

## Tea at three

Patient feedback prompts us to put the kettle on... (p8)

## Winter's coming

Preparation for our busiest season starts now (p16-17)

## Staff awards 2018

Nominations are open for our awards scheme. Let's hear it for our great staff (p20)



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November/December 2017

# thepulse



Smoother patient transition brings benefits (p13)



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...

Fiona O'Dowd  
Tel: 01698 858 108  
Fiona.O'Dowd@lanarkshire.scot.nhs.uk

Editorial policy

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

BRINGING THE  
COMMUNITY  
TO THE CENTRE

Work to deliver a major shift in the way outpatient care is delivered is taking place across NHS Lanarkshire.

The work is part of the national strategy 'The Modern Outpatient: A Collaborative Approach 2017-2020' in response to rising demand and aims to free up hospital outpatient appointments by 2020.

Graham Simpson, access planning and performance service manager, leads the Modernising Outpatients programme for NHS Lanarkshire.

Graham said: "Our outpatient services must continually evolve to meet the increasing demands they face.

"Through our Modernising Outpatients programme, we aim to ensure people are seen by the most appropriate health professional, often closer to home, and avoid unnecessary trips to hospital."

The national strategy proposes that some patients, particularly those who are waiting for a routine check-up or test results, may be emailed or telephoned and if they do need to be seen they may be seen closer to home by a team

of community healthcare professionals with close links to hospital departments. The NHS in Scotland will also take action to reduce the number of unnecessary referrals.

As part of this work, an 'advice-only' referral option was introduced in neurology services – meaning GPs can request advice for their patients from hospital clinicians rather than having to refer the patient to hospital for an appointment.

Heather Knox, director of acute services, said: "There are a number of areas where clinical teams that are doing some excellent work at the moment to redesign the way they provide outpatient services.

"This work contributes to the national strategy of shifting the balance from acute to community and primary care, something that everyone agrees is vital to the future of our NHS."

"The aim is for our community and hospital professionals to work more closely together, reducing unnecessary waste in the system and getting people seen by the right professional first time around."



Attendees at the Modernising Outpatient launch event.

Excellence  
takes hard work

NHS Lanarkshire has set out plans to turn its healthcare strategy "Achieving Excellence" into reality.

A number of key milestones have already been achieved including: approval of the Initial Agreement for Monklands Replacement/Refurbishment Project; business Case approval for LIMS and HEPMA IT systems; key capital projects including - Theatres ITU at MDGH, Same Day Surgery, Rapid Assessment at Monklands Emergency Department, Neonatal unit at Wishaw General, and Ophthalmology at Hairmyres; and consolidation of acute adult psychiatry at Wishaw General.

The Acute Planned Care Short Life Working Group (SLWG) is progressing five key work stream priorities: Orthopaedics Phase 2; General Surgery and Gastroenterology; Systemic Anti-Cancer Therapy (SACT); and Modernising Outpatients.

The Building Community Capacity SLWG's aim is to focus on prevention and community-based interventions to support a shift in activity from hospital to community. Key priorities are: Primary Care Transformation; Integrated Locality Teams; Review of Community Hospitals; Unscheduled Care/Delayed Discharges and Palliative Care.

Mental Health SLWG's progress includes the introduction of Distress Brief Interventions and establishing a Quality Improvement Group within all wards.

The Maternity and Early Years SLWG has already made significant progress to review and refine models of care and services.

Progress with the Long Term Conditions SLWG has included a range of work towards establishing of LTC Service Improvement Groups.

The Frailty SLWG will initially focus on reaching a clear consensus and shared ambition for services for adults with frailty and an understanding of the population and the implications of demographic change in order to develop models of care.

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

Clinical and academic links strengthened

The University of the West of Scotland (UWS) and NHS Lanarkshire have established a strategic partnership agreement.

This formal partnership builds on NHS Lanarkshire's strong commitment to research, development, learning and innovation, as well as its existing links with UWS and other universities.

It will also see collaborative working to aid student recruitment, employment and projects.

Calum Campbell, chief executive, of NHS Lanarkshire, said: "This is a further significant step towards our vision of creating a culture of academic

excellence in NHS Lanarkshire that helps deliver new and improved ways of working for the people of Lanarkshire.

"We are excited about the tremendous opportunities this partnership with UWS will bring for patients, NHS staff and staff and students at the university. By working together, we can make a real difference to people's health and wellbeing."

Karen Wilson, dean of the university's school of health, nursing and midwifery, said: "We are delighted to be establishing this important partnership with NHS Lanarkshire.



"The University has close ties with health boards throughout Scotland and this partnership formalises the strong links we enjoy with this important organisation, which plays such a key role in the health and wellbeing of people throughout Lanarkshire."

Make sure you're info secure

All staff are reminded they should ensure they have completed the NHS Lanarkshire Safe Information Handling Awareness module on LearnPro.

The module explores our duty to keep personal and confidential information safe and secure.

Information governance manager Michelle Nobes said: "It is the responsibility

of every member of NHS Lanarkshire staff to protect the information we hold.

"It is a criminal offence to access personal information, such as patient records, inappropriately. There have already been several cases in England where health employees have been fined for accessing health records, including their own, without valid reason to do so.





Routine screening picked up a problem for Jim Green. He says all 50-74-yr-olds should take this opportunity to detect bowel cancer symptoms early.

## Jim reminds others to take the test

A Lanarkshire man is urging others to take up the offer of the free bowel screening test, after his routine bowel screening picked up cancer.

Jim Green was diagnosed with bowel cancer earlier this year.

Jim said: "I have done my bowel screening test religiously since I turned 50. At first I thought I would struggle. However, when you sit and think about it, it's really easy compared to the consequences of not doing it.

"In January this year, I did the test again. I had experienced no symptoms, however I was sent another screening test with a cover note to say that they had detected something. I wasn't to panic but I was to give another sample.

"I sent the repeat test away and then received a letter saying that I had been referred to Wishaw General Hospital for follow up tests.

"After blood tests and a scope, they found a 'blemish' in my colon."

Every year, more than 500,000 people do the life-saving bowel screening test in Scotland. The test, which is offered to people aged 50-74 every two years, remains the most effective way of finding the disease early.

Bowel cancer is more common in those aged 50 and over, but nine out of ten people survive bowel cancer if it's caught early.

He said: "Without a shadow of a doubt, I would urge everyone to do their bowel screening test.

"Some people may be scared about the results will say, but I'm glad that I did mine. It's common sense, it's free of charge and you do it in the privacy of your own home.

"It's a bodily function that we do every day. I've said to everyone not to throw that test in the bin. It's so simple to do."

## Enjoy the festivities... in moderation

As we approach the festive season, staff are being reminded about the new low risk drinking guidelines. UK chief medical officers recommend that men and women do not regularly drink more than 14 units per week.

Ashley Goodfellow, public health specialist, said: "Those who regularly drink as much as this should spread their drinking evenly over three or more days.

"They should also have several drink-free days each week.

"The risk of developing a range of health problems increases the more you drink on a regular basis and never drink alcohol when pregnant."



(Left to right) Speaker Zaria Sleith, Gillian McAuley, chief of nursing services at Wishaw General Hospital, Julia Jones, who co-founded John's Campaign, Lorna Hart, Alzheimer Scotland, and speaker Stewart Black.

# JOHN'S CAMPAIGN NATIONAL CONFERENCE

## Pledges made for wellbeing of all

**NHS Lanarkshire hosted the first ever national John's Campaign conference.**

Senior nurses and other senior staff from health and care providers from around Scotland attended the event in Hamilton.

Gillian McAuley, chief of nursing services at Wishaw General Hospital, said: "The event provided attendees with information about John's Campaign and the opportunity to make pledges on behalf of their organisation, service or department.

"We had the pleasure of having presentations from a number of people with dementia and relatives. We also had the privilege of hearing Julia Jones, who co-founded John's Campaign, speak about her journey."

Julia Jones said: "It was humbling to think that the single small change for which my friend Nicci Gerrard and I campaign, could be so comprehensively and professionally implemented and affect the lives of others in a way that is so inexpressibly profound."

'Musical Memories', a choir made up of people with a dementia diagnosis as well as carers, family or friends, entertained the audience with a musical interlude.

Julia added: "I am certain that the attendees at the NHS Lanarkshire conference went away with their personal pledges singing in their hearts and minds and now to be turned into actions."

One of the speakers, Stewart Black, was diagnosed with vascular dementia when he was 51.

Stewart, a former aeronautical engineer, said: "If there is one thing that I would like you to take away from today is that dementia comes in many forms and it isn't just something older people get. Those of us who have been diagnosed can be at different stages of our journey.

"In most cases, our carers are our rocks and it is vital that they are given respect and support as our journey with dementia is their journey too, in more ways that anyone will ever understand."



Ready to help everyone take control of their health needs and make a plan for their care.

## Understanding your health and planning ahead

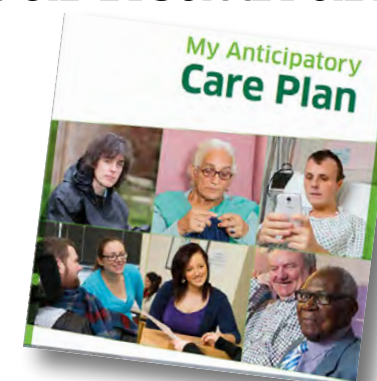
A new national Anticipatory Care Plan (ACP) was launched in Lanarkshire at the end of September.

In common with the previous plan, it allows people to take control of their future health care needs.

A new ACP app is also now available which allows ACPs to be completed online.

Audrey Hillock, ACP project manager, said: "Anticipatory Care Planning (ACP) is about thinking ahead and understanding your health.

"It's about knowing how to use



services better and it helps you make choices about your future care."

She added: "Planning ahead can help

you be more in control and manage any changes in your health and wellbeing and talking to those who matter to you helps shape the right plan for you.

"It allows older adults, carers and younger people to plan for the future and to have ownership of their own journey.

"People should also remember that they can amend their ACP and change their mind at any time."

The new app is available in both android and IOS from the app store and staff are encouraged to promote the new plan.

For more on ACP visit: [www.myacp.scot](http://www.myacp.scot)

## External body on alert

Staff in Scotland's health service continue to benefit from external support should they have any concerns about patient safety or malpractice.

The NHS Scotland Confidential Alert Line has expanded to become the Whistleblowing Alert and Advice Services for NHS Scotland (AALS).

The service, which is run, the charity Public Concern at Work, helps callers consider their options if they are unsure about how or whether to whistleblow.

For more information visit <http://www.pcaw.org.uk/> or call 020 7404 6609 for whistleblowing advice.



Encouraging progress is being made through our Primary Care and Mental Health Transformation Programme since our last Pulse update in June. In this edition we look at the latest developments in three key areas of the programme that are improving patient access to general practice.

# RIGHT PERSON FIRST TIME

**General Practice and Community Redesign is exploring how a multi-disciplinary team approach will improve access for patients to health services, maximising the contribution of all health and social care professionals in delivering the 'right person, first time' outcome for patients.**

This includes a team of nine trainee Advanced Nurse Practitioners (ANPs) recently recruited by NHS Lanarkshire to support primary care. ANPs are very experienced nurses who are working towards completing a competency framework that will support and evidence their learning in an Advanced Nursing Practice. Six out the nine Lanarkshire trainees are currently qualified to prescribe and the remaining three will be qualified by February.

The ANPs are working across general practice, primary care out of hours centre, community hospitals and defining how their role can support care homes within general practice. GPs provide clinical supervision where required, supporting learning of the appropriate clinical assessment skills of the trainees.

Maria Docherty, Director of Nursing,

South Lanarkshire Health and Social Care Partnership said: "The role of the ANP is an extremely valuable one in terms of the contribution they can make to transforming primary care. In order to deliver primary care services in future we will draw on the strengths of advanced practice across a number of disciplines including nursing, AHPs, Pharmacy."

"We have a great team here and we are developing their role in partnership with general practice. We're testing this concept and aim to change and improve to ensure that we have an ANP model that meets local needs in Lanarkshire and furthers our aim to provide innovative, person-centred care for our communities."

Advanced Practitioner Physiotherapists (APPs) based within GP practices is another new healthcare discipline currently being tested in East Kilbride. The APP is the first point of contact for any patient with musculoskeletal problems providing initial assessment, advice, prescribing medication if required, and referring to other treatments.

## Navigating transformation

You can now find out more about the Primary Care and Mental Health Transformation Programme, its workstreams and the key movers and shakers on FirstPort. The new pages are in the 'Programmes and Projects' section under 'Resources'. The aim is to ensure that all employees know what's happening with transforming primary care, when it's happening and how, to determine the relevancy to their job and the work they do. Look out for #TransformLanPC on social media for the latest updates.



A competent team: primary care services in future will increasingly draw on the expertise of Advanced Nurse Practitioners.

# Successful rollout of pharmacists

Over 30 additional pharmacists have been recruited to support general practice across Lanarkshire. The initiative is part of the Pharmacists in Practice workstream in a bid to test the impact of having pharmacy staff as part of the general practice team. This includes pharmacists and pharmacy technicians. The Pharmacists in Practice role is a developing one which will work directly with GP practices in the support and care of patients with long-term conditions, medicines reconciliation and the clinical review of acute medicines requests. This will enable GPs to spend more time with patients on the things only a GP can help with. Feedback from practices is extremely positive. Jacqueline Summers, Branchalwood Practice Manager, said:

"Having a pharmacist as part of the practice is a great support to both clinical staff and the wider practice team. As well as reviewing patients' medicine, our pharmacist here in Houldsworth liaises with care homes and community pharmacists – all work previously done by either GPs, nurses or reception staff. We really would love to see this continue." As the role develops, the plan is to run pharmacist clinics, including telephone consultations, to do medicine reviews with patients, including high risk medication and polypharmacy. The clinics should result in greater patient knowledge of how to use medication and better self-management of long-term conditions.



Helping to relieve some of the pressure and providing clinical support.

## A sign of the times

Over 200 receptionists from Lanarkshire GP practices have taken part in 'Receptionists to Active Signposting' training, provided through the transformation programme. The course equips receptionists with the knowledge and skills to signpost patients to the most appropriate healthcare professional. This includes community physiotherapists and pharmacists, local optometrists, Advanced Nurse Practitioners and mental health services. Feedback from participants is extremely positive with many now planning to train their whole practice team.

## Mental Health and Wellbeing



Link workers will help GPs support patients with mental health issues.

Our mental health work stream is testing new ways to support general practice with patients suffering mental health illness. From training pharmacy staff as mental health champions to employing two mental health nurses in the out-of-hours service, positive steps are being taken to ensure the right support is available in the heart of the community. And, in a partnership initiative with the Scottish Association for Mental Health and North Lanarkshire Council, seven Mental Health Link Workers are being funded to support general practice. Mental Health Link Workers help people to identify positive wellbeing changes they can make in their lives, working closely with external agencies to co-ordinate a support plan to achieve identified wellbeing goals. The workstream is also exploring post-diagnostic support for dementia with a website for patients, families and professionals, as well as providing Mental Health Liaison Nurses who directly support general practice.



# CURTAIN CALL FOR THEATRE SUPPORT

**Ten clinical support workers are taking part in an innovative training programme in partnership with Borders College.**

Once complete, they will become qualified theatre associate practitioners.

Fiona Cowan, senior nurse, said: "We are excited to introduce associate practitioners to our theatre department at Wishaw General. "These new posts are the first cohort through our theatre academy and they will boost the number of scrub staff that we have in our theatre.

"Offering existing experienced theatre clinical support workers a chance to progress in their role provides an opportunity for our own staff in Lanarkshire to grow and develop. We are delighted to be taking this new initiative forward in collaboration with Borders College."

Borders College is one of the few colleges that offer this Scottish Vocational Qualifications (SVQs) level seven award and this is the first course to take place out with

the Borders.

Andries Fourie, Borders College vocational manager, said: "We are thrilled to be signing up 10 new modern apprentices who will all be working within the theatres.

"NHS Lanarkshire is very forward-thinking, there is a real commitment to education and investment in the staff here. We are delighted to have a switched-on and vibrant group of people who are keen to commit to the course."

Chris King and Wendy Burrell, are two clinical support workers who have signed up to the course after taking part in a successful 'test of change'.

Chris said: "I wanted a new challenge and I am really looking forward to the course."

Wendy added: "I always wanted to further my career and this is an ideal opportunity."

Fiona McHugh, Wishaw General Hospital theatre manager, said: "I am so proud to see the staff progress. Their theatre knowledge is already excellent and to see them get a promotion and move on is fantastic.



Ready for their next challenge - the team who are taking part in additional training.

## Weigh to go – helping patients eat well

The Food, Fluid and Nutrition Steering Group has introduced guidance documents to support staff providing care to patients and their families.

One of which is the Weigh Back Home document. This supports people at home to make appropriate choices to support weight gain in people who have lost significant amounts of weight due to a clinical condition.

Frances Dodd, food, fluid and nutrition steering group chair, said: "Patients may have experienced weight loss and loss of appetite due to their illness, treatment or anxiety while in hospital.

"Their appetite might improve after they return home as familiar foods and home-cooked foods can be more enjoyable."

Weigh Back Home includes tips to help people regain their appetite and return to normal weight including:

- Try to eat three meals a day with snacks in between
- A short walk before a meal can stimulate appetite
- Try and present the food in an attractive way
- Try to have a pudding once or twice a day.

Frances added: "It is important that patients who have been discharged monitor their weight and appetite at home. If their weight continues to decrease, or they have a poor appetite, then they should contact their GP."

## Nutritonal care policy reminder for all

NHS Lanarkshire has a food, fluid and nutritional care (FFNC) policy which applies to all patients in both community and acute hospital setting.

Frances Dodd, food, fluid and nutrition steering group chair, said: "This policy seeks to drive quality and improvements in the nutrition and hydration of patients. The policy aims to support all staff involved at any stage of the process in providing nutritional care to patients."

For more information visit the food, fluid and nutritional care FirstPort page.

## Patients ask to be served 'tea at three'

NHS Lanarkshire has made further improvements to the provision of patient catering.

Inpatients across our three acute hospitals are now offered an afternoon snack so that they can have something to eat between lunch and dinner.

Frances Dodd, divisional nurse director for the acute division, said: "We are committed to providing high-quality, food, fluid and nutritional care to all our patients.

"We have been speaking to patients to find out what they would like and the introduction of a snack reflects this feedback."

NHS Lanarkshire recognises the importance and value of effective nutrition and hydration as an essential part of clinical care, and recognises that it is an integral part of the work of

many staff disciplines.

The second snack was piloted in a number of wards and was widely appreciated by patients. It has since been rolled out across the three acute hospitals.

Frances, who chairs the NHS Lanarkshire food, fluid and nutrition steering group, added: "A good meal time experience requires involvement of a range of staff, clinical and non-clinical, such as catering, domestic staff, medical, nursing, allied health professional, portering and managerial staff.

"We have been working closely with our own catering staff and the catering staff of our partners, ISS at Hairmyres and Serco at Wishaw, to ensure that patients see a real difference to their experience of hospital food.

## Sign of the times

The Infection Prevention and Control (IPC) team won an award for best poster presentation at the Infection Prevention Society in Manchester in September 2017.

IPC nurse Nicola McLean collected the award for the poster on the topic of 'Vascular access device system assessment – a vital step before attempting system improvement'.

Nicola received the award from Dr Evonne Curran and Professor Didier Pitter.



Poster girl: Nicola receives the award on behalf of the team.



# VIRTUAL SING-ALONGS LEAD TO IMPROVED WELLBEING

New technology revives old pastimes

**People in their golden years are revelling in the magic of the silver screen - as it forges vibrant, virtual communities across Lanarkshire.**

The latest video conferencing technology is being used as part of an initiative at some local authority and independent sector care homes. Now residents can link in with each other for online get-togethers, ranging from sing-alongs to group exercise.

The work is paving the way for virtual clinical consultations and support between residents and services like dietetics, pharmacy, out-of-hours and community mental health teams.

Yet for most, who grew up without television, the cutting-edge developments are bringing a sense of togetherness and fun into their lives – reminiscent of simpler times.

Ian MacFarlane (74), a resident of Kirkton House Care Home in Blantyre, said: "I come from a generation where families would gather round in living rooms for a chat and perhaps a song before television was so accessible.

"The widespread availability of TVs has often been blamed over the years for the loss of that golden age.

"But that all seems to have come full circle - it's the screen that's bringing folk back together again. It's just magnificent!"

Morag Hearty, NHS Lanarkshire's telehealth manager, explained: "The initiative is at its early stages but the results we're seeing now bode extremely well.

"As well as aiding staff training and inter-home communications, one of the wider aims is to establish the links between homes and clinical supports. From some of the work we've carried out so far, as with other established areas of telehealth, we know benefits include ease of accessibility and helping residents maintain their independence without having to leave their homely setting for routines checks, where safe and appropriate."

Morag added: "The technology allows people to remain connected and even forge new relationships."



Face time: connecting people and bringing back a sense of community, all from the comfort of your armchair.

## New HR system coming

A new HR system is scheduled for implementation in early 2018. The Electronic Employee Support System (eESS) has been developed on behalf of the Scottish Health Service and will be adopted by all health boards in Scotland.

Earlier implementation was delayed in NHS Lanarkshire due to some technical issues with the system.

These have now been rectified and the system has already been introduced by several other health boards.

Once functional in Lanarkshire, it will replace the existing HR Empower system.

Kenny Small, HR director, said: "eESS is expected to provide numerous benefits to the organisation and staff alike by electronically streamlining all current 'Notification of Change' processes and procedures and improve efficiency by eliminating the need for paper documentation.

"Staff will also have access to a self-service training facility which will allow them to view training opportunities and apply for them. A note of any training request will then go automatically to the respective line manager for authorisation.

"The new system will also have benefits for managers as they will be able to view and monitor their staffs' training requirements at a glance. This will enable them to make arrangements to plug any training gaps."

All the information provided will be held securely and meets the organisational standards in relation to the Data Protection Scotland Act.

All staff will be provided with electronic training on how to use the new eESS system and details on how to access the training resources and go-live dates will be circulated in due course.

For further information visit the dedicated eESS page on FirsPort at: <http://firstport2/staff-support/electronic-employee-support-system/default.aspx>

### IMPORTANT:

Everyone is asked to complete the email task as it is essential to the operation of the new system.

All the information provided will be held securely and meets the organisational standards in relation to the Data Protection Scotland Act.

## Val keeping us in the picture

South Lanarkshire Health and Social Care Partnership's (SLH&SCP) Director of health and social care, Val de Souza, posts regular blogs. SLH&SCP's vision is working together to improve health and wellbeing in the community.

Val's blog provides examples of that sentiment in practice, featuring an update on everything from the strategic direction of the partnership, links to important information, news and examples of health and social care in action.

Read Val's blog by visiting [www.slhscp.org.uk](http://www.slhscp.org.uk)



## Pooling our strengths at Hunter CHC

Community members from across East Kilbride recently came together to join in on the World's Biggest Coffee Morning event for Macmillan Cancer Support.

The primary aim of the event, organised by South Lanarkshire Health and Social Care Partnership (SLH&SCP) at Hunter Community Health Centre, was to raise vital funds for people affected by cancer.

The overall effort, which raised just over £1000, also reflected the partnership's wider programme of Building and Celebrating Communities (BCC)

Dr Nadia Ait-Hocine, SLH&SCP locality manager for East Kilbride, explained: "The Hunter Community Health Centre

is not just a place where people living with a condition or are ill come to get treatment and/or medical advice.

"We want to use this as a hub where the community can come together and pool its strengths.

"Events like this show that by collaborating, focusing and working together, a real difference can be made."

Maria Docherty, SLH&SCP nurse director programme manager for BCC, said:

"Care and support isn't just something that's delivered by statutory services.

"As the participation of members of public and partnership staff at the East Kilbride coffee morning attests, this is something that's woven into the very fabric of community life."



Spread the word - community members enjoy a coffee morning and all for a good cause.

## Helping patients 'Make Life Easier'

Over 300 people attended the first annual conference of Health and Social Care North Lanarkshire.

A major part of the event was the launch of 'Making Life Easier', an online service which provides people with a gateway to a whole range of supports.

Morag Dendy, said: "This expert app provides help and support on a wide variety of difficulties and concerns including mental health, financial concerns, difficulties with daily activities or addiction issues.

"A self-assessment only takes around 10 minutes and the responses you give will offer you possible solutions."



(l-r) Morag Dendy and Claire Farrer launching Making Life Easier.

Visit the new Making Life Easier app at: [www.makinglifeeasier.org.uk](http://www.makinglifeeasier.org.uk)



## Option appraisal event in 2018

As part of the OBC, work will take place to identify the preferred option from those set out in the initial agreement; do minimum, full refurbishment of current hospital, new-build on current hospital site or new-build on another site.

An option appraisal event, involving a wide range of stakeholders, will take place during 2018 to identify the preferred option for either refurbishment or rebuild.

The construction period for the new development will be dependent on the preferred option.

## Ready for the 21st century



Calum Campbell, chief executive, said: "Monklands has been fabulous for the 40 plus years it has been here. "It was a terrific maternity hospital, it has been a great general hospital but times have moved on and healthcare has advanced in the last four decades. This is why we need to bring Monklands Hospital into the 21st Century.

"A clinically led programme is underway to put together a business case to either fully refurbish or build a replacement Monklands Hospital."

## Plan to make Monklands 'fit-for-the-future'

NHS Lanarkshire has been given the go-ahead to develop an outline business case to rebuild or refurbish Monklands Hospital.

This is following Scottish Government approval for the Initial Agreement to seek a capital allocation for the project.

Colin Sloey, NHS Lanarkshire director of strategic planning and performance, said: "We are delighted that the Scottish Government has formally approved the Initial Agreement and that we can begin the process of creating an outline business case.

"The development of the outline business case will be undertaken in the broader context of achieving the aims of the Health and Social Care Delivery Plan. In doing so, we recognise the need to work collaboratively with other health boards in the region to ensure the benefit is maximised for the

whole of the population we serve."

Health Secretary Shona Robison said: "Considerable investment has gone into Monklands Hospital in recent years and we have now asked NHS Lanarkshire to produce an outline business case that considers the needs of the population right across the West of Scotland and delivers excellent care and value for money.

"The level of potential investment involved in this programme is significant, so any final decision will be subject to future Scottish Government budgets and will be taken in the context of improving the quality of clinical service provision right across Scotland."

The whole business case process will take between two to three years to complete and this has to be finalised before any building work can start.



Standing on ceremony - colleagues from past and present celebrate Monklands Hospital's 40th birthday.

# 40 YEARS OF DEDICATED CARE IS CELEBRATED

Staff past and present got together to celebrate the 40th anniversary since the official opening of Monklands Hospital in 1977.

Back then the official opening was performed by the then Prime Minister Jim Callaghan on 1 September.

Jessie Gartshore, who started on 1 January 1977, said: "I was the sister in ward four in the surgical unit which was the first ward to open. Jim Callaghan actually went round my ward, I remember it like it was yesterday."

An Airdrie native, Jessie was also born in Airdrie House which was on the site before the hospital was built.

Jessie, who went on to become the nursing officer before retiring in 1992, added: "It is a real privilege to be here. It is wonderful to see old friends and nursing colleagues who were here at the beginning too. I have lots of happy memories about Monklands Hospital."

Jessie was joined by fellow colleagues

Rita Gregg, who was her secretary, and Helen Findlay who worked in nursing salaries.

Rita moved to the new hospital building in 1976 before the first patients were admitted in February 1977. She eventually retired in 1993.

Rita said: "I remember my first time in the canteen in 1976 and here I am again today over 40 years on. It is a lovely tea, the current staff have done well."

Helen Findlay said: "It was lovely looking round recognising many faces from the past. There was a lot I didn't recognise but, given that I retired over 20 years ago, perhaps a lot of people didn't recognise me either."

NHS Lanarkshire chair, Neena Mahal, said: "This 40th anniversary is a truly momentous occasion, made even more special as there is a family connection with my uncle being one of the first trainee anaesthetists in 1977."

## REACTing for better care

The chair and chief executive cut the ribbon on the new Rapid Emergency Assessment Care Team (REACT) area as well as the Same Day Admissions (SDA) with the Planned Investigations Unit (PIU).

Dr Gordon McNeish, consultant in emergency medicine, said: "REACT is a new way of treating people as they present at the emergency department.

"This gives us a more robust approach to how we see and treat patients and enables everything to work more smoothly."

The REACT area improves patient time to first assessment. Diagnostics are also carried out quicker which means all patients should have a shorter

journey through the department.

When it comes to elective cases, all patients now go via the new SDA unit. This improves the experience for the patient and the emergency flow into inpatient beds. In addition, the PIU delivers a variety of tests and infusions for patients who would previously have had these tests in an inpatient bed.

Calum Campbell, chief executive, said: "Everyone knows Monklands is a great hospital but it is an old hospital.

"The new areas improve the experience for our patients and enable staff to continue to provide excellent care in a much better working environment."



'Same Day', different ribbon - Chair Neena Mahal does the honours.



Open for business in the new REACT area.





## You can 'Stick Your Labels'

NHS Lanarkshire supported Challenge Poverty Week which fell in October.

The annual awareness raising campaign aims to remind people that poverty exists in Scotland and affects us all.

NHS Lanarkshire chair Neena Mahal used the opportunity to sign a 'Stick Your Labels' pledge which challenges negative perceptions, attitudes and behaviours towards people in poverty.

Neena said: "The campaign was about encouraging us all not to accept the stigmatising language used to describe poverty and those who live on low incomes.

"And as chair of NHS Lanarkshire, I was more than happy to give this commitment.

"Attitudes matter. The way we talk about poverty and those affected by it can make a difference."

Gabe Docherty interim

director of public health, who oversaw the campaign in NHS Lanarkshire, said: "We were delighted to support the campaign and raise awareness among our own staff encouraging them not to pass judgement on those in poverty.

"This included sharing myth-busting information and personal testimonies from people who have and still do experience poverty."

Challenge Poverty Week was organised by the Poverty Alliance and aimed to:

- Highlight the reality of poverty and challenge the stereotypes that exist about it.
- Demonstrate what is being done across Scotland to address poverty.
- Increase public support for more action to solve poverty.

For more on the campaign visit: [www.povertyalliance.org/challenge\\_poverty](http://www.povertyalliance.org/challenge_poverty)



At the launch of the video (from left) – North Lanarkshire Council service coordinator for domestic abuse Helen Sneddon, NHS Lanarkshire interim director of public health Gabe Docherty, GBV services manager Ann Hayne, NHS Lanarkshire blood-borne virus networks manager Trish Tougher, NHS Lanarkshire assistant health promotion manager Gillian Lindsay.

## IT'S NEVER TOO LATE – GBV VIDEO PAVES WAY

Helping adults to cope with childhood experiences

**A powerful new animated video has been produced by our gender-based violence (GBV) services (formerly EVA services) for professionals working with survivors of childhood sexual abuse (CSA).**

The moving eight-minute animation, 'Never too late to tell: understanding childhood sexual abuse', follows the story of Moira, through her experience of CSA and its impact on her as a teenager and a young mother.

The story, based on research evidence and the real-life experiences of women who have been helped by GBV services, ends with Moira taking the step of seeking professional support following her experience of CSA.

GBV services manager Ann Hayne said: "The video is available online and we have a number of DVD copies available. There are also detailed training notes that professionals should use when showing it.

"The animation shows how perpetrators of CSA use grooming and coercion to gain control and silence children and young people, and how they manipulate other adults around a child or young person, including non-abusing parents.

"It also illustrates the impact on children and young people, the power imbalance between the perpetrator and children, the long-term impact of CSA on adults and ways in which adult survivors blame themselves for not realising what is happening and not being able to stop it.

"The animation shows professionals how best to support adult survivors of CSA by helping them to understand that the perpetrator was to blame and support is available even many years later."

Ann advises that the animation has sensitive



"The animation shows professionals how best to support adult survivors of CSA by helping them to understand that the perpetrator was to blame"

content that some viewers may find upsetting.

It is available to view or download at [www.vimeo.com/232827805](http://www.vimeo.com/232827805).

The training notes are available on FirstPort under GBV services and are on the disc as a PDF file. Contact [GBVTraining@lanarkshire.scot.nhs.uk](mailto:GBVTraining@lanarkshire.scot.nhs.uk) for discs, training notes or an input for teams who may use the resource regularly.



## Refugees benefit from video aid

Clinical staff can watch an important training video and also help the refugee crisis in Yemen. The video provides a good grasp of the Hospital Anticipatory Care Plan (HACP) and its benefits for patients, relatives and colleagues.

Professor Robin Taylor, respiratory consultant who helped create the video, said: "The aim is to enable staff to be more confident about engaging in prognostic conversations and making clinical decisions that are appropriate for patients who are seriously ill with the possibility of deterioration."

The HACP encourages shared decision-making so that medical interventions are realistic and

fit with their overall prognosis and the patient's wishes. It is also designed to provide continuity of care, especially out of hours, so that staff feel secure about treatment escalation or limitation if things become unstable.

Robin added: "As well as the rewards of watching the video, for everyone who watches the video, we will send a £5 donation to the Disasters Emergency Committee for the refugee crisis in Yemen."

Go to the FirstPort 'HACP' page for more information, resources, and access to the teaching video: 'Treatment Escalation and Limitation'. You can email [Robin.Taylor1@nhs.net](mailto:Robin.Taylor1@nhs.net) to confirm you have watched the video and the donation will be made.

## It was a real page-turner...



Staff who participated in this year's Reading Ahead challenge were joined by chief executive Calum Campbell at Wishaw General as they collected their certificates of achievement.

Reading Ahead is part of a national programme that encourages adults to develop literacy skills and an enjoyment of reading by choosing and rating six reads.

Knowledge Services spearheads Reading Ahead, with generous support from Unison and Healthy Working Lives. This year 113 staff members signed up to take part.

## A consistent approach

The review of school nursing teams in North Lanarkshire continues. The new service model – which started in August – offers an opportunity to build on the experience of school nurses and enable them to assist in the on-going development of their practice. The review has already identified that while there is good practice in the service, improvements could be made to ensure

it is applied more consistently across all school nursing teams. The redesign will ensure the service:

- builds on and shares good practice
- implements the key components of the national School Nursing Review
- ensures children see the right clinician at the right time.

The contact number for North school nursing team is 01236 772200.



# GETTING ON TOP OF WINTER NOW

Many partners involved in plan to tackle seasonal challenges

**Bad weather, colds, flu and norovirus are just some of things we can all look forward to in winter.**

And our GP surgeries and A&Es all get busier over the winter months.

But NHS Lanarkshire's winter plan means patients continue to receive the high-quality care they need - when they need it.

Head of commissioning and performance for South Lanarkshire Health & Social Care Partnership, Craig Cunningham, who is NHS Lanarkshire's winter planning lead, said: "We have a well-developed approach to winter planning in Lanarkshire, which we improve every year with innovative approaches to ensure we can provide a rapid and effective response during the periods of greatest pressure."

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

Craig added: "This year we are running a media campaign to highlight all the services we provide in the community which patients can access directly

without having to go to their GP.

"We will also be focusing on making sure people are redirected from our emergency departments (EDs) if there are more appropriate places to be treated. For example, if you have had an illness or condition for more than three days - or you have already seen your GP you will be redirected back to either NHS 24 or your GP practice. Often there is a more appropriate community health expert to manage non emergency issues.

"This ensures we have the capacity within our hospitals to deal with the very sick and frail patients who need emergency care."

The winter plan has been developed with partners including North and South Lanarkshire councils, Scottish Ambulance Service and NHS 24 to ensure we are all working together to keep the people of Lanarkshire healthy and safe this winter.

This includes a transport hub which will be used to help patients get home following discharge from hospital and contingency plans for adverse weather to make sure patients who need to come to hospital, such as renal patients, are able to get there.

"This year we are running a media campaign to highlight all the services we provide in the community"

**Craig Cunningham:**  
We have a well-developed approach which we improve upon every year.



## Free flu vaccine now available for all



**It only takes a minute and could prevent you, your family or patients, from suffering flu misery.**

Staff across NHS Lanarkshire are being urged to take up the offer of the annual free flu vaccine.

The call to action is being made to ensure that all healthcare workers and their families, colleagues and patients are safe from the harmful impact of flu.

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

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

Kay Japp, Principal Occupational Health Advisor, said: "The flu vaccine only takes a few minutes to receive but it will protect you for around 12 months and reduce the potential spread of the virus to vulnerable patients.

"It is important to get vaccinated each year as the flu virus can change. It is best to get the vaccine as early as possible.

"I encourage all NHS Lanarkshire staff to take up the offer of the free flu vaccine and play their part in ensuring Lanarkshire's healthcare system remains healthy over the busy winter flu season."

Visit FirstPort for the full vaccination schedule, giving information on clinics, locations, dates and times.

## Dealing with norovirus at home

If you have norovirus, here's how to ease your symptoms:

- **drink plenty of water to avoid dehydration.**
- **take paracetamol for any fever, aches or pains.**
- **eat foods that are easy to digest.**
- **don't go to the doctor - norovirus is contagious and there is nothing the doctor can do for you while you have it.**

- **stay away from work/school until you have been free of symptoms for 48 hours.**

Extra care should be taken to prevent babies and small children from dehydrating by giving them plenty of fluids.

Don't worry if you are pregnant and you get norovirus: there is no risk to your unborn child.

## Many teams have a part to play

Did you know there is a whole team of healthcare experts near you who can offer help, advice and treatment without needing to go to your GP first?

On the high street, your local pharmacy can offer advice on common illnesses - as well as your medicines. And your local optometrist should be your first port of call for eye problems such as red eye.

Dentists should be contacted both in hours and out-of-hours for dental emergencies. And if you are experiencing any muscle or joint pain you can contact the MSK helpline

for advice and if they think you need to see a physiotherapist they will refer you directly. And don't forget the best expert of all - you! A well-stocked medicine cabinet will help you through those common winter bugs and colds without the need for a lengthy stint in a waiting room.

For more advice on what services can help you this winter, as well as what you should always have at home, go the NHS Lanarkshire website <http://www.nhs.uk/Services/Who-To-Turn-To/Pages/default.aspx>



## Keep it to yourself!

As the weather gets colder and viruses, like colds, flu and norovirus become more common, there's an easy way to stop them spreading.

Emer Shepherd, NHS Lanarkshire's head of infection, prevention and control, is reminding people that frequent hand washing and disposing of used tissues can be the most effective way to prevent passing viruses on to family, friends and colleagues.

Emer said: "The best method is prevention and something as simple as washing your hands can go a long way in preventing the spread of infections, particularly after visiting the toilet and before eating."





## Review begins

The review of forensic mental health services and mental health rehabilitation will see the 12 beds in Gigha Ward, Beckford Lodge, become part of the forensic mental health service.

The review is also looking at the model for mental health adult rehabilitation and agreement has been reached with North and South Health & Social Care Partnerships to set up a short life working group (SLWG) to scope this out.

The SLWG, which includes representatives from both partnerships and staff side representation, will prepare a paper to be shared for consultation with all appropriate forums and strategy groups.

# GARDENING THERAPY PRODUCING RESULTS

**Patients recovering from mental health difficulties in Motherwell have a further opportunity to become as independent as possible with the help of an allotment project launched by NHS Lanarkshire.**

Lee Samuel, specialist occupational therapist, said: "The allotment is part of our patient's therapeutic programme. We prescribe activity for patients to be involved in.

"People with an experience of a mental health problem such as low mood, anxiety, schizophrenia or bipolar can often feel isolated in

their homes. This type of environment is very peaceful and inclusive for them."

The allotment project is suitable for patients with any mental health condition: from patients with anxiety to those with early onset dementia.

Lee added: "The assessment opportunities available within this environment are extremely useful. It provides a very different setting to that of a clinic environment and occupational therapists within the team are able to gain a thorough assessment and observe a number of areas with regards to an individual's

function and skills.

"We make this part of their weekly routine. It gives them time out of the house and also increases their fitness.

"Participants are encouraged to cook with the produce that they grow. This year there are plans to pickle beetroot and make a variety of chutneys with the produce. We also plan to bake apple pies from the six apple trees that were planted at the very beginning of the project."

The allotment also provides an assessment tool for those with autism, where one-to-one interaction may be difficult.

## Feet first in tackling mental health

Hairmyres Hospital hosted a walk to help change the way people think about mental health.

The Walk a Mile event, arranged by Stigma Free Lanarkshire, brought together staff, patients and the public to help tackle mental health discrimination and break down barriers as they walk a mile in each other's shoes.

Its aim was to show that mental health can be a topic of everyday conversations and we are all responsible for creating

positive attitudes around it.

Susan McMorris, senior health promotion officer, who helped organise the event, said: "It was great to be part of something which gave everyone the chance to see each other as they really are and not as the labels they may have.

"Mental health affects us all and to tackle this properly, people need to understand that it's okay not to be okay."



Hairmyres Hospital staff prepare to walk a mile.

# SO LONG & ENJOY YOUR WELL-DESERVED RETIREMENT

**Friends and colleagues gathered to pay a fond farewell to Alexander Watson who retired from NHS Lanarkshire in July after a remarkable 47 years' service.**

The planning estimator, who was based at Law House, Carlisle began his NHS career in July 1970 as an apprentice joiner based at Hartwood Hospital. In 1975, Alex progressed to the role of planner estimator with technical services. In 1981, Alex transferred to Law Hospital, with spells at Beckford Lodge and Hartwood Hospital. Approximately 20 years ago, Alex moved to Strathclyde Hospital, Motherwell, before transferring to Roadmeetings Hospital. He then joined PSSD at Law House where he remained until his retirement.

Alex lives in Carlisle with his wife Caroline and has a son Stuart (32) and step-son Andrew (32). In his spare time he enjoys gardening and horticulture, pigeon racing and walking. To mark his retirement, Alex has planned a holiday to Barcelona and will visit his son in Bilbao, Northern Spain.

**A celebratory night at Carrigan's Blantyre marked the retirement of Elizabeth (Liz) Campbell who retired from NHS Lanarkshire in June after nine years' service.**

The addictions charge nurse who was based at Hunter Health Centre, East Kilbride, entered nursing later in her career, initially working in Glasgow with the eating disorders service and then with the Lanarkshire Alcohol and Drugs Service (LAADS). During her career, Liz also undertook a secondment with the MIDIS team delivering training.

Liz lives in Bellshill and is devoted to her daughter (Jen) and son (Nick). In her spare time she enjoys interior design, having moved homes every few years.

Michael Taylor, senior charge nurse, said: "We are sorry to see Liz leave addiction services as she has been a valued colleague over the years. Liz always acted as a role model for staff in her professionalism and tenacity in advocating for her patients. She will be missed by all her colleagues in LAADS and also by her patients.

**After 40 years' service, skin cancer nurse Jean Grenfell retired from NHS Lanarkshire in August.**

Jean, who was based at Wishaw General Hospital, trained as a nurse in Lanarkshire in the late 1970s before taking up the role of night nurse at Stonehouse Hospital in ward two (orthopaedics).

Following its closure in 2001, Jean changed her specialty to dermatology working in Hairmyres Hospital. As part of the dermatology team, Jean could be asked to work at any of the three sites and, in 2005, transferred to Wishaw General's dermatology day unit covering all aspects of day unit and outpatient work.

In 2009 Jean was presented with the opportunity to advance her role and become



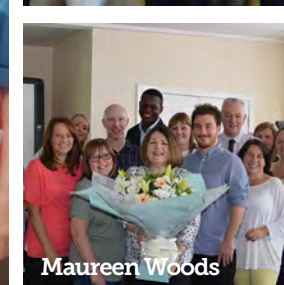
Jean Grenfell



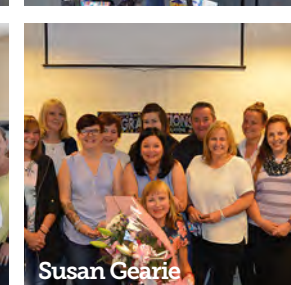
Ruby Lambie



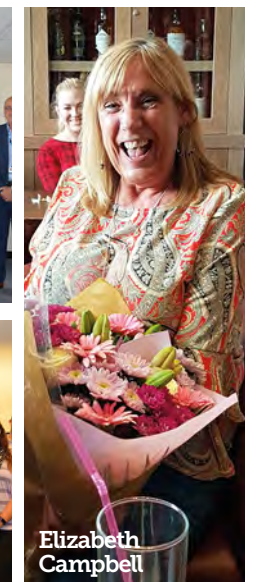
Alex Watson



Maureen Woods



Susan Gearie



Elizabeth Campbell

Lanarkshire's first skin cancer specialist nurse and dedicated herself to this role until her retirement.

Jean lives in Larkhall with her husband Alex and has two sons. In her spare time, Jean is involved with the local Girls Brigade and helps at Larkhall Baptist Church.

Her retirement will allow Jean to hone her guitar skills and spend time at a local allotment, growing beetroot and potatoes. She is also hoping to continue giving back to her community by becoming a volunteer.

**Colleagues paid a special farewell to team leader Maureen Woods who retired in July after 34 years' service.**

**Maureen, who was part of the harm reduction team at Coathill Hospital, initially worked as an enrolled nurse at Hartwood Hospital before embarking on a bridging course to become a staff nurse.**

While in this role, Maureen moved quickly into the addictions field within the community and subsequently completed her Post Graduate Diploma in alcohol and drug studies. Maureen continued to work with mental health and addictions and developed the blood borne virus agenda both locally and nationally.

During her lengthy career, Maureen has earned much respect professionally, both single and multi-agency and has been an asset to NHS Lanarkshire.

Maureen lives in Shotts with her husband Harry and has a daughter, Natalie. In her spare time, Maureen enjoys travelling and spending time with her family and friends. She has completed two triathlons and likes to keep active, enjoying long walks and either exercising in her home gym or attending the local gym. She is also a keen baker.

Ross Miller, charge nurse, said: "I have worked with Maureen for approximately 22 years and during this time we have had some great times and fond memories. She is a fine example of how someone in a caring profession should be

and always goes the extra mile for clients. I have thoroughly enjoyed working for so many years with Maureen and feel she is not just a colleague but a true friend. She will be sorely missed by all her colleagues within the harm reduction team."

**After 28 years' service, clinical support worker (CSW) Ruby Lambie retired from NHS Lanarkshire in August.**

**Ruby was initially employed as a CSW in ward 9 at Monklands Hospital and thereafter worked alongside the medical teams/MINTS team, assisting with phlebotomy, cannulation and ECGs.**

Ruby lives in Chapelhall with her husband Tom and has two sons and four grandsons. In her spare time she enjoys keep-fit classes.

Senior charge nurse Elizabeth Smith said: "Ruby has been a valuable and respected member of staff. She has been involved not only in her role as CSW, but also actively supporting medical and nursing staff in venepuncture and cannulation training. We all wish her well in her retirement."

**Congratulations goes to community psychiatric nurse (CPN) Susan Gearie who retired in August after 32 years' service. Susan, who was based at Regent House, Hamilton, began her training in 1985, spending time between Glasgow Royal Infirmary and Gartloch Hospital.**

Susan spent many years working in psychotherapy and the day hospital before transferring to the community mental health team (CMHT) in Hamilton where she remained until her retirement.

Susan lives in Glasgow with her husband Stevie, who is a CPN in the Glasgow area. In her spare time, Susan enjoys holidays abroad and walking. Colleague Bernadette Galloway said: "Susan will be sorely missed as she has been a valued member of the team and very well-liked by both clients and staff. We wish her the very best in her well-deserved retirement"



## Showing why quality counts

Wishaw General Hospital held a quality improvement (QI) showcase event on Friday 30 June 2017.

The event highlighted work that had taken place during the last academic year.

Mr Hakim BenYounes, chief of medical services at Wishaw General Hospital, said: "We had six high-class presentations of QI projects which highlighted the collaborative work between doctors in training, nurses and pharmacy staff.

"The event gave the doctors an opportunity to showcase their quality improvement projects to fellow trainees and senior medical staff from various specialties. All trainee doctors in Wishaw General Hospital were invited to take part in what was the final Wishaw quality improvement competition for the academic year."



The trainees whose projects were showcased for colleagues.

The presentations included:

- Perilous prescribing of penicillin
- Bedside oxygen prescribing in adult patients
- HIV testing in ACCU
- Managing acute kidney injury in care of the elderly
- Monitoring and managing of fluids on the surgical ward
- Paediatric sepsis six

For more information about any of the presentations contact [Hakim.BenYounes@lanarkshire.scot.nhs.uk](mailto:Hakim.BenYounes@lanarkshire.scot.nhs.uk)

# TIME TO PLACE YOUR NOMINATIONS...



## NHS Lanarkshire's annual staff awards have now launched, for the third consecutive year.

Staff from across Lanarkshire will once again be recognised for the inspirational work that they do through the awards programme.

Nominations are now open and will run until 31 December 2017.

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

Volunteers and any staff, including domestic staff, administration staff, nurses, midwives, allied health professionals, doctors and consultants are all eligible for nomination.

Calum Campbell, chief executive of NHS Lanarkshire, said: "We have a lot of hard working and dedicated staff throughout Lanarkshire, who provide an exceptional standard of care and service on a daily basis.

"A celebration like the Staff Awards is one way we can acknowledge and recognise everything that our staff and volunteers do. "They are so willing to go that extra mile for the communities of Lanarkshire.

"The awards let us all say thank you for the exceptional work that they do."

The winners of the awards will be announced at a celebration ceremony in May.

Neena Mahal, chair of NHS Lanarkshire, said: "Last year we had over 380 nominations, which was an increase in the number of nominations from the year before. The nominations came from friends, colleagues, patients and managers.

"I would like this year to be even bigger and better. If you know a person or team that has made a difference, this is a great way to say thank you. To put forward a nomination is really appreciated by the staff themselves."

## The award categories are:

- Outstanding individual
- Outstanding team
- Outstanding care
- Outstanding volunteer
- Outstanding quality

A dedicated nomination portal has been launched on [www.nhslanarkshire.org.uk](http://www.nhslanarkshire.org.uk).

Nominations can also be made by telephone by calling 01698 377790.

Nomination forms will also be distributed to sites across the NHS Lanarkshire area.