

Fantastic!

Wishaw General's new special care baby unit is already a hit (p3)

Clean up your act

Why some have gone in front of the camera to promote infection control (p8)

It's an honour...

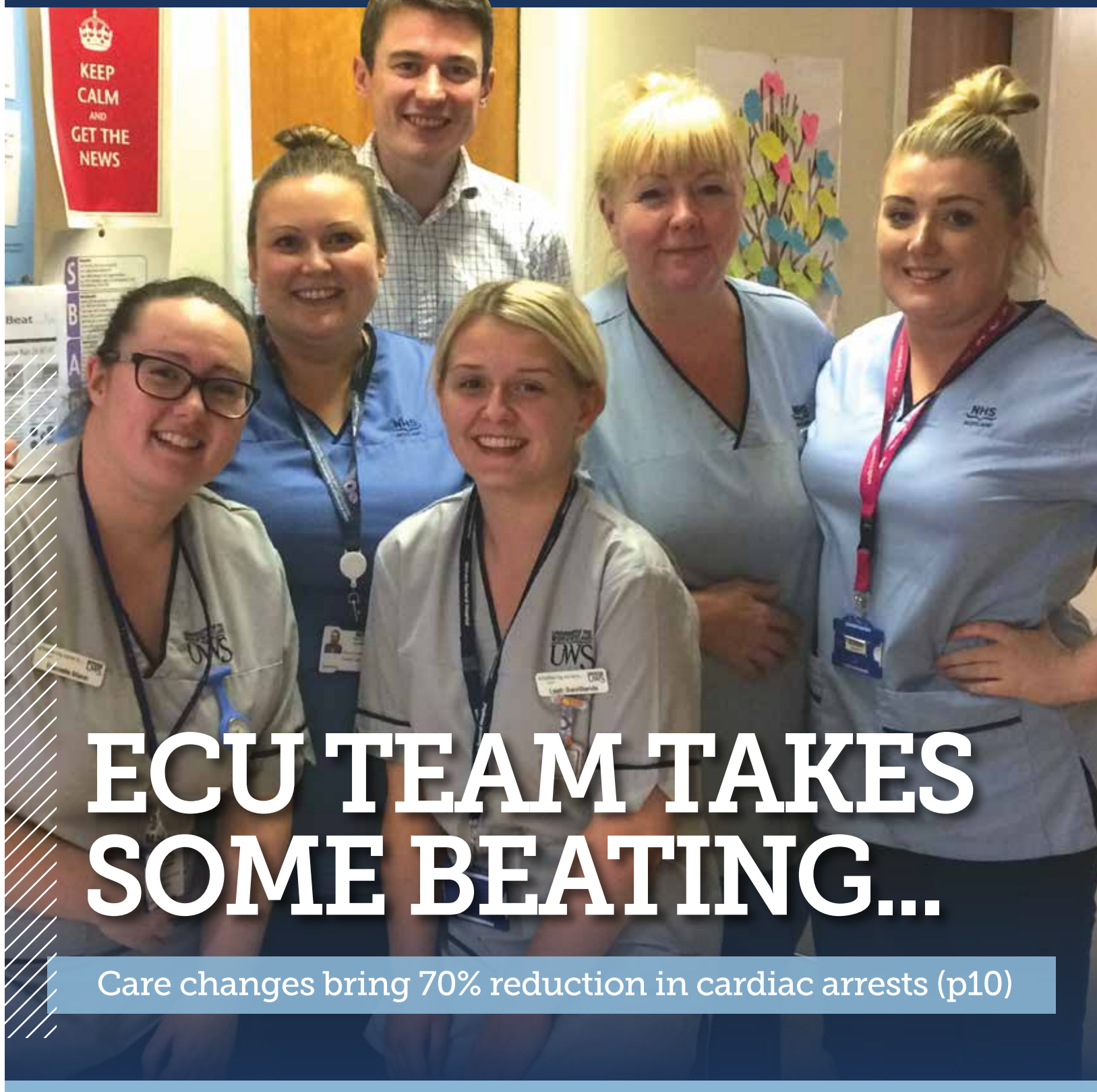
Deserved recognition for colleagues around our business (p16-17)



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September/October 2017

the pulse



ECU TEAM TAKES SOME BEATING...

Care changes bring 70% reduction in cardiac arrests (p10)

thepulse

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Got a story?

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

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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.

NEW BABY CARE UNIT DELIVERS 'FANTASTIC' SUPPORT

New facilities are making a positive difference to babies and families at Wishaw General Hospital.

The new special care baby unit (SCBU) and transitional care unit (TCU) opened at the hospital in June.

Adele Miller, whose third daughter Ellie was looked after in the SCBU, said: "All three of my daughters were born at Wishaw General Hospital and the staff have always been amazing.

"However, with Ellie being premature, this is the first experience I have had of a special care baby unit. I have to say the staff and the facilities are fantastic. The care and support given to Ellie and to us as a family were second to none."

The Best Start, a report on Maternity and Neonatal Services in Scotland was published in January 2017. It examined choice, quality and safety of maternity and neonatal services, in consultation with the workforce, NHS Boards and service users.

Wendy Drysdale, senior midwife, women's services and neonatal, said: "In line with the national recommendations, our new units were

designed with women and families from the outset, and put mother and baby together at the centre of service planning and delivery as one entity.

"Our staff have worked creatively to come up with the best place to house these units using the available space."

These rooms are for babies who require minimal special care or assistance. The babies can be cared for by their mother or father and they can stay with them in a specially designated room under support and guidance of appropriately trained staff.

These rooms are for babies who require minimal special care or assistance can stay with, and be cared for by their mother or father, in a specially designated room under support and guidance of appropriately trained staff.

Karen Creer, senior charge midwife for SCBU and TCU, said: "It is so important for parents to be given as much opportunity as possible to bond with their babies and even more so if those babies have additional care needs."

Work is moving ahead to improve Lanarkshire's health services by delivering on Achieving Excellence.

The goal is to shape our health and social care services to meet the needs of the population of Lanarkshire, particularly as people are living longer than before. We will shift the balance away from treatment in hospital and provide more care in primary and community settings, or in people's own homes. Where required, hospital care will be organised into centres of excellence to provide specialised clinical services for patients.

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

A series of short-life working groups are leading

An Excellent start as we shape the future

the implementation of this programme of change, which will extend over several years. The groups are:

- Building Community Capacity
- Long-term Conditions
- Acute Planned Care
- Mental Health and Learning Disabilities
- Maternity and Early Years
- Fraility
- Workforce, Infrastructure, Finance, and Engagement and Communications.

Progress is being made across these groups.

This includes setting up of a review of general surgery to develop options for the future delivery of the service.

A new Modernising Out Patients programme has also been launched with key stakeholders. The programme includes: Dermatology; Ear, Nose and Throat; Gynaecology; Respiratory; Ophthalmology; Neurology; and Gastroenterology.

Plans are being developed to work towards the aim in Achieving Excellence of delivering Systemic Anti-Cancer Therapy (SACT), which includes chemotherapy, on a single site.

Work is underway to develop the service model for maternity and paediatrics to reflect

changing demographics of the population.

The Primary Care and Mental Health Transformation Programme is underway to transform our approach to how the public access general practice and how primary care services are delivered.

In mental health, the aim in Achieving Excellence is to develop a two-site model for acute admissions for 2020. Recent progress has included working towards acute adult psychiatry and old age psychiatry ward moves in September 2017.

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

Midwife Adele Crilly with Adele Miller and her daughter Ellie

Four days of competition, a lifetime of memories...

North Lanarkshire has been hailed for hosting the 'best British Transplant Games ever'.

The accolade came from Transplant Sport chairman Andy Eddy and Graham Moore, chairman of event sponsor Westfield Health.

Councillor Jim Logue, leader of the council, welcomed the news as he looked back on a great four days of sport which culminated in a huge celebration event at Ravenscraig Regional Sports Facility. Teams from all over the UK took part in multiple sports across North Lanarkshire, with more than 750 children and adults involved and more than 2000 family members and supporters.



Councillor Logue said: "It's extremely gratifying that, in its 40th year, the Westfield Health British Transplant Games in North Lanarkshire was described as the best ever by both Andy and Graham at the closing celebration.

"It has been an amazing four days with some truly inspiring moments, and it really brings home the importance of organ donation and how it can change and save lives.

"I'm extremely proud of every member of council staff who has been involved and the teams from our partners at North Lanarkshire Leisure and Culture NL. The response from the community has been fantastic, with a huge number of volunteers helping and thousands of pounds raised to help host the Games. I'd also like to thank our sponsors, without whom it would have been impossible to host this event."

The Westfield Health British Transplant Games saw athletes, aged between three and 82, compete in 23 sports over four days of competition. The Games is a celebration of transplantation and raises awareness of the organ donor register.

The games took place between 27-30 July.

REACH OUT – I’LL BE THERE

New scheme helps patients feel more relaxed

Wishaw General Hospital is once again at the forefront of helping people with dementia.

The hospital has launched ‘Theatre Buddy’. This is where relatives and carers are able to go with patients who have dementia to the operating theatre and stay with them until they have had their anaesthetic and gone to sleep.

Yvonne Jeffery, from Netherton, was one of the first relatives to become a ‘Theatre Buddy’ after her mum, Mary Devanney, needed surgery on a fractured hip.

Yvonne said: “I was so glad I could be there for my mum thanks to this wonderful initiative. My experience of being a theatre buddy was excellent and I would recommend this to anyone.

“All of the medical staff involved from start to finish were fantastic and I would like to thank them with all my heart.”

A new ‘Theatre Buddy’ trolley has also been introduced. This contains items to help calm the patient including stress balls and twiddle muffs if required. It also has iPods with songs

“All of the medical staff involved from start to finish were fantastic.”

from their favourite era and a theatre purse if they would like to take small precious objects, like jewellery, with them into the theatre.

Corinne Barrett, trauma liaison nurse practitioner, said: “Thanks to John’s Campaign, we have been focusing more on how we care for our patients with dementia when they go to surgery. This inspired us to think about any improvements we could make and we thought we could give relatives and carers the same access as parents of the children that we operate on in theatres.

“As well as being there during the anaesthetic procedure, the relative or carer can also be with the patient in the immediate post-operative phase. This is a time that can be an extremely confusing for any patient, let alone patients with dementia.”



(Left to right): Yvonne Jeffery with her mum, Mary Devanney, and Corinne Barrett, Trauma Liaison Nurse Practitioner.

New ward gets thumbs-up

Before the new Strathclyde ward opened to patients, relatives got a chance to see the facilities.

Janice Miles, senior nurse for older people, said: “We are delighted to be back on NHS premises.

“We are very pleased with the new unit, the rooms are so bright and airy. We also benefit from the Purpose-built dementia garden we have outside which I am sure the patients will enjoy.”

The ward is located in the Airbles Road Centre in Motherwell.

The Airbles Road Centre was a busy maternity unit for Motherwell. A current member of staff, Janice McGeogh, gave birth to her two daughters there while another, Margaret Main, was born



Brothers Frank and James Gaffney with family and staff, including Janice McGeogh (centre) on the tour of the Strathclyde ward

there 47 years ago.

Frank Gaffney and his brother James were also born in the unit which will now be home to their mum.

James said: “The staff are absolutely amazing and we are pleased that she is going to be so well looked after.”



Attendees consider the future for Monklands

Keeping everyone in the picture

Drop-in sessions took place to give staff an update on the Monklands Replacement Refurbishment Project (MRRP).

Dr Jim Ruddy, MRRP clinical lead, gave the presentation followed by a question and answer session. Chief executive, Calum Campbell, and members of the MRRP project team were also on hand to answer any queries.

Jim said: “The information sessions were well attended. Engagement and communication with all stakeholders

will continue into the development of the outline business case.”

Stakeholders’ input will be an important element in the options appraisal process which, alongside the consideration of other criteria, will inform the preferred option for consideration as part of the Outline Business Case (OBC).

The updated Initial Agreement (IA), containing the original four options, will be submitted to the Scottish Government for approval in September.

Make sure IT’s secure

STAFF who use a computer or mobile phone to access our IT systems must now complete the new learnPro module, Introduction to Information Security.

General manager of eHealth Donald Wilson said: “We all have a duty to keep information safe and secure. Anyone who uses email or patient information systems should know and understand NHS Lanarkshire’s IT security policies.

“We encourage all staff to complete the new learnPro module so they can be sure they understand their responsibility to ensure information is handled securely.

“Failing to adhere to our policies can have serious consequences for both individual staff members and the organisation. A breach of information security can be a disciplinary matter for staff and NHS Lanarkshire can also be fined by the Information Commissioner if the breach is deemed to be serious.”

The new learnPro module will provide staff with an understanding of information security policies, the responsibilities in maintaining the security of information on IT systems and the main threats to the security of information on IT systems.

Topics include the secure use of passwords as well as use of Email and the Internet while at work. Information is also given about computer viruses, what forms they take and what to do if you think your computer is infected.

The full suite of information security policies is available on Firstport

<http://firstport2/resources/policies/Pages/default.aspx>

LearnPro can be accessed from
<http://nhs.learnprouk.com>

Look before you book - make best use of our space

Everyone is being reminded to cancel meeting room bookings they no longer plan to use.

The reminder comes following evidence that despite being booked, up to a third of meeting rooms across all locations still go unused.

Head of planning, Graham Johnston, said: "We realise that meetings can often be cancelled at short notice, but all we are asking is that when this happens, please cancel the booking."

"Similarly, don't block book meeting rooms as there will be occasions when meetings are cancelled but the rooms aren't. Not doing this deprives others of a meeting space they could use."

The reminder is part of the space utilisation work which is currently underway within NHS Lanarkshire.

Results from surveys carried out in locations surveyed so far, show utilisation is frequently under 50 per cent.

Graham continued: "If a meeting is required, consider tele or video conferencing which may be more suitable before booking a room."

"If you do require a room, get one that fits the size of your group. Often, it may be possible to use the office of someone who may be away. Finally, if you're meeting is no longer taking place, please remember to cancel the booking."

For more on room bookings, visit [FirstPort](#).

Linda was surprised when screening revealed a problem. Always attend your appointments is her message.



ATTEND YOUR ROUTINE BREAST SCREENING - IT COULD BE A LIFE SAVER

A local grandmother is encouraging others to take up the offer of a free breast screening appointment, after a routine mammogram picked up on breast cancer.

Linda Barclay, from Bellshill, was diagnosed with breast cancer six years ago.

Linda said: "I had been for a routine mammogram once before, so I didn't expect the results to be any different this time round. I hadn't felt a lump."

"However I ended up being called back for another mammogram. The doctor looked at it and told me that it looked like cancer. They did a biopsy there and then."

"If I hadn't gone for that screening appointment then I wouldn't have known there was a problem. I couldn't feel it even when they told me where it was."

After surgery, Linda received chemotherapy and radiotherapy to treat her stage three cancer and now feels "totally fine".

Linda added: "I always had a feeling that I would be ok. That it wasn't going to be a death sentence. There was no point in

wallowing. You just need to keep fighting."

"I have three grandsons. If I hadn't gone for the mammogram then I may not have met my youngest grandson or seen my daughter get married."

"My grandkids may not have had their gran. They are a big part of my life and I am so grateful that I am still here to see them."

Dr Tasmin Sommerfield, consultant in public health medicine, said: "I would urge all women who receive their invitation letter to consider taking up their screening appointment."

"Breast screening is one of the most effective ways of detecting cancer before you notice any symptoms. That's because screening can pick up tiny potential problems that you can't see or feel."

"Many women don't attend because they are worried that the process will be painful. Most women will only experience discomfort. Any pain or discomfort felt will only last for a very short period."

"The earlier breast cancer is found, the easier it is to treat. Screening is the best way to detect it early."

Generosity all round

Staff at Law House have donated to Clydesdale Food Bank, a local charity which provides nutritionally balanced food, household goods and other necessities to support local people who are referred in a crisis.

Food-Bank use in Scotland is "disproportionately higher" than in any other part of the UK.

Welfare problems and low income are pushing more Scots than ever to turn to charity for emergency food parcels and school holidays is often the time when some families struggle with the additional cost of providing meals.



Law House team's food donations helping those in need

Would you credit it?

Our NHS Credit Union is the fastest growing Credit Union (CU) in the country with 16,500 members – 2,500 up on this time last year.

As word continues to spread about the unique benefits to NHS staff, more and more of us are joining and using the range of savings and loan facilities on offer. Staff can pay into their savings and also make loan repayments direct from payroll. They can also benefit from the free life savings and loan protection scheme. To become a member or to find out more, visit www.nhscreditunion.com

Health matters for both mum and dad

It is important that both parents are healthy prior to becoming pregnant.

This is the key message in a new animation which promotes preconception health and care.

Ashley Goodfellow, public health specialist, said: "Preconception health is the mental and physical health of men and women during their reproductive years."

"Both men and women need to focus on their health, wellbeing and nutrition before pregnancy as it is absolutely crucial to the health of the baby."

"What many people don't realise is that it is just as important for the male to be healthy too. Things such as alcohol, smoking and obesity all affect male fertility. Also if a male is healthy, he supports his partner



Front (left to right): Shaun-Paul Wilkie, Lucy Nicholls and Natalie Allan with Ashley Goodfellow, public health specialist, (back second from right)

to be healthy too."

The animation was created with a group of young people who also provided the voiceovers. It contributes to Lanarkshire's preconception health and care action

plan and is targeted at both young men and women, to enable them to plan for pregnancy.

Lucy Nicholls (17) said: "Before I worked on the animation I had no idea what preconception care was. I learned that men and women can benefit from good preconception health, whether they plan to have a baby now or in the future."

"With almost half of pregnancies being unplanned, someone might not know they are pregnant in the first few weeks and this is a critical time in development."

They could be putting their baby at harm by drinking alcohol or taking certain prescription medicines and they don't know it."

VIDEO STARS' APPEAL: KEEP IT CLEAN

Screen fun has IPC messages

In September 2017, there will be a 'soap opera' launch featuring NHS Lanarkshire staff with a focus on the promotion of good hand hygiene practices.

This will be the first of three video episodes bringing together key infection prevention and control (IPC) messages.

Emer Shepherd, head of infection prevention and control (IPC) said: "The IPC team strives to deliver key messages to our staff, patients and public in innovative interactive ways.

"This is a new approach for us which we hope will convey the importance of everyone performing hand hygiene at every opportunity.

"It's not only staff we need to promote good practise, it's also about working with the public and our patients.

"By allowing them the opportunity to decontaminate their hands with hand gels as a patient or a visitor in our healthcare environments, helps us to keep loved ones safe."

"This is a new approach for us which we hope will convey the importance of everyone performing hand hygiene at every opportunity."

A host of NHS Lanarkshire staff volunteered to appear in the videos following an appeal for 'soap stars' earlier this year.

Emer continued: "I would like to take the opportunity to thank the members of staff involved in giving up their free time to volunteer to be part of the 'soap opera' episodes."

Watch out for the first episode of the IPC 'soap opera' in mid- September.



Soap stars: Wishaw General based physiotherapist Grant Muir and Monklands and Wishaw based orthotist Lorna Dougan feature in the forthcoming IPC 'soap opera'

Good practice healthcare cuts infections

Staff at Hairmyres Hospital were thrilled that the site had achieved no PVC related SABs for an entire year.

On the day staff reached the landmark, some of them as well as members of the Infection Prevention and Control Team (IPCT), used the opportunity to highlight the achievement but also remind everyone to keep up the good work.

Anne Leitch, senior nurse, said "We are really delighted for achieving this and were keen to continue the

momentum of the success by holding a combined event with all clinical teams involved across the site.

"We wanted to raise awareness that staphylococcus aureus is a micro-organism responsible for a large number of healthcare associated infections (HAIs) and the bacteraemia caused by staphylococcus aureus can be a serious life-threatening infection with an associated mortality

of 30 per cent."

SABs can often occur when a healthcare worker fails to prevent or treat a primary infection – for example infections related to wounds, pressure ulcers or invasive devices.

Anne continued: "A high percentage of SABs are associated with healthcare interventions and the most preventable are those caused by invasive devices."



Hairmyres Hospital



Members of the IPC team

Infection control training for all

A launch of the Scottish Infection Prevention and Control Education Pathway (SIPCEP) took place at Wishaw General Hospital in July.

The pathway is aimed at staff of all levels across health and social care services and starts with a basic foundation level which aims to underpin the knowledge and core behaviours of Standard Infection Control Precautions (SICPs).

Emer Shepherd, head of infection prevention and control (IPC), said: "This is a really good pathway that will not only help trained staff, but undergraduate staff as well, meaning all – from those newly qualified to established staff – will have access to the same quality training."

Emer continued: "The pathway is available within the Infection Prevention and Control Section on Learnpro

and is easy to access via your Learnpro account.

"You will then be able to apply the learning to your ward or work area.

"It does not take long to do and can be completed in the course of your normal working day."

Sabine Nolte, educational projects manager, at NHS Education for Scotland (NES), joined members of the NHS Lanarkshire infection prevention and control team (IPCT) at the Wishaw General Hospital launch which was well received.

To find out more on the SIPCEP, there is a guide for learners, line managers and course leaders via NES: http://www.nes.scot.nhs.uk/media/3977265/sipcep_guide_for_learners_managers_and_course_leaders.pdf

Stepping up – Walk California winners named

The top three teams to complete the 'Walk California Big Walk Challenge' were celebrated at a breakfast achievement event.

The first three teams to finish the challenge were the Rehab Rockstars, HM Pharmacy #1 and East Kilbride CMHT.

A total of 55 teams managed to 'Walk California' and another 58 got at least halfway around 'the state'.

Gillian Archibald, Healthy Working Lives Manager, said: "The aim at the

beginning of this challenge was to simply give some of our staff the motivation and opportunity to increase their steps on a daily basis and hopefully encourage people to get out walking more.

"Together it seems as though we've achieved that aim, so our sincere thanks for embracing this challenge and participating so enthusiastically."

Look out for details of the next challenge – The Jewels of Japan.



Footsore but fitter! The winning teams

Patient safety events enjoy global Twitter reach

A series of awareness raising events held at Monklands Hospital highlighted key areas of patient safety.

The events, which were held over the summer, focused on patients with drug allergies and those patients with deteriorating conditions.

The first week of events, which focused on allergies, saw staff involved in awareness stands, information distribution, data collections, quizzes and presentations.

Fran Kerr, antimicrobial pharmacist, said: "Allergy awareness week was a Monklands wide initiative, led on by the pharmacy department, to increase awareness of the potential harm to patients who are prescribed and administered a medication that they are allergic to."

"We held a number of events and activities throughout the week to highlight good practice and the steps that can be taken to ensure that all patients with allergies receive safe care."

The second week of

events, which focussed on deteriorating patients, saw staff take part in a number of ward tasks and challenges.

Jennifer Allan, service improvement manager, added: "The main focus of the week saw Ward 5 being transformed into a simulation room, where the new NEWS clinical observation chart was demonstrated.

It also included skill stations which looked at airway management, venous access, manual and digital clinical observations, resuscitation skills, AED awareness and DNACPR.

"The hospital also established the 'twitter cup' competition, where the ward with the highest number of tweets regarding the awareness events were awarded the cup.

"The tweets were re-tweeted by national and international colleagues including SPSP, NES, the Scottish Government and improvement advisors from as far away as the USA and Canada."

The events aimed to increase awareness of NEWS, difficult airways, CPR and better quality reporting.

Delivering a quality level of safe and effective care

The Lanarkshire Quality Approach sets out core values and principles and will ensure these reflect our aim to provide assurance that as a quality organisation we demonstrate:

- A caring and person-centred ethos that embeds high quality, safe and effective care
- That we continually strive to do the best individually and collectively
- That we accept individual accountability for delivering a service to the best of our ability
- That we are responsive to changing culture, expectations and needs.



Data-driven: the team who've seen cardiac arrests in the unit reduce by 70%

GREAT TEAM WORK CUTS CARDIAC ARRESTS

Altering obs to identify patients in danger

A team at Wishaw General has reduced the number of cardiac arrests that occur in their unit by a staggering 70 per cent.

The Emergency Care Unit (ECU) was one of the pilot sites as part of the patient safety collaborative. The team were set a challenge of reducing the number of cardiac arrests by 50 per cent, but ended up smashing their target.

Calum McGregor, consultant acute physician, said: "Due to the nature of the ECU, we can see a higher number of patients who are at risk of a cardiac arrest than in some other areas throughout the hospital.

"We identified a few areas to focus on to try and make our clinical observations more reliable, to recognise deteriorating patients early and to put in an appropriate response for those patients.

"Analysing our own data showed that hypoxia was our biggest challenge. So we focused on how we could alter our observations to quickly identify patients whose oxygen levels were dropping and change the way we respond.

"The team do observations on patients every day, they all came together to share their knowledge and come up with ideas on how we could improve our practice.

"We decided to standardise observation times so that there were no other tasks getting in the way when the observations were being done.

"We did work around visual aids to let staff know when the next observations were due, and documenting target stats appropriately.

"We put in a standard response to hypoxia. So that when the oxygen levels drop, we know exactly what we want to happen for each patient."

"Good teamwork was crucial, for example structured safety briefs and learning from what went well."

The team have managed to maintain the reduced cardiac arrest rate since the project finished.

Your starter for 10 in consistent patient delivery

Ten key safety essentials are being introduced to help support staff in delivering safe, effective and person-centred care.

When implemented, they should be delivered reliably and consistently to all patients who could benefit.

Jonathan O'Reilly, interim head of patient safety, said: "The patient safety essentials include a number of areas where good practice should be followed, such as high hygiene and communication in the ward and theatre. It also includes a number of evidence based 'bundles' of care which are collections

of interventions and checks to improve both quality and safety of care.

"Every item on the list is evidence based and has been developed, refined and tested over time in collaboration between the Scottish Government, Healthcare Improvement Scotland's Scottish Patient Safety Programme and clinicians across NHS Scotland.

"To support staff to implement the safety essentials, a '10 essentials menu' has been developed. This menu can be found on FirstPort and contains details on each essential."

The 10 patient safety essentials are:

- | | |
|-----|--|
| 1. | Hand Hygiene |
| 2. | Peripheral Venous Cannula (PVC) |
| 3. | Ward Safety Brief |
| 4. | Early Warning Score |
| 5. | Central Venous Catheter (CVC) – Insertion Bundle |
| 6. | Central Venous Catheter (CVC) – Maintenance Bundle |
| 7. | Ventilator Associated Pneumonia (VAP) Bundle |
| 8. | Intensive Care Daily Goals |
| 9. | Surgical brief and pause |
| 10. | Leadership walkrounds |

Continued progress with HSMR targets

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

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 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.

MIX OF VOICES CAPTURED FOR BCC

A double bill of films has been produced to capture the essence of South Lanarkshire Health and Social Care Partnership's recent Building and Celebrating Communities (BCC) programme.

BCC kicked off with a series of events in early June. The aim of the open seminars, in each of South Lanarkshire's four localities, was to explore how SLH&SCP can generate more space for communities to create the things that matter to them - and how the partnership can support these activities.

Val de Souza, SLH&SCP's director of health and social care explained the online videos provide a compelling snapshot of the initial conversations - and wider aspirations of BCC.

"Quite simply, I could have not have hoped for more energy, for more engaging, open and honest conversations - and for more community interest during these initial events."

"The conversations in my view were bright, hopeful and ambitious. We asked some people who attended to sum up their views in three words. One of the films is all about the power of those three words - with valuable contributions and views from across the partnership."

Val explained that there were also three main themes initial conversations, based around:

- identifying the things that only the public sector can do in relation to health, social care and wellbeing

"Quite simply, I could have not have hoped for more energy, for more engaging, open and honest conversations - and for more community interest during these initial events."

- the things that the third sector, communities and public services can do together
- the things communities can do for themselves.

"Whether you attended the events or couldn't make it, we hope these films are helpful in setting out the premise of BCC. We also want to know what you or people in your community care deeply about - and want to act on."

"These films provide another means of getting in touch, with contact details shown."

You can watch the films here:
<https://vimeo.com/224470868> (BCC overview)
<https://vimeo.com/224648885> (BCC in three words)

Building and Celebrating Communities



Delivering integration event on the way

Health and Social Care North Lanarkshire (H&SCNL) is holding an integration event for stakeholders to get their views on one year of partnership working.

Entitled 'Delivering Integration' it is aimed at services users, carers, staff and partners to:

- get views and thoughts on one year of the health and social care
- hear real life stories
- meet and talk to people who provide advice and support

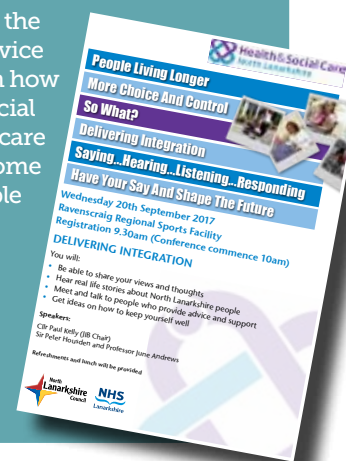
- get new ideas on how it can help folk can keep themselves well.

Chief accountable officer for H&SCNL, Janice Hewitt, said: "Over the past year the partnership has collated information which has allowed us to identify community health and social care needs and priorities in North Lanarkshire."

"We now have a plan to share with stakeholders to hear what they think of the journey so far and get ideas on future improvements."

"The most important part of the day will be hearing from service users, carers and families on how integration of health and social care has improved support, care and ultimately the lives of some of our most vulnerable people in North Lanarkshire."

Delivering Integration takes place on Wednesday 20 September 2017 in the Ravenscraig Regional Sports Facility.



Offside rule still applies...



Walking footballers in Biggar now have a real spring in their stride - thanks to the efforts of local man Rikki Duncan.

As part of the BCC programme, Rikki appealed to start up a game where players adhere to the normal rules of football - but aren't allowed to run.

Since the early summer, Rikki, with the help of SLH&SCP communications, has now recruited around 20 players of all ages.

You can watch how Rikki's football dream has come true by visiting this link: [link to come](#)

Doors Open – all welcomed



A wide range of health and wellbeing projects were showcased recently at a Doors Open event in Lockhart Hospital Community Hub.

The event, organised by Healthy Valleys and South Lanarkshire Health and Social Care Partnership (SLH&SCP), included interactive sessions to give people the chance to get some hands-on learning about healthy lifestyles - including food tasting and memory tests.

Around 130 people attended on the day. A short film, featuring a snapshot of many of the services and opportunities which were on display, is available to view here: <https://vimeo.com/221604856>

Supports and services in the spotlight ranged from stop smoking, the Reconnect project (which aims to reduce loneliness and isolation) to health improvement and much more.

Executive manager of Healthy Valleys, Lesley McCranor, said: "This has been a fun and interactive way for people to see what's happening in their local area. It was hugely well-received by those who attended."

The event was part of NHS Lanarkshire and SLH&SCP's commitment to ensuring that appropriate engagement and involvement takes place with the community about how the care needs, health and wellbeing of the people of Clydesdale are best met, now and in the future.

Val de Souza, SLH&SCP's director of health and social care, added: "This partnership's vision is working together to improve health and wellbeing with the community - in the community. The doors open event really exemplified that sentiment."

"All the services and projects on display can really make a difference to health and wellbeing at the very heart of communities. I'd like to thank everyone for their contribution."

Look out for app

A new app is available which allows Anticipatory Care Plans (ACP) to be completed online.

An ACP is a document compiled by an individual which records how they would like to be cared for in the event of them becoming ill and not being able to communicate with family or friends.

The new app is available in both android and IOS from the app store.

For more on ACP visit: www.myacp.scot

Feeling stressed? Help is around you



Gillian Archibald, Healthy Working Lives and EASY manager

Staff across NHS Lanarkshire can benefit from a team who are on hand to help if you may be suffering from stress.

Stress affects you in many ways; including the way you feel, behave and think as well as affecting you physically, emotionally and psychologically.

Stress can affect you at home and at work and can have an impact on relationships with your family, friends and colleagues.

Gillian Archibald, Healthy Working Lives and EASY manager, said: "Mental ill health can range from feeling a bit down to common disorders such as anxiety and depression.

"Members of staff experiencing mental health difficulties can be referred to the SALUS case management services via EASY or Occupational Health.

"Case management involves a holistic assessment looking at your health and wellbeing, your mental and emotional state and your current circumstances.

"You're offered an assessment to explore your current situation, to identify and prioritise difficulties in order of importance to you and receive tailored support.

"With the help of a case manager, you can access the right support for you to reduce and overcome problems causing you stress."

• In the last year 192 staff have accessed case management with:

- 41% stating a reduction in their anxiety levels
- 47% stating an increase in their overall mental health and wellbeing.

• In a recent survey, 96% of staff rated the service excellent for the help and support they received from their case manager with 81% saying the support helped them return to work quicker.

• Staff can also self-refer to the confidential counselling service Time for Talking, for local face-to-face or telephone counselling.

For further information, visit the Salus Occupational Health pages on FirstPort.

Arts and Film festival coming soon

The 11th Scottish Mental Health Arts and Film Festival will run from 10- 29 October. The theme this year is 'Reclaim'.

As in previous years, there will be a host of events in Lanarkshire supporting the arts and challenging preconceived ideas about mental health.

Susan McMorris, who oversees the event, said: "Once again, we'd encourage everyone to look at the festival brochure as you'll find something – be it film, performing arts, literature, music or visual arts – that will interest you."

For more visit: www.mhfestival.com/

REACH OUT TO OTHERS – IT MAY BE LIFE CHANGING

'Keep the conversation alive' is the message

World suicide prevention day, which falls on 10 September, is encouraging everyone to 'take a minute, change a life'.

The message is at the heart of this year's campaign which is asking everyone to take a moment to offer a gentle word of support and listen to those who may be struggling emotionally as it can make all the difference.

Susan McMorris, senior health promotion officer, said: "People who have lived through a suicide attempt often talk about reaching the point where they could see no alternative but to take their own life, and about the days, hours and minutes leading up to this.

"They often say they didn't want to die, wanting someone to intervene and stop them, and how they actively sought someone who would sense their despair and

Back (standing l-r) Dr Adam Daly, Anna Lyon and Irene Sergeson from the Gilmour and Whitehill Parish Church.
Front (seated l-r) Pat & Jane McFadden, Leigh Anne Lyon, Fred and Sandra Nicholson.



Remembering good times over a cuppa

The Gilmour and Whitehill Parish Church is serving up tea, biscuits and memories at a monthly tea room.

The Memories Tea Room, in the Burnbank church is mainly for the benefit of those living with dementia and their carers, but is also open to older adults in the community.

It provides a space where visitors can socialise, share memories, give and receive support and hear guest speakers in friendly surroundings.

Leigh Anne Lyon, community psychiatric nurse from the older adult team based at Udston Hospital, said: "We launched the café at the start of this year and it's grown every month since.

"You can see why when you

come along with everyone laughing and joking with one another, and even the odd song."

Dr Adam Daly, NHS Lanarkshire clinical director for old age psychiatry, said: "Reminiscing, sharing life experiences, memories or stories, can often be helpful for a person with dementia as they are more able to recall things from many years ago than recent memories.

"So many of our conversations and interactions rely on short-term memory, so reminiscence can give people with dementia a sense of competence and confidence."

The Memories Tea Room is open between 1-3pm on the last Thursday of every month.

Mental health ward changes

A reconfiguration of North Lanarkshire mental health wards in Monklands Hospital and Wishaw General Hospital is currently taking place to improve the quality and safety of care provided to patients.

The changes involve:

- The acute adult in-patient psychiatry

ward 24 at Monklands Hospital, moving to ward 2 at Wishaw General.

- The old age psychiatry ward 2 at Wishaw General, moving to ward 3 at Wishaw General.

- The specialist dementia unit within ward 3 at Wishaw General, move to ward 24 at Monklands Hospital.

ask them whether they were okay.

"It proves that taking a minute to reach out to someone – a stranger or close family member or friend – can change the course of a life. Don't be worried about not being able to find the exact words or give specific advice.

"It's often just the compassion and empathy from others that helps to turn things around for someone and point them towards recovery."

As in previous years there are a host of events across Lanarkshire to promote suicide awareness day and this message.

It will include the annual football tournament in Ravenscraig, a planned schools' tournament later in the year, the launch of a new suicide prevention app for young people and around nine local cafes across North Lanarkshire will

also have branded paper cups and napkins with the message 'shatter the secrecy of suicide keep the conversation alive' encouraging people to talk openly about suicide.

For more visit:



Breathing Space
– 0800 83 85 87
www.breathingspace.scot



Samaritans – 116 123 (24hrs)
www.samaritans.org



For further information on mental health and well-being, visit Lanarkshire's Elament www.elament.org.uk



MBE FOR OUR STROKE CARE SPECIALIST KATRINA

An NHS Lanarkshire manager has been awarded an MBE for her outstanding services to stroke care in Scotland.

Katrina Brennan, stroke MCN manager, has been given the prestigious award as part of the Queen's Birthday honours list.

Katrina, who lives in Coatbridge with her husband Michael and two children Jena and Jack, began her nurse training at Victoria Infirmary in Glasgow in May 1985.

After qualifying as a nurse, Katrina worked in care of the elderly before quickly developing a deep interest in stroke care. She was involved in the development of the stroke unit at Victoria Infirmary, before becoming senior charge nurse of the unit in 1991.

Katrina moved to NHS Lanarkshire in 2001 as a specialist stroke nurse. In 2007, she was appointed to the stroke MCN manager role. In 2014, she was appointed as lead on the delivery of work on the Scottish Stroke Improvement Plan by the Scottish Government.

Katrina said: "I am delighted to have been honoured in this way and feel that this honour is for the whole stroke team in

NHS Lanarkshire and the wider stroke community in Scotland.

"Since coming to NHS Lanarkshire I have been supported by strong leaders who have encouraged me to take on this more demanding role and contribute in shaping stroke services.

"Hopefully this will raise the profile of the work we do, which is striving to improve services for people who suffer a stroke."

Katrina's line manager, Colin Lauder, deputy director of strategic planning, said: "Katrina's colleagues in stroke care will all share with me our congratulations to her for receiving this much-deserved honour.

"Her work as a clinician in stroke medicine and in guiding improvements in stroke care across the whole of Scotland has touched many individual patients and their families, though they may not know it. This award goes some way to recognising her outstanding contribution to patient care."



"Hopefully this will raise the profile of the work we do, which is striving to improve services for people who suffer a stroke."

Shining a light on ear surgery

An NHS Lanarkshire trainee has been recognised at the second World Congress on Endoscopic Ear Surgery in Italy.

Rhona Sproat won the 'Young Doctors Competition Award' for presenting a study on image quality and the effect of light in keyhole endoscopic ear surgery.

The study, supervised by Consultant ENT surgeon Dr Arun Iyer, examined images at four different light intensities. These images were then sent to eight world experts. The results showed that using 10 per cent light provided a better image.



Blood specialist Betty's expertise is recognised

One of Lanarkshire's leading blood transfusion experts has been awarded a prestigious Life Membership by the Institute of Biomedical Science (IBMS).

The honour for senior chief biomedical scientist Betty Kyle, who is based at Wishaw General Hospital, was announced at the Institute's annual general meeting.

IBMS president Ian Sturges said: "The Institute is truly grateful to have a member of such experience and dedication to the profession."

Betty is the strategic lead biomedical scientist for haematology and lead healthcare scientist for education in NHS Lanarkshire laboratories.

Karen Aitchison, diagnostics service manager, said: "Betty has been an IBMS professional advisor to the Scottish clinical transfusion advisory committee and has represented the IBMS on the United Kingdom Accreditation Service policy advisory forum. She has published articles on blood transfusion and on errors in laboratory medicine.

"She has devoted years of service to the Institute as a regional council member and acted as a specialist diploma examiner for haematology and a registration portfolio verifier, which is essential for graduates coming into the profession."

For her endeavours in the training and education of biomedical scientists in the West of Scotland and nationally, Betty was awarded an Honorary Fellowship in Biomedical Sciences by Glasgow Caledonian University.

Team player Ross wins employee prize



Left to right: Louise Brown, technical manager of blood sciences, Ross Johnstone and Lorraine Scott, recruitment manager.

Ross Johnstone was honoured at Scotland's first national Learning Disability Awards. The medical laboratory assistant at Monklands Hospital was awarded the Employee Recognition prize at the ceremony which is run by the Scottish Commission for Learning Disability.

Ross said: "I was surprised to be nominated and I was over the moon to get the award. Everyone was shouting, 'go Ross' when I won.

"I feel very proud of myself. My family and the staff at Monklands are proud of me too."

Ross started out as an intern via Project Search, a course hosted by employers including NHS Lanarkshire, New College Lanarkshire and North Lanarkshire Council, to improve the chances of young people with learning difficulties in developing their employability skills.

Lorraine Scott, who oversees Project Search on behalf of NHS Lanarkshire, said: "Ross impressed his team so much he was offered a permanent position.

"Four years on, he is now a supportive mentor to the current group of interns and is a real role model for those looking to join the workforce."

Ross' role involves opening and numbering samples, preparing them for analysis, office duties and assisting laboratory staff. In the nomination, laboratory staff praised his 'positive attitude, winning personality and professionalism'.

Louise Brown, technical manager of blood sciences who nominated Ross for the award, said: "Ross' personality really shines through every day.

"Being part of the team has allowed him to show exactly who he is and given him the confidence to become independent which is great to see."

Drawing on good health

Pupils from St Aidan's Primary School in Wishaw took part in an art competition organised by staff at Wishaw General. The winning drawing will be featured on the front page of the breast team's healthy eating clinic leaflet.

Marie Stein, surgical nurse practitioner, said: "The breast team currently run a healthy eating clinic for patients who have had breast cancer or have an increased risk of developing the disease to encourage them to maintain a healthy weight.

"As part of the schools health promotion week, we asked the pupils to send us some of their drawings."

The winner of the competition was Casey Fisher and the runner up was Emily Fyvie.

EDINBURGH CALLING – WIN A CAPITAL MEAL!

We've teamed up with The Bothy Restaurant & Drinkery situated within The Murrayfield Hotel and House to offer one lucky staff member a three-course meal for two people.

The Murrayfield Hotel and House is located in Edinburgh City Centre with ample free parking and is the perfect destination for business, leisure or family occasions. It combines fantastic hospitality, outstanding value for money and serves as a perfect base to explore the historical Edinburgh City Centre. It's also just a couple of minutes away from Edinburgh Zoo, the national Murrayfield Stadium that frequently hosts major live sporting events, as well as music concerts and Haymarket train Station.

The Bothy Restaurant & Drinkery, a stylish Scottish restaurant at the heart of the Murrayfield Hotel, offers

an experience for everyone. Here, traditional Scottish cooking is served in comfortable, relaxed surroundings where a talented team of staff add to the Scottish flavour with their friendly service and warm welcome. The Bothy Bar offers a wide variety of drinks to suit all tastes with live sporting events shown on the big screen.

By logging on to www.nhsstaffbenefits.co.uk, you can access three exclusive discounts at The Murrayfield Hotel:

- All NHS employees are entitled to 15% discount off accommodation with a complimentary bottle of Prosecco in their bedroom for arrival. (using the discount code available through NHS Staff Benefits).

- NHS staff receive a 15% discount off food in The Bothy Restaurant & Drinkery.

- NHS staff receive complimentary room hire on private functions and events, offer is subject to availability.

To enter, answer the following question:

In which hotel can you find The Bothy Restaurant & Drinkery?

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 'Bothy'; in the subject line.

The deadline for entries is Friday 29 September.

Nicola's going shopping...

Congratulations to Nicola Storey, the lucky winner of our last Pulse competition.

Nicola, who is a clerical officer in the occupational therapy department at Wishaw General, scooped £100 worth of Love2Shop gift vouchers from NHS Staff Benefits.

The vouchers are valid at over 20,000 shops, restaurants and attractions.

You can benefit...

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

SO LONG & ENJOY YOUR WELL-DESERVED RETIREMENT



Christine Proudfoot who retired in June after 35 years



Margaret Morris who retired in May after 39 years' service



Moira McHutchon who retired in May



After 43 years, deputy sister Lucy Morgan retired



Joan McCrae who retired in May after 37 years



Fiona Young retired from NHS Lanarkshire in June after a remarkable 42 years' service

Colleagues paid a fond farewell to Christine Proudfoot who retired in June after 35 years' service.

Christine, who was based within the physiotherapy department at Hairmyres Hospital, joined NHS Lanarkshire in 1986. In 1989 she was promoted to senior in medical, then superintendent IV in 1995 followed by cardiac rehabilitation specialist physiotherapist, and finally medical team lead. Christine was part of the group that developed the SIGN guidelines for cardiac rehabilitation services nationally and has led the way in setting up cardiac rehabilitation in Lanarkshire.

Colleagues paid a fond farewell to staff nurse Margaret Morris who retired in May after 39 years' service.

Margaret, who was part of the health visiting team at Blantyre Health Centre, spent her entire career with NHS Lanarkshire, firstly as a registered general nurse (RGN), then as a midwife and latterly as a staff nurse. In 1997 Margaret joined the health visiting team at Viewpark Health Centre before moving to Kirklands Headquarters. In 2016 Margaret transferred to Blantyre Health Centre where she remained until her retirement.

Colleagues gathered to say goodbye and have a happy retirement to district nurse Moira McHutchon who retired in May.

Moira began her nursing career in 1976 as a diploma nurse. After completing her midwifery training in 1981 she worked with the Midlothian out-of-hours service. In 2000 Moira moved to NHS Lanarkshire where she joined the Forth district nursing team as a district nurse and, in 2013, moved to the Douglas team where she remained until her retirement.

After 43 years' service, deputy sister Lucy Morgan retired from NHS Lanarkshire in May.

Lucy began her career in midwifery at the now closed Glasgow Western Infirmary before

joining NHS Lanarkshire as a sister for deep vein thrombosis (DVT) treatment at Hairmyres Hospital. She thereafter moved to the clinical decisions unit in ward three where she remained until her retirement. To mark her retirement, Lucy has a planned trip with family to Florida and, later in the year, will travel Europe in her motor-home. She will also take delight in spending time with her new grandson Ashton who was born the day before her retiral.

Colleagues at Kylepark assessment and treatment centre at Kirklands Headquarters, Bothwell said best wishes to staff nurse Joan McCrae who retired in May after 37 years' service.

Joan began her nursing career in 1980 as an auxiliary nurse in St Ebba's Hospital in Epsom before starting her service with Lanarkshire Health Board as an auxillary nurse in Kirklands Hospital in 1981. Throughout Joan's nursing career, she has successfully achieved dual registration in learning disability and general nursing. Joan is looking forward to her retirement to use the time to explore new opportunities.

Congratulations go to senior charge nurse Fiona Young who retired from NHS Lanarkshire in June after a remarkable 42 years' service.

Fiona, who was based in ward two at Wishaw General Hospital, joined NHS Lanarkshire in 1975 as a pupil nurse at Hartwood Hospital. After qualifying as an enrolled nurse, she worked in Hartwood and Hartwoodhill Hospitals in both the wards and recreation department. Fiona qualified as a staff nurse in 1999 and, in 2001, was promoted to charge nurse at Udston Hospital, Hamilton. Fiona spent a period as acting senior charge nurse at Coathill Hospital before returning to Udston Hospital in 2003 as senior charge nurse in the Brandon ward. In 2016 Fiona moved to ward two at Wishaw General Hospital where she remained until her retirement.

Lauren says thanks by raising £5000

A community psychiatric nurse has raised £5,000 for two cancer charities to say thank you for saving her life.

Lauren Magunnigal, who is based at the Housldsworth Centre in Wishaw, was diagnosed with Disgerminoma, a rare form of ovarian cancer, in October last year.

Lauren, who lives in Motherwell, split the money raised between the Beatson Cancer Charity and the Teenage Cancer Trust.

She said: "I chose those charities as I received treatment from the Beatson and although I was 22 at the time, I received support from the Teenage Cancer Trust during my treatment. I have also been receiving support from them since completing treatment such as make-up classes and days away.



Double thanks - Lauren raised money for the two charities who helped her.

"I wanted to fundraise in order to give something back to the amazing charities which helped me and I wanted to put something in place for other people who will experience cancer at some point in their lives.

"I would like to say a thank you to both charities and the staff who helped me through my treatment. Their support was next to none and I couldn't have managed without it."



A job well done - the 'top 10' whose 5K efforts were so well supported.

RACE FOR LIFE WHERE EVERYONE'S A WINNER

A team of ten colleagues from Wishaw General Hospital raised money for Cancer Research UK by completing a 5K race.

The team, who work in pre-assessment, joined forces when their colleague was diagnosed with breast cancer.

The ladies, who raced around Glasgow Green and the city centre, raised an impressive £2,683.25 for the charity.

Caroline Allan, charge nurse, said: "When we found out that our colleague had been diagnosed with cancer we felt helpless. When we saw the Race for Life being advertised it seemed like a great option for us and we jumped at the chance to sign up.

"The group met up a few times for some walks around Strathclyde Park in preparation.

Most of us walked the route and finished in just under an hour. However two girls ran part of the way and were done in 43 minutes.

"Although cancer is a horrible illness that you are raising funds for, the atmosphere on the day was very uplifting. There were bands and singers throughout the course and there were thousands of people taking part for the same cause.

"It was humbling to see everyone donate. We had donations from staff throughout the hospital including porters, secretaries, nurse colleagues and consultants. We also received donations from our friends and family."

To find out more about the Race for Life, visit www.raceforlife.cancerresearchuk.org