

# thePulse

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Now Liftshare is even easier to use!



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Awards for our health heroines



## In your hands!

THE message is clear – people's lives are in your hands.

Awareness sessions have been held by infection control staff at Monklands, Hairmyres and Wishaw General hospitals, as well as in Motherwell, Cumbernauld Central and Lanark health centres, pictured right.

As June McAlpine, lead nurse healthcare associated infection for primary care, says: "Clean hands really do save lives."



FULL STORY [PAGE 5](#) →

# A PLAN TO SAVE

**IN recognition that NHS Lanarkshire, along with all Scottish public sector organisations, will face financial pressures in the future, steps are being taken now to plan ahead.**

Financial performance in Lanarkshire has been very good over the past few years and for 2009/10 the Board is on line to achieve its financial targets.

While it is recognised that the NHS has been sheltered from the full impact of the economic recession within the draft Scottish Health budget, NHS Lanarkshire still needs to save

## We're preparing for the tough years ahead while continuing to improve our services

at least £17m from its 2010/11 budget, which equates to the two per cent efficiency savings target for all NHS Boards.

NHS Lanarkshire chief executive Tim Davison said: "We expect the next few years will be tough, with predictions of less revenue and capital allocations, and we need to take

steps now to ensure future financial stability.

"We must also continue to improve patient services in line with key government targets, such as reductions in healthcare associated infections and achieving the 18 week referral to treatment target.

"We are keen to get staff support in terms

of engaging and submitting ideas for improving efficiency and making savings. We are also committed to providing staff with information and support during this process."

Lilian Macer, employee director, added: "Staff side representatives are supporting and working with senior managers to address the current financial issues. Only by working together will we overcome these challenges.

"Different ways of providing safe and good quality services must be considered and

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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 the team (below) with your stories, comments and ideas.

## 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 with a member of the editorial team...**

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**The deadline for contributions to the next edition is 2 February.**



PROTECTED: Martin Hannah, staff nurse in oncology, receives his H1N1 vaccination from Jean Wheatley, occupational health nurse

# Swine flu jabs: the next phase

THE H1N1 vaccination programme is now moving into phase two.

This is when children aged between six months and five years will be invited to receive their swine flu vaccination.

Health boards throughout Scotland have been asked to put in place local arrangements to vaccinate children.

In most cases, these arrangements are likely to involve the use of GPs, but public health staff employed by health boards could also be called upon to help deliver the programme.

Dr David Cromie, public health consultant, said: "The roll-out of the second phase starts in January. Parents are advised to wait to be contacted to arrange for their child to have the vaccine. "The first phase of the H1N1

Children between six months and five years are next in line to receive the H1N1 vaccine

vaccination programme has been progressing well. Anecdotal evidence suggests a good uptake of the vaccine among patients in the priority groups and eligible frontline staff."

The H1N1 vaccination programme for frontline NHS Lanarkshire health staff began in November 2009. Staff vaccination will continue throughout January.

David said: "All frontline NHS Lanarkshire staff are encouraged to take up the offer of the swine flu vaccination.

"Frontline staff are at increased risk of infection so it is important for them to be vaccinated, not only for their own health but to prevent infection being spread to their families and to patients."

The remaining vaccination clinics will be held in the occupational health department of the three acute hospitals and at SALUS.

Primary care staff should also attend one of these clinics at their convenience. Posters will be on display to advertise the various clinics.

Dates and venues for the vaccination clinics are also available on FirstPort.

Staff can bring along their NHS Lanarkshire staff ID badge, or photographic identification, to the clinic to allow them to receive the vaccine.

## A plan to save for the years ahead

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changes in working practices may be required.

"It's therefore essential staff and their representatives are fully involved in proposed changes and that we ensure the Staff Governance Standard is not compromised.

"Staff side representatives, area clinical forum members and senior managers will work together to identify areas where savings could be made and assess the impact on staff and services."

Intense activity has been taking

place across all divisions to identify areas where savings could be made.

Anne Armstrong, chair of the Area Clinical Forum, said: "Identification of future savings need to be realistic and achievable.

"We must also ensure we can still meet key HEAT targets, that regulations and safety standards are met, the impact on other services as well as health and health inequalities are considered, and that direct patient services should be reviewed to ensure they are efficient and effective."

Ensuring good communication and engagement throughout the process

is critical to get staff involved.

The leadership role of local managers, senior clinicians and staff representatives will be key in taking forward localised discussions with staff.

Communications will be supplemented through local briefs and a detailed finance section on Firstport which will include a discussion forum to give staff access to up-to-date information and to submit ideas.

If you have any ideas or concerns, please contact your line manager or local staff-side/clinical professional representative.

# WE'RE IMPROVING

QIS review awards NHS Lanarkshire a score of nine – three up from our last performance

A NATIONAL review praised NHS Lanarkshire's performance in providing health services which are both safe and effective for everyone using them.

NHS Quality Improvement Scotland (QIS) assessed the health board's clinical governance and risk management performance following a visit from inspectors in September.

The findings were published by QIS in December.

Paul Wilson, NHS Lanarkshire's executive director of nurses, midwives and allied health professions, led the QIS review group.

He said: "This review gave us the chance to demonstrate improve-

ments in the systems of care and treatment of patients over the last three years within Lanarkshire and we are delighted that these have been recognised."

Elizabeth McGonigal, clinical audit co-ordinator (standards and review) added: "The QIS review is really important because it should help to further improve the patients' and public's confidence in their local health service in Lanarkshire."

The QIS review assessed the clinical governance and risk management performance of NHS Lanarkshire against national standards.

The last QIS review of clinical governance and risk management took place in September 2006

## Highlighted strengths

### Safe and effective care and services

- a consistent and structured approach to further refinement and evaluation of its risk management strategy
- involving key stakeholders through patient, public and carer involvement groups.

### The health, wellbeing and care experience

- implementing partnership working arrangements across a variety of areas, particularly access, referral, treatment and discharge
- an extensive range of equality and diversity activity

- implementing mechanisms to communicate with staff, including a staff sounding board.

### Assurance and accountability

- engaging with the public through a variety of methods including the public engagement survey.

and Lanarkshire was awarded a score of six.

This time a score of nine has been awarded, which is line with our HEAT target.

Pam Milliken, head of clinical governance and risk management, said: "We are delighted with the results of the review which shows we have the correct systems in place to

continuously monitor the care we provide to improve quality."

**To see the full report, visit [www.nhsqis.org/nhsqis/7088.html](http://www.nhsqis.org/nhsqis/7088.html)**

## MRSA scheme extends

NHS Lanarkshire's MRSA screening programme will be extended to emergency admissions from the end of January 2010.

Patients being admitted for non-emergency admissions to the departments involved in the screening programme have been screened at all three Lanarkshire acute hospitals since 30 November.

The screening – part of a national programme to reduce the risk of patients contracting MRSA – will include emergency admissions from the end of January 2010.

An MRSA screening nurse has been appointed to each acute hospital to deliver the programme:

- Hairmyres Hospital – Lesley McGregor
- Wishaw General Hospital – Julie Burns
- Monklands Hospital – Rachel Nicholls.

Around seven per cent of all



**SCREENERS:** from left – Rachel Nicholls, MRSA surveillance nurse (Monklands), Lesley McGregor, MRSA surveillance nurse (Hairmyres), Lynn Turner, MRSA project manager, Julie Burns, MRSA surveillance nurse (Wishaw)

patients who are admitted to hospital have the MRSA bacterium on their skin or in their nose already, even though they may feel well.

The MRSA bacterium is more likely to cause an infection in people

who are unwell, so it is important to identify patients in hospital who are carrying it before it can infect them or spread to other patients.

The screening process involves collecting a simple swab. Where appropriate, patients carrying MRSA

will be decolonised using an antibiotic ointment in the nose and antibacterial body wash.

**For more information, visit [www.hps.scot.nhs.uk/haic/sshaip/mrsascreeningprogramme.aspx](http://www.hps.scot.nhs.uk/haic/sshaip/mrsascreeningprogramme.aspx)**

## Think FAST for strokes

NHS Lanarkshire launched its think FAST and save a life campaign in the unusual setting of a supermarket car park in November.

The Wishaw Lidl store was the launch venue after one of its workers thought FAST and sought medical help for John Naughton, 69, who collapsed from a stroke while doing his shopping last September.

Lidl worker Tony McKenzie called the emergency services who took John to Wishaw General Hospital where he was treated by Niall Hughes, a consultant from the stroke unit.

Niall said: "Tony displayed the kind of FAST thinking we want everyone to be aware of when they think someone is suffering a stroke.

"More than 1000 people in Lanarkshire have a stroke every year. It is essential people recognise when it's happening and take prompt action.

"Calling 999 means people will reach hospital quickly and receive early acute assessment and treatment, which can prevent further damage."

FAST is an NHS Lanarkshire campaign, in partnership with Chest, Heart & Stroke Scotland, which is promoting the key message that a stroke is a medical emergency and people should think FAST and call 999.

**For more information or a campaign pack, phone 01236 707724 or visit the website at [www.chss.org.uk](http://www.chss.org.uk)**

## Down's syndrome support group celebrates a decade of helping families

A DOWN'S syndrome support group 'Little Rascals' has celebrated 10 years of helping families throughout Lanarkshire.

Little Rascals is a therapy and support group for pre-school children with Down's syndrome.

The group is co-ordinated by NHS Lanarkshire speech and language therapist Christine Paterson, and physiotherapist Julie O'Donoghue –

with help from Christine McCabe from North Lanarkshire Council's Pre-5 Learning Support.

Christine Paterson said: "Little Rascals aims to encourage children's communication, interaction, physical and play development as well as providing information and support to the parents. A typical session always involves lots of singing and action songs."

The group runs for eight weeks at a time and is open to children under five throughout Lanarkshire. Little Rascals always has a theme to each eight-week session and, in the second half of the group, parents have a coffee and chat while the children get a snack and do more activities.

One parent, who attends the group, said: "There is a good balance

between time for parents and time for the children.

"This is a really good group which, as a parent, I have gained more confidence with my child."

**If you would like more details about Little Rascals, contact Julie O'Donoghue on 01236 707743 or Christine Paterson on 01236 707731.**



**BENEFITS:** From left: Judy Alison and Sharon Steven show Steven Hannah, treasury team leader, and Fiona Gray, debtors assistant, the Datix system

## Right decisions minimise risks

USING risk information effectively can save lives.

Last March all members of staff received a leaflet with their payslip showing how to record an incident on the risk management information system Datix.

However, the risk management department wanted to encourage staff to use the information gathered to make the right decisions about improving safety.

Risk manager Judy Alison said: "We carried out a survey of Datix users and this suggested a programme of refresher training for verifiers – staff who quality check the information on Datix – would be beneficial to the quality of the information gathered.

"Staff also asked for training in drawing reports.

"These reports can be used to identify any area for improvement and possible changes to practices and processes which could reduce risks which have been identified."

A training programme for verifiers and for drawing reports was set up and has been running since June.

Datix administrator Sharon Steven, who delivers the training, is delighted with the response.

She said: "Staff have mentioned the informal and relaxed atmosphere of the training which allows them to ask questions as they go along.

"They find the Datix system easy to use and they benefited from learning in a small group.

"Members of staff who have attended training are able to improve the quality of information recorded in Datix.

"They're also able to use the information gathered to make the right changes not only to improve safety but also improve quality and save lives."

The risk management training schedule is available in the Datix section of the risk management site on FirstPort.

**For any queries on training, contact Sharon Steven on 01698 245261 or email [sharon.steven@lanarkshire.scot.nhs.uk](mailto:sharon.steven@lanarkshire.scot.nhs.uk)**

# JANE SET FOR 'CHALLENGE'

PATIENTS with blood diseases in Lanarkshire are benefiting from new nurse-led services.

Jane Robertson is NHS Lanarkshire's first associate haematology clinical nurse specialist.

After completing advanced training, Jane is able to perform bone marrow tests and deliver chemotherapy.

She also provides a venesection service – which removes blood to reduce excessive iron levels.

These services are benefiting haematology patients by reducing waiting times and providing a single point of contact throughout their treatment.

Jane, who is based at Monklands Hospital in Ward 15 Day Care, said: "This is a challenging role and I'm delighted to be part of the haematology team dedicated to providing an improved service to patients with blood disorders.

"It's certainly resulted in quicker diagnosis and treatment for these patients."

The bone marrow test – where you remove some bone marrow to diagnose blood diseases and certain types of cancer – is one traditionally undertaken by doctors.

This is the first time in Lanarkshire there has been a nurse with the advanced clinical skills – following training supported by consultant haematologists and lead haematology-oncology nurse Teresa Rennie – to offer this service.

In addition to quicker diagnosis and treatment, patients also benefit from having a familiar face to deal with throughout their care.

Jane said: "By also being able to carry out chemotherapy, I can see patients from before diagnosis right through to treatment and recovery.

"This post allows me to get to know the patient and provide care, support and advice right through their treatment pathway and they become more comfortable asking questions about their treatment."

The venesection service offered by Jane is also improving patient care.

She said: "Haemochromatosis is a condition which causes too much iron to be absorbed in the body which, if left untreated, can potentially damage your organs.

"Venesection removes blood to reduce the excess iron.

"By looking at ways to improve patients' outcomes, we've linked up with the smoking cessation service and by bringing this support to the patients, they often respond positively."

A recent patient satisfaction survey on the service found patients were very satisfied with the care they received.

Teresa added: "The development for Jane's post is a first for Lanarkshire and puts patients' needs at the top of our agenda.

"Through continual auditing of the service, we will ensure high quality of care for our patients, which is based on evidence and clinical effectiveness."

**For more information on the services provided by Jane, contact her on 01236 712343 or email [jane.robertson@lanarkshire.scot.nhs.uk](mailto:jane.robertson@lanarkshire.scot.nhs.uk)**



**HERE TO HELP:** Jane Robertson, new haematology specialist nurse

## Get the message on new screens

YOU can now get your key health messages across to patients and visitors on five state-of-the-art plasma screens in NHS Lanarkshire.

The screens, part of a three-year pilot, are located in Wishaw General, Monklands Hospital and Douglas Street Community Health Clinic.

To display a message, a pro forma, available on FirstPort under the Communications section, should be completed and returned to Alison McCutcheon, project officer, at [alison.mccutcheon@lanarkshire.scot.nhs.uk](mailto:alison.mccutcheon@lanarkshire.scot.nhs.uk) at least two weeks prior to going live.

For more information on the display screens and for the pro forma, visit the Communications section on FirstPort, under Corporate Services/Communications Department/Document Library.

**For more information, contact Alison on 01698 245299.**

# Hands-on experience



**HANDY:** Infection control nurses Linda Thomas and Richard Fox demonstrate the importance of good hand hygiene at Monklands



**RUB IT IN:** June McAlpine, lead nurse, HAI Primary Care (right), with Mary Houston, receptionist (centre), and Karen Redmond, practice office manager at Cumbernauld

CLEAN hands save lives – that was the message from NHS Lanarkshire’s infection control team during Infection Prevention Awareness week.

Patients, visitors and staff within Lanarkshire’s hospitals and community health premises learned more about hand hygiene during the annual event – held in October.

Awareness sessions were held by infection control staff at Monklands, Hairmyres and Wishaw General hospitals, and also in Motherwell, Lanark and Cumbernauld Central health centres.

June McAlpine, lead nurse healthcare associated infection (HAI) for primary care,

said: “The awareness stalls provided an opportunity to test hand washing techniques using the ultraviolet Glo Box, demonstrate the correct technique and provide information on infection control.

“The feedback we received from patients, visitors and staff was very positive.

“They asked lots of questions and wanted to know more about the right way to wash your hands.

“Clean hands really do save lives – and we feel this message is getting across because everyone was very enthusiastic and keen to know more. We had lots of comments from people saying they appreciate just how important good hand hygiene is.”

**For anyone visiting hospital, here are five top tips to help prevent infection:**

- Think about keeping patients safe before you visit someone in hospital.

- If you, or someone you live with has a cold or diarrhoea, or if you feel unwell, try to stay away until you are better.

- Wash and dry your hands before visiting a hospital ward, particularly after going to the toilet. If there is alcohol hand gel provided at the ward door or at the bedside, use it.

- Ask ward staff for advice before you bring in food or drink for someone you are visiting in hospital.

- If you visit someone in hospital, don’t sit on their bed and keep the number of visitors to a minimum at any one time. Never touch dressings, drips, or other equipment around the bed.

- If you think NHS premises are not as clean as they should be, let the sister or charge nurse know.

- If you think a healthcare worker has forgotten to wash their hands, remind them about this.

**For more information about hand hygiene, visit the Scottish National Hand Hygiene Campaign website [www.washyourhandsofthem.com](http://www.washyourhandsofthem.com)**

## VOLUNTEERING? –JUST EXCELLENT

NHS Lanarkshire has received the Investing in Volunteers UK (IIV) award – a prestigious accreditation mark for excellence in volunteering.

The award recognises commitment to high-quality volunteer involvement and aims to make “a good organisation even better”.

Katrina Murray, voluntary services manager, said: “We are delighted to receive this award and can only hope to build on the great work we have achieved already.

“The role that volunteers play within NHS Lanarkshire is vital. We have more than 400 volunteers and we are keen to ensure that they find their volunteering experience rewarding.

“This award recognises that Lanarkshire has an excellent volunteering programme which benefits both our patients and volunteers.”

The IIV standard contains 10 different indicators covering the four main areas of volunteer management, which include:

- Planning for volunteer involvement
- Recruiting volunteers
- Selecting and matching volunteers
- Supporting and retaining volunteers.

To obtain the award, representatives from Volunteer Development Scotland visited NHS Lanarkshire over an eight-day period and met with both staff and volunteers.

Volunteers were very positive about their training and experiences.

Feedback from interviews with staff also showed that NHS Lanarkshire excelled in many areas of the standard, including having proper procedures in place to support them and their volunteers.

A presentation was organised to congratulate NHS Lanarkshire’s voluntary services success which took place at the Scottish Parliament in December.

Some volunteering roles within NHS Lanarkshire include:

- Day hospice volunteer – Kilbride Hospice
- Mealtime volunteers – Wishaw General
- Maternity ward volunteer – Wishaw General
- Hand hygiene volunteer – Monklands
- Stop smoking volunteer – Monklands
- Chaplaincy volunteer – Hairmyres
- Volunteer visitor – Lockhart.

**For more information on volunteering with NHS Lanarkshire, contact Katrina Murray, voluntary services manager, on 01236 707796.**



**GOLDEN GIFT:** Dr Liz McIntyre, right, accepts the £1000 cheque from Than and Jenny Allan

**AIRDRIE** couple Than and Jenny Allan helped to raise £1000 for the David Matthews Diabetes Centre. When the Salsburgh couple celebrated their golden wedding anniversary, they asked friends and family to make donations to the centre rather than give them gifts.

The David Matthews Diabetes Centre was officially opened in September last year, replacing the former centre which also sat next to Monklands Hospital.

Dr Liz McIntyre, consultant physician diabetes/endocrinology, at the centre paid tribute to the Allans’ generosity.

She said: “I really want to thank Than and Jenny from the bottom of my heart for this donation.

“We would like to use the money to develop relevant educational materials for younger people with diabetes attending our service who have specific issues living with diabetes.”

# EMAIL LINK TO LIFT SHARING

EVEN more people will be able to sign up to become a member of NHS Lanarkshire's Liftshare scheme.

In the past, only those who had access to an NHS Lanarkshire email address were able to register with the scheme, however, improvements to the service mean anyone who has an email account will now be able to join.

The changes will mean that directly employed NHS Lanarkshire staff who do not have an NHS Lanarkshire email address

will be able to register using an nhs.net account.

Similarly, staff not directly employed by NHS Lanarkshire – such as ISS and Serco staff – will be able to register using their own personal email account.

Liftshare was launched a year ago to help staff to find fellow employees who live and work near them to share car journeys to work for at least one day a week.

A travel survey carried out in January 2008 found that about three quarters of staff travel

to work as a lone driver.

The same survey found that fewer than half of staff use their car while at work more than twice a week.

Evidence shows that lift sharing not only saves staff money, but can also have positive environmental benefits by cutting an individual's carbon footprint, as well as reducing the number of cars on the road.

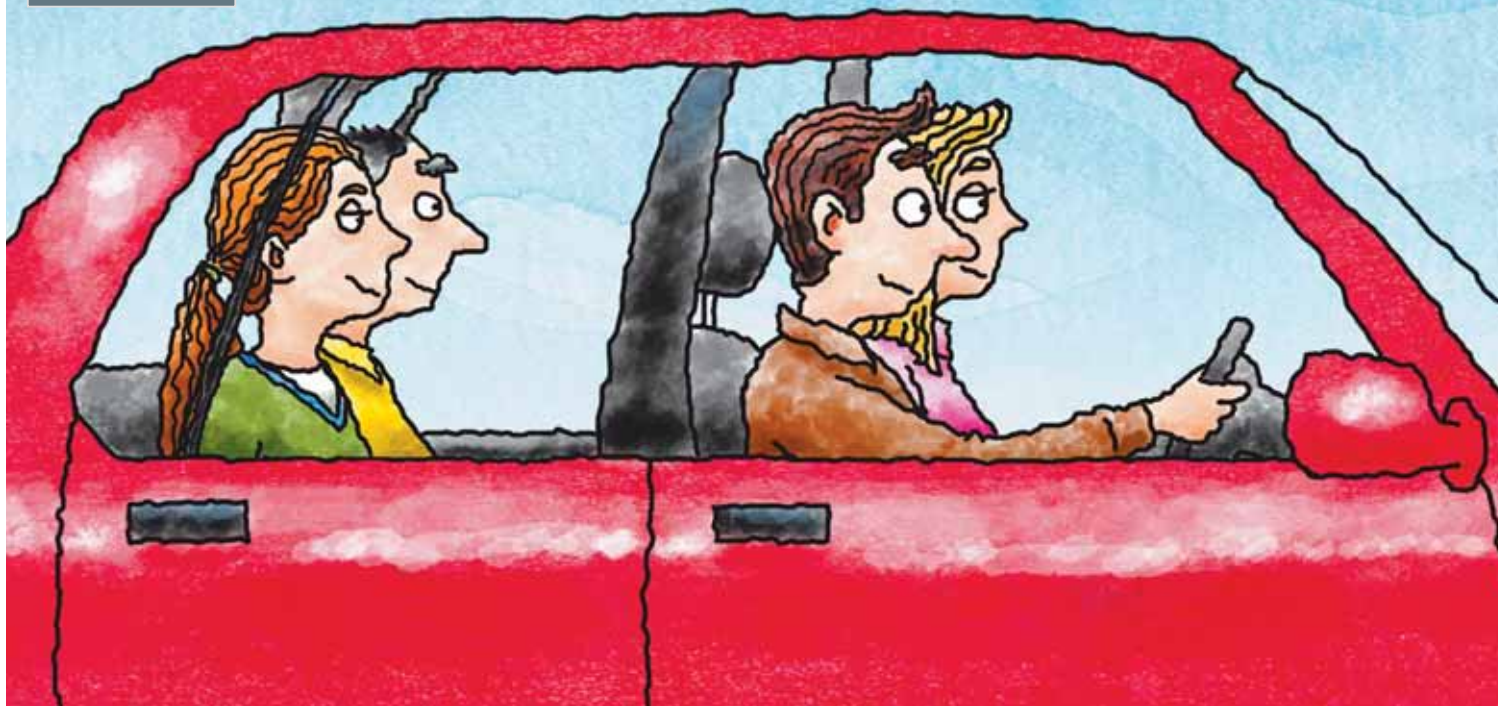
NHS Lanarkshire's head of management services Graham Johnston said: "These additions to

Liftshare will allow more people to register for the service which means there will be even more people to share a journey with."

He continued: "The number of people registering has been increasing over the past year.

"I would hope that these improvements will see numbers increase further and that more people will take the time to find someone who makes a similar journey as them and try lift sharing even once to see how they find the experience."

SMILE ON YOUR WAY TO WORK: The Liftshare experience



USING the Liftshare website is simple and easy to do. All you have to do is log onto the Travel Plan section on FirstPort and click on the Liftshare link which can be found under 'links to other useful websites'.

Click on the green coloured

'sign on for free' tab at the top right hand corner and the instructions will take you through the system.

Those staff not directly employed and using their personal email address, should follow the same route and use a password when

prompted by the system.

For a copy of the password contact your line manager.

To register for a 'nhs.net' account log onto [www.nhs.net](http://www.nhs.net) and follow instructions at 'register here'.

## Register and win!

REGISTERING with Liftshare (see left) could win you an iPod. All registered members on Liftshare will be entered into a prize draw to win themselves an iPod. The names of everyone registered on the site at the end March, will go into the hat for the chance to win the prize.

## SALUS wins work contract

NHS Lanarkshire's occupational health and safety division SALUS has been awarded a government contract to run a pilot project helping people return to work.

The Department for Work and Pensions has launched a new Fit for Work scheme that will involve employers, GPs and councils in helping people with medical conditions or disabilities return to work.

There will be 10 Fit for Work sites in the UK.

SALUS – owned and operated by NHS Lanarkshire – has been awarded the contract for the Scotland-wide programme.

Harpreet Kohli, NHS Lanarkshire's director of public health, said: "This will support people who have been absent from work, through sickness or disability to return to employment."

"The pilot will be predominantly for people employed by small to medium-sized enterprises who have no occupational health services of their own.

"NHS Lanarkshire's involvement in Fit for Work also reflects the expertise it has in a range of other initiatives which aim to help get people into employment – such as the Condition Management Programme which supports incapacity clients return to work."

SALUS received funding of £902,000 from the DWP and £1.5 million from the Scottish Government to run this pilot.

## Bid to cut back on 'no shows'

NHS Lanarkshire is to look at the issue of wasted appointments.

It is estimated that cancelled and missed appointments cost the NHS millions of pounds every year.

Did not attend (DNA) appointments compromise efficiencies, yet there are few trials which demonstrate evidenced approaches to managing DNAs.

As such, the professional leads for dietetics, occupational therapy, orthoptics, physiotherapy, podiatry and speech and language therapy have been meeting to discuss how to improve access to services by managing DNAs and could not attend (CNAs) consistently across allied health professional services.

It has led to a new policy being agreed that AHP services will discharge patients:

- After one DNA where the department has not been contacted prior to the patient's appointment.
- After two consecutive CNAs
- After three CNAs within an agreed episode.

It was accepted that services must have flexibility for exceptions, e.g. those who deal with vulnerable families or mental health patients.

NHS Lanarkshire aims to make all patients aware of our efforts to reduce wasted appointments.

## Bike's best

NHS Lanarkshire is examining ways of introducing a cycle to work scheme.

NHS Lanarkshire pledged to introduce the scheme as part of its travel plan designed to encourage less reliance on the car. Staff will be kept informed and more information will appear in *The Pulse*, FirstPort and the staff brief.

## Work it out

DID you know there is a website which can work out a journey for you from your home to your place of work using public transport?

The Traveline website calculates the approximate time

it will take you to journey to your workplace using the quickest and most convenient public transport route using trains and buses.

All you have to do is insert your home and workplace postcodes into the online travel

calculator, and the system will do the rest. Why not log onto the site and see if it can help you.

It is available on the Travel plan section of FirstPort, under 'links to other useful websites' or at [www.travelinescotland.com](http://www.travelinescotland.com)



**STYLISH:** Left, Anne Campbell, service development manager for long-term conditions for the Bellshill Locality and Lis Lawson, service development manager for mental health

## Colourful way to raise £1000

MORE than £1000 was raised at a cultural fashion show for the cancer charity Maggie's Lanarkshire.

The 'One Gender Many Cultures' fashion show, which took place at the Hilton Strathclyde, saw about 30 Lanarkshire women model clothes reflecting the range of cultural backgrounds in the county.

The event – which was a 180-capacity sell out – was organised by the Bellshill-based group Humjolie in partnership with Maggie's Lanarkshire and was supported by NHS Lanarkshire, Scottish Community Foundation Women's Fund and the North Lanarkshire Community Forums.

Anila Ansari, a community health educator NHS Lanarkshire, said: "Not only was the show a cultural celebration awash with colour and style, it also gave Lanarkshire women the chance to get involved and raise awareness of the work of a valued charity.

"It was also an opportunity for women from different cultural backgrounds to come together and promote community cohesion and celebrate diversity."

▶ For more information on Humjolie, visit [www.humjolie.org](http://www.humjolie.org) and for more information on Maggie's, visit [www.maggiescentres.org](http://www.maggiescentres.org)

# Aiming for a healthy workplace

WORKING too many hours and not receiving adequate breaks can damage your own health and compromise patient safety.

These are just some of the pitfalls that Ann Marie Campbell, NHS Lanarkshire's head of HR medicine and surgery, is keen to prevent through a review of the Working Time Regulations Policy.

She said: "These regulations provide basic rights for all staff and were developed to protect the health and safety of workers.

"As an employer, NHS Lanarkshire has a duty of care under this legislation to monitor working hours and ensure all staff receive appropriate breaks."

Ann Marie continued: "A working group has been established to review the existing policy and NHS Lanarkshire's compliance with the regulations, and to establish an action plan to address any areas which are not complying.

"This could impact on existing work patterns. Staff, for example, must have an 11-hour break from when they finish one shift and start another.

"The right to opt out of the average 48-hour working week is also under review."

The basic rights and protections provided by the Working Time Regulations include:

- A limit of an average of 48

hours per week

- A limit of an average of eight hours work in 24 hours for night workers

- A right for night workers to receive free health assessments

- A right to 11 hours rest a day

- A right to a day off each week

- A right to an in-work rest break if the working day is longer than six hours

- A right to 5.6 weeks (28 days) paid leave per year.

Ann Marie said: "The legislation covers all workers. This means that within NHS Lanarkshire, it covers permanent staff and those working on BankAide and so all hours worked must be monitored.

"This is another reason why it's important for managers to follow the correct BankAide procedures to ensure staff are not breaching the legislation."

Following the review of the regulations, an action plan will be developed to address any areas which are not complying.

Updates on progress on this work will be reported in *The Pulse* and staff briefings.

▶ For further information, call Ann Marie on 01698 377755. For any questions about using BankAide staff, call 01236 713315.

## SECOND SCAN OFFER FOR MUMS-TO-BE

ALL women in Lanarkshire who book for antenatal care with a midwife will be offered a mid-pregnancy anomaly scan from 1 December.

The scan – more commonly referred to as the 20-week scan – will mean that NHS Lanarkshire will offer a second scan as routine, in line with other Scottish health boards.

Lyn Clyde, from NHS Lanarkshire's women's services directorate, said: "This is great news for all expectant mums.

"The 20-week scan will allow for an improved detection of major problems the baby may have, including serious heart, head or spinal cord defects, which means we are able to respond to them at the earliest opportunity."

The mid-pregnancy scan will be offered to women who are between 20-21 weeks pregnant.

NHS Lanarkshire has employed two additional sonographers to carry out the second scan.

Lyn added: "Women are under no obligation to take up the offer of the second scan.

"Most women and their unborn child will be absolutely fine, however, for the minority who may have a problem, identifying it at this stage will mean we can provide additional care to allow their pregnancy to proceed as normal."

NHS Lanarkshire formally launched its Lean programme in October.

Those present heard NHS Lanarkshire's Director of Acute Services Rosemary Lyness explain why Lean was chosen by NHS Lanarkshire and outline what the organisation hoped to achieve through it – namely, more efficient methods of working, improved service delivery and ultimately a better healthcare experience for patients and staff.

Stephen Gallacher, from the Scottish Government Health Department delivery group, explained why the Government is keen to promote Lean and highlighted some of the improvements experienced by supporting health boards and NHS trusts which had embraced Lean.

The event was also addressed by Richard Miller and Ninfa Saunders, chief executive officer and executive vice-president of Virtua Healthcare.

Virtua has four acute hospitals in Southern New Jersey, employing more than 8000 staff and both individuals explained how their staffs' adoption of Lean led to qualitative improvements within their system, benefiting both staff and patients.

However, while the event marked the official launch of the three-year programme, testing the principles of Lean in a variety of settings has been ongoing in NHS Lanarkshire for the past year.

These tests have given rise to some early Lean successes for NHS Lanarkshire, as demonstrated by improvements within the Monklands Pharmacy department.

Alexa Wall from the department explained how a great deal of this success was down to the efforts of staff after they applied some Lean thinking and devised and implemented changes of their own – as featured in the November/December 2009 edition of *The Pulse*.



**LEAN LAUNCH:** NHS Lanarkshire chairman Ken Corsar, director of Acute Services Rosemary Lyness, Stephen Gallacher from the Scottish Government health department delivery group, Ninfa Saunders, executive vice-president of Virtua Healthcare and Richard Miller, CEO of Virtua Healthcare

# LEAN AND HEALTHY

Colin Blair, NHS Lanarkshire's Lean programme manager, said: "The launch was a great success and everyone left with a better idea of what Lean is about and what is required from them.

"But we really want to get the message to all staff that we want everyone to embrace Lean as

each individual's involvement is absolutely central to its success.

"Some believe Lean is about making departmental or organisational changes.

"While that may be the case on some occasions, Lean for most people will be about the small changes which people can make

to their own way of working which can lead to benefits for them and patients.

"As the Monklands pharmacy staff have shown, Lean is about the staff taking ownership of change themselves and coming up with their own ideas and implementing them."

Every NHS Lanarkshire staff member will be expected to undergo Lean awareness training.

This will explain and demonstrate to staff how they can apply Lean principles into their every day work.

Staff attending awareness sessions will be asked to bring a problem or improvement idea relating to their workplace to discuss.

The improvements need only be small in scale and should be supported by a line manager.

Following the session, staff will be asked to apply the Lean principles they've learned and implement the improvement as a 'Just Do It' or 'JDI' and capture their findings using a basic template.

Staff who come up with their own JDI will have the chance to win a fantastic £250 prize for their department.

A winner will be selected every quarter. The first winner selected was Maria Lamb who is featured in the section below.

To find out more about Lean, visit the dedicated Lean section on FirstPort.

## STAFF JUST DO IT: Our people demonstrate how they have made improvements using Lean principles

♦ **Maria Lamb, senior charge nurse in ward 17 at Monklands Hospital.**

**Problem:** Chest drain supplies located at multiple sites around the ward. This has resulted in time being wasted collecting equipment.

**Actions taken:** An area designated for supplies and a protocol are now in place and a list has been created for a chest drain pack.

There is also a daily list for checking and ensuring two chest drain packs are now set up and clearly labelled

**Outcome:**

♦ There is now a specific area identified for packs.

♦ A pack is now made up and always available.



♦ The nurse takes ownership by signing the check list.

♦ Patient safety – through packs being ready when needed – and efficiency has been improved.

♦ The number of steps taken has been reduced from 430 to 127.

♦ The time taken has been reduced from six minutes 20 seconds to two minutes 15 seconds.



♦ **Garry Boyle: senior charge nurse in ward 4, procurement department.**

**Problem:** Overstock of sundries and supplies

**Actions taken:** I had a discussion with procurement about stock levels.

**Outcome:** There was a cost saving achieved, and there was less stock for staff to unload allowing for more time with patients.



♦ **Mary Whyte, medical secretary in cardiology unit at Wishaw General.**

**Problem:** Too many case notes held pending results.

**Actions taken:** Take a list of names and the tests being carried out in pending book then return case notes to medical records.

**Outcomes:** More space in office, fewer case notes and telephone calls.



♦ **Janice Bryson, medicine secretary within the Medicine Directorate.**

**Problem:** High number of calls requesting notes within my office.

**Actions taken:** Created spreadsheet which allowed me to take out the details of patients pending investigation. I retrieve notes when results become available.

**Outcome:** Calls reduced.

# Improving services for those at risk

HEPATITIS C is a blood-borne virus which affects a large number of Scotland's population – and NHS Lanarkshire is determined to improve services and awareness of this illness.

As of 31 March 2009, about one in every 240 of Scotland's population had been diagnosed hepatitis C (HCV antibody-positive).

It is estimated the number of undiagnosed hepatitis C antibody-positive cases in Scotland still exceeds the number of diagnosed cases.

Dr Nick Kennedy, consultant in infectious diseases, said: "Hepatitis C is an illness caused by a virus that can be passed

through blood from one person to another.

"Someone can have the virus for 20 to 30 years before the liver is seriously damaged and symptoms begin to show.

"There is no vaccine which prevents infection with hepatitis C, but treatments are available which can cure in many cases.

"NHS Lanarkshire and its partners are working towards improving services and awareness of hepatitis C."

Here, *The Pulse* looks at what is being done in Lanarkshire.

▶ For more information, visit [www.hepcscotland.co.uk](http://www.hepcscotland.co.uk) and [www.hepccentre.org.uk](http://www.hepccentre.org.uk)

## Help for sufferers

THE Lanarkshire HIV, AIDS and Hepatitis Centre offers testing, treatment support and care for HIV, hepatitis B and hepatitis C positive people.

It is based in Monklands and offers a range of support services.

Liz McCann, LHAHC specialist nurse, said: "Clients are referred to one of centre's three consultants who have weekly HCV clinics.

"When treatment is recommended, clients are referred to the specialist nurses who run several treatment clinics each week."

Treatment for HCV is Pegylated

Interferon Alfa and Ribavirin.

Peginterferon is an injection taken once a week and Ribavirin is tablets taken every day.

The length of treatment depends on which genotype the client has – there are currently six genotypes.

The side effects of the treatment can be many and varied, including flu-like symptoms, nausea, fatigue, depression, thyroid problems, and severe neutropenia.

▶ For further information, call 01236 712246/712247 and speak to a member of the nursing staff.

ON World Hepatitis Day 2008 the Scottish Government launched phase two of the national action plan for hepatitis C.

This tasks health boards – and their partners in health and social care, the voluntary sector and prisons – to collaborate on improving services for people at risk of, or living with, hepatitis C.

Blood-borne virus (BBV) networks manager Trish Tougher said: "In Lanarkshire, we have chosen to incorporate the response to the Hepatitis C Action Plan into our broader blood-borne viruses work.

"There have been a number of new developments within Lanarkshire.

"These include the development of a new BBV Managed Care Network (MCN) and the establishment of a BBV Prevention

Network. Both of these networks bring together health and social care providers, service managers and people living with BBVs."

The BBV Managed Care Network facilitates Lanarkshire's care, treatment and support agenda and is chaired by lead clinician Dr Nick Kennedy.

Nick said: "The BBV MCN aims to involve patients and their carers in decision-making, ensuring patients are managed in the right setting at the right time."

The BBV Prevention Network is co-chaired by Kerri Todd, assistant health promotion manager and Maureen Woods, harm reduction team leader.

Kerri said: "Carers, service users and the voluntary sector have a strong involvement in the prevention network.

"The network aims to co-ordinate and implement local and national BBV strategies and action plans to prevent BBVs."

A conference is to be held this summer to promote awareness of BBVs.

The Hepatitis and HIV Conference: "Working together to halt the spread of Blood Borne Viruses" will be held on 9 June.

Trish said: "The conference will raise awareness of the prevalence of BBVs in Lanarkshire, their transmission and the high-risk groups, and will include examples of work taking place to prevent their spread."

▶ For further information, contact Trish on 01698 206389 or email [trish.tougher@lanarkshire.scot.nhs.uk](mailto:trish.tougher@lanarkshire.scot.nhs.uk)



**BLOOD-BORNE VIRUSES TEAM:** Willie Kirk, left, Liz McCann, Dr Stephanie Dundas, Susan Gilfillan and Dr Andrew Todd

### Did you know?

Blood-borne viruses are HIV, hep B and hep C. One risk factor includes sharing items such as razors, toothbrushes or any item that can cut or scratch the skin

## BLOOD TEAM IS HARD AT WORK

LANARKSHIRE Harm Reduction Team aims to reduce and avoid the transmission of blood-borne viruses among intravenous drug users.

It aims to achieve this by providing easy access to sterile injecting equipment along with accurate and credible information on safer use.

Maureen Woods, harm reduction team leader, said: "Our service is open to anyone seeking advice and information related to substance misuse, as well as anyone experiencing substance misuse problems.

"There are 18 pharmacy outlets that provide needle exchanges in Lanarkshire."

The Harm Reduction Team offers specialist interventions and a range of services on an outreach basis through clinics and home visits throughout North and South Lanarkshire, including:

- Free provision of sterile injecting equipment
- Safe disposal for used equipment
- Safer injecting information
- Hepatitis B Vaccination Programme
- HIV/Hepatitis B and C testing
- Free pregnancy testing
- Free condoms and safer sex advice
- Confidential advice and information on drugs and related issues
- Overdose prevention and management advice
- Access to treatment
- Sexual health screening.

▶ For further information, contact the Harm Reduction Team on 01236 441067.

# 2009: A YEAR OF ACHIEVEMENT

The past 12 months have seen NHS Lanarkshire introduce new services and health facilities, as well as making great progress with waiting times

NHS Lanarkshire chairman Ken Corsar looks back at the highlights of 2009

THIS has been an exciting year for NHS Lanarkshire with new services and buildings adding to the high standard of care we already provide. One of the highlights of 2009 was without doubt the official opening of the Optimal Reperfusion Service at Hairmyres Hospital. This new West of Scotland service is providing life-saving and life-changing treatment for some heart attack patients. The service was officially opened by the Princess Royal in February and staff and patients lined Hairmyres corridors to greet her. We also opened the new Bellshill Community Health Clinic to patients

which provides excellent new facilities for the community, and work continues apace on several other new buildings and facilities. Staff have continued to work incredibly hard to ensure we have met and sustained our waiting time guarantees. Our cancer performance continues to improve with more and more patients being seen within 62 days of an urgent referral. We have also seen waiting times in accident and emergency (A&E) reduce and be maintained across all three of NHS Lanarkshire's acute hospitals. We have also made great progress in improving existing services for patients through the patient experience programme and the LEAN programme. Both of these programmes will be further rolled out in the coming years

and will continue to deliver service improvements across Lanarkshire. Staff have worked hard also to reduce the incidence of healthcare associated infection. Key to all decisions and initiatives within Lanarkshire is our shared working with staff, partnership, the Public Partnership Forums and our local authority colleagues – all of which means we are well-placed to tackle health inequalities and improve the health of the people of Lanarkshire in the coming years.



## July/August

WAITING times for cancer patients in Lanarkshire were shown to be among the lowest in Scotland by new Scottish Government figures published in August. Between January and March, 97.2 per cent of people in Lanarkshire, who were urgently referred, began their cancer treatment within 62 days – exceeding the target of 95 per cent. This compares to the Scottish average figure of 96 per cent and the 96.4 per cent for West of Scotland health boards.

THE July/August issue of *The Pulse* featured a three-page special report on how NHS Lanarkshire staff coped with the first cases of swine flu and details about the health board's plan to combat the outbreak, including the Lanarkshire Pandemic Influenza Plan.

WISHAW General's pharmacy dispensary won a national award for slashing the time it takes to issue prescriptions. By using the Lean approach to improve processes, staff had increased the number of prescriptions dispensed during



Ellen Totten, Lesley Stewart, Karen Kelly, Gail Richardson, and Helen Barclay, clinical pharmacy manager. Lynn Poole is pictured holding the award, with colleagues

## A big thanks to all staff...

NHS Lanarkshire chief executive Tim Davison and chairman Ken Corsar praised all staff for their efforts in 2009. Tim said: "Through the hard work and support of all staff, we've successfully risen to the challenges of the past 12 months. We have seen the development of a wide range of new services and strong progress with an exciting building programme of new facilities. "Our staff dealt extremely well with the pressures of treating the first confirmed cases of swine flu in the UK and we successfully implemented our pandemic influenza plan with excellent partnership working across public health, primary care and acute hospital services. "We continue to reduce waiting times and we are on track to meet all of our financial targets. "As we look ahead to facing new challenges in 2010 in a far more difficult economic climate, we can do so with confidence thanks to the continuing professionalism, dedication and support of all staff." Ken added: "Considerable progress has been made in 2009 and I would like to take this opportunity to thank staff for all their efforts. "I hope you all have a healthy and happy new year."

### Did you know?

All 2009 editions of *The Pulse* are available on the news section of FirstPort and on the public website [www.nhs.uk](http://www.nhs.uk)



## May/June

NHS Lanarkshire staff received praise in the Scottish Parliament for their response to the first confirmed British cases of swine flu. The world's media had camped out at Monklands Hospital to report on the condition of the two patients treated in the infectious diseases unit, before their recovery and release. Pictured are consultants Nick Kennedy and Stephanie Dundas, along with senior charge nurse Katie McManus, from the Monklands unit that treated the UK's first confirmed swine flu cases. A COMPREHENSIVE package of new measures to tackle

healthcare associated infection (HAI) was launched by NHS Lanarkshire. These new measures included: New zero tolerance policy Updated hand hygiene policy New uniform policy New hand hygiene products. THE opening of the new £4.6-million Douglas Street Community Health Clinic was celebrated in the May-June issue of *The Pulse*. Modern, high-quality facilities for a range of primary services, including those previously based at the nearby Beckford Lodge, are provided at the clinic.

## January/February

A TEAM of top Australian medical experts and government policy advisors praised NHS Lanarkshire's hospitals and staff after paying a visit to learn about the Emergency Access programme. Amanda Cipriani, project co-ordinator for Western Australia Health, said: "The group was particularly impressed by the collaboration between the sites they visited and the staff's professionalism and willingness to strive for excellence."



THE January/February 2009 issue of *The Pulse* highlighted that NHS Lanarkshire was leading the way in stroke care by being the first health board in Scotland to adopt a new approach to stroke training. Staff development is now supported by a Stroke Competency Toolkit.

HAIRMYRES Hospital became one of two centres in the West of Scotland (along with the Golden Jubilee Hospital in Clydebank) to provide a new specialised service for heart patients. On 18 February, HRH The Princess Royal visited the East Kilbride

hospital to see first hand the optimal reperfusion service. Patients having a heart attack due to a blocked artery will receive a procedure to unblock the artery within 90 minutes of diagnosis. Pictured are staff performing the specialist heart treatment.



## March/April

HEALTHY living advice was only a click away following the launch of NHS Lanarkshire's new feature-packed public website in March. The site [www.nhs.uk](http://www.nhs.uk) introduced a new healthy living section with advice on stopping smoking, alcohol and hand hygiene in addition to information on health centres, hospitals and pharmacies.

THE March/April issue of *The Pulse* highlighted the launch of the new protected meals policy. The new guideline meant wards would be effectively closed to visitors and visiting staff during meal times. This ensures focused

attention can be given so patients can have their meals in a calm and supportive environment and allow extra help to be given to those who need it. BELLSHILL'S brand-new £4.5 million Community Health Clinic was officially opened in March by Michael McMahon MSP. The clinic, on Greenmoor Place, near Main Street, provides a wide range of health services in a state of the art, modern facility and replaces the existing Bellshill Health Clinic on Main Street. Pictured above are Bellshill locality manager Tom Bryce, left, and Michael McMahon MSP.



## September/October

THE *Pulse* celebrated the NHS Lanarkshire bowel screening programme, which launched in August. All 50 to 74-year-olds will be sent a bowel screening kit to allow them to be checked for early signs of bowel cancer. TWO NHS Lanarkshire colleagues received prestigious national awards for their work in improving patient care. Innovative projects by Lee Samuel, above left, and Hannah Weir (née Easton) won awards within the Flying Start NHS national

development programme. *The Pulse* highlighted details of their award-winning projects "Simply Soup" and an audit on surgical and medical wards. WISHAW General's breastfeeding support team were highlighted in the September-October edition of *The Pulse*. The team aims to support anyone who wishes to breastfeed through a number of measures, including making people aware of the breastfeeding rooms throughout the hospital and a 24/7 helpline.

## November/December

WAITING times for patients in Lanarkshire continued to fall, new Scottish Government figures showed. The latest figures, reported in the November/December issue of *The Pulse*, showed NHS Lanarkshire had been able to consistently bring down the waiting times in line with Scottish Government targets.

FROM 1 December 2009 all women in Lanarkshire who booked for antenatal care with a midwife would be offered a 20-week anomaly scan.

Dr Barry Vallance, consultant cardiologist and divisional medical director (acute services), pictured, received the swine flu vaccination from Craig Graham, occupational health nurse advisor. Frontline staff were urged to take up the H1N1 vaccination to protect themselves, their patients and their family against swine flu.

NHS Lanarkshire was leading the way in Scotland in



promoting the equalities agenda – according to a Scottish Government report. The latest figures, for the period January to March 2009, showed NHS Lanarkshire was making exceptional progress and had the highest recording rates in Scotland.

NHS Lanarkshire's hospitals were among the cleanest in Scotland according to a report published in November. Figures showed NHS Lanarkshire achieved 96.5 per cent compliance with the NHS Scotland National Cleaning Services Specification.

## Manager Ann Marie is really on the case

ANN Marie Murphy was crowned the UK's first-ever case manager of the year at a prestigious national award ceremony.

The case manager at SALUS occupational health was presented with the inaugural Case Manager of the Year award at the annual conference of the Case Management Society of the UK (CMSUK) in Manchester in November.

This prestigious award attracted nominees from multinational and private sector organisations in addition to the public sector.

Anne Marie said: "I was absolutely delighted to have won this award. It is a tribute to not only me but also the entire team."

The criteria for the Case Manager of the Year Award focuses on case managers who stand out from their colleagues as professionals who have made a significant impact.

Ann Marie was nominated for the award by partners and colleagues, including a senior social worker and a GP.

The Case Management Society UK is a non-profit association, committed to the delivery of quality case management through standards of best practice while promoting the individual and collective development of case management.

Salus Case Management Service became a corporate member of CMSUK in 2008. It has since been involved in several CMSUK events and case managers have undertaken CMSUK-affiliated training.

# FROM WHEEZES TO WHEELS

**Did you know?**  
Smoking 20 cigarettes a day costs more than £1800 a year

FORMER smoker John Hailes has never felt better – since NHS Lanarkshire's Stop Smoking Service helped him quit.

And the 42-year-old's wife Michelle and seven-year-old son Shaun are reaping the benefits too.

John, from Halfway, Cambuslang, had smoked since he was 13 and had never managed to give up, despite several attempts.

Within three weeks of attending the NHS sessions, however, he had quit.

With a new lease of life – and more money in his pocket – John bought mountain bikes for the family and they all now enjoy regular cycling trips together.

He said: "I'd tried everything from acupuncture to hypnotherapy, but nothing worked.

"Smoking between 20 and 30 a day was not only expensive – about £45 a week – it was also having an effect on my health.

"When I got up in the morning it took me about 15 minutes to catch my breath and I'd then have a couple of cigarettes and a coffee instead of breakfast.

"Shaun also hated the smell.

"I was determined to give up so went along to the Stop Smoking Service. It's been absolutely fantastic. I started in May and within three weeks I'd given up."

Quitting has proved to have a massive impact on John's life.

He said: "With the money I saved, I bought myself, Michelle and Shaun bikes and every couple of weeks we now cycle along the Forth and Clyde Canal from Glasgow to the Falkirk Wheel.

"If you don't smoke it's hard to imagine the difference giving up makes to your life. The difference in energy is amazing and you can taste and smell things you never did before. You enjoy food again, and I've developed a great love of seafood, especially sushi!"

The NHS Lanarkshire stop smoking groups provide help to quit with support from stop smoking advisors and other quitters.

Groups are held on a weekly basis for six weeks with two follow-up sessions. Free nicotine replacement therapy is also available.

Lynne O'Hare, smoking cessation co-ordinator for Cambuslang and Rutherglen locality, said: "All healthcare professionals can play a vital role and are perfectly placed to refer clients to the service."

People can be referred to the service by any healthcare worker using the health professional/self-referral form – accessible in the Stop Smoking Service section on FirstPort.

**For more details contact the NHS Lanarkshire Stop Smoking Service on 08452 17 77 07 or text 'Advice' to 81066.**



WHEELY GOOD FUN: John Hailes with son Shaun and wife Michelle



**PARTNERSHIP IN ACTION:** from left – Lesley Baxter, patient involvement co-ordinator, NHS Lothian, Prof Phil Hanlon, Kenny Milne, front, public partnership co-ordinator, NHS Ayrshire & Arran, Tim Davison, Anne Lindsay, vice-chair, CLPPF, and Irene Miller

CLYDESDALE Locality Public Partnership Forum (CLPPF) recently held a successful public event in Symington. "Partnership in Action" was designed to raise awareness of the work of CLPPF among local people and organisations, and to encourage more local people to get involved.

CLPPF is an organisation comprising local people and representatives of voluntary organisations who have an interest in their health service.

They are consulted by NHS Lanarkshire and its partner agencies on a wide range of health issues, and are able to give constructive input to those who plan and deliver health services, both locally and nationally.

Irene Miller, Clydesdale Locality Public Partnership Forum chair, said: "More than 100 people attended the event, and it seems to have been enjoyed by everyone.

Most importantly, many people of all ages and walks of life have expressed an interest in becoming involved in CLPPF following the event."

Speakers at the event in the Tinto Hotel included Prof Phil Hanlon of Glasgow University, who gave a highly entertaining and informative talk about the delivery of healthcare and the challenges faced in the future.

Tim Davison, chief executive of NHS Lanarkshire, followed with a fascinating insight into the challenges faced in delivering health services in Lanarkshire.

There was also a variety of stalls giving information on the various organisations in Clydesdale. During the event, NHS Lanarkshire Braveheart nurses offered health checks and there was plenty of opportunity for networking.



**SUPPORT FOR ALL:**  
the Feedgood Factor  
aims to encourage  
women to breastfeed

**In brief...**

**Group focuses on haematology**

A PROJECT group has been established to look at how best to achieve a concentrated haematology inpatient base within Monklands Hospital.

The proposal to move haematology beds to a single site was developed as part of A Picture of Health public consultation in 2005. The Cabinet Secretary for Health and Wellbeing ratified these proposals in 2007 as part of the accident and emergency review.

The move has been driven by clinicians so that patients would benefit from improved access to dedicated haematology beds and a multidisciplinary haematology specialty team.

This would ensure NHS Lanarkshire developed high-quality, co-ordinated care and would improve the continuity of care. Outpatients would continue to attend their local hospital.

Concentrating services on a single site would also offer increased opportunities to retain and recruit health staff and to develop training and expertise to enable further expansion of the extended roles.

**Finance staff leap Forth**

FEARLESS finance staff from Monklands Hospital raised more than £1000 by abseiling off the Forth Rail Bridge.

Steven Hannah and Liz Young from the corporate finance department undertook the brave task to raise money for Action for Children.

And their 165-foot freefall down the iconic Scottish landmark succeeded in raising £1008.82 for the charity that supports and speaks out for vulnerable children.

Financial accounts team leader Steven, from Coatbridge, and administration assistant Liz, from Blantyre, thanked everyone for their generous support.

# Get the benefit

## The Feedgood Factor roadshow encourages mums to breastfeed

AN EXHIBITION to raise awareness of the benefits of breastfeeding for both babies and mums visited the Antonine Shopping Centre in Cumbernauld.

The Feedgood Factor campaign highlights the health benefits of breastfeeding, as well as its role in strengthening bonds between mum and baby.

The feedgood factor roadshow gives advice and support for “significant others” – people who can support and encourage to help women choose breast over bottle.

Local breastfeeding support staff were on hand to offer practical advice and guidance on breastfeeding and local services.

The feedgood factor roadshow is part of the national campaign to improve breastfeeding rates in Scotland.

Belinda Morgan, health improvement programme manager at Health Scotland, said: “All the evidence shows that if women are supported by partners, parents and in-laws, they are more likely to choose to breastfeed.

“That’s why the campaign also appeals to partners and grandparents. If these supporters are on board, mums are more likely to feel encouraged to persist with breastfeeding.”

Breastfed babies are less likely to be ill with stomach infections, chest infections and ear infections, suffer from allergies, including asthma and eczema or develop diabetes in childhood.

Mothers who breastfeed are less at risk of developing ovarian cancer and breast cancer. The NHS

recommends that babies are exclusively breastfed for the first six months of their lives to give them the best possible start.

**▶ For more information, please visit [www.feedgoodfactor.org.uk](http://www.feedgoodfactor.org.uk) or call the National Breastfeeding Helpline on 0300 100 0212.**

**For further information about breastfeeding support and services locally, please email the Lanarkshire Breast Feeding Initiative at [lbi@lanarkshire.scot.nhs.uk](mailto:lbi@lanarkshire.scot.nhs.uk)**

## Give your views on laboratory services

A PROJECT board has been set up to take forward the redesign of laboratory medicine services.

It will complete a review of these services, develop recommendations and options for single system working, giving due regard to issues of quality, patient safety, costs and efficiency.

The review, due for completion by spring 2010, will consider modernisation and redesign of the laboratory medicine services during core and non-core hours and possible reconfiguration of the services across Lanarkshire at a specialist level,

creating an improved network of services within the existing single integrated management structure.

All papers relating to the review are available on FirstPort.

A key objective of the project board will be to include the views of staff and customers in its consideration of future changes. To this end, stakeholder engagement events will take place on 4 February from 10am-noon and 2pm-4pm in the Ronald Miller Education Centre, Wishaw General Hospital.

An evening session will also be held at 6.30pm for staff who are

unable to attend during the day.

The purpose of these events is to share progress on the review of Laboratory Medicine Services, sense-check with stakeholders the emerging ideas from the Review about future service reconfiguration and redesign, as well as firm up recommendations and options for change ahead of an options appraisal scoring event for spring 2010.

**▶ To attend an event, email [lorraine.forrest@lanarkshire.scot.nhs.uk](mailto:lorraine.forrest@lanarkshire.scot.nhs.uk)**

## Forum's poster campaign

EAST Kilbride and District Public Partnership Forum (PPF) are aiming to raise awareness of their services through the distribution of new posters and leaflets.

Former East Kilbride Provost Helen Biggins, who chairs the PPF, said: “We provide people with the opportunity to have their voices heard and improve matters relating to health.

“Through ourselves, people have the chance to comment on NHS proposals, both nationally

and in the local community and healthcare services.”

As part of the plan to promote the PPF's work, and to encourage people to get involved, posters and leaflets are being distributed to healthcare premises throughout East Kilbride and district.

**▶ For further information, contact East Kilbride and District PPF development officer Patricia Taylor on 01355 593493 or email [patricia.taylor@lanarkshire.scot.nhs.uk](mailto:patricia.taylor@lanarkshire.scot.nhs.uk)**

# NEW BUILDS

## Mental health facilities are under construction in Hamilton and Coatbridge

WORK is under way on two new mental health residential care centres – one in Hamilton and one in Coatbridge.

The Hamilton development is being built on the site of Beckford Lodge, Caird Street, Hamilton.

Due to open late 2010, the centre will provide 12 beds for people with complex mental health needs and a further 15 beds for people requiring low-security mental health care.

Beckford Lodge is next to Caird House, which is currently a 10-bed residential care centre for adults with a wide range of complex mental health needs.

Caird House has provided assessment, treatment and rehabilitation services to people with complex needs since 1998.

The Coatbridge development is being built on the site of Coathill Hospital in Hospital Street, Coatbridge.

It is due to open in spring 2010.

Once complete, the care centre will provide 12 beds for people with complex mental health needs.

Dr Arturo Langa, acting associate medical director (mental health and learning disabilities), said: "NHS Lanarkshire and its partners are committed to providing effective care for people with mental health care needs.

"For the vast majority of people, this will be in their own homes and communities. For a very small minority of people, this will be in modern residential care centres. In all cases, this care will be sensitive to the needs of both the individuals and the communities in which they live. "One in four adults in Lanarkshire will have mental health care needs at some point in their life.

"Being treated locally in a modern community environment with the right level of care, treatment and security is an important part of the recovery process."



**HANDS ON:** Michael Graham, executive chairman, Graham Construction, centre, lays the first bricks at the Hamilton site with help from NHS Lanarkshire chief executive Tim Davison, second from right

## Fair raises £1700

A CHRISTMAS Fair at the Dalziel Centre raised an amazing £1700.

In addition to a wide variety of goods on sale, such as home baking, Christmas cards, and floral decorations, taster sessions of complementary therapies were on offer for £5.

Carol Murphy, team leader of the Dalziel Centre, said: "The fair was a real triumph and very well attended.

"I'd like to thank everyone who

supported us and helped make the day such a success.

"The money will be used to help pay for the Dalziel Centre counsellor."

The Dalziel Centre is for patients, carers and families in Lanarkshire who are affected by a cancer diagnosis or a life-limiting illness.

**To contact the centre, phone 01698 245026/76.**

## Cheque says a big thanks

MATERNITY staff at Wishaw General Hospital issued a big thanks to members of the St Andrew no524 Masonic Lodge in East Kilbride after they handed over a cheque for £3782.

The members raised the cash after taking part in a 10-mile sponsored walk and organising a fundraising dance.

The group opted to raise money for the unit's endowment fund to thank staff for the support it gave to a member's daughter who has been cared for in the unit on four occasions.

Gillian Greenshields first attended the unit seven years ago, when sadly her twins were stillborn.

However, her following three visits have been much happier affairs, giving birth to Taylor, 6, Charlie, 3, and recent addition three-month-old Sam.

Gillian, who joined members of the group to hand the cheque to staff in ward 24, said: "The staff have been absolutely fantastic every time I've been here and have been so supportive.

"Everyone at the lodge just wanted to thank them for that and we came up with these fundraising ideas.

"The fact I was eight months pregnant with Sam didn't stop me doing the walk."

### In brief...

PEOPLE'S health in Lanarkshire is continuing to improve – but increasing unemployment, an aging population and continued inequalities are among the challenges the NHS must overcome for this to continue.

These are some of the key issues highlighted and analysed by NHS Lanarkshire's director of public health, Dr Harpreet Kohli, in his annual report for 2008/09.

**Copies of the report are at [www.nhslanarkshire.org.uk/publications](http://www.nhslanarkshire.org.uk/publications)**

# SIMPLE STEPS TO HELP CURB STRESS

A NATIONAL campaign to help Scots better deal with stress was launched in Cambuslang by Public Health Minister Shona Robison.

The Steps for Stress campaign aims to help individuals recognise the signs of stress and offer them advice and information to enable them to help themselves feel better.

In a recent survey carried out on behalf of the Scottish Government, 33 per cent of Scots said they felt stressed at least a few times a week, with 15 per cent stressed daily.

However, only 30 per cent let family or friends know how they were feeling, even though 91 per cent believed stress was a common problem.

Ms Robison visited the Cambuslang and Rutherglen Community Health Initiative at the Whitlawburn Centre to meet volunteers and local people and take part in "walking meditation", a relaxation exercise.

A Steps for Stress self-help guide, containing practical information about coping with

stress, is being distributed across Lanarkshire to a range of community venues.

Ms Robison said: "Lots of us can be affected by stress, but there is help out there and lots we can do to help ourselves feel better. Our Steps for Stress campaign is about making small but positive changes.

"Even simple steps such as going for a walk can make a real difference."

Endorsing the campaign, Kevin O'Neil, Lanarkshire mental health needs assessment programme manager, said: "Stress is a common issue which can lead to a range of mental and physical health problems if people don't have the support that they need to cope.

"The Steps for Stress campaign will offer individuals practical information to help identify the sources of stress in their lives and to take positive steps to feel better."

▶ For more information, go to [www.stepsforstress.org](http://www.stepsforstress.org)

## Media Watch



**Take care to ward off winter ailments**  
Wishaw Press

**Minister's praise for Monklands**  
Airdrie & Coatbridge Advertiser

**FAST action saves stroke victim John**  
BBC

# Ringing the changes

PLEDGES to improve our health through ambitious New Year resolutions are common to many of us at this time of year.

With the start of a new decade, we might even be tempted to look further ahead. *The Pulse* asked colleagues about the major changes they have made

to their own health in the past 10 years and the changes they would like to see in the next decade.

We spoke with Susan Kane and Gemma Cox, staff nurses at Wishaw General's ward five, and Teresa Rennie, lead Macmillan haematology-oncology nurse for NHS Lanarkshire.

Susan Kane



▶ Susan said: "I've had two kids over the last few years and it's all too easy to get into bad habits and put a bit of weight on.

"I joined Scottish Slimmers. I've also started power walking and I'm going to the gym.

"You really feel the benefits to your health when you start exercising and I feel much more energetic, so this is definitely something I'm going to continue.

"Over the next 10 years I'd like to see everybody increasing the amount of exercise they do.

"This should also involve the whole family, because if children can pick up good habits when they're young, they'll continue these into adulthood."

Gemma Cox



▶ Gemma said: "My New Year resolution is going to include improving my diet and losing a bit of weight.

"I enjoy swimming so I'm going to do a lot more of that and also aim to start going to the gym.

"Improving your diet and increasing the amount of exercise you do has a huge impact on your overall wellbeing.

"Cutting down on alcohol and smoking would also make a big difference.

"Everyone has the opportunity to make some small changes to their lifestyle which will have a big impact on their health and I think that should be our aim in the next 10 years."

Teresa Rennie



▶ Teresa said: "The major change I've made is consciously looking at ways to reduce stress levels.

"I've made a commitment to read more books – non-clinical ones! We also try to get away for regular breaks through the year.

"Looking back, I think some of the new services I've helped implement, such as the weekend Chemotherapy Helpline for patients, has helped improve people's health. By being able to contact trained staff patients can avoid unnecessary anxiety.

"Hopefully in the next 10 years by continuing my own personal development I'll be able to continue to improve delivery of care to patients."

▶ NHS Lanarkshire launched the Be Ready for Winter campaign to encourage people to take small steps – such as ordering repeat medicines and knowing GP and pharmacy opening times over the festive season – to avoid illness. The campaign was highlighted by the *Wishaw Press* and the *Extra*.

▶ The library service at NHS Lanarkshire was highlighted by the *Evening Times*, the *Extra*, *East Kilbride News*, and the *Lanark and Carluke Gazette*, after being awarded Quality Assurance Framework accreditation.

▶ The *Airdrie and Coatbridge Advertiser* covered Nicola Sturgeon's visit to Monklands Hospital where she praised the good work being done. She said: "There are a lot of fantastic examples of good practice here, and it's about improving the quality of patient care and doing things more efficiently."

▶ *East Kilbride News* highlighted how a series of efficiency projects in Lanarkshire hospitals were helping to ensure more same-day surgery, shorter waiting times and quicker discharges for patients.

▶ A campaign promoting the key message that a stroke is a medical emergency and people should think FAST and call 999, was launched by NHS Lanarkshire, in partnership with Chest, Heart and Stroke Scotland. The campaign was reported widely by the media including the BBC, *Wishaw Press*, *Carluke Gazette* and the *Extra*.

▶ Lorna Colquhoun praised NHS Lanarkshire staff who helped save her premature twins. She told the *Airdrie and Coatbridge Advertiser*: "If it wasn't for my consultant David McMurray at Monklands giving me a scan and sending me to Wishaw, I dread to think what could have happened."

### SHARE YOUR STORIES

- ▶ Has a patient or visitor gone out of their way to praise you?
- ▶ Is there a new service in your department you are proud of?

Contact the communications department on 01698 245069/245077 and help us reflect the good news stories that happen within NHS Lanarkshire every day.

## Retirements



IT was an "end of an era" as Dr Michael Inglis retired from his post as consultant anaesthetist after 25 years at Monklands Hospital.

Michael had worked as consultant in anaesthesia and intensive care at the hospital from 1984 until retiring in November.

His other roles during his time at Monklands included head of department, clinical director and president of the Glasgow and West of Scotland Society of Anaesthetists.

Michael's colleague, Dr Rory MacKenzie, clinical director for anaesthetics, said: "Mike has dedicated his working life to the people of Lanarkshire and he will be sadly missed."

## MICHAEL'S LIFE OF DEDICATION

"He has been a consultant here for 25 years and was here as a trainee before that so it really does feel like an end of an era. I am sure one and all, including past patients wish him good health and great happiness in his retirement."

At a presentation lunch in his honour, friends and colleagues at Monklands presented Michael,

pictured with his colleagues, with a generous cheque.

He said: "There have been many changes at the hospital since I first arrived, but one thing that has remained constant has been the dedication of all the staff to our patients."

"I've enjoyed working here alongside a great bunch of colleagues and I will miss them."



DR RICHARD Crofton paid tribute to his late father and all the staff at Wishaw General's ward five following his retirement in December.

The consultant physician in gastroenterology, pictured above with colleagues, had worked with NHS Lanarkshire since 1983.

At a lunch held in his honour, Richard thanked his dad, Sir John Crofton, who was a professor at

Edinburgh University, and the ward five team. He said: "I'd like to pay tribute to all the nursing staff in the unit for their help and professionalism over the years and to my secretary, Angela McColm, who has worked with me for 21 years and has been wonderful."

"I must also mention my father, Sir John Crofton, who died early in November. He inspired me to become

a doctor and was a great campaigner on the dangers of tobacco and alcohol. "I owe a lot to him and I hope that what he started will eventually come to fruition."

Kirsteen Thompson, senior charge nurse on ward five, said: "We are all really sad that Dr Crofton is leaving."

"In the care and compassion that he gave to his patients he was an inspiration to us all."



DOROTHY Wiseman will be sadly missed by her colleagues in the outpatients department at Hairmyres Hospital following her retirement after 26 years' service.

Having been manager of the department since the opening of the new Hairmyres in 2001, Dorothy, who trained at Stonehouse Hospital, had previously been ward sister in medical at Hairmyres and Stonehouse.

Lynne Wilson, OPD ward sister, said: "Dorothy will be missed by all her staff and colleagues."

Dorothy, from Blackwood, near

Lesmahagow, is married to Johnny, who recently retired as deputy head teacher at Calderwood High School, Shotts.

She has two daughters and one son who are all married and she has four grandchildren with another due next year.

Dorothy, pictured holding her flowers, is actively involved in her church and enjoys participating in amateur dramatics.

She said: "I've enjoyed my job, but it's the people that make it and I've been lucky during my time here."



FRIENDS and colleagues at Viewpark Health Centre wished Diane Barron good luck for her retirement after 21 years' service.

Diane, previously from Uddingston, was with the centre from its opening in 1988, where she began as a clerical assistant.

Her latest role was as personal assistant to the team leaders.

Allison Campbell, Diane's former team leader who is now a clinical specialist with the e-health team, said: "Diane has been a terrific

worker, colleague and friend and will all really miss her. Good luck for the future Diane!"

Diane, who now lives in Lesmahagow, is married to Billy and they have a son and daughter, and two grandchildren.

She is planning to spend more time with her grandchildren and on a new hobby.

Diane said: "I've been at Viewpark Health Centre since it opened and seen a lot of changes, but they're all a great bunch."

## Long service

CONGRATULATIONS to the staff at Wishaw General who were recognised recently for their long service.

### 40 YEARS

Mary Pentland, registered nurse

### 35 YEARS

Hector Campbell, consultant vascular surgeon

Dr Balvinder Mann, consultant pathologist

Anne Jenkins, advanced biomedical scientist

Veronica Teague, community midwife

Moira Sharkey, registered nurse

Mary Neilson, midwife, ward 24

Anna Murray, healthcare assistant

### 30 YEARS

Dr John Roberts, consultant radiologist

Faye Laughland, midwife

Myra Steven, senior midwife

Irene Lister, community midwife

Margaret Russell, registered nurse

Shona Ferguson, midwife

Elsie Loughrin, registered nurse

Jeanette Deeney, registered nurse

Lynda Muir, registered nurse

Grace Allardyce, senior biomedical scientist.

### 25 YEARS

David Murray, biomedical scientist

Lorna Kennedy, community midwife

Alison Tough, admin assistant

Alexandra Rattray, registered nurse

Maureen Agnew, healthcare assistant

Ann Duffy, admin assistant

Mary Shanks, midwife

Alexandra O'Halleron, admin assistant

Appointments

# RHONA'S PLEDGE ON CANCER CARE

CONTINUING to improve cancer care and reduce waiting times is the priority, according to NHS Lanarkshire's new general manager of cancer services.

Rhona Robertson, pictured, took up her new post in December.

Although she will be based at Monklands Hospital, she will be responsible for all aspects of cancer care across the three acute hospital sites.

Rhona said: "NHS Lanarkshire's cancer services have achieved some great results in improving patient care and reducing waiting times and this is something we must maintain and improve on."

"One of the main objectives in this role will be ensuring we continue to meet the 62-day target of treating patients after being urgently referred and work towards the 31-day target."



"By achieving this we will also be improving the pathway for cancer patients, ensuring they receive the highest quality of care and treatment in as short a timescale as possible."

Rhona arrives in the post with significant senior managerial experience from an NHS career spanning 30 years.

Her most recent post was with NHS Greater Glasgow and Clyde as general manager for the south sector in accident and emergency, acute medicine and the out-of-hours service.

Prior to this, Rhona worked as a senior manager in both Monklands Hospital and the Law Hospital site.

She said: "I'm looking forward to this new challenge of maintaining and improving the quality of care for cancer patients within NHS Lanarkshire and working with the already established clinical and managerial teams."

Rhona and her personal assistant Kirsty Norwood are based at Monklands Hospital and can be contacted on 01236 712480.



THE Lanarkshire Carers Support team welcomed two new members to their ranks recently.

Pictured are information link workers Agnes Hadden, left, and Pauline McIntosh who will be working alongside Marion McParland to raise awareness of carers and carer issues in the North Lanarkshire primary care area.

The support team provides support and information to carers in Lanarkshire and raises the profile of the great work they do.

If you wish to discuss a carer issue, or are looking for more information on the support available for carers, the contacts are:

- Hairmyres – elaine.harrow@lanarkshire.scot.nhs.uk or 01355 585522
- Monklands – lesley.callan@lanarkshire.scot.nhs.uk or 01236 748748
- Wishaw – elizabeth.macdonald@lanarkshire.scot.nhs.uk or 01698 361100
- North Community Health Partnership (CHP), North Lanarkshire Carers Together – marion.mcparland@lanarkshire.scot.nhs.uk or 01698 245254 or 07788 646295
- South CHP, South Lanarkshire Carers Network (Linda Craig) – linda@slcn.co.uk or 01698 285163.

# Vital new posts

LANARKSHIRE NHS Board welcomed its two newest members, Lilian Macer and Anne Armstrong recently.

New employee director Lilian, who takes over from Hugh Sweeney, and chair of the Area Clinical Forum Anne, who follows Deirdre McCormick, formally took up their new posts at the November Board Meeting.

Lilian, who is also chair of the Unison Health Service Group, said: "I'm privileged to have been elected as chair of the Area Partnership Forum which allows me to be the employee director."

"Although it is a hugely challenging role, it's one I'm looking forward to and I'll be looking to carry on the good work Hugh did."

"My main objectives will be to ensure staff are supported, that their voices are heard and appropriately responded to, and that the organisation acts accordingly."

Anne is the divisional nurse director for community and primary care, and chair of the Area Nursing and Midwifery Advisory Committee. Her term of office, in the first instance, will be four years.

She said: "I'm delighted to have been given this opportunity to continue the work carried out by my predecessor Deirdre."

"The main challenges will involve representing the views of the Professional Advisory Committees, providing strong clinical leadership



Lilian: "Will support staff"



Anne: "Delighted with opportunity"

throughout this period of financial challenge, and ensuring we continue to provide the high quality patient care and service delivery which Lanarkshire is known for."

Both Lilian and Anne come with a wealth of experience.

Lilian, from Newmains, has been with NHS Lanarkshire for 25 years and her most recent role was as job evaluation manager and staff-side lead for Agenda for Change.

She has been an active trade union activist for more than 12 years with UNISON.

Anne has been in the NHS for 28 years, having joined NHS

Lanarkshire seven years ago.

Her current role is as the divisional nurse director for community and primary care with cross-system responsibility for child protection and healthcare associated infection.

Anne has led a number of national groups such as the development of healthcare associated infection guidance for community and primary care, development of national workforce planning tools.

She is also a member of the H1N1 Influenza Delivery Group charged with the implementation of the H1N1 vaccination programme.

GORDON Gray is determined to make health and safety a priority after taking up a new post with NHS Lanarkshire.

The health board's first head of health and safety took up the role in December.

Gordon said: "I see this position as a real opportunity to promote health and safety as well as the welfare of all staff."

"I'm looking forward to building on the systems, processes and policies in place and ensuring these are accessible and user friendly."

Gordon's previous roles included working, for nine years, at one of the UK's largest facilities management companies, where he headed up



health and safety, insurance, risk management, environmental, waste, water hygiene, gas and electrical safety. He has also worked for both Renfrewshire and North Ayrshire Councils in health and safety advisory roles.

Contact him on 01236 438209 or gordon.gray@lanarkshire.scot.nhs.uk

## Retirement

DR John B. Ferguson is retiring after working for more than 40 years in the NHS.

Dr Ferguson worked as a GP and hospital practitioner in the Lothian area before moving to Lanarkshire in 2002 to take up the post of consultant in old age psychiatry at Udston Hospital. Dr Ferguson then moved to Roberts Street in Wishaw in 2005.

Colleague Janet Sleight, senior

charge nurse, said: "Dr Ferguson will be missed by all his colleagues at Roberts Street and they wish him well for a long, happy, healthy and fulfilling retirement."

Dr Ferguson intends to enjoy his retirement by growing organic fruit and vegetables and touring scenic Scotland in his camper van.

He remains interested in saving the planet and is exploring the possibility of building an eco house.





## Handy tips for doctors

FOUNDATION Year One (FY1) medics at Wishaw General Hospital had the opportunity to receive some expert hand hygiene advice.

NHS Lanarkshire hand hygiene co-ordinator Carrie McCulloch delivered a special session as part of the FY1 training programme.

They were also joined by work experience students.

Carrie said: "We cover the same key points as the Doctors Online Training System (DOTS) programme, but I give them a face-to-face opportunity to ask questions."

The most common questions were about technique and how they can make sure they wash their hands the correct way.

It is the second year that NHS Lanarkshire has had a dedicated hand hygiene training session for FY1 medics.

Sessions are also held at Monklands and Hairmyres.

**Did you know?**  
You can get all the latest information on training courses when you visit the Training and Development homepage on FirstPort

# BENEFITS OF ACUPUNCTURE

## Search for knowledge made easier

THE NHS Scotland e-Library is to be relaunched under the new banner of Knowledge for Care.

Known as the "NHS Google", the search function is more powerful than before, and the homepage adopts a cleaner and simpler approach with quick and advanced search options.

The NHS Lanarkshire library service is offering training sessions on the new site and current Athens usernames and passwords will continue to work.

**To take a tour of the new site go to:** [www.knowledge.scot.nhs.uk/helpandtraining/help-and-training/about-knowledge-for-care-scotland.aspx](http://www.knowledge.scot.nhs.uk/helpandtraining/help-and-training/about-knowledge-for-care-scotland.aspx)

**To find out more and to book yourself on a training session please contact your local NHS library.**



HANDS ON: Claire, left, gives Susan the needle

ACUPUNCTURE sessions at the Dalziel Centre are providing pain relief to patients with palliative care needs after two members of staff completed training.

Staff nurses Claire Stewart and Susan Daly now join the centre's team leader Carol Murphy in being able to practice acupuncture.

Claire said: "We completed two weeks of intensive training in September and October and the sessions we now offer patients are proving very popular."

"By having Susan and myself trained it means more patients can benefit from acupuncture."

"It makes a big difference to patients. It provides pain relief and relaxation and promotes a feeling of general wellbeing."

Susan added: "Because there are three of us, we are now promoting the service through GP surgeries. We explain to patients how the treatment works and its benefits."

"They then receive a session each week, for a six week period."

"The results vary from patient to patient but some feel the benefits for days."

Bernadette Allan, from Wishaw, attends the multiple sclerosis drop-in centre at Dalziel and decided to give the acupuncture sessions a go.

She said: "I was dubious before but I get a lot of spasms in my leg and arm due to my illness and thought I'd give it a try."

"You hardly feel the needles but after it the results were pretty amazing."

"The spasms stopped, I felt a lot better generally, and the effects lasted a couple of days. I'd definitely recommend it."

The Dalziel Centre, based at Strathclyde Hospital in Motherwell, is for patients, carers and families in Lanarkshire who are affected by a cancer diagnosis or life-limiting illness.

**To contact the centre, call 01698 245026/76.**



## China Dolls walk the walk

THE China Dolls are a group of 10 Lanarkshire women who are planning to tackle a seven-day trek of the Great Wall of China in October 2010.

Ashley Goodfellow, NHS Lanarkshire programme manager for maternal and infant nutrition, is one of the China Dolls.

Ashley said: "Our Great Wall trek will take in Mount Simatai and Jinshanling Great Wall, Beijing, Shanxi Province and Inner Mongolia.

"We have signed up to this challenge in order to raise money for a variety of national and local charities that provide vital services and support to the people of Lanarkshire and beyond."

The China Dolls have a website to keep all family, friends and sponsors up to date with their fundraising, events and the trek itself. You can visit the website at [www.china-dolls-trek.co.uk](http://www.china-dolls-trek.co.uk)

The ladies will be organising a variety of events over the coming months to raise funds. They have already produced The China Dolls Calendar 2010.

Sponsors will be able to advertise themselves on the China Dolls website.

Ashley added: "We would be extremely grateful for any support us. We are keen to promote Lanarkshire when in China next year."

 You can keep up to date with the China Dolls via their website at [www.china-dolls-trek.co.uk](http://www.china-dolls-trek.co.uk)

## Anne is after your help to fight poverty

ANNE Docherty is looking for your support to help fight global poverty.

The public health practitioner for Airdrie has volunteered with Voluntary Services Overseas (VSO) and is currently awaiting confirmation of a placement in Cambodia.

She said: "I am hoping to get a secondment from NHS Lanarkshire to allow me to go and work in Cambodia for two years as a behaviour change communication advisor.

"My target is £900, so I need to get support from as many people as possible. I am also participating in a car boot sale and have arranged a ceilidh."

Anne, who has worked for NHS Lanarkshire for more than 10 years, is required to fundraise as part of qualifying for a placement.

She has created a webpage at [www.justgiving.com](http://www.justgiving.com) where you can make a donation by typing in her name into the "Sponsor a Friend" field. Any money donated will go straight to VSO.

VSO is an international development charity that works through, and with, volunteers.

They promote volunteering to fight global poverty and disadvantage, and bring people together to share skills, creativity and learning to build a fairer world.

 For further information visit [www.vso.org.uk](http://www.vso.org.uk)

# CREDIT WHERE IT'S DUE

NHS Lanarkshire health heroines pick up top awards at ceremony in Edinburgh

CELIA Watt and Margaret Sherwood were crowned Lanarkshire health heroines at the Scottish Health Awards 2009.

Celia, a senior health promotion officer for NHS Lanarkshire, and Margaret, a chaplaincy volunteer at Hairmyres, were recognised for their hard work and dedication.

The duo picked up their honours at a ceremony in the Edinburgh Corn Exchange in November.

Seven health professionals and teams from NHS Lanarkshire were nominated as awards finalists.

Tim Davison, NHS Lanarkshire chief executive, said: "I would like to congratulate the winners and all the finalists from NHS Lanarkshire.

"They all deserve this recognition for the hard work they do in ensuring patients receive the best possible care.

"These awards are testimony to the skills, dedication and commitment of the winners and finalists, and all staff in NHS Lanarkshire who strive



Celia Watt, left picture on the right, receives her award from Public Health Minister Shona Robison and Margaret Sherwood, far right, receives her award from Volunteer Development Scotland's George Thomson



to provide first-class healthcare. "On behalf of the Lanarkshire NHS Board I would like to say how proud we are of our staff and their efforts."

Celia picked up the Healthy Lifestyle Award after she was nominated by a colleague for her successes in improving the oral

health of expectant mothers and teenagers in Lanarkshire.

Margaret Sherwood accepted the Volunteers Award after she was nominated by the chaplaincy team at Hairmyres to honour her 50 years of dedication to the service.

As a volunteer, Margaret has delivered chaplaincy services to

patients at the hospital for more than five decades.

Health Secretary Nicola Sturgeon said: "The winners of this year's Scottish Health Awards have been recognised for making a special contribution to healthcare.

"With more than 300 nominations received across 17 award categories, many of these from patients and the public, it is no doubt that there is a great affection for NHSScotland and those who work in it.

"All nominations showcased excellent examples of personal commitment, innovation and excellence.

"I congratulate the winners and the runners up for their enthusiasm and commitment to improving patient care in Scotland."

 For more information, visit [www.scottishhealthawards.com](http://www.scottishhealthawards.com)