quality beef, full of flavour and tenderness.

Alston Bar & Beef is located underneath the Gordon Street entrance to Glasgow Central Station. Entering through the discreet door, diners follow the stairs down to Alston's underground arches to experience the unique bar and restaurant.

As well as bidding to win our great prize, NHS Staff Benefits members can save 20 per cent off their food bill at Alston Bar & Beef by showing their NHS/hospice/GP staff ID or payslip.

ALSTON BAR & BEEF

To view their menus and read more about their NHS discount visit www.nhsstaffbenefits.co.uk
To enter the competition, just answer the following simple question.

Which railway station is the Alston close to?

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 "Alston" in the subject line.

The deadline for entries is Friday 2 June.

Kelly's off to the sun

Well done to Kelly Gillies, the lucky winner of our last Pulse competition.

Kelly, who's a ledgers assistant in Finance at Kirklands HQ, scooped a pair of Jet2.com return flights to Alicante.

Kelly will now be able to enjoy this authentic Spanish city, which unlocks the Costa Blanca with the sparkle of Benidorm nearby.



You can benefit...

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.

SO LONG & ENJOY YOUR WELL-DESERVED RETIREMENT



Service manager Margaret Brown retired from NHS Lanarkshire after 39 years' service

After 41 years' service, podiatrist Charmaine Johnston retired in March.

Charmaine, who was a member of the podiatry department at Airdrie Community Health Centre, joined NHS Lanarkshire in September 1975. During her career, she has worked in a variety of roles from health education, assisting in training podiatry technicians as well as teaching at New College Lanarkshire. Charmaine is also one of the few trained acupuncture practitioners in Lanarkshire.

Following her retirement, Charmaine will continue her part time role as a supply teacher at New College Lanarkshire.

Friends and colleagues gathered to pay a fond farewell to Dr Harpreet Kohli who retired in March after 36 years' service with the NHS.

Harpreet, who was director of public health and health policy, based at Kirklands Headquarters, began his career as a GP in Edinburgh and Fife before joining NHS Lanarkshire as a consultant in public health medicine in 1990. In 2001 Harpreet became medical adviser for NHS Quality Improvement Scotland. In 2008, Harpreet joined NHS Lanarkshire in his role as director of public health and health policy where he remained until his retirement. Since 1985, Harpreet has been a teacher, lecturer and latterly honorary clinical senior lecturer at the University of Glasgow.

Service manager Lorraine Smith retired from NHS Lanarkshire after 39 years' service.

Lorraine, who was responsible for the East Kilbride locality and out-of-hours service, joined NHS Lanarkshire in August 1977 as an assistant clerical officer at Beckford Street, Hamilton.

Lorraine has held a number of positions including senior clerical officer, nurse, school nurse, health visitor, team leader, project manager and public health practitioner.

Lorraine's most notable role was that of service manager for the out-of-hours service where she transformed the service to its current position.

Colleagues gathered to pay a fond farewell to Mary Graham, who retired from her post as cardiology nurse specialist at Wishaw General Hospital.

Mary was a nurse for 40 years, working in Ayrshire and Edinburgh before NHS Lanarkshire. Colleagues organised a celebratory retiral tea in ward 4.

Mary has recently become a grandmother for a second time and is looking forward to spending more time with her grandchildren and travelling with her husband Kenny.

After almost 38 years' service, deputy linen services manager Moira Hughes retired from NHS Lanarkshire in January.

Moira started her career as a trainee manager at CSA in October 1979 before taking up full time employment as deputy laundry manager at Dunfermline Royal Hospital.

Moira thereafter joined NHS Lanarkshire's West of Scotland Laundry at Hairmyres Hospital before transferring to Hartwood Hospital as deputy manager when the Hairmyres facility closed, a post she held until her retirement.

Colleagues paid a fond farewell to Margaret Brown, senior charge nurse, who retired after 37 years' service.

Margaret, who worked in ward 15 at Hairmyres Hospital, joined NHS Lanarkshire in 1979 as a trainee pupil nurse at Stonehouse Hospital.

After qualifying, Margaret became an enrolled nurse before moving to Hairmyres Hospital in 1997 as a staff nurse in the oncology unit.

In 1999 Margaret returned to Stonehouse Hospital as an E grade staff nurse. She thereafter returned to Hairmyres where she worked in various wards before moving to ward 15.



Service manager Lorraine Smith retires after a remarkable 39 years



Enjoy your retirement: Mary Graham, senior charge nurse (38 years' service)



Almost 38 years after it all began, Moira Hughes retires



Podiatrist Charmaine Johnston retired in March



Dr Harpreet Kohli says goodbye after 36 years with the NHS

Calvin's got it covered

Acting head of communications Calvin Brown was named Communicator of the Year at the NHS Scotland Communications Awards.

Calvin won the award in recognition of his work during a year which saw him assume the acting head role at short notice, oversee the development of a hepatitis C patient notification exercise communications plan which involved contacting over 8000 individuals across the UK, and managing the communications for Achieving Excellence, the NHS Lanarkshire Board's healthcare strategy.



Calvin Brown: showing leadership

Testimonials in support of Calvin's nomination included chief executive Calum Campbell, who said: "The fact that Calvin managed to successfully undertake these important pieces of work at a time when he also had to take on the added responsibility of managing the corporate communications team at short notice, is testament to his capacity and capability."

"During this time, his methodical preparation, coordination, leadership and management skills came to the fore."



Left to right are: Kirsty Shanks, clinical pharmacist Fiona Kerr, clinical pharmacist, Sarah Connelly, senior clinical pharmacist, Aaron Linstead, pharmacist, Val McCallum, clinical pharmacist, Karen Lai, pharmacist

NATIONAL AWARD FOR MONKLANDS TEAM

A new way of working for clinical pharmacy has won an award for NHS Lanarkshire.

The Surgical Pharmacy Team from Monklands Hospital in Airdrie received the Hospital Pharmacy Team of the Year Award at the Scottish Pharmacy Awards in recognition of their dedication to driving clinical pharmacy forward to improve patient care.

Monklands Hospital's head of pharmacy, Alexa Wall, said: "It's a great honour for the team to receive the award and recognises the hard work that they do every day to ensure that high risk patients have access to a pharmacist."

"The team has been proactive in driving clinical pharmacy forward."

"Two of the team are independent prescribers, while one is currently completing an MSc in clinical pharmacy, and the team trains and mentors pre-registration and rotational pharmacists."

"Despite the change which the team has encountered, all of those involved have demonstrated open-mindedness, a willingness to embrace new technology,

"It's a great honour for the team to receive the award and recognises the hard work that they do every day."

and flexibility to ultimately improve and enhance pharmaceutical care to surgical patients.

"They are using the latest technology, PharmacyView, to provide pharmaceutical care to priority patients in surgery including those on wards without a traditional pharmacy service."

"This system allows quick and easy identification of priority patients on any surgical ward, whether they are triaged in surgical receiving, medical receiving or on another NHS Lanarkshire site."

"All patients who step down from critical care are also now reviewed by a pharmacist on their parent ward, providing the opportunity for interventions at this crucial point in a patient's journey."