

Team effort

How we all pulled together to treat patients through winter's icy grip. (p2-3)

Down Memory Lane

Why some Beaver Scouts went back in time recently. (p8)

Pioneering spirit

Shona plotted a new pathway to lab success 40 years ago. (p20)



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March/April 2018

the pulse



COMPETING WITH THE UK'S BEST

Team working and innovation secure national nomination (p14)

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.

Winter isn't even over but NHS Lanarkshire has already been put to the test. Bad weather, increased flu and respiratory illness and the festive holidays all created unprecedented demand on services. But staff rose to the challenge and worked tirelessly to make sure patients were seen and treated as quickly as possible.

Chair of NHS Lanarkshire Neena Mahal said: "I would like to thank all our amazing staff who worked incredibly hard to make sure our patients get the care they need.

"The response from everyone was fantastic and I was very proud of the team spirit our staff showed during some very busy and pressured days."

Chief executive Calum Campbell said: "Winter is always a challenging time for the NHS but I think we all recognise that the demand on our services this year has been exceptionally high.

"The dedication and commitment of our staff is never in doubt but I was extremely impressed with the extra efforts of all our staff during January and December."

GIVE US A BREAK — WE'LL TREAT IT...

The number of patients treated by NHS Lanarkshire for broken or dislocated wrists, ankles and hips nearly trebled when treacherous icy conditions hit before Christmas.

There were so many trauma cases due to falls, including unusually complex fractures, that dedicated staff carried out a week-and-a half's work in just three days.

NHS Lanarkshire service manager for trauma and orthopaedics Stephen Peebles said: "The number of trauma cases is typically around 50 a week at this time of year, but we carried out an unprecedented total of 124 operations from December 15 to 21.

"We successfully managed this extremely large number of procedures because our fantastic staff really pulled together across University Hospital Hairmyres, University Hospital Monklands and University Hospital Wishaw.

"A total of 70 of the trauma cases were done in just three days, from the Monday to the Wednesday, at our inpatient sites for orthopaedics at Wishaw and Hairmyres.

"Additional capacity, over and above our standard weekend trauma operating theatres, was also in place at Wishaw on the Sunday."

Among the clinical staff who rose to meet the challenge was orthopaedic consultant Mr David Howie, trauma lead at University Hospital Wishaw.

Speaking at the time, he said: "The sheer volume of trauma generated by the recent ice has been remarkable and it has caused a mixture of relatively standard hip, ankle and wrist fractures, but also a significant number of more complex fractures which take considerably longer time in theatre to fix and often require a surgeon with a specific skillset (shoulder surgeon, hand surgeon, hip surgeon etc).



"The team are already hard working and there is no 'spare time' to offset this increased activity level, which has unfortunately meant many have been working later, coming in earlier or have given up doing other things, just to manage these extra trauma cases. So far the team have done a great job, but the winter is not yet over."

To create the additional capacity for the extra emergency operations, orthopaedic elective procedures were postponed for three days and rescheduled as soon as possible.

NHS Lanarkshire director of acute services Heather Knox said: "I'd like to pay tribute to all of the staff who showed exemplary teamwork in managing the increased pressure within emergency departments and the rise in trauma cases.

"I'd also like to thank those patients who had their planned procedures cancelled for their patience and understanding in these unprecedented circumstances."

Staff volunteer to help medical colleagues

Office staff across NHS Lanarkshire volunteered to support hospital staff and GP practices who were working flat-out dealing with the volume of patients suffering from winter illnesses.

A&E departments at Lanarkshire's three hospital sites at Hairmyres, Wishaw and Monklands were inundated with patients over the festive period.

To help their colleagues cope with demand, staff who are normally office-based volunteered to be re-deployed at hospitals and GP practices in supporting roles including administrative work and cleaning duties.

Praise for health and social care staff



Thanks have gone to health and social care staff and the many people who volunteered to support their work amid the winter challenges.

Staff across NHS Lanarkshire, Health and Social Care North Lanarkshire and South Lanarkshire Health and Social Care Partnership pulled out all the stops as pressure on services rose.

As snow hit, staff made strenuous efforts to get to their workplaces and some were taken to visit patients by volunteer 4x4 drivers.

Many GP practices also opened on Saturdays throughout January to help meet the increased need for GP appointments.

"I'd like to pay tribute to all of the staff who showed exemplary teamwork in managing the increased pressure within emergency departments and the rise in trauma cases."

STAFF NEWS

READ ALL ABOUT IT SOME OF OUR HEADLINES

The heroic efforts of staff across NHS Lanarkshire were highlighted in both local and national media.

Newspapers praised all staff for pulling together under pressure.

Here is a selection of the headlines that appeared:

- NHS office staff deployed to help with A&E demand (Evening Times, Thursday 4

January 2018)

- NHS office staff asked to clean hospitals (Scottish Daily Mail, Thursday 4 January 2018)

- Health board office staff switched to A&E as demand for services soars (The i, Thursday 4 January 2018)

- Three times more patients treated after falling on ice (Hamilton Advertiser, Thursday 4 January 2018)

- Pulling together under pressure (Airdrie and Coatbridge Advertiser, Wednesday 17 January 2018)

- GPs offer Saturday appointments to cope with huge level of demand (The Herald, Saturday 6 January 2018)

- GPs open Saturday surgeries for patients (Daily Record, Saturday 6 January 2018)

PARTNERS WORK TO BE THE BEST IN THE WEST

A Health and Social Care Regional Delivery Plan is being developed for the West of Scotland.

This will build on the the national Health and Social Care Delivery Plan launched in December 2016.

Work has been taking place across the West of Scotland health boards and Integrated Joint Boards to establish a common purpose to our planning that respects the importance of local and locality planning.

The West of Scotland plan will focus on: improving health and wellbeing; increasing care and quality; better workplace with a focus on staff; and delivering best value.

John Burns, Chief Executive of NHS Ayrshire and Arran, and regional implementation lead for the West of Scotland, said: "We have always had strong working relationships across the West of Scotland.

"This has allowed us to quickly adapt and develop our approach to thinking about how we will take this opportunity to think and plan for the future models of care that will meet the changing needs of the population.

"We need to be able to adapt and innovate. We recognise that resources are finite and so must seek to deliver within a best value framework. Working together to achieve our common purpose will be core to our approach."

The West of Scotland plan will focus on: improving health and wellbeing; increasing care and quality; better workplace with a focus on staff; and delivering best value.

The West of Scotland region comprises several partner organisations who support the provision of health and care services. This includes five territorial boards, 15 health and social care partnerships, 16 local authorities, five national boards and some third sector organisations.

The west is working towards the first regional plan by the end of March 2018. This plan will set out our strategic intent informed by understanding our care model. The model will start with the individual citizen and build through strong local models to hospital care.

For more information visit FirstPort:
<http://firstport2/resources/programmes-projects/west-of-scotland-regional-delivery-plan/default.aspx>



Achieving excellence

Excellence for all in our care

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

Over the next six months, members of the corporate management team will be visiting sites across NHS Lanarkshire talking to staff about the developments in Achieving Excellence in shifting the balance away from treatment in hospitals.

The implementation of Achieving Excellence is being taken forward by six short-life working groups (SLWGs).

In the last edition of Pulse, we looked at the first three work streams (acute planned care, community capacity building and mental health and learning disabilities).

The remaining three groups and their key areas of work are set out below.

Long-Term Conditions SLWG

LEAD: Dr Iain Wallace

PRIORITIES:

- Developing a generic framework for managing long-term conditions and

multi-morbidity including mapping of individual components and associated workforce and training need

- Establishing a long term conditions hub.

Maternity, Early Years, Children & Young People SLWG

LEADS: Irene Barkby

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

PRIORITIES:

- Ensuring the neonatal unit accommodation is enhanced
- Develop a new service model for paediatric emergency care
- Care and services to be delivered in the right place ensuring accessibility and effectiveness
 - Workforce sustainability plans developed and workforce aligned to ensure resilience and sustainability of services
 - Data requirements to be identified to support multi-agency service planning
 - Effective communication and data sharing across the service and utilisation of data to inform areas for integrated working, improvement and change.

Frailty SLWG

LEADS: Graham Ellis and Chris Mackintosh

PRIORITIES:

- Define frailty, which is currently not consistently described and quantify it where no formal coding or count exists
- Reach a consensus and shared ambition for services for adults with frailty
- Reach an understanding of the population and the implications of demographic change and defining models of care

- Map the existing evidence base to services to define ideal service provision across the life-course of an adult with frailty
- Work with localities and team to test new models of care, team working or systems and training and sharing
- Identify areas of skills training and educational need to be addressed to up-skill understanding of frailty
- Ensure best care is adopted and embedded in clinical care in acute and community.

NEW CAMPAIGN TO TACKLE MEDICINE WASTAGE

The safe use of medicines and reducing medicines waste are important issues for the NHS.

As part of NHS Lanarkshire's Prescribing Quality and Efficiency Programme (PQEP), a campaign will be launched soon to promote "a call to action" to reduce waste and improve safety.

Kate Bell, head of service change and transformation, PQEP Programme Director acknowledges the value of reducing medicines waste. She states: "The overall objective of the programme and thus this campaign is to improve the quality of prescribing by promoting the safe, effective and efficient use of medicines by staff and the public.

As part of the campaign Lanarkshire pharmacists and GPs will be distributing information leaflets which people can use to cancel and return any medicines they no longer require.

The key messages from the campaign are:

'Only tick it if you take it' – only order medicines you need

'Look before you leave' – As medicines cannot be replaced into stock for re-use once taken outside the pharmacy, we will encourage

'Prescribing pledge' everyone has a responsibility for medicine; prescribers, pharmacist and patients.

the public to check the prescription bag before leaving the pharmacy. This way people can hand items back that they may not require on this occasion – they can always get it next time – and the medicine can be put back into stock.

'Prescribing pledge' – everyone has a responsibility for medicines; prescribers, pharmacist and patients.

Dr Iain Wallace, medical director, comments "A large source of medicines waste comes from repeat prescriptions. We want to encourage people to order only what they need and use and not to build up stocks of medicines at home. That is why it is very important to 'only tick it if you need it' when ordering repeat prescriptions. .

"We can all play our part in reducing the waste of medicine to help NHS Lanarkshire continue to improve our healthcare services."



Director's report

NHS Lanarkshire's director of public health is calling for a collaborative approach following the publication of a figure that almost one in five children in Lanarkshire are living in poverty.

The figure is highlighted in the latest NHS Lanarkshire Annual Report of the Director of Public Health.

The report has been set out to focus on the themes of poverty and life circumstances, which are critical to the future health and wellbeing of the population of Lanarkshire.

The Annual Report of the Director of Public Health 2016/17 and a handy summary of the key issues are available to read or download on NHS Lanarkshire's website: www.nhslanarkshire.org.uk.



New centre for trauma plan

NHS Lanarkshire is involving stakeholders in the next step towards improving trauma and orthopaedic services.


An option appraisal event will be held on 20 March as part of plans to create centres of excellence for both trauma and planned (elective) orthopaedic surgery.

The plans were consulted on as part of Achieving Excellence – Lanarkshire's healthcare strategy, which

was approved by the Cabinet Secretary for Health and Sport Shona Robinson in May 2017.

Dr Jane Burns, medical director for acute services, said: "Achieving Excellence set out how improvements for patients could best be achieved by delivering trauma and elective surgery on separate sites.

"This will deliver a range of benefits, both in terms of



Everyone has a part to play
in dispensing and using
medicines to reduce waste

Treating cancer patients locally

The Lanarkshire Healthcare Strategy 'Achieving Excellence' sets out the case for change to meet the current and future health and social care demands of the population of Lanarkshire.

Within the strategy, cancer services describes the phased approach to achieving a single site vision, taking into account patients' views, the pressure on Systemic Anti-Cancer Therapy (SACT) delivery and the drivers for change.

Margaret Kelly, cancer services manager, said: "SACT is a term used to describe all medicines given for the treatment of cancer. Chemotherapy and biological therapy are two examples of SACT routinely used to treat cancer.

"Over the past few years we have seen a steady increase in the number of cancer treatments being delivered in Lanarkshire. With a growing population, and as more and more cancer treatments become available, we anticipate that this will continue to rise.

"We have been looking at how we can redesign our current services working in partnership with the West of Scotland and patient representatives to ensure we meet the needs of patients living with cancer in the future.

"Both a West of Scotland and local service review is being carried out to see how we can improve treatment for people with cancer."

hned at University Hospital Wishaw

clinical outcomes and the effective use of highly-skilled staff."

Currently, both trauma and planned (elective) surgery are performed at University Hospital Wishaw and University Hospital Hairmyres.

University Hospital Wishaw will be the Lanarkshire centre of excellence for trauma surgery. This fits with

proposals to create a major trauma network across Scotland.

The option appraisal in March 2018 will consider whether the best location for planned (elective) orthopaedic surgery is University Hospital Hairmyres or University Hospital Wishaw.

Members of the public and clinical staff will be involved in the option

appraisal. A report will be considered at a Board meeting of NHS Lanarkshire later this year where a final decision will be made.

Most patients with an injury will continue to be seen at the emergency department of their local hospital. Only the most complex trauma cases which require surgery will be taken to Wishaw.

Meet the chief – Calum hits the road

NHS Lanarkshire staff will have the opportunity to meet Calum Campbell at a new programme of meet the chief executive road shows.

Calum will be visiting sites across NHS Lanarkshire and staff can book a time slot where they can ask questions, highlight issues and make suggestions.

Questions can also be submitted via a new dedicated portal on Pulse Online. The questions will appear on the site along with a response from a member of the corporate management team.

Look out for details in the staff briefing on how to book a slot to meet with Calum and how to submit questions via Pulse Online.



Our very own famous five!

Five NHS Lanarkshire doctors have been awarded honorary professorships by Glasgow Caledonian University (GCU).

The appointment will see professors Mark Barber, Eamonn Brankin, Graham Ellis, Roy Scott and Iain Wallace participating in programme development in GCU's School of Health and Life Sciences.

Professor Eamonn Brankin said: "My colleagues and I are delighted to be made honorary professors at Glasgow Caledonian University. NHS Lanarkshire has a long and evolving partnership with the University and we are looking forward to building upon that relationship by contributing to the University's excellent opportunities for health professionals.

GCU's School of Health and Life Sciences is in the top 20 universities in the UK for allied health research. Its research contribution in areas including healthy ageing, long-term health conditions, HIV and sexual health, and substance use and misuse, is recognised as world-leading and internationally excellent.

Neena Mahal, NHS Lanarkshire chair, said: "This is an excellent accolade for our medical colleagues and I am delighted for them. It is wonderful that their hard work and devotion to patient care has been recognised in this way.

"These are the first appointments and we look forward to greater benefits and building on this for all our healthcare professionals."



Data rights increase for all

New regulations around Data Protection come into force on 25 May.

The General Data Protection Regulations (GDPR) enhance individual rights in relation to how their personal information is kept.

This will mean significant changes for staff and patients in NHS Lanarkshire.

Information governance manager Michelle Nobes said: "The introduction of GDPR will have a big impact on how we manage personal information. People will be able to access their information much more easily and will also



have more say on how their information can be used.

"This will apply to the information we hold about our patients and also the information we hold about our staff."

NHS Lanarkshire must be fully compliant with GDPR by 25 May.

More guidance around GDPR will be issued over the next few months and staff should look out for updates in the weekly staff briefing and on FirstPort.

THANKS FOR T

A local Scout group went time travelling at University Hospital Hairmyres, recently.

Andrew Craig, 6th East Kilbride Beaver Scout Leader, and Medical Illustration team leader, visited the Memory Lane project at the hospital.

Andrew said: "Memory Lane is project which helps older patients, particularly those with cognitive impairment, cope better while in hospital.

"Our children visited so they could enjoy chatting with the patients, listen to their stories while doing crafts, colouring in and singing songs together.

As numbers of elderly rise, creating less clinic them cope better with

"The number of people in Scotland living with dementia is increasing so we're working to build awareness and support those living locally as part of the national Scouting campaign 'A Million Hands'. Our young people get the benefit of doing something selfless, helping older people and knowing they have provided comfort and entertainment."

Carol McKechnie, activities co-

Photograph by Colin Mearns
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THE MEMORIES

dementia patients
cal environments helps
their hospital stays

ordinator at Hairmyres Hospital, is one of the staff who created Memory Lane and the living room design. She has spent hours of her own time scouring charity shops to source different items which will evoke memories and open lines of communication with the patients who take part and use the service she provides.

Carol said: "Many of the men and women who use Memory Lane have

cognitive impairment. I also felt there was a need for somewhere that offered support to patients who had nutritional problems that could be anything from prompting to assisting and allowing time to take meals without the pressures of the wards.

"The Beaver Scouts intend to return to make memory boxes with some patients in the near future. Children see these older patients as people, we need to help them look beyond the illness or condition of the patient and see the person for who they are and the life they have lived, which is something we are passionate about reinforcing.



Using our information more effectively

Information management (IM) involves the process of collecting, storing, managing and maintaining data and information in all forms. IM embraces all the concepts of management, including planning, organising, processing, evaluating and reporting information activities. IM also involves the management of data, systems, technology and processes.

Lorraine Taggart, head of information management, said: "The key focus of IM is supporting the organisation to deliver the right information to the right people at the right time.

"Availability of the right information is critical to organisational success and is integral to the organisation's strategy. The IM team is here to ensure information is used appropriately to aid and promote the best possible care for patients."

Management Information for Lanarkshire (MiLan) is a suite of tools and sources of data available on a 'self-serve' basis.

This includes dashboards such as the emergency department dashboard and report builder tools which allow users to 'build' reports using various filters and selectors.

"The key focus of IM is supporting the organisation to deliver the right information to the right people at the right time."

Many reports are also available through the MiLan information portal. All resources are available via the applications menu in FirstPort.

Lorraine added: "If you have any information requirements that cannot be met through the self-serve options available, you can email these to the Adhoc Information Requests mailbox and we will work with you to get you the information that you need.

"If you would like to learn more about the information available through MiLan, or how to use any of these resources, watch out for MiLan workshops. Details will be published in the staff briefing."

Delay to eEss go-live

The new national electronic Employee Support System (eESS) is on course to go live in NHS Lanarkshire in late spring/early summer 2018.

Over the last six months, the NHS Lanarkshire eESS project has made significant progress specifically in data preparation and mapping, business processes development, local champion identification and eESS training which puts NHS Lanarkshire in a good position and preparations for eESS implementation are continuing.

NHS Lanarkshire's eESS project team is available to support during eESS implementation.

If you have any questions about eESS please initially refer to our eESS Firstport page <http://firstport2/staff-support/electronic-employee-support-system>

or contact your eESS Local Champion or e-mail eESS Team at eESSTeam@lanarkshire.scot.nhs.uk

For more on eESS, visit the dedicated section on FirstPort or the national website at: www.eess.nhs.scot

New reviews system launches in April

Turas, the new national electronic system to record annual KSF reviews, will go live in NHS Lanarkshire on 1 April.

The old eKSF system switched off on 31 January and is now available in a read only format.

Isabel Doris, organisational development programme manager, who is overseeing Turas introduction in Lanarkshire said: "The contract for the existing eKSF system ends on 31 March and will not be renewed.

"As a replacement, NES was commissioned to develop an alternative tool which is Turas and it's being adopted by all Scottish health boards."

Isabel added: "If managers haven't already completed all their KSF reviews they can either carry them out on paper and upload to the new system when it's available, or defer them until the new system is up and running.

"Any deferred reviews or reviews completed on paper must be recorded/uploaded on the new system by June 2018 at the latest."

A frequently asked questions document and communications brief are available on Firstport.

PALS HELP IAN AGAINST ALCOHOL

The beautiful game and NHS Lanarkshire have helped transform the life of an Airdrie man who was battling an alcohol addiction.

Ian Clark's social alcohol habit developed into an addiction in 2013 after the death of his mother.

It resulted in him being hospitalised in 2016 following a seizure and a realisation that he had to turn his life around.

While in University Hospital Monklands he met the integrated addiction service which helped him get his addiction under control and introduced him to

Diversionsary activities

the team Clyde United.

Ian said: "A large part of my recovery can be attributed to my involvement in the team and being physically active.

"I did have initial fears as I was worried that if one of the lads went off the rails, I would join them.

"But that's just not the case as everyone is so friendly and supports one another.

"As we all have either mental health or addiction issues, there is a shared understanding that we never have



Clyde United and the Scottish Parliament MSP team.

SCORE A WIN ALCOHOL PROBLEMS

ies in a social setting

alcohol during any social occasion we organise.

"They've also become good pals."

Clyde United is the result of a partnership between NHS Lanarkshire, North Lanarkshire Leisure (NLL) and Clyde FC Community Foundation.

Martin Tobin, healthcare support worker, helped set the team up.

He said: "We wanted to provide these individuals with a positive diversionary outlet to enable them to get fit and healthy

and socialise with peers.

"Clyde and NLL got on board and we've created something that has been integral to transforming the lives of so many men."

To cap off a remarkable journey the team recently picked up their first pieces of silverware and took on the Scottish Parliament MSP football team at Broadwood Stadium.

To find out more about Clyde United, contact: Sharon Gusman, health improvement practitioner on 0141 779 8199 or email on sharon.gusman@lanarkshire.scot.nhs.uk



March HWL second-hand smoke awareness

Healthy Working Lives (HWL) is undertaking a month of activity over March to raise awareness of second-hand smoke.

Despite the smoking ban in public places being in force for over a decade, smoking remains a major cause for concern in the workplace, as some staff are still being exposed to second-hand smoke within their working environment.

Mary McGibbon, health improvement senior at HWL, said: "An employee wellbeing survey in NHS Lanarkshire, found that over 20 per cent of respondents reported being exposed to second-hand smoke at work.

"This can be in situations where staff, as part of their healthcare duties, visit patients who smoke in their own homes.

"It can also be staff just walking through the entrances of some of our hospitals past those smokers who don't respect NHS Lanarkshire's policy which bans smoking on our hospital grounds.

"We want to better support these staff and this month of activity aims to remind all staff about the policy and why we should encourage everyone to adhere to it.

"We also want to remind staff about the support available to them to help them manage patients who smoke or help them manage their own smoking habit.

"New legislation which comes into force this year, which makes it illegal to smoke near hospital entrances, will also help us reduce people's exposure to second hand smoke."

For more information on the campaign visit the HWL web page on FirstPort at: <http://firstport2/staff-support/healthy-working-lives/default.aspx> or contact the HWL team at: enquirieshw@lanarkshire.scot.nhs.uk



Striking a balance

Staff from the specialist falls service have been taking part in the national balance challenge.

The challenge aims to promote the uptake of exercise to improve strength and balance among the over-50s.

Early intervention such as a balance exercise programme can reduce a person's risk of falls in later life.

Angela Scott, falls nurse, said: "The challenge involves finding a safe place and standing with our arms by your sides. You take one foot off the floor and start counting to 30."

To find out more about the challenge, visit [Pulse Online](#).

Copyright warning - always get permission

Staff across NHS Lanarkshire are being reminded to ensure they have permission to use all copyrighted images and videos.

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Amanda Minns, head of evidence, said: "Photographs, illustrations or certain images and videos are outside the licensed publications.

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Knowledge Services run a permission service that seeks permissions from authors/publishers and rights holders.

To use this service, email libraries@lanarkshire.scot.nhs.uk

SEPSIS – WE ALL READ THE

A Scotland-wide campaign to raise public awareness of the signs and symptoms of sepsis was recently launched at University Hospital Wishaw.

Health Secretary Shona Robison met the healthcare professionals who developed an innovative early-warning system for the early diagnosis of patients with sepsis and ensure arrangements to treat them are in place at the hospital on arrival.

Five critical symptoms are identified as the

Ms Robison said at the launch: "While mortality rates from sepsis have fallen by 21% since 2012, there is still more to be done and I am confident this campaign will play its part in equipping the public with a better understanding of the signs and symptoms."

Dr Calum McGregor, NHS Lanarkshire consultant acute physician, said: "Sepsis can lead to shock,

multiple organ failure and even death. Early treatment with appropriate antibiotics can reduce mortality.

"Five symptoms and signs to be aware of are a change in behaviour such as confusion, cold or blotchy hands and feet, uncontrollable shivering, very high or low temperature and reduced urine output. Recent data suggests that for every



MUST IE SIGNS

onset of the condition

hour's delay in antibiotics, the chances of dying from sepsis increase so it is vital we get people the treatment they need as quickly as possible."

The campaign is being delivered in partnership with sepsis awareness and support charities FEAT, Scotland's sepsis charity, and Finding Your Feet.

Craig Stobo, founder and chair of FEAT, said: "This

is a milestone for sepsis awareness in Scotland. FEAT, Scotland's Sepsis Charity, is delighted to be launching this nationwide campaign in partnership with the Scottish Government."

Various promotional materials will be displayed in GP surgeries and hospitals to complement work being done through the Scottish Patient Safety Programme to also raise awareness among healthcare teams.



Karen joins as new chief of nursing

Karen Goudie has been appointed as the new chief of nursing services at University Hospital Monklands.

Most recently Karen was the nurse consultant for older people in acute care leading front door services and advanced practice in NHS Fife. She is also the national clinical lead for Excellence in Care and latterly Improving Care for Older People in Acute Care (OPAC) for Healthcare Improvement Scotland (HIS).

Karen said: "I have met some of the team at Monklands already and have worked with nursing colleague across Lanarkshire as part of my national role. I know first-hand how dedicated they are to provide the highest standard of care and to continuous improvement and I can't wait to get started."

Karen's career has spanned medical intensive and coronary

care before she became a liaison cardiac nurse, and then an advanced nurse practitioner in Hospital at Night and acute care.

In her national role, Karen has help design two prominent national resources 'think frailty' and 'think delirium' to reduce variation in care across acute hospitals in NHS Scotland.

Frances Dodd, acute divisional nurse director, said: "Karen brings a wealth of experience with her and we look forward to working with her."

"Karen has led on the design and direction of the National Programme in partnership with clinical experts throughout NHS Scotland to produce a robust package of solutions that ensures the coordination of care for older people. She will be a terrific addition to the Monklands team and NHS Lanarkshire as a whole."

New home for SSTS

The SSTS (Scottish Standard Time System) services for NHS Lanarkshire have transferred to the SSTS team based in NHS Greater Glasgow and Clyde.

Roseann Nelson, payroll manager, said: "Staff should not have noticed any real difference under the new arrangements."

"The transfer has not changed how you access SSTS, the BOXI reporting function or workload tools, staff should continue to access and operate these as normal."

"Staff should also continue to contact NHS Lanarkshire Payroll contact for support, or queries, about payroll related matters."

Additional information regarding SSTS or BOXI is still available on FirstPort under staff support, finance and then SSTS.

Roseann added: "The only difference with the new

arrangements is the contact for support or queries relating to SSTS, BOXI or workload tools."

"If you have any general SSTS queries such as password resets, user access requests, training requests or similar issues, these matters should be directed to the SSTS team in NHS Greater Glasgow and Clyde."

The contact details for the NHS Greater Glasgow and Clyde SSTS team are:

NHS Greater Glasgow and Clyde SSTS Team

Caledonia House, 140 Fifty Pitches Road, Glasgow G51 4ED

SSTS Telephone Helpdesk:
0141 278 2678

SSTS Team e-mail:
SSTSTeam.NGD@ggc.scot.nhs.uk

MIDWIFERY STAFF UP FOR UK AWARD

Only Scottish team to make the final four

NHS Lanarkshire's midwifery team has been nominated for the prestigious Royal College of Midwives (RCM) Award for Midwifery Service of the Year.

The team was nominated for the award - which recognises excellence, innovation and team working - by Dr Mary Ross-Davie, RCM country director for Scotland.

Dr Ross-Davie said: "During my first year in post, I have visited most of the health boards and maternity units across Scotland.

"My visit to University Hospital Wishaw stands out for me as an example of a service that has been consistently seeking to improve its maternity service and has an engaged, enthusiastic and empowered team of midwives supporting and implementing those improvements.

"The NHS Lanarkshire midwifery team has demonstrated innovation and excellence in a number of key areas; they have also been a leading light in the Scottish Patient Safety Programme's Maternity and Child Quality Improvement Collaborative."

The Lanarkshire midwifery team was announced as one of the four finalists from across the UK and is the only Scottish team to make the shortlist. The winners will be announced at a glittering awards ceremony in London on 6 March.

Maureen McSherry, NHS Lanarkshire consultant midwife, said: "The whole team were thrilled to hear that we have reached the final four. To be nominated by the RCM country director for Scotland is also an accolade itself."

Since 2004, the RCM Annual Midwifery Awards have celebrated outstanding achievement in midwifery across the UK. They recognise the best new evidence-based practice projects and the best in team working.

Lyn Clyde, NHS Lanarkshire chief midwife/operational manager, said: "The nomination recognises our commitment to team working, including with multi-disciplinary teams, respectful relationships and how this impacts positively on the outcomes for women, newborns and their families."

Fill 2018 with positive outcomes

A campaign to encourage Scots to practise a positive outlook to life throughout 2018 is being led by Breathing Space, Scotland's mental health helpline.

The 365 Brighter Days campaign is designed to offer a year-round approach to positivity.

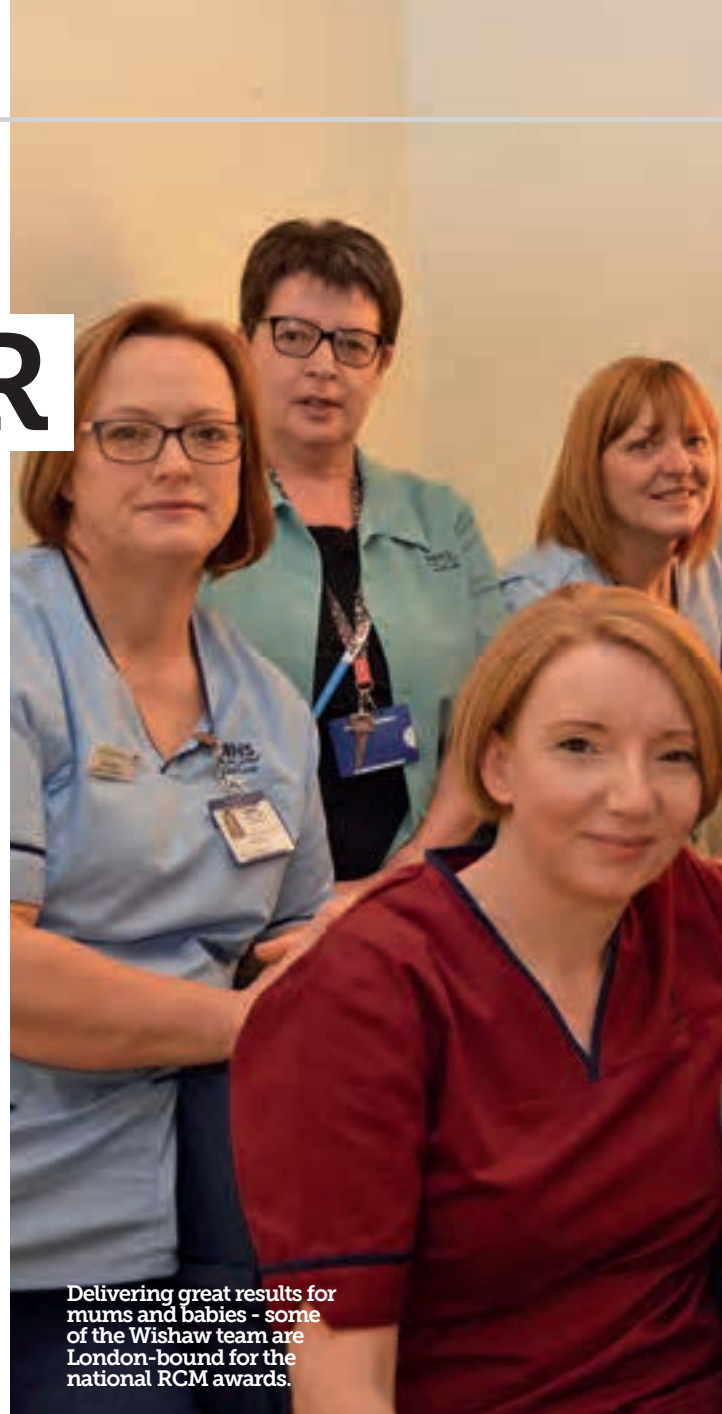
Susan McMorris, senior health promotion officer, said: "Research shows that positive emotions such as optimism, benefit our mental wellbeing.

"Encouraging a positive mindset through simple approaches such as mindfulness, breathing techniques, exercise and positive interactions, is important for our wellbeing.

"It's also important to take time to talk and focus on positivity through personal interactions because talking can be a positive first step for people suffering from poor mental health.

"The more we talk about things, the better life can be, and phoning Breathing Space is a positive first step for anyone feeling low, anxious or stressed."

Breathing Space is a free telephone service where advisors offer care, compassion and advice over the phone to anyone feeling low, depressed or anxious. Call 0800 83 85 87 or visit: www.breathingspace.scot



Delivering great results for mums and babies - some of the Wishaw team are London-bound for the national RCM awards.

Midwives advocating

In Scotland, an employer-led model of clinical supervision for midwives has been implemented.

Scotland's Chief Nursing Officer Fiona McQueen said: "We have worked in partnership with midwives and others to develop a new restorative model of clinical supervision that aims to support midwives advocate for women's needs and reflect on their clinical practice."

Lyn Clyde, chief midwife/operational manager, said: "The new style of clinical supervision is different from the old



Time to reflect: our midwives will statutory supervision.

"The new model aims to support midwives to reflect on and develop their practice through facilitated group



The way we were: looking back on the NHS since 1948

Sharing 70 years of memories

Good patient care remains at the heart of NHS

2018 marks the 70th anniversary of the NHS and staff are being asked to send in their mementos and share their memories of healthcare over the past 70 years.

This is a great opportunity to look back and celebrate 70 years of achievement in Scotland and the difference the NHS has made to people's lives.

We are looking for first-hand experiences of NHS Lanarkshire from the people at the heart of the NHS – staff and patients.

Do you know someone who was one of the first NHS babies born in Lanarkshire?

Do you have a great story of working through various changes over the past 70 years or do you have pictures that you would like to share? Then we want to hear from you.

ng for women's needs



develop their skills in groups

discussions to help improve services and contribute towards safe care and better outcomes for women and families.

"A two-hour structured group

session takes place once a week in the parenthood room at University Hospital Wishaw."

All midwives are required to attend one session per year and will be allocated hours out of practice for this.

Lyn added: "There will be a timetable of the group sessions and topics for discussion to allow each midwife to pick one that interests them. Sessions can be booked via your ward manager or team leader.

"There will be an opportunity for one-to-one sessions with a supervisor of your choice should you feel this is necessary."



What a line up! Some colleagues who've worked in NHS Lanarkshire over the years

The 70th anniversary celebrations will allow staff across NHS Scotland and its partners to be thanked for their hard work and commitment.

It will also demonstrate their achievement and successes, whilst acknowledging the challenges they face.

The first year of the NHS provided the biggest single improvement in the everyday health and wellbeing of the people of Scotland – before or since.

For the first time everyone in Scotland now had access to proper medicine on prescription. Those plagued with rotten teeth were able to see a dentist for the first time. Previously-deaf people could hear with new aids.

To arrange to send in a memento or to share your story, email Fiona.O'Dowd@lanarkshire.sco.nhs.uk or call 01698 858108.

CHALLENGING MYTHS AROUND POVERTY

Actions change attitudes across communities

South Lanarkshire Health and Social Care Partnership (SLH&SCP) has reinforced its commitment to challenging poverty - by signing up to the Poverty Alliance's Pledge.

The Poverty Alliance aims to combat poverty by effecting change in the policies, practices and beliefs of communities, policy makers, professionals and the general public.

The Alliance is already active in Lanarkshire and sits on a local working group with a host of partners. One key aim of the organisation is to highlight the negative impact of attitudes around poverty.

Val de Souza, director for Health and Social Care, South Lanarkshire Health and Social Care Partnership, said: "Our vision is working together to improve health and wellbeing in the community - with the community.

"While we are already committed to developing the correct policies and commissioning sufficient resources to effectively address poverty and inequalities in South Lanarkshire, we also need to challenge the many popular myths and stereotypes about poverty.

"That begins at grassroots level and the work of the Poverty Alliance chimes with the work we are carrying out, especially through our work with the

"We are delighted to sign The Poverty Alliance's Pledge, formalise these links and build on the work to tackle this hugely important issue."

Local Outcome Improvement Plan (LOIP) and Building and Celebrating Communities (BCC) programme."

Val added: "We are striving to create the environment where real, honest conversations can take place with a view to empowering our communities, tackling big issues, like poverty, and creating real change.

"We are delighted to sign The Poverty Alliance's Pledge, formalise these links and build on the work to tackle this hugely important issue."

The pledge has three main tenets: poverty is not inevitable; attitudes matter; actions change attitudes.

Anne Hopkins Simpson of South Lanarkshire Council along with Jo McIntyre of South Lanarkshire Carers Network were also present for the signing.

Both expressed their commitment to challenging poverty and continuing to work in close partnership.



Partnership website launched

South Lanarkshire Health and Social Care Partnership's (SLH&SCP) all new user-friendly platform - to be found at www.slhscp.org.uk - has been set up to provide a wealth of information, news and essential links.

The public-facing website has been developed as a tool and resource to facilitate our vision: working together to improve health and wellbeing



in the community - with the community.

If you have any content you would like to see posted on the website, contact Euan.Duguid@lanarkshire.scot.nhs.uk

New name, same

The Addiction Recovery Team (ART) has replaced North Lanarkshire Integrated Addiction Service (NLIAS).

It was agreed to rebrand the integrated addiction service in Health and Social Care North Lanarkshire, following an exercise by NLIAS to identify service challenges that it wanted to address.

The biggest challenge identified was the lack of service visibility with reduced opportunity for self-referral to the service.

A focus group involving service users and their families found the name 'North Lanarkshire Integrated Addiction Service' had no meaning for most service users. Pauline Izat, service manager of the newly

Val de Souza signs the pledge as part of the multi-agency action to tackle poverty in Lanarkshire.



Location, location, location!

Are you looking to tap into local services, supports and community groups?

Look no further than the online Locator tool – which fuses the wonders of the satellite age with grass-roots voluntary support.

Now, at the click of a mouse, residents across South Lanarkshire can pinpoint local voluntary services and groups around them, ranging from support for health conditions to befriending, bereavement support and lunch clubs, to name but a few.

Voluntary Action South Lanarkshire (VASLan) the third sector interface for the region, has masterminded and refined the database as part of vital work as key partners in South Lanarkshire Health and Social Care Partnership.

Gordon Bennie, CEO of VASLan, said the database is designed to be simple and user-friendly for all age groups.

"Locator, which is live at www.locator.org.uk, works by the user entering a postcode, the type of support or activity they are looking for and the distance they would like to travel to receive help or join a club.

"Locator then automatically pinpoints services, using Google Maps, and provides key information, contact details and website, if applicable."

Val de Souza, director of Health and Social Care for South Lanarkshire Health and Social Care Partnership, said: "This is yet another innovative example of how our partnership is embracing latest technology to help support our vision: working together to improve health and wellbeing in the community – with the community."

Any third sector or community group in South Lanarkshire who would like to have their details added /amended should email: office@vaslan.org.uk

great service

renamed Addiction Recovery Team, said: "We hope the new name sends a positive message that we have listened to our service users and will help reduce stigma within our local communities.

"The new service will continue to welcome people at all stages of their recovery and will work with them at their pace.

"It will also continue to offer a range of services that address the physical, mental and social challenges that our service users face."

For more, visit the addictions section on the Making Life Easier site at: www.makinglifeeasier.org.uk/



(l-r) Pauline Izat and senior social workers Douglas Gray and Anne Murdoch

Read all about it...



Val de Souza, Director of Health and Social Care for South Lanarkshire Health and Social Care Partnership publishes a regular blog.

The blog – which features prominently on the partnership's new website www.slhscp.org.uk – contains strategic updates, important links, news of what's happening in localities, as well Val's reflections.

The blog also sets out details of how to get in touch with Val including the opportunity to book a slot in her regular Open Door sessions which are held throughout South Lanarkshire.

PACK A PUNCH WITH KNOMO

We have teamed up with NHS Staff Benefits and Knomo to offer one lucky reader a stylish leather backpack worth £149.

KNOMO

Knomo was founded in London in 2004 to help people live and work wherever they wanted, by creating perfect accessories that are beautiful on the outside and smart on the inside.

To get the most from every day, they get 'life organised' with stylish bags and accessories that protect devices

and keep belongings in check.

From luggage to organisers, backpacks to iPhone cases, all Knomo's products feature multiple pockets and pouches for organising your things as efficiently as possible.

Each of the bags and organisers come with a padded technology section, designed for use with a specific sized laptop or tablet.

Knomo is giving NHS employees an exclusive opportunity to experience the range of organisational bags and laptop accessories with a 20 per cent discount off all full-price products.

To access the exclusive discount code, register now at www.nhsstaffbenefits.co.uk.

To enter, answer the following question:

Which city is the brand Knomo from?

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

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

Or email Alison.mccutcheon@lanarkshire.scot.nhs.uk with 'Knomo' in the subject line.

The deadline for entries is 30 March.



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



SO LONG & ENJOY YOUR WELL-DESERVED RETIREMENT

Congratulations go to charge nurse Yvonne Kerr who retired from NHS Lanarkshire in November after a remarkable 37 years' service.

Yvonne, who was based within theatres at University Hospital Wishaw, trained to become a nurse at Law Hospital. On the closure of the hospital, Yvonne moved to Wishaw General Hospital where she remained until her retirement.

Yvonne lives in Carluke and has two children Michelle and Natalie and a grandson, William.

After 31 years' service, healthcare support worker (HCSW) Anne Henderson retired in October.

Anne started her career at Law Hospital, initially as the first HCSW for the COTE physiotherapy department. Following its closure, Anne moved with the department to University Hospital Wishaw where she remained until her retirement.

Anne was born and raised in Carluke and has three grandchildren. In her spare time she enjoys holidays, particularly spending time in her caravan on the east coast.

Congratulations go to staff nurse Anne Galloway who retired from NHS Lanarkshire in November after 37 years' service.

Anne, who was based within theatres at University Hospital Wishaw, initially trained at Law Hospital before joining theatres where she remained until her retirement.

Anne lives in Pettinain with her husband Charlie and has three children Susan, John and Claire.

Friends, family and colleagues gathered to pay a fond farewell to treatment room co-ordinator Elaine Alexander who retired in January after 37 years' service.

Elaine, who was based at Blantyre Health Centre, was part of the south-east unit which covered Douglas Street, Blantyre, Larkhall, Carluke, Lanark, Forth, Carnwath and Carstairs health centres as well as the peripatetic phlebotomy service.

Elaine joined the NHS in 1980 when she trained to become a nurse at Stobhill Hospital, Glasgow.

On qualifying, Elaine joined NHS Lanarkshire and worked in various health centres during her career including Motherwell, Viewpark and Larkhall before joining the south-east unit in May 2012 where she remained until her retirement.

Elaine lives in Cambusnethan, Wishaw, with her husband Robert and has three children Stewart, Victoria and Rebecca and a granddaughter Ayleigh-Blue (4).

Friends and colleagues gathered to pay a fond farewell to Geraldine Marshall, who retired from her post as patient pathway tracker with cancer services at University Hospital Monklands in December after a remarkable 47 years' service.

Geraldine joined the NHS in June 1970 as a copy/audio typist at Strathclyde Hospital, Motherwell. She worked in various other posts before moving



Yvonne Kerr says goodbye after 37 years.



Anne Galloway



Anne Henderson



Elaine Alexander



Geraldine Marshall



Jenny Butchart



Lorraine Smith

to Monklands Hospital in 1999 as a clerical officer. In 2005, she transferred to RMS, medical records at Wishaw General before taking up the role as patient pathway tracker in 2007. Geraldine was initially employed on a temporary basis but became an integral part of the team and remained with cancer services until her retirement.

After 41 years' service, senior nurse Jenny Butchart retired from NHS Lanarkshire in December.

Jenny, who was part of the East Kilbride and Strathaven locality, began her nurse training in 1976 at Glasgow Victoria Infirmary. In 1987, Jenny joined community nursing where she cared for the people of East Kilbride. During this time she progressed from staff nurse to district nurse then team leader and laterally as senior nurse.

Jenny is married to Stephen and lives in Westwood, East Kilbride. She has a son Scott,

daughters Emma, Rhona and Kate and eight grandchildren Joseph, Alan, Sophie, Connor, Callum, Freya, Paige and Jude. In her spare time, Jenny enjoys walking, shopping and reading.

Lorraine Smith, cardiology secretary at University Hospital Hairmyres, retired from NHS Lanarkshire in October after 22 years' service.

Lorraine joined NHS Lanarkshire in April 1995 as a ward clerkess in the medical unit in Hairmyres Hospital and, in October 2007, took up the post of cardiology secretary, a post she held until her retirement.

Lorraine lives in East Kilbride with her husband David and has two sons and a daughter who live locally. Following her retirement she hopes to spend more time with her family and 91-year-old mum.

To mark her retirement, Lorraine joined friends and colleagues at a celebratory event in the Torrance Hotel, East Kilbride.

SHONA'S PATHFINDING ROUTE TO A **LIFELONG CAREER**

44 years ago, Shona Anderson left school to take part in an innovative training programme which would see her become one of the first laboratory staff for the new Monklands District General Hospital.

Shona, senior biomedical scientist (BMS) haematology now based at Wishaw, is retiring in March and she is the last remaining BMS who was taken on in the early 70's to train and be ready to support the opening of the laboratories at Monklands.

Shona said: "The management responsible for the hospital showed great foresight. They were building the new Monklands Hospital with its own laboratories and would need a large number of trained staff to support it.

"In 1974, rather than have a load of school leavers who didn't know anything, two years before the hospital was due to open they took on 15 school leavers.

"The management put five of us in Bellshill maternity, five in Strathclyde Hospital and five at Hairmyres Hospital to start their training in all the different departments (Haematology and Transfusion, Clinical Chemistry, Microbiology and Pathology). We rotated around every four months so by the

end of two years everyone had trained on all three sites and had experienced each specialist discipline, this was then followed in the next year by another nine new trainees.

"Shona has made an enormous contribution to the laboratory service over her 44 years of service and she will be sadly missed."

It was a huge investment in staff and an organisational nightmare to recruit and then rotate these trainees round other hospitals in Lanarkshire at that time and then to place them into specific disciplines."

Betty Kyle, senior chief in haematology, said: "Shona has made an enormous contribution to the laboratory service over her 44 years of service and she will be sadly missed however she is confident that her successor Jane Fraser will continue to maintain the current high standards over coming years."



With years of experience behind her, Shona recalls her early days of lab work in preparation for the opening of Monklands General in 1976.



Good effort in the long run!

Staff from the laboratory medicine department took to Glasgow's wet and windy roads to compete in the 2017 Great Scottish Run.

The 18 members of staff completed either a 10k run or a half marathon in aid of St Andrews Hospice.

To date, the team have raised an impressive £2,935.

Dr Manjit Singh, biochemistry department, said: "When I started the running group, I was not sure how many people would want to take part. However, staff were very keen to join in.

"We chose to raise money for St Andrews Hospice because it is our local and very worthy charity. We also carry out a lot of lab investigations for hospice patients.

"Each member of the team set his/her own target according to their individual fitness level."

For their efforts, the team were presented with a plaque by the Great Run Company.

To contribute to the fundraising effort, you can donate at: www.justgiving.com/fundraising/nhsl-labs