

## Digital watch

Revolutionising GP services for patients (p6)

## The three degrees

Our acute sites all gain university hospital status (p16)

## Clean break

Take the hassle out of laundry with our staff competition (p18)



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

January/February 2018

# the pulse



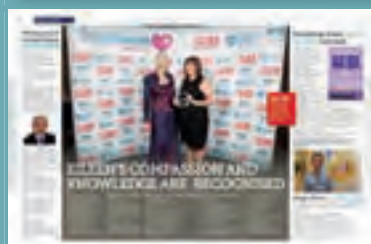
## COME ON EILEEN! NURSE AWARD 2017 WINNER

Health visitor's work with ASD kids is recognised (p12)

# 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.

# MRRP HEALTH PLANNER APPRO

**Buchan + Associates (B+A) has been appointed as the healthcare planner for the Monklands Refurbishment/Replacement Project (MRRP).**

The B+A team are all highly experienced clinical and healthcare professionals with extensive experience in health and social services strategic planning as well as service modernisation and redesign.

Colin Lauder, MRRP interim project director, said: "Buchan + Associates brings a wealth of experience to the table. As well as Iain himself, we will also benefit from having Niall Thompson from Capita and Graham McCorkindale."

Iain Buchan founded B+A in 1996 and has an extensive portfolio of healthcare planning experience across the NHS. He has provided

Range of experienced clinical and

advice and support on projects that have ranged from GP premises re-development through to multi-million-pound investment programmes.

Iain said: "We are delighted to be part of this very exciting project. We recognise that there is a very good case for change to refurbish or replace University Hospital Monklands to better meet the health needs of the population it serves.

"Our previous clients include a wide range of public and private sector organisations. This enables us to draw upon a range of health and social care delivery models and experience that we are keen to share to with the clinical and managerial staff who





# CARE JOINTED

healthcare professionals in team

are leading the MRRP."

The dedicated team at B+A brings world-class experience in areas from clinical service planning, business case development to healthcare planning and clinical infrastructure development.

Graham McCorkindale is one of the UK's most experienced healthcare architects. With over 25 years in practice, he has been involved in over 50 healthcare projects with a combined value in excess of £3billion.

Niall Thompson is director and market lead at Capita Health Partners. He moved into healthcare consulting at the beginning of 2002, after 10 years at Lothian Hospital's NHS Trust.



## Achieving excellence

### Six short-life working groups set to deliver

Work is progressing to improve NHS Lanarkshire services through the healthcare strategy **Achieving Excellence**.

The goal is to shift the balance away from treatment in hospitals. Where required, hospital care will be organised into centres of excellence to provide specialised clinical services for patients. Detailed planning will be carried out to take forward centres of excellence and this will inform the outline business case for the redevelopment of University Hospital Monklands.

The implementation of Achieving Excellence is being taken forward by six short-life working groups (SLWGs). Three of these groups and their key areas of work are set out below. The remaining three (Long Term Conditions, Maternity, Early Years, Children & Young People, and Frailty) will be featured in the March/April issue of The Pulse.

#### Acute Planned Care SLWG

**LEAD:** Heather Knox, Director of Acute Services, NHS Lanarkshire

**PRIORITIES:**

- Move to single trauma site and single orthopaedics elective surgery site (Phase 1a) in summer 2018
- Reconfigure general surgery emergency receiving and elective activity. The gastrointestinal bleeding service is linked to this reconfiguration
- Introduce a four-tier model for Systemic Anti-Cancer Therapy (SACT): Beatson in Glasgow for complex and rare cancers; Lanarkshire Cancer Unit – centre of excellence based at Monklands; outreach facility at University Hospitals Wishaw and Monklands; and community services
- Modernise outpatient services with digital technology and use of the wider primary and secondary care multi-disciplinary team to improve patient pathways.

#### Community Capacity Building SLWG

**LEADS:** Val de Souza, Director of Health and Social Care, South Lanarkshire Health and Social Care Partnership.

Janice Hewitt, Chief Accountable Officer, Health and Social Care North Lanarkshire.

**PRIORITIES:**

- Prevention and community capacity which includes: community capacity building; community transport; technology enabled care; campaigns and messaging; redirection; third sector supports; and shifting the 5% (community intravenous administration and respiratory)
- Older people's services including the roll out of integrated locality teams by 2018; new model of home support; new model of community rehabilitation; and bed remodelling
- Primary care transformation including: tests of change to improve GP sustainability; and the introduction of the new General Medical Services Contract
- Palliative care including: rapid response for home support; a new inpatient services commissioning strategy; support for hospital staff to aid patient decision making; structured conversation package; and telehealth.

#### Mental Health & Learning Disabilities SLWG

**LEAD:** Dr Alastair Cook, Medical Director, Health and Social Care North Lanarkshire

**PRIORITIES:**

- Operational changes to community mental health services introduced from April 2017
- Introduction of distress brief interventions from June 2017
- Changes to adult and older people psychiatry inpatients
- Enhancing mental health liaison in acute hospitals by 2019
- Reconfiguration of Beckford Lodge, Hamilton, to a low secure and forensic rehabilitation facility by December 2018
- Rehabilitation and recovery – scope out the need for intermediate care by December 2018
- Hospital-based continued care – review of contracted beds by December 2018
- Community services - scope out model and develop a business case for "Centres of Excellence" in the community by December 2018
- Develop plans for inpatient units at Monklands and Hairmyres by December 2026.

# A YEAR OF TRANSFORMATION

The Lanarkshire Primary Care and Mental Health Transformation Programme (PCMHTP) launched in July 2016. The large scale change programme is ambitious about building community services that will support people to live at home or in a homely setting. Supporting people in this way requires that we transform our approach to primary care, supporting GPs and multidisciplinary teams to work together and allowing the freedom to deliver high quality, safe and effective health and social care.

The programme is about to publish an annual review of its first year, which we've summarised in this edition of the Pulse.

At the heart of the programme, driving change forward is the need to improve access to GP services and ensure that patients get the right person first time. With that common focus, the PCMHTP has nine key projects, facilitated through and supported by the Improvement Support Team (IST).

Kate Bell, Head of Service Change and Transformation, is also Director of the PCMHTP and says that the last year has been about bringing together the expertise, capacity and knowledge and forging productive relationships to deliver effectively on this ambitious change: "The time taken to plan and design the programme has been worthwhile as we now have a structured and disciplined approach which we feel will provide positive outcomes for people. Creating these conditions where team working can flourish

"The time taken to plan and design the programme has been worthwhile as we now have a structured and disciplined approach."

and produce the delivery of sustainable improvements.

"We're really pleased with what we've achieved in a short space of time. Real change is happening now with very encouraging results and we're progressing at a pace now.

"This first Programme annual report provides an update on the excellent progress made so far and provides an excellent foundation for the on-going implementation and evaluation of this work."

The full PCMHTP annual review will shortly be available on FirstPort.



## Travelling Coach

NHS Lanarkshire is committed to ensuring our GPs feel supported, have access to additional resources that enable them to sustain performance, achieve the work-life balance they need and prevent burn-out. So, last autumn we launched our first GP coaching programme, funded through the transformation programme and provided by the Faculty of Medical Leadership and Management (FMLM), the professional body for medical leadership across the UK.

The response from Lanarkshire GPs has been a positive one with all available places filled.



## New Scottish GP contract



Dr Chris Mackintosh

THE proposed new Scotland-only GP contract, designed and agreed between the Scottish Government and the British Medical Association, has been hailed as the biggest reform of GP services in over a decade.

The proposals are aimed at ensuring that all patients get the support they need from an extended community healthcare team – led by GPs and including nurses, physiotherapists, community mental health workers,



Making changes for the better -  
delivering excellent care from the  
most appropriate professional.



## parallels Lanarkshire approach

paramedics, and pharmacists. This means GPs can best use their skills as expert medical generalists to spend more time with the people who need them most.

Dr Chris Mackintosh, Medical Director for South Lanarkshire Health and Social Care Partnership, who oversees primary care across Lanarkshire, has welcomed the new contract as an affirmation of Lanarkshire's Primary Care and Mental Health Transformation Programme. He said: "Our direction

of travel in transforming primary care mirrors that outlined in the new national GP contract. That means Lanarkshire is best placed to deliver on the implications of the contract because we've already made significant progress toward this change.

"While there are undoubtedly challenges in ensuring we have the skilled workforce available to deliver this, as a system wide change it will bring benefits to clinicians and patients.

# Testing times

Redesigning general practice in Lanarkshire is at the heart of transforming primary care so it's been full steam ahead for this area of work.

A new team of Advanced Nurse Practitioners in training, a new senior nurse for practice nursing and signpost training for practice receptionists, are a few of the initiatives that have successfully been put in place to support general practice in Lanarkshire.

And there have been very encouraging results for a test of change involving Advanced Practice Physiotherapists (APP) as first responders instead of GPs for patients with MSK conditions.

Three practices in Alison Lea Medical Centre in East Kilbride were the first test cluster and went live in July 2017. Early results from the first six weeks showed that 218 patients were booked to see the APP instead of the GP therefore freeing up a significant number of GP appointments.

Planning is underway to introduce the APP role to a second cluster in Newmains Health Centre and to a single GP practice in Shotts Health Centre with recruitment expected to be in place in January 2018.

The next test of change will be the introduction of (OT's) in GP practices. The OTs will be assessing the impact of the developmental, physical and mental health conditions of the referred patients and their ability to participate in activities that are important to them, and in devising intervention plans to facilitate occupational engagement.

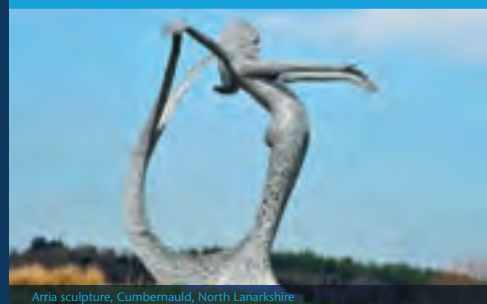


## This is Lanarkshire.

### This is the place where...

...you can access a range of healthcare specialists with advanced practice skills.  
...your GP will have more time to focus on the things that only your GP can help with.  
...you can use the latest digital technology to help you look after your own health.  
...your medicines are managed by a dedicated pharmacist who is part of your GP practice.

Our ambitious improvement programme will make the health care changes that matter to you and your family.



Arria sculpture, Cumbernauld, North Lanarkshire

Find out more about how we're transforming primary care and mental health services in Lanarkshire  
[www.thisislanarkshire.org](http://www.thisislanarkshire.org)

#TransformLanPC



## This is Lanarkshire

'This is Lanarkshire' has been developed as the programme's theme, conveying the unique approach we're taking to transforming mental health and primary care services in Lanarkshire, as well as promoting what Lanarkshire has to offer as a place to live and work, to encourage GPs to practice here.

# Branchalwood trial aims to increase GP time for patients

A new initiative between Branchalwood General Practice, NHS Lanarkshire and NHS 24, is aiming to increase the time available to GPs to focus on the cases that only they can help with.

The practice began trialing a new approach in November last year to manage requests from patients for same-day appointments as part of the PCMHTP.

Over the past year there have been significant changes within the practice, with numerous staff shortages and a reduction in GP numbers, due to the nationwide challenge in recruiting General Practitioners.

The practice already operated a triage service, are assessed by the GP or practice nurse and "signposted" to the correct healthcare professional. This has worked well in ensuring that the GP spends time with patients who have a health issue that only the GP can help with.

Now patients requesting a same-day appointment may receive a call-back from NHS 24 rather than the practice. NHS 24's call handling and clinical staff process patient calls to the same high standards of care and confidentiality in line with the 111 service currently provided by NHS 24's healthcare professionals.

Dr Paul Flanigan, who runs Branchalwood Medical Practice, said: "The practice is engaging with our colleagues at NHS 24 to triage requests for on the day appointments to facilitate the signposting of patients to the most appropriate member of our clinical team. This will help to ease the pressure on appointments and benefit service provision to all of our patients."

The trial has been working well in its first month of operation with positive feedback from patients and staff. A full evaluation will be carried out at the end of the trial.

## Extending GP services

The programme is taking a 'digital-first' approach to extend and improve the use of information technologies in GP practices. There are a range of innovative projects in this workstream to help release GP time to focus on complex cases.

### The key areas being implemented include providing:

- online access for patients to book appointments
- online access to order repeat prescription
- 'Outcome Manager' to improve recording, reporting, recall and monitoring of patients who are consulted as part of enhanced services
- surgery pods for patients as an alternative to seeing a doctor if that's appropriate
- self-service check-in kiosks to release reception staff time
- electronic patient call/notice boards to provide education and release reception staff time
- 'Vision Anywhere' to support mobile working by allowing



Doctors' practices make good progress with patient IT uptake

clinicians to access a patient record and update clinical notes outwith the practice, at the point of care

- video conferencing equipment as an educational tool allowing a group of clinicians and or practice staff to join a VC session, cluster working or remote care home consultation.

Donald Wilson, Head of e-health/ICT and lead

officer for this area of the programme says significant progress has been made in each of these areas over the last 12 months: "We've made real headway in implementing our digital first approach.

"Practices really have engaged and responded positively to the support and investment being provided through the programme."



## New service at community pharmacies

Community pharmacists across Lanarkshire are now able to offer direct treatment for uncomplicated urinary tract infections in women aged 16 to 65 and the skin infection Impetigo.

The new approach to treating these health problems was introduced in December last year on a Scotland-wide basis. Ask your local pharmacist for more information.



# CHILDREN'S CARE STEPS UP

Single point of care delivery is aim

**Establishing paediatric nurses as part of the team has proved to be very successful for patients, families and staff.**

Prior to this, if a child attended the out of hours centre with a condition which required a period of monitoring, both the child with their parent/carer would normally have been transferred on to the paediatric unit at University Hospital Wishaw. Transfers of care to hospital often led to a few hours of observation on the ward and then discharge home.

Now nursing staff, with the appropriate skills, from the paediatric ward provide the expertise in the out of hours centre. Paediatric medical advice remains available from within the paediatric unit with additional support from the on-call consultant paediatrician.

The aim was to provide a single point of care and treatment for most patients,

to reduce unnecessary transfers to hospital and lessen the reliance on the Scottish Ambulance Service for transfers to hospital for a short period of observation.

Preliminary results show that in the new model fewer children are transferred to the paediatric ward and, of those that do, they often require admission as they are more acute cases.

Tom Bryce, General Manager, said excellent feedback has been received from out of hours staff, paediatric staff and patients: "GPs and nurse practitioners in the out of hours centre have welcomed the paediatric nursing input from both an educational and supportive standpoint. Families attending the centre have found the service to be accessible, supportive and helpful in their child's care journey.

This test of change has now been fully implemented.

## Pharmacists in Practice

Through our pharmacists in practice work stream we now have GP Clinical Pharmacist (GPCP) support in 22 practices across Lanarkshire. Clinical pharmacists can help free up GP time and reduce practice prescribing budgets.

The GPCP roles have developed in ways to suit each individual GP practice with pharmacists carrying out a range of duties including face-to-face polypharmacy reviews, hypertension and respiratory

clinics, as well as care home patient reviews and medication requests.

There's been excellent feedback from practices involved including the Logan Medical Practice in Wishaw. Practice Manager, Sharon McGowan said: "Since John has been with the practice we have noted marked improvements in our prescribing budget which helps to increase funding available for other NHS Lanarkshire patient services."

Pharmacist John McMillan provides GPCP support to the Logan Medical Practice, Wishaw

## Care pilot **wins** award for UK procurement



A pilot initiative which has markedly improved the lives of people in care homes in Lanarkshire has won a prestigious UK award.

The Care Home Continence Improvement project, developed by teams in NHS Lanarkshire and NHS National Services Scotland, triumphed in the highly-contested innovation category at the recent UK-wide GO awards which celebrate excellence in public procurement.

The Lanarkshire team were recognised by judges after setting out to improve patient experience by focusing on new approaches to continence care.

Research has identified incontinence as a risk factor that increases skin damage, infection and falls in older people.

The initiative allowed care home staff to improve the quality of care through better recording of processes and introducing small changes including medication reviews and reducing caffeine intake.

The outcomes of the initiative – piloted at Summerlee House in Coatbridge and David Walker Gardens in Rutherglen – has led to improvements including a reduction in falls by 65%, urinary infections being halved and skin damage reduced by one third. The project has also reduced the amount of continence pads used at the homes.

**Work is underway to explore the wider implementation of the project. A film documenting the pilot project is available to view here: <https://youtu.be/REOx5PNGTX4>**



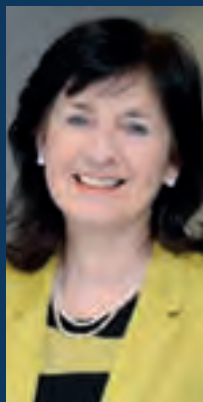
Councillor Paul Kelly came along to hear more about the pilot

## Val shares her thoughts on partnership working

Val de Souza, Director of Health and Social Care for South Lanarkshire H&SCP, has written a guest blog for The Health and Social Care Academy. Val penned the thought-provoking blog to coincide with co-production week, focused on combining mutual strengths of agencies, partners and communities with the aim of achieving positive change.

Her writing explores questions of power and, via compelling examples from the partnership's Building and Celebrating Communities agenda, draws a resolute conclusion.

**Read the full blog here: <http://bit.ly/2jqjJWj>**



Val de Souza

## NEW REHAB TEAM

An innovative development in the Motherwell locality is helping to improve the lives of people living in the locality.

The Motherwell Rehabilitation Team brings together what were three separate community therapy teams spanning health and social work. The new team includes physiotherapists, occupational therapists, a speech and language therapist and support assistants, as well as essential admin support.

Managed jointly by health and council managers, the team offers central contact and assessment point providing joint triage and prioritisation of all requests for rehabilitation or assessment,

Joint working among therapists in their homes and improving

creating speedy access to the right staff and where appropriate, to aids and adaptations.

The aim is to provide an efficient, effective and patient centred rehabilitation service while, where possible, reducing any duplications in the system.

Claire Farren, senior officer, Health and Social Care North Lanarkshire said: "The project is still at an early stage, but we have already seen some very encouraging results.

"On the evidence so far, we are seeing:





## Website highlights the power of partnership

Partnership working in South Lanarkshire is being brought into sharp focus – with the launch of a new website.

South Lanarkshire Health and Social Care Partnership's (SLHSCP) all new user-friendly platform – to be found at [www.slhscp.org.uk](http://www.slhscp.org.uk) – has been set up to provide a wealth of information, news and essential links.

SLHSCP's Director of Health and Social Care, Val de Souza, explained that the online presence marks a key milestone.

"The public-facing website has been developed, first and foremost, as a tool and resource to facilitate our vision: working together to improve health and wellbeing in the community – with the community."

"A lot of the vibrant content already on the website, which includes various films, exemplifies how we are supporting people across South Lanarkshire – and crucially how they are being empowered and supported to make a real difference to their own lives."

The pages provide detail, for example, on the partnership's Building and Celebrating Communities programme, which has been established to explore how SLHSCP can generate more space for communities to create the things that matter to them.

There's information on how to get involved in shaping local health and social care services, via the South Lanarkshire Health and Social Care Forum as well as detail on the services run by the partnership.

As well as links to partner organisations and how to get in touch, the website provides all relevant papers and documents relating to the Integration Joint Board.

## IMPROVING LIVES

py teams is helping patients  
ng continuity of care

- A timely access and response for all service users and referrers.
- Reduced waits.
- A smoother transition between locality and hospital - in both directions.
- An improvement in the consistency and continuity of rehabilitation.
- Getting the right person involved first time.
- Most importantly, staff and service user satisfaction."

Claire added: "We are also testing a joint Health/Social

work prioritisation tool which is helping us decide the best person to respond and the time frame for that response."

This co-location of health and social work is further improved with shared access to some council and health systems, some shared paperwork and clearer links with day hospitals and the hospital at home service.

As well as the therapy staff, there is also admin support at the project base in Scott House, Motherwell.

To make referrals to the service email [motherwelllocalityrehab.lanarkshire@nhs.net](mailto:motherwelllocalityrehab.lanarkshire@nhs.net)



## VASLan shares mission at AGM

Voluntary Action South Lanarkshire (VASLan) recently held their sixth Annual General Meeting.

As the third sector interface for South Lanarkshire VASLan's mission is "to shape, strengthen and serve a strong, vibrant, empowered and inclusive volunteering community and third sector in South Lanarkshire."

VASLan are a key partner in South Lanarkshire H&SCP. Val de Souza, who was at the AGM, said it was greatly encouraging to see the launch of the VASLan Strategy and Annual Report. Visit <http://www.vaslan.org.uk> for more information.

# TELL US WHAT YOU THINK OF OUR SERVICE

## Staff encouraged to share views

**Staff are being encouraged to give feedback on their experiences of using NHS Lanarkshire services.**

As part of NHS Lanarkshire's commitment to improving patient experience, the 'See it, Say it, Do it' campaign is asking staff to raise anything that they feel needs awareness.

This could be anything from praising a member of staff to raising a concern about something they feel should be improved.

Irene Barkby, executive director of nurses, midwives and allied health professionals, said: "Since a lot of our staff live as well as work in Lanarkshire, they may well have been either one of our patients, or a relative or carer to one of our patients.

"Their opinion of their experiences is therefore very relevant in identifying areas where we can improve our support, care and services.

"We know that staff want to treat patients in a way that they would wish for themselves or their families to be treated.

"Their expert knowledge, mixed with their first-hand experiences of using our services, is the perfect combination to help shape the health service in Lanarkshire."

In giving feedback, staff will

"Their expert knowledge, mixed with their first-hand experiences of using our services is, the perfect combination to help shape the health service in Lanarkshire."



**We should all aspire to give or receive the best care**

be given the opportunity to sit down with a senior member of staff to share their experience.

Peter McCrossan, director for allied health services, said: "Healthcare staff routinely go a step above to provide patients with the best standard of care. However, we understand that there is always room for improvement.

"We want to continually improve the care that we provide to the population of Lanarkshire.

"Comments from staff can help shape the care that

Lanarkshire residents receive from our services. We absolutely want you to highlight the areas where we perform well as well as those which we need to improve."

Any comments or concerns that you may have can be raised through FirstPort on the page called 'Staff Lived Experience'.



## Staff review process being updated

The way in which KSF reviews are recorded is changing for the better.

Turas, meaning journey in Gaelic, will replace the existing KSF system from 1 April 2018. Isabell Doris, organisational development programme manager, said: "Having listened to staff views over the years NES is building a simplified system making it easier to access and navigate. Staff will still have a

yearly review however from April this be recorded on Turas."

The current KSF system will switch to read only from 31 January 2018. Reviews that are scheduled to be carried out before this should be recorded on the current e-KSF system as normal.

Directors have been given a choice of the following options for reviews due in February and March. Ask your manager which option you should be following:



## Preparing for adverse events

A new documentation toolkit and pathway have been developed to help staff who are involved in review of our category 1 adverse events.

Gillian Airns, project manager for adverse events, said: "The way in which we record and categorise adverse events has changed over the years and as a result we have seen inconsistencies in how they have been reported."

"We have developed this guidance to help staff navigate the process and make sure they provide all the necessary information to decide what the next steps should be - including whether or not a Significant Adverse Event Review needs to be completed."

"We are committed to providing a safe and healthy workplace and we have a duty of care to staff, patients, visitors and other service users. This toolkit makes the process easier for staff to ensure we have a consistent reporting and recording processes across the organisation."

Work is already underway to raise awareness of the toolkit with staff who are responsible for recording adverse events in the hospitals and north and south social care partnerships.

Gillian added: "Any member of staff could be involved in an adverse event at any time so it is important to know what to do and how to make sure these are recorded accurately. Hopefully this toolkit makes the process easier for everyone and will make it much easier to share the information across the organisation. This means we can learn and improve our practice to avoid similar adverse events happening in the future".

Further Information on adverse events can be found on the web page via FirstPort - Adverse Events

**Any questions regarding the process should be directed to Gillian on 01698 858099 or email [gillian.airns@lanarkshire.scot.nhs.uk](mailto:gillian.airns@lanarkshire.scot.nhs.uk)**

An adverse event can occur at any time - we want to be as well prepared as possible

## ted

- Bring forward the review meeting to before the 31 January 2018 and record on e-KSF
- Carry the review on scheduled date between 1 February and 31 March 2018 and record a summary on paper to be uploaded to the new system from 1 April 2018
- Defer review until after the 1 April 2018 and record on the new TURAS system. All deferred reviews must be carried out before the 30 June 2018.

## eESS coming next month

The new electronic employee support system (eESS) is on course to go live on 26 February.

eESS is the new HR system which will electronically streamline all current notification of change processes and procedures and improve efficiency.

Staff will also have access to a self-service training catalogue allowing them to view training opportunities and apply for them online.

The new system will allow managers to view and monitor staff's training requests at a glance.

Kenny Small, HR director, said: "eESS is expected to reduce manual data entry and provide single input

for multiple systems and will give greater accuracy in employee records which will improve workforce reporting and analysis.

"It will also eliminate the current paper notification of change process."

To help with the change, 160 trained local champions are providing assistance as they are a first point of contact for any staff or manager who may require support with eESS functionality.

**For more visit: <http://firstport2/staff-support/electronic-employee-support-system/default.aspx>**



## Working hard to help reduce mortality rates

Lanarkshire's three acute hospitals are in the top seven performing hospitals in Scotland for reduction in hospital standardised mortality ratios (HSMR).

The most recent figures show University Hospital Wishaw is the most improved hospital in Scotland with a 25.8 per cent reduction.

Dr Jane Burns, acute divisional medical director, said: "I am extremely pleased with the recently published figures. Our clinical and managerial staff work hard to provide the best quality service to our patients and these figures show that they are doing an excellent job."



**Mr Hakim BenYounes**

The most recent HSMR figures show that University Hospital Wishaw managed 25.8 per cent, University Hospital Monklands achieved 18 per cent reduction and University Hospital Hairmyres had a 14.9 per cent reduction.

Mr Hakim BenYounes, University Hospital Wishaw chief of medical services, said: "All of our staff should be very proud of their efforts to reduce mortality and enhance patient safety."

"Clinical and managerial staff worked together to introduce a range of initiatives and improvement works which enabled our impressive reduction with regards to HSMR."

"However, we are not complacent and we will continue to focus on improvements and prioritising the implementation of patient safety measures throughout our hospital."



# EILEEN'S COMPASSION AND KNOWLEDGE ARE

A health visitor from Lanarkshire has scooped a top award at the Scottish Health Awards 2017 in recognition of her invaluable contribution to Scottish healthcare.

Eileen Mulholland, health visitor at Houldsworth Centre in Wishaw, was awarded the prestigious Nurse Award for her work supporting children with Autistic Spectrum Disorder

Wide-reaching child support work designed to help children with Autistic Spectrum Disorder (ASD) in the area.

Eileen has been a health visitor for 12 years, and was nominated for this award due to the wide-reaching and significant impact her work has had.

Her dedication and compassion combined with her specialist expertise and knowledge of the condition allow her to offer honest,

clear advice and means she is a real asset to NHS Lanarkshire.

Chair of NHS Lanarkshire Neena Mahal said: "I would like to congratulate Eileen for her fantastic award win. It's wonderful for her, and the colleagues she works with, that her commitment and dedication has seen her win such a prestigious





# SSION AND RECOGNISED

scribed as invaluable  
national award.

"It's all the more special that she was nominated not only by the colleagues who see her work first-hand, but also patients and other members of the public who have benefited so much from her care.

"It's a fantastic reflection on her as well as the excellent teamwork that exemplifies all NHS Lanarkshire staff."

The winners, chosen by a specially selected panel of judges, were announced at a glittering award ceremony at the Corn Exchange in Edinburgh on 2 November.

To view the full list of winners, or for more information, please visit [www.scottishhealthawards.com](http://www.scottishhealthawards.com)

## Technology keeps young audience informed

NHS Lanarkshire has recently developed a new mobile phone app to help young people get more accurate and timely information on sexual health services.

The 'YP Services' app, informs of 'Young People' (YP) Sexual Health Clinics which offer a range of services for young people aged 20 and under. The services include contraception, STI testing and treatment, BBV testing, free condoms, general information and advice.

Janet Robinson from the BBV & Sexual Health Promotion Team, said: "The mobile phone app complements this service by providing young people with a resource at their fingertips electronically.

"Young people can use the app to find out where to locate their nearest YP clinic and gain access to a wide variety of information and signpost them to services appropriate to their needs."

'YP Services' is available to download from the App Store through Apple or Google Play for free now.

**For more information on the app or clinics, contact the BBV and Sexual Health Promotion Team on 01698 377652.**



The app has been launched to give young people access to a wide variety of sexual health and service information.



## Leigh-Ann's outstanding!

Congratulation to Leigh-Ann Johnstone, who was one of Scottish Review magazine's inaugural Young Scots of the Year for 2017.

Scottish Review recognised 20 outstanding 20-somethings living and working in Scotland.

Leigh-Ann, who is a breastfeeding support service assistant, said: "Well done to all the young Scots of the year. I feel very honoured to have been chosen to be among such inspirational and talented people.

"This would not have been possible without my amazing colleagues at University Hospital Wishaw."



# A WORLD OF WALKS – ALL IN AID OF HEART HEALTH

Cardiac patients treated at University Hospital Hairmyres took part in a national walking challenge, which saw them virtually trek across Europe.

The challenge, which marked World Heart Day, saw Hairmyres patients clocking up 7,603,879 steps and walking across Europe from east to west. The national 'World Heart Day 2017 Team', made up of cardiac patients across Scotland, crossed Europe six times, walking a fantastic 18,756 miles.

Faye McSpurren, cardiac rehabilitation nurse specialist, said: "Our patients are aged between 35 and 85. They have loved competing in the challenge.

"Due to their health conditions, completing the challenge is a massive achievement for them. The result is that they are seeing an improvement in their overall health. One patient in her 80s now regularly walks 20,000 to 30,000 steps per week and two men over the age of 70 are now walking up to 90,000 steps each week.

"The challenge has been such a success that several patients

are continuing to log their steps as an extension of their cardiac rehabilitation programme."

The team logged their steps on World Walking, a free website created to motivate people to walk more. The website allows you to use the distances you walk to complete virtual walks to some of the world's most wonderful places.

The walk the group chose, saw them walking from Istanbul in Turkey to Santiago de Compostela in north-west Spain.

83-year-old Maureen Gardner, who took part in the walking challenge, said: "I felt really good after completing the programme.

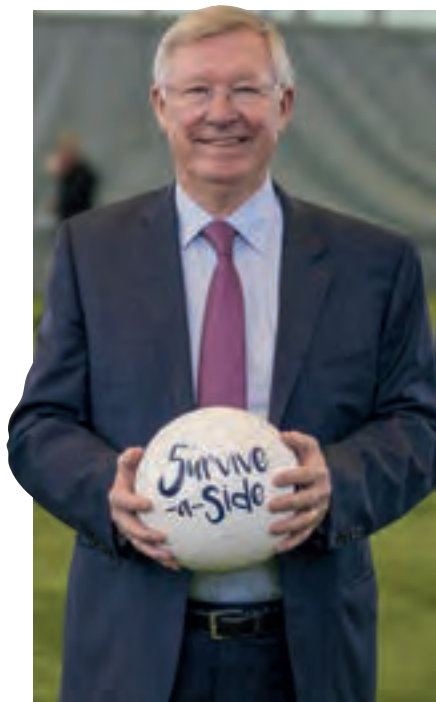
"After only four weeks, I was able to walk without the use of my stick. It makes such a difference when staff are so helpful.

"I still have my pedometer and continue to walk even although the programme has finished."

The challenge will be repeated for World Heart Day 2018, where the national team aims to reach one billion steps.



Taking important steps: some of the patients who've benefitted from the walking programme



Sir Alex Ferguson lends support

## Always get your symptoms checked out says Jane

Jane Grant, 54 from Wishaw, was diagnosed with lung cancer in September 2012 after not responding to treatment for rheumatoid pain.

When the mother of four was sent for a CT scan, she was diagnosed with paraneoplastic syndrome with a resulting mass found in her right lung.

Jane, who works as a mental health nurse for people with addictions at NHS Lanarkshire said: "When I was diagnosed, my youngest child was 12. As upsetting as it was; I suppose I had a very practical approach to it all and just wanted to get on with the treatment. I remember feeling relief that the cancer was found early enough and it hadn't spread. For me, hearing it was treatable was the main thing.

"I'm back at work and would say I'm more



After treatment Jane Grant is recovering well

active than I was before my diagnosis. I got my dog Woody as part of my recovery and enjoy getting out and about with him.

"I consider myself as being lucky, but awareness definitely plays a part. If you have a symptom and it doesn't go away, my advice would be to get it checked out."





## We're top 10 for training in UK!



NHS Lanarkshire's Obstetrics and Gynaecology team has been recognised as one of the top 10 training departments in the UK by the Royal College of Obstetricians and Gynaecologists (RCOG).

The 'highly commended' for gynaecology training, obstetric training, professional development and overall performance, is based on the feedback from trainees.

Dr Evelyn Ferguson, Consultant Obstetrician/ Gynaecologist, said: "We are thrilled and honoured to receive the highly commended award for the quality of training in obstetrics and gynaecology in NHS Lanarkshire.

"We are delighted that the trainees in Lanarkshire value the effort and dedication of all staff in the health board who help them achieve their personal training goals and that they have given us such positive feedback.

"We hear a lot about patient-centred care in our daily work lives. In Lanarkshire we have used this ethos with our trainee-centred approach to tailoring training to each individual's needs."

Evelyn, who is the NHS Lanarkshire lead clinical trainer and joint RCOG college tutor, was also recently awarded runner-up for the individual RCOG Trainer of the Year. This is a UK-wide award and Evelyn was nominated by the west of Scotland trainee doctors.

Together with her colleague Dr Sikhar Sircar, Evelyn contacts each trainee long before they arrive at the maternity unit to find out what their educational requirements are. They then match the trainees with suitable supervisors and tailor their daily work schedule in accordance with their training needs.

Dr Iain Wallace, medical director, said: "I am absolutely delighted with the department's recognition as one of the best 10 obstetrics and gynaecology training units in the UK. That is a massive achievement and a real accolade to be recognised in this way."

"We are delighted that the trainees in Lanarkshire value the effort and dedication of all staff in the health board."

## Badger celebrates a first successful year

It is a year since the implementation of Badger - the electronic record for women which records all their care throughout their pregnancy, delivery and postnatal care.

Maternity staff celebrated the occasion with a 'Badger's birthday' on 31 October.

Lyn Clyde, chief midwife/operational manager, said: "During the last year there have been a significant number of changes to the layout and the way we work in both the maternity and neonatal units.

"As well as Badger, we had the redesign of the unit which has incorporated the change from all wards delivering antenatal, labour and postnatal care to now having specific antenatal, labour and postnatal wards.



### A job well by done by all

We also had saw the move to ward 24 of special care and transitional care unit.

"This was a tremendous amount of work for the staff involved. They all worked so hard and the celebration was to celebrate their efforts, motivation and dedication to the care of the mums and their babies.

"The senior team and I would like to convey their immense thanks for a job well done."



# ACADEMIC EXCELLENCE ACROSS ACUTE HOSPITAL SITES

Delivering major health benefits for community

**All three NHS Lanarkshire acute hospitals have been renamed to reflect their new university status.**

Thanks to a ground-breaking partnership between NHS Lanarkshire, Glasgow Caledonian University (GCU) and the University of the West of Scotland (UWS); the hospitals are now University Hospital Hairmyres, University Hospital Monklands and University Hospital Wishaw.

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

"This will help deliver new and improved ways of working and will bring major benefits for patients and healthcare students alike. In addition, our staff will get the opportunity to work alongside world-leading academics to tackle key health challenges facing people in Lanarkshire."

GCU's School of Health and Life Sciences is in the top 20 universities in the UK for allied health research.

Professor Pamela Gillies CBE FRSE, Principal and Vice-Chancellor Glasgow Caledonian University, said: "This development recognises

our international reputation in applied health research, particularly within public health and the management of long-term health conditions.

"Patients will benefit from care and intervention that is underpinned and enhanced by robust research, and I am delighted that we can deliver on our social mission as the University for the Common Good through this initiative."

UWS, which has the largest School of Health, Nursing and Midwifery in Scotland, is officially recognised in the top 3 per cent of universities worldwide in the Times Higher Education's World University Rankings.

Professor Paul Martin CBE, Depute Principal of UWS, said: "The University enjoys extremely close links with NHS Lanarkshire and this latest development will see us working even closer with colleagues at the health board for the benefit of healthcare in the region."

Dr Iain Wallace, medical director, said: "This partnership underlines our strong commitment to research and development in Lanarkshire."

Name check: standing proudly in front of the newly named University Hospital Wishaw



## Reminding smokers of approaching ban

Pods have been installed at University Hospital Monklands main entrance which are activated when someone lights up a cigarette.

It triggers a message asking the smoker to respect the NHS Lanarkshire policy which prohibits smoking on all hospital grounds.

The pods contain recordings of young people from Lanarkshire explaining why the policy should be respected.

The pods are part of the ongoing work to raise awareness of tobacco, in alignment with the Lanarkshire Tobacco Control Strategy (2017), and the forthcoming legislation making it illegal to smoke on hospital grounds.



Celebrating University Hospital Hairmyres' new title





## Ward closure expected by March 2018

Plans to close Douglas Ward at Udston Hospital in Hamilton have been approved.

The move is part of NHS Lanarkshire's healthcare strategy Achieving Excellence and South Lanarkshire Health and Social Care Partnership's (H&SCP) Strategic Commissioning's plan to deliver more care for patients in community settings.

Director of Health and Social Care for the H&SCP Val de Souza said: "The use of the ward has changed over the years. While a small number of patients receive complex care that can only be provided in a hospital, most patients are either awaiting transfer to a care home or for a package of care to allow them to safely return home, and their stay in Douglas Ward is for a relatively short period of time.

"This redesign will make way for better outcomes for individuals, who will be more speedily settled back at home or in a homely setting. The resources in the acute sector will be transferred to the H&SCP

to generate more community options. This is a very good example of shifting the balance of care and resources to allow patients to stay in their communities.

"All of our long-stay patients have been given a reassurance of a transfer to either Stonehouse or University Hospital Hairmyres and we will work with the patients and their families to identify the best option for them.

"We are also meeting individually with the staff affected to ensure they are matched into the most appropriate posts for them."

The Integration Joint Board (IJB) of the Partnership met on 30 October to consider proposals in relation to bed provision and specifically how this may impact on the future of the Douglas Ward.

The IJB supported the proposal to step-down the use of the ward as more suitable care is identified for patients, with a view to the ward closing by the end of March 2018.

## Exciting trial for PNH patients

A trial of a new treatment that could bring a major boost to patients who have a rare condition is being conducted by the research and development team.

The debilitating haematological condition PNH currently requires a vital drug infusion every two weeks, for life. The drug being tested by five patients at University Hospital Monklands only needs to be delivered every two months – a prospect that is exciting PNH patients across the UK.

We are the only place in Scotland offering the trial.

## Hitting back at superbugs

NHS Lanarkshire urged people to join the fight to protect antibiotics for future generations and stop the spread of superbugs.

It was part of the UK-wide Keep Antibiotics Working campaign which encourages people to use antibiotics more wisely as currently, 700,000 people die of antibiotic resistant infections every year globally.

It is estimated this will rise to 10 million by 2050 unless action is taken.

Steve McCormack, NHS Lanarkshire antimicrobial lead who oversees the campaign in Lanarkshire, said: "The World Health Organisation has warned of a potential post-antibiotic era in which common infections and minor injuries can kill.

"While the latest data shows Lanarkshire has continued to make progress when it comes to reducing unnecessary prescriptions for antibiotics in primary care, there is still work to be done."

The campaign encourages professionals,



parents and the public to make the right choices when it comes to antibiotics, and avoid making them the first port of call when it comes to winter coughs and colds.

The campaign is linked to the Antibiotic Guardian pledge, which enables professionals and the public to reaffirm their commitment to tackling antibiotic resistance by agreeing to do one thing to use antibiotics more wisely and safeguard them for future generations.

**Sign the Antibiotic Guardian pledge at [www.antibioticguardian.com](http://www.antibioticguardian.com)**



Completing a trio of excellence - University Hospital Monklands



# CLEAN UP WITH STAFF COMPETITION...

**We have teamed up with NHS Staff Benefits and Laundrapp Laundry and Dry Cleaning to offer one lucky reader a £50 Laundrapp voucher.**

With Laundrapp, you can get your laundry and dry cleaning collected, cleaned and delivered to your home or office.

NHS Lanarkshire staff get £10 off their first order, plus 10% off all future orders!

As the UK's favourite laundry and dry cleaning service, Laundrapp provide premium quality cleaning and convenience – with a discount exclusively for NHS employees.

Laundrapp is available in over 100 UK towns and cities. They have decades of dry cleaning experience under their belt and they're ensuring you a door-



to-door service that's convenient, affordable and reliable.

Order online or through the award-winning app and choose which items you want professionally cleaned. Collection and delivery can be arranged for a time and place that suits you and, the best part, they're open seven days a week until late! You can even track your driver in the app, so you'll never miss their arrival!

To find out all the details of their NHS offers and to get the exclusive codes - register now at [www.nhsstaffbenefits.co.uk](http://www.nhsstaffbenefits.co.uk) and search for Laundrapp.

To enter, answer the following question:

**What discount do NHS Lanarkshire staff get off their first order?**

Please send your competition answer including your name, location and contact number to:

**Alison McCutcheon,  
Communications, NHS Lanarkshire  
Headquarters, Kirklands Hospital,  
Fallside Road, Bothwell, G71 8BB.**

Or email [Alison.mccutcheon@lanarkshire.scot.nhs.uk](mailto:Alison.mccutcheon@lanarkshire.scot.nhs.uk) with 'Laundrapp' in the subject line.

**The deadline for entries is Friday 26 January.**



## Benefits for all

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](http://www.nhsstaffbenefits.co.uk)





# SO LONG & ENJOY YOUR WELL-DESERVED RETIREMENT

**Staff nurse Carol Cowan, who was based at Blantyre health centre, retired in August after 32 years' service.**

Carol began her nursing training at Monklands Hospital in 1985 and, when qualified, worked between Monklands and Roadmeetings Hospitals.

In 2011, Carol joined the district nursing team at Blantyre health centre, a role in which she remained until her retirement.

Carol is married to Robert and has two children, Fern (19) and Keith (24). In her spare time, Carol enjoys reading, walking and cross-stitch.

To mark her retirement, Carol is planning a holiday to Namibia in south-west Africa where she has volunteered to work with animals.



Carol Cowan looks forward to a busy retirement

**After over 40 years' service with NHS Lanarkshire, pharmacy stores, distribution and procurement manager Catherine Irvine retired in September.**

Catherine began her career as a pharmacy technician at Hartwood Hospital before moving to Hairmyres Hospital in the early 90s. During her career, Catherine has been promoted twice, eventually becoming the pharmacy stores, distribution and procurement manager in 2003, a role in which she remained until her retirement.

Catherine lives in Motherwell with her husband John and cat Darcie. In her spare time she enjoys travelling and eating out.



Catherine Irvine says goodbye



Phil Reid retires after 35 years



Jean Thom's farewell

**Congratulations goes to Philomena (Phil) Reid, diabetes specialist dietitian, who retired in September after 35 years with the NHS.**

Phil, who was attached to the diabetes service at Monklands Hospital, began her career in 1982 when she took up employment at Monklands Hospital as a basic grade dietitian.

In 1986, Phil had a break in service to have her children. She then worked at Bellshill Maternity and care of the elderly from 1996-1998.

In 1998 Phil extended her hours and became a permanent member of the diabetes team, working as a diabetes specialist dietitian. Phil has worked in the NHS for the past 35 years and for the past 19 years worked in the diabetes service until her retirement.

Phil lives in Clarkston with her husband Brian and has three grown-up children - Stephen, Michaela and Andrew.

In her spare time, Phil loves salsa dancing, socialising, gardening and reading.

**Colleagues gathered to say goodbye to senior support worker Jean Thom who retired in August after 26 years' service.**

Jean began her career within ward seven of the urology department at Law Hospital before moving to community nursing at Bellshill



45 years of service from Edwina Goodwin

and latterly Viewpark health centre where she remained until her retirement.

Jean is married to David and lives in Cambusnethan. She has a son and daughter Stuart and Aileen and two grandchildren, Erin and Adam. In her spare time, Jean enjoys spending time with family and holidaying.

**Colleagues paid a fond farewell to charge nurse Edwina Goodwin who retired from NHS Lanarkshire in September after a remarkable 45 years' service.**

Edwina, who was based within the Kylepark assessment and treatment centre at Kirklands Headquarters, Bothwell, has worked in mental health and learning disabilities services for her entire career, having initially started at Hartwood Hospital.

**After a remarkable 47 years' service, cardiac rehabilitation sister Yolanda Roach retired in September.**



Yolanda Roach and colleagues

Yolanda, who was based within Monklands Hospital, undertook her nurse training at Victoria Hospital, Rothesay. She thereafter worked in Duke Street Hospital, Glasgow before joining NHS Lanarkshire in 1978 when she became an enrolled nurse in ward 19 at Monklands Hospital. After completing the registered nurse conversion course she was based in medical and cardiology wards before being promoted to cardiology sister in 2007.

Yolanda joined the cardiac rehabilitation team in 2008, a role in which she remained until her retirement.

Yolanda is married to John. Following her retirement, Yolanda is looking forward to spending time visiting her son and grandson in Virginia, America, and with recently married daughter Katie. She plans to take up bowls and is particularly looking forward to having her nails beautifully painted at all times.



## Now to pick the winners...

The nomination period for the NHS Lanarkshire Staff Awards has closed.

Patients, visitors and staff have been busy nominating individuals, teams and volunteers across the organisation for the care or service that they provide.

The awards team now have the mammoth task of examining all the nominations to identify which ones should progress to the next stage, with the winners of the awards to be announced in a ceremony due to be held on 16 May 2018.



Susan Dunne, Head of Organisational Development, said: "I am delighted by the fantastic number of nominations that we have received this year.

"The Staff Awards event provides an opportunity to acknowledge, recognise and celebrate everything that our staff and volunteers do."

The award categories for 2018 are:

Outstanding individual- clinical and non-clinical

Outstanding Team – clinical and non-clinical

Outstanding care

Outstanding volunteer

Outstanding quality

# CHALLENGING TRIP FOR GILLIAN AND CHARLINE



**Gillian Thomson and Charline Martin, two NHS Lanarkshire Macmillan palliative care clinical nurse specialists, recently visited China to provide one week's intensive training to up-skill palliative care staff at Shengjing Hospital and the Amity Foundation.**

The visit was arranged by Tricia Johnston, Hairmyres chaplain and advisor to the Scottish Churches' China Group (SCCG).

Tricia said: "Currently, palliative care is not a specialist field of work in China. The SCCG is an ecumenical charity, founded in the mid 1980's, that works with Chinese partners on health and education programmes."

In 1883, Dr Dugald Christie, a Scottish Medical Missionary, established Shengjing Hospital in the city of Shenyang, north-east China.

Shengjing Hospital has four campuses in the city, which has a population of over 8 million. The campus Gillian and Charline were based at has 2,000 beds. The palliative care unit has 20 palliative care beds which are only used for patients with a cancer diagnosis.

Gillian said: "The trip was exciting, thought provoking, challenging and intense. Family involvement in the day to day care of the patient in hospital is central. This even

"The trip was exciting, thought-provoking, challenging and intense. Family involvement in the day to day care of the patient in hospital is central."

extends to family members being given the authority to decide what the patient is and is not told about their illness and prognosis.

Charline added: "We learned that many patients in the palliative care ward understand they are there to recover from their illness."

Tricia makes partner visits to China every year in order to see how projects and programmes are progressing.

Tricia said: "Gillian and Charline are grateful to the SCCG and to NHS Lanarkshire for supporting this wonderful opportunity to share their palliative care nursing expertise with our Chinese colleagues.

"On behalf of the SCCG, I would also like to thank NHS Lanarkshire for their support and Gillian and Charline for undertaking this venture."