GETTING BETTER...

Survey shows improvements in key areas

NHS Lanarkshire’s results for the 2010 staff survey show improvements in key areas.

NHS Lanarkshire’s results were also at least five per cent higher than the NHSScotland average in 14 areas.

The survey highlighted three areas for improvement where results were below average (see panel, right) and there were no areas where NHS Lanarkshire’s 2010 results were significantly below those of 2008.

In NHS Lanarkshire, 2,494 staff took part in the survey which asked questions linked to the Staff Governance Standard.

Lilian Macer, employee director of NHS Lanarkshire, said: “The survey is an important opportunity for us to listen to how staff feel about important aspects of their employment.

“The results show a lot of encouraging feedback and improvements. But they also flag up key areas that we need to work hard to improve.

“The relatively low number of staff taking part was disappointing as the survey results are used to inform the annual staff governance action plans. Hopefully more people will participate in future surveys.”

Tim Davison, chief executive of NHS Lanarkshire, said: “The survey shows we’ve made big improvements in some areas since 2008 and our results are good when compared to the rest of NHSScotland. We recognise that we must focus on continuing to make improvements.

“We will now work in partnership with staff side representatives to examine the results in detail and put in place an action plan.”

A highlight report of the results is available on FirstPort.

Switch on to a green workplace

REDUCING energy consumption and improving our recycling record should be a key aim for us all.

NHS Lanarkshire has made some important steps in reducing carbon emissions and energy use.

A new report shows NHS Lanarkshire was the only health board in Scotland to consistently meet its energy consumption targets since monitoring began in 1993/94.

But there is still much for us to do to improve our energy efficiency.

Pictured are Maureen McGinn (left) and Libby Costello, from the technical services department, who are part of the property and support services team involved in ensuring the health board continues to improve its energy efficiency and recycling record.

FIND OUT WHAT THE HEALTH BOARD IS DOING TO USE LESS ENERGY AND WHAT YOU CAN DO TO HELP PAGE 3 →
2-9 GENERAL NEWS
New health centres open; Monklands Hospital to benefit from refurbishment programme; group looks at patient meals; mother and baby saved from swine flu; and health checks made available.

10-11 REPORTING INCIDENTS
How DATIX will help us learn from incidents and prevent them from happening again.

12-14 LOCAL, DISTRICT, PARTNERSHIP NEWS
St Andrew’s Hospice celebrates milestone; charity warns youngsters on dangers of knife crime; and a new Physiotherapy Assessment Line is launched.

16-17 PEOPLE AND COMPETITIONS
Retirements and many ways to win prizes.

18-19 COMMUNITY AND TRAINING
Public partnership forum and training planner.

20 ACHIEVEMENTS
GP of the year and champion bowler.

The new Health Improvement Library is now at Law House

“This is a very exciting development that will provide you with all the services you have come to expect from the library service.

“This includes a full range of resources covering a wide range of subjects and a full-time professional librarian on site.

“The Health Improvement Library is also open to the public, so please encourage anyone you know who needs access to top quality health information, to pay us a visit.”

The library continues to provide the following:

- Open access PCs for one-to-one training and private study
- Books and journals relevant to health improvement
- Training on The Knowledge Network, CINAHL database, Refworks and literature searching
- Multimedia resources – models, kits, training packs, etc
- A literature search service
- eUpdates – a list of the latest research in your field emailed to you
- Leaflets and posters on a range of health topics
- Friendly help and advice.

Order through the library and save

You can now save time and money by ordering any books and journals you need to buy through NHS Lanarkshire’s library service.

The library service is responsible for the ordering of books and journals across Lanarkshire and has helped save the health board more than £1,200 since April 2010.

There are several advantages to ordering through the library. For example, the library can often get items cheaper from approved medical book suppliers. Also, the library can check whether items already exist in Lanarkshire, therefore reducing duplicate orders. Amanda Minns, NHS Lanarkshire’s library services manager, said: “More than 25 departments have already benefited from ordering their book and journal items through the librarians since the launch of the service in April 2010.”

Departments can expect to save anything from £1.99 to £150 per order – depending on quantities. “The library can also guarantee free postage and packaging on books and journals orders when ordered through our suppliers.”

Orders can be sent on the normal non-stock requisition forms or via email. Remember that the last day for orders to be processed in this financial year is 25 March.

Send form to Amanda Minns, library service manager, Hairmyres Hospital, or email amanda.mmins@nhslanarkshire.scot.nhs.uk

LIVES SAVED: Lynsey Frew paid tribute to the staff who provided excellent care to her and her baby. See page 7
We’re powering ahead with energy efficiency

There are many ways you can be greener as well as save energy costs

CARBON emissions and energy consumption continued to fall in 2010, but NHS Lanarkshire’s head of sustainability and environment says there’s still work to be done.

Marie Porteous is delighted with the progress that has been made.

She said: “In 2010, a number of projects – including replacing windows, boilers and light fittings at various sites – helped the health board cut these emissions.

“Staff also played their part by switching off their PCs, monitors and printers at the end of every day.

“We are making good progress in becoming a more energy efficient organisation, but there is still a lot of work to do.”

Marie added: “As well as continuing to promote the ‘switch off when not in use’ message, we want to encourage staff to consider reducing their reliance on travelling by car – whether to and from work or during working hours to meetings.

“The NHS Lanarkshire Travel Plan provides advice on how to reduce your reliance on your car by promoting public transport, car sharing, park and ride, cycling and walking.

“We also hope to make an announcement soon on changes being made to the management of NHS Lanarkshire’s waste with improved recycling processes which will be more energy efficient, reduce our carbon footprint and bring significant financial savings to the organisation.

“Events are also being organised at various locations which will help demonstrate how we can all be more energy efficient.”

In 2008, NHS Lanarkshire signed up to the Carbon Trust Carbon Management Programme and was set a target to reduce carbon dioxide emissions by 15 per cent by 2014 – which would save £5.1 million.

The health board also signed Scotland’s Climate Change Declaration in June 2010, joining other organisations, including the Scottish Government, the Convention of Scottish Local Authorities (COSLA) and the Energy Savings Trust.

This declaration includes commitments both to mitigate our impact on climate change through reducing greenhouse gas emissions and to adapt to predicted climate change impacts.

Throughout 2011 Pulse articles and staff briefing items will let you know what is being done to cut carbon emissions and energy consumption and what you can do to help.

The only board to hit all our energy targets

A NEW report shows NHS Lanarkshire has consistently met its energy consumption targets since monitoring began in 1993/94 – the only Scottish board to do so.

The 2009-2010 Annual National Environment Report, published in December by Health Facilities Scotland (HFS), showed that NHS Lanarkshire was the only board to have performed under the two per cent energy consumption target in every year.

Marie Porteous, NHS Lanarkshire’s head of sustainability and environment, said: “A lot of work has been carried out to reduce our energy consumption and this report highlights the good progress that is being made.

“With more stringent emission targets, and in the current financial climate, there will be some tough challenges to face over the coming years but we’re confident that we can continue the good progress that has already been made.”

The HFS report details NHS Scotland’s environmental performance with trends measured over periods of up to 24 years and covers energy consumption, water consumption, wastewater and trade effluent and both clinical and non clinical waste. From the report for 2009-10 NHS Lanarkshire had a score of 114 for climatically adjusted energy performance, better than the Scottish average of 124.

Energy use per bed was 187 gigajoules (GJ) compared with the Scottish average of 216 GJ. For energy costs per bed, NHS Lanarkshire was fifth out of 16 in the league table, with a total cost of £1,965 per bed against the Scottish average of £2,291 per bed.

Why not join the Cycle to Work scheme?

WITH the light nights and summer on the horizon, perhaps now is the time to take advantage of NHS Lanarkshire’s Cycle to Work scheme.

The scheme was introduced last year and gives staff the chance to get themselves a bicycle and associated equipment up to the value of £2000. Almost 70 staff have taken advantage of the scheme so far, and some have saved hundreds of pounds.

Graham Johnston, head of management services, said: “This is a great opportunity to get yourself a brand new bike.

“Cycling to work is not only good for you as it helps keep you fit and healthy, it’s also good for the environment as it can help reduce carbon emissions through less car use.”

To qualify for NHS Lanarkshire’s Cycle to Work scheme, you should be a permanent employee and 50 per cent of the bike’s use should be to cycle to work.

To find out more about the scheme visit www.cyclescheme.co.uk and click on the employees tab. You can also visit the travel section on FirstPort.

The Cycle to Work scheme is part of NHS Lanarkshire’s Travel Plan launched in 2008 to encourage more sustainable travel within the organisation.

To help you find out more about the scheme and help you learn more about cycling in general, NHS Lanarkshire cyclists plan to hold information events in a variety in NHS Lanarkshire workplaces.

Events will take place during Climate Change Awareness Week which runs from Monday 21 March. Details will be displayed on FirstPort and highlighted within the weekly staff bulletin.

PEDAL POWER: Consultant in public health Dr Brian OSullivan regularly cycles to work
They've quit the habit with help

A GROUP of South Lanarkshire Council (SLC) workers recently drew support from each other to quit smoking. The workers attended an NHS Lanarkshire’s workplace smoking cessation group which met in SLC’s Montrose House, Hamilton.

Twenty seven workers set a quit date and many returned every week for an hour to share their experience of quitting and encourage each other to kick the habit.

By the end of the six-week programme, almost two thirds of the group had not smoked for a month.

Smoking cessation nurse Anne Roadnight said: “This group has been one the most successful South Lanarkshire staff groups we have had in years.

For almost two thirds of them to be still not smoking after a month, is fantastic.

“It’s been down to them as they’ve all been really supportive of each other.”

Fellow smoking cessation nurse Iona Bryson, said: “For any quitter, the first few weeks can be the most difficult.

“That’s one of the reasons we have groups like this.

“They give quitters the chance to support one another and give each other tips on how to avoid the temptation to light up.”

It is estimated that people who join a smoking cessation group are four times more likely to succeed than those who try it on their own.

It underlines the importance of peer support.

Montrose House group member Lucy Dahame said: “You can’t underestimate the importance of support from those around you.”

“I recently asked a friend to give me a cigarette, but she knew I was trying to quit and told me that if I wanted it, I’d have to take it.

“That 60 seconds of thinking was all it needed for me to realise that I didn’t really need or want a cigarette.”

ON 28 February, the doors closed on Hartwoodhill Hospital.

It marked the end of an era for mental health services in Lanarkshire that stretched back more than 100 years.

It started in 14 May 1895 when Hartwood Hospital opened nearby. In 1935, Hartwoodhill Hospital opened to accommodate the growing number of patients being admitted.

By the mid 1950s these hospitals had about 2,500 beds between them. The focus was almost exclusively on institutional care.

In the 1980s the first signs of change emerged. There were now 37 wards and 1931 patients. Crucially, the first rehabilitation services were developed with three inpatient “community” sites. There were still just community psychiatric nurses covering Lanarkshire.

In the 1990’s the pace of change quickened with the first funded discharge programme to group homes. Community teams expanded and there were more “community” in-patient sites.

This brought about the closure of Hartwood in 1998.

The 2000s saw major investment driven by the updated Mental Health Strategy. The focus was on rebalancing from institutional to community care with the aim of delivering any required inpatient care in small, community-based, custom-built accommodation. Most recently, this has led to the opening of Glencairn at Coathill Hospital and Beckford Lodge, in Hamilton.

ALL staff who deal with medication are being asked to ensure they record any adverse reactions to drugs.

A recent report from the Yellow Card Centre, Scotland – which aims to improve drug safety in Scotland – shows a poor rate of reporting for the year 2008/09.

Staff should use the yellow card scheme if they suspect a health effect has been caused by a medicine in normal therapeutic use.

Information to include on a Yellow Card should include:

- Details of the patient
- Suspect drug
- Suspect reaction
- Other medications used
- Your details.

Alastair Thorburn, chair of the NHS Lanarkshire Area Drug and Therapeutics Committee, said: “All healthcare professionals must demonstrate vigilance in their clinical practice.

“Please report all suspected serious reactions for all medicines, and all suspected reactions in Black Triangle status medicines (new medicines) via the Yellow Card Scheme.”

You can find out more at www.yccscotland.scot.nhs.uk or by calling 01355 262 295.
Making the most of Monklands...

Refurbishment to help ensure patients receive quality care

A SERIES of refurbishment works is well under way at Monklands Hospital.

The 33-year-old hospital will benefit from significant investment over the next three years.

Colin Lauder, head of modernisation in the acute division, chairs a project group which has been established to oversee the programme of works.

Colin said: “We have considered, in detail, the clinical service modernisation and investment required.

“Much of the work involves improvement to the drainage, heating and electrical supply.

“While this may not be visible to patients, staff and visitors, it is essential to ensure that Monklands remains a modern, efficient hospital.”

The work has already led to the refurbishment of the haematology inpatient ward and the dermatology unit.

Other projects include:

- Repairs to the main drainage system
- Replacement programme for clinical wash hand basins
- Replacement programme for nurse call systems
- Initiate site traffic management strategy
- Increased hot water calorifier capacity in accident and emergency
- Increased provision of emergency electrical lighting
- Replacement of theatre air handling controls
- Extension of mains water filtration
- External façade annual safety inspection/repairs.

The refurbishment programme will help to maintain modern clinical services and address building challenges that the hospital faces.

Rosemary Lyness, director of acute services, said: “If we are to offer the highest standards of care to our patients, we need to ensure that the patient environment is fit for purpose.

“This refurbishment programme will ensure our patients continue to receive high quality healthcare.”

Group to tackle car park congestion

PATIENTS, staff and visitors know that congestion within the Monklands Hospital car parks is a major issue.

A project group has been established to address this issue and identify potential solutions to the parking and traffic management problems at Monklands.

The aim of this group is to:

- Improve safety by reducing the very real risk of injury by better separation of pedestrians and vehicles
- Improve the access arrangements for patients, particularly those with mobility difficulties
- Allow staff who travel to and from Monklands as part of delivering services to do so more effectively without wasting time looking for a parking space
- Develop better public transport access
- Meet the requirements of North Lanarkshire Council in controlling traffic congestion in the surrounding streets and in being able to gain planning approval for further development of the hospital site
- Improve the available parking and traffic management system

The project team would like to get the views of stakeholders, and generate ideas, on:

- Developing a parking policy
- Establishing priority
- Enforcement.

A Staff Sounding Board event is scheduled to take place on 28 March.

If you have any comments or would like to attend the Staff Sounding Board, email craig.mckay@lanarkshire.scot.nhs.uk or call 01698 245242.

Revamped ward is unveiled

AS PART of the Monklands investment programme, a refurbished haematology inpatient ward has opened in Ward 16 at Monklands Hospital.

The new 20-bed inpatient ward is an increase of four beds from the previous provision across Lanarkshire.

John Murphy, consultant haematologist, said: “Concentrating haematology inpatient services at Monklands Hospital allows us to concentrate our specialist doctors, nurses and other healthcare staff on one site to provide high quality, co-ordinated care and improve the availability of specialist beds for haematology patients.”

Patients will only go to Monklands Hospital if they require to be admitted as an inpatient and will still go to their local hospital for outpatient appointments and most chemotherapy treatment.

NHS Lanarkshire engaged with patients, staff, carers and partner agencies in the process of planning this service improvement. The outcome of this engagement concluded that NHS Lanarkshire could provide a better service by having all inpatient beds in one hospital. Monklands Hospital was identified as the preferred site.

As part of NHS Lanarkshire’s cancer strategy, Monklands will be the site of the cancer centre.

In addition, Maggie’s Lanarkshire will also be built at Monklands.

Outpatient and day patient services are currently located in all three NHS Lanarkshire acute hospitals and this will remain unchanged.
FOOD FOR THOUGHT

Patient meals set to improve as group looks at a new approach to catering

A GROUP has been established to look at how patient catering is provided in all of Lanarkshire’s hospitals.

The task and finish group, which will be led by Anne Armstrong, chair of the Area Clinical Forum, aims to improve the patient’s experience of food and drink in hospital and builds on the work of the organisation’s Food Fluid and Nutritional Steering Group.

It has been established following the results of the Better Together Patient Survey which highlighted that only 52 per cent of Lanarkshire patients were happy with the food received during their stay in hospital. This compares to 77 per cent nationally.

Anne said: “The survey showed we are below the national average when it comes to satisfaction with hospital meals and we are keen that we take action quickly to improve.

“Catering is done differently on all of our sites, but we can implement basic principles and guidance to ensure a consistent standard is applied.

“It is also important that all staff realise that it is their responsibility to make sure their patients are satisfied with the food they are served and to offer alternatives where they are not.”

Areas the group will look at include:
- consideration of patient information
- the menu and presentation of food
- the relationship between the production and serving of food
- the patient’s experience of eating and drinking while in hospital
- the presentation and performance of relevant staff.

A series of small changes will be piloted on wards to identify what can make a positive impact.

Once the group, which includes patient representatives, as well as catering, nursing and allied health professional staff, has identified and recommended the changes, the Food, Fluid and Nutrition Steering Group will lead the implementation process assisting staff to implement the recommendations into day to day practice.

Further information will be made available to staff as work progresses.

Moral duty to keep the vulnerable safe

ADULTS who may be considered vulnerable are occasionally at risk to exploitation or harm but Jim Grierson is helping to make sure this danger is minimised in his role with NHS Lanarkshire.

Jim, who is based at Wishaw General, is a practice improvement and development nurse (mental health) with the remit for adult protection within the health board.

In addition to providing staff with support and guidance on the correct adult protection processes and the Adult Support and Protection (Scotland) Act 2007 legislation, he also delivers appropriate training.

Jim said: “Most adults who might be deemed vulnerable, such as older persons and those with dementia, people with physical or learning disabilities or mental health problems, manage to live their lives without experiencing harm.

“However, for some, the nature of their impairment or dependence on another may result in exploitation or harm.

“Staff in a wide range of areas within NHS Lanarkshire have a moral duty to make sure their patients are safeguarded and protected from harm.”

“My primary purpose is to promote the principles which underpin adult protection good practice in addition to re-enforcing our duty to report, to share information, to co-operate and to provide medical examinations.”

Jim’s role is part of the Adult Support and Protection (ASP) group, which is chaired by Paul Wilson, executive director of nurses, midwives and allied health professionals.

Group membership includes professional leads, managers, and practitioners from across primary care, the acute divisions and ASP coordinators from both north and south adult protection committees.

Assisting Jim in delivering training to staff is Lorraine Ferguson, joint services trainer.

Move to centralised HQ at Kirklands site on track

THE development of the centralised headquarters at the former Kirklands Hospital site remains on target with staff moves taking place in May.

The movement of staff from a number of sites will result in the rationalisation of NHS Lanarkshire’s estate at Strathclyde and Cieland hospitals, and with Salus staff moving to Beckford Street in Hamilton.

This will end the lease of premises at Centrum Park in Coatbridge.

Various staff groups including Salus, Practice Development Unit, Bankwide, Community Dieticians, Long Terms Conditions and Care Home Liaison will be moving into the Beckford Street premises.

These moves are also expected to be completed during May.

Tom Findlay, staff side representative, commented: “There is a huge amount of work involved in organising the movement of staff into the centralised headquarters at Kirklands and of those moving into Beckford Street.

“We recognise that this will cause a significant amount of disruption during the moves, but close liaison with staff is taking place to ensure we condense the timeframe for the moves and minimise the impact of the disruption.

“All the staff moving to Kirklands will have new contact telephone numbers and these will be publicised ahead of the moves.

“Ian Ross, director of planning, who has been leading the overall process, added: “These moves will help us to improve our efficiency.

“We will save money not just through the rationalisation of the estate but also through the co-location of staff and improved ways of working.”

“New tool to reduce health and safety risks

MANAGING health and safety risks sensibly ensures employees and the public are protected from harm.

And now a new leaflet has been produced by NHS Lanarkshire’s occupational health and safety service, Salus, which dispels some of the myths associated with health and safety.

Senior health and safety advisor Hugh Innes said: "We have all seen the bad press that health and safety often receives with the belief that there are now more regulations and red tape than ever. In reality, the number of health and safety regulations has more than halved since the introduction of the Health and Safety at Work Act in 1974.

“Current legislation and guidance has concluded that the ‘risk assessment process’ is ‘key’ if health and safety risks are to be managed successfully.”

The ‘management tool’ developed by Salus, provides managers and supervisors with the means to apply the risk assessment process successfully, through the implementation of departmental health and safety control books.

For more information on adults requiring assistance in relation to the Adult Support and Protection (Scotland) Act 2007, and available training opportunities, contact Jim on 01698 361100 Ext 7006 or email jim.grierson@lanarkshire.scot.nhs.uk

For more information on health and safety issues and a copy of the new Health and Safety Fact of Fiction leaflet, which is now distributed to all new staff at induction, is available for all staff, via the Salus Page on FirstPort http://firstport/sites/salus/default.aspx
A NEW mum who almost died from swine flu and needed an emergency caesarean to save her baby has paid tribute to the Wishaw General staff who cared for her.

Lynsey Frew, 29, from Rigside, Lanark, her fiancé Willie Lane, 43, daughter Luci, seven, and son Greggor, five, all fell ill on Boxing Day with flu-like symptoms.

However, Lynsey's condition deteriorated through the following week and on Hogmanay she was rushed by ambulance to accident and emergency at Wishaw General.

“By late on New Year's Day she could no longer breathe for herself and the decision was taken to perform an acute caesarean to save her unborn daughter. The following day, Sarah Frew Lane was born seven weeks early and taken to the neonatal unit to receive the highly specialised care she required.

Mum Lynsey, meanwhile, began her battle for survival within the intensive care unit (ICI).

Thankfully she recovered and has praised the level of care and compassion she received, which she said was essential in her recovery.

New mum pays tribute to excellent care

“I want to thank every member of the Wishaw General staff … They saved my life and Sarah’s”

Lynsey said: “Even when my condition started to improve I felt really down and didn’t feel like a new mum.

“But the staff here were amazing. First Pamela, the ICU nurse looking after me, was so bright and positive and her personality began to rub off on me.

“Then I received a letter, along with a photo, from Sarah, written by Cath, a nurse in the neonatal unit, saying how well she was doing and looking forward to meeting me.

“It was the first sign of recognition I had that I was a mummy again, the first connection, and that the H1N1 was just something that I needed to beat. I don’t mind admitting there were a lot of tears and I’ll keep that letter forever.

“I still wasn’t well enough to see Sarah, but the neonatal unit set up a live television link so I could see her from a screen in my room.

“As soon as I could see her I immediately had this serene, calming feeling, and my breathing improved. I thought ‘that’s what I’m fighting for’.

“The nurses could talk to me and tell me what was happening. They left the screen on all that night so I could watch her and although I didn’t sleep much I had a great night.

Lynsey continued: “I also need to mention Shona, the midwife co-ordinator from neonatal. She just sat with me for hours and let me talk and talk and talk. It was so great to just let everything out that I’d been bottling up and it made such a difference to me.

“But I want to thank every member of the Wishaw General staff who helped me, the nurses, midwives, doctors, consultants and IT guys who helped set up the live link.

“They saved my life and Sarah’s. They gave me my life back and the chance to see my two children again and I can now look forward to marrying Willie in June this year.”

THREE wards within NHS Lanarkshire’s acute division have been praised for their good practice by the Mental Welfare commission for Scotland.

The commission had visited the wards to observe and report how care for patients diagnosed with dementia or confusion is delivered.

Against the seven caring and compassionate practice guidelines available on www.lanpdc.scot.nhs.uk the three wards that participated were commended for their good practice.

The Mental Welfare Commission identified several areas of good practice:

- the thoughtful and caring approach staff showed towards patients
- despite the high levels of activity there was a calm atmosphere in the ward
- there was good communication between members of all disciplines and with patients and relatives
- staff spent time to ensure relatives were involved and informed about treatment and care
- staff used ‘getting to know you’ forms to see patients as individuals

Nine people who are new to supervision have been reminded that a recently launched DVD is available to help them.

The DVD entitled ‘Make Room for... Clinical Supervision’ is an information resource which includes demonstrations, reading materials, reference lists, local policies and guidelines to all staff who want to improve their clinical supervision.

It includes personal statements, demonstrations through role play, reading materials, reference lists, local policies and guidelines to help them enhance their knowledge and experience.

The DVD is a collaborative effort which has been developed by NHS Lanarkshire, NHS Ayrshire and Arran and the University of the West of Scotland.

It was launched in September last year at the NHS Celebrating Lanarkshire conference.

Pauline Hanlon, NHS Lanarkshire practice improvement and development nurse, said: “This is a fantastic resource which I’d like to remind and encourage all relevant staff to make use of.

“It can be used for personal or group learning where staff can learn new skills and/or reassure themselves that the clinical supervision they have in place reflects best practice.”

The DVD is now available to teams and services within NHS Lanarkshire.

“Interventions may include access to physiotherapy, occupational therapy, counselling and/or occupational health and safety support.”

The telephone-based service will enable individuals, who work for a small to medium-sized company with less than 250 employees, to remain in work.

“Interventions may include access to physiotherapy, occupational therapy, counselling and occupational health and safety support.”

Anyone interested in the service should call 0800 019 2211.

For further information on dementia care and the Older Peoples’ Experience of Nursing (OPEN) programme contact June Delaney, senior charge nurse, practice development scholar at June.delaney@lanarkshire.scot.nhs.uk or on 01236 771052.

For further information on the DVD and to order a copy contact Pauline Hanlon on 01698 366011 or at pauline.hanlon@lanarkshire.scot.nhs.uk.

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Make room for DVD

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Two new primary care facilities unveiled

The £18 million Buchanan Centre was closely followed by the opening of the new Carluke Community Health Centre, which was opened by the Cabinet Secretary for Health and Wellbeing, Nicola Sturgeon. The Buchanan Centre houses health and council services in a four-storey, 8000 square metre building which includes a spectacular central atrium.

The building’s ground floor accommodates North Lanarkshire Council services, while NHS Lanarkshire uses the remaining three floors hosting two general dental practices, an innovative dental training centre and two GP surgeries, as well as a range of community health services.

The new £13.6 million Carluke Community Health Centre is built over three levels and provides a wide range of general practitioner-led services such as diabetes, electrocardiogram (ECG) and chronic disease management clinics as well as clinics covering coronary heart disease, asthma, stroke and blood pressure.

Other services include podiatry, speech and language therapy, child health and council services in a four-storey, 8000 square metre building which includes a spectacular central atrium.

Get a health lifestyle check

SALUS Occupational Health, in conjunction with the Healthy Working Lives Team, are offering lifestyle checks to NHS Lanarkshire staff as part of the Healthy Working Lives Award Scheme. Kirstin White, occupational health nurse, said: “The lifestyle check will consist of a confidential face-to-face consultation with an occupational health nurse and will last approximately 25 minutes.”

The health checks will give staff the opportunity to discuss any health concerns including smoking, diet, alcohol consumption, mental health and sexual health issues.

A confidential report will be provided for each staff member participating in the checks and, depending on the results, onward referral can be discussed.

Kirstin added: “Dates have been organised throughout 2011 and appointments can be made directly with your local occupational health department in Hairmyres, Monklands and Wishaw General Hospital, and through the healthy working lives co-ordinators for each locality.”

For further information or advice please contact your local occupational health department or healthy working lives co-ordinator.

Maternity staff impress DJ

RADIO Clyde DJ Suzie McGuire has given birth to a baby boy at Wishaw General Hospital.

Suzie and husband Derek Mitchell were delighted at the arrival of Oliver Thomas Mitchell, who weighed 8lb 6oz.

Suzie said: “Derek and I are thrilled with the arrival of our son. Oliver is adorable. We are really looking forward to taking him home to his big sisters Millie and Daisy.”

Suzie first visited Wishaw General during the production of an educational DVD ‘The Big Bump’. The DVD demonstrates ways for mums to improve their own and their baby’s health.

Suzie added: “I was very impressed with the maternity staff at Wishaw while making The Big Bump so I chose to deliver my baby there.

“The staff have been absolutely tremendous.”

Maureen McSherry, NHS Lanarkshire’s consultant midwife, who helped deliver baby Oliver, said: “Suzie was very supportive when we approached her to make the DVD. It was great that Suzie chose to come to Wishaw to have baby Oliver.

“I kept up with how Suzie was getting on by listening to her in the car on the way to work.”

Visit www.youtube.com/user/bighumpvty to view sections from the film.
The appliance of science

TWO events will be held to mark National Science and Engineering week which takes place from 11-20 March.

Stephanie Doody, the Lanarkshire Healthcare Science Development lead, a role supported by NHS Education for Scotland (NES), will be available between 10am-3pm at Monklands Hospital on 14 March and Wishaw General on 16 March.

Along with Stephanie, whose background is in audiology, there will be other healthcare science (HCS) staff from across the three strands of HCS – life, physiology and physical sciences.

These include NHS disciplines such as microbiology, biochemistry, haematology, medical physics, cardiology and respiratory physiology.

Stephanie said: “Come and find out more about these roles, careers and the diagnostic decisions that impact around 80 per cent of patient diagnoses each year. “Help us raise awareness of Healthcare Science and the essential role staff play delivering a Quality NHS in Scotland.”

For more information on these days, on local and national Healthcare Science developments, NES or if would like to get involved, contact Stephanie at stephanie.doody@nhs.net or visit www.nes.scot.nhs.uk/disciplines/healthcare-science

Further information on National Science and Engineering Week can be found at the websites www.nsew.org.uk and www.britishscienceassociation.org

New horizons

Commitment to retain skills and experience through redeployment

REDEPLOYMENT is a means of retaining skills and experience of valuable NHS staff. It is also about maximising the skills of the workforce, mitigating the effect of organisational change and minimising additional cost to NHS Lanarkshire as a whole.

The redeployment panel, which meets weekly, was introduced in May 2010 and panel membership was revised in September 2010 to include a number of senior managers, staff side and HR representatives.

So far, the panel has successfully secured suitable alternative employment for 30 staff.

Yvonne Cannon, organisational development manager, said: “While NHS Lanarkshire aims to provide all staff with the highest possible level of employment security, it is recognised that service developments and the need to continually improve organisational effectiveness may sometimes necessitate changes to staffing levels, structures, roles and ways of working.

“NHS Lanarkshire is committed to ensuring the change is managed in a way that is sensitive, consistent, fair and in line with statutory requirements and best practice.”

If subject to redeployment, you may wish to contact your union representative, who can support you through this process.

An HR representative will contact you to discuss personal details, career background, job preferences and arrange for your details to be placed on the redeployment register.

Regular contact will be maintained during the whole process. Staff who are subject to redeployment are asked to be prepared to be flexible in their approach to securing an alternative post.

Donna Patrick, recruitment development manager, said: “To ensure redeployment works, everyone has a responsibility to make the most of the available opportunities.

“NHS Lanarkshire will support both the member of staff and their new manager during and beyond the initial induction period.

“Managers must support staff and provide opportunities for them to learn any new skills that they require to perform the role.

“Staff must be open to change and prepared to consider different roles and committed to participate in any training or development opportunities that could help in these new roles.

“They should also actively engage and participate in trial periods for any posts identified as a suitable match by the redeployment panel.”

All individuals who secure suitable alternative employment will be subject to a 12 week trial period. A redeployment induction pack has been developed to support individuals and their managers when undertaking this trial period.

If you want to know more, visit the new redeployment section on FirstPort at http://firstport/sites/humanresources

Marie says ‘stay positive and keep an open mind’

MARIE Hynes has worked with NHS Lanarkshire for nearly 30 years. As a registered nurse, level two, Marie worked in care of the elderly wards at Wester Moffat.

However, following surgery on her elbow, she was unable to continue doing her ward rounds.

Following a short spell working at Stonehouse Hospital in a clerical role, Marie started work with the Keep Well project – a programme which focuses on preventing cardiovascular disease and diabetes in high-risk groups.

However, this was only a fixed-term role and when this came to an end Marie went through the redeployment process.

She said: “I’m not going to lie to you – it was not a nice time, it was stressful and quite depressing.

“I enjoyed working with Keep Well, the staff there were fantastic and really supportive, and I would have loved to have stayed there but that wasn’t an option.”

The redeployment panel matched Marie with a role with the harm reduction team at Coathill House.

She said: “When the outreach position came up with the harm reduction team, it’s not something I would normally have considered.

“I’m not trained in mental health or addictions and so I didn’t think I’d be happy in it. Thankfully, I’ve been really lucky. I get on well with the people I work with and, although the job is not something I would have chosen before, I really enjoy it.

“I’ve received lots of support from my manager and colleagues and been sent on a lot of courses to develop the skills I need.

“Marie continued: “You can’t kid on and say having to be redeployed is a really happy and positive experience – you have to be realistic.

“If I was to speak to someone having to go through the redeployment process, I’d tell them to try and stay positive, keep an open mind and when you’re in the new job ask lots of questions – no matter how silly they seem.”

TOP-CLASS INFECTION CONTROL

A NEW Healthcare Associated Infection (HAI) Learning Strategy has been launched to support NHS Lanarkshire staff.

The strategy includes a useful framework to help staff identify the key HAI learning opportunities relevant to their role and patient groups.

Jan Clarkson, nurse consultant – HA and HAI education lead, said: "The strategy is aimed at ensuring there is a clear link between the learning that staff are identifying and undertaking through their personal development plans and the board and Scottish Government priorities on HAI.

"The key is that staff use the learning opportunities to make our hospitals safer for patients, themselves and their families. They can do this by ensuring they are putting what they learn into practice and their local infection control team is there to support them if they need help with this."

NHS Lanarkshire is one of the first boards in Scotland to develop an HAI Learning Strategy.

Jan said: “This is the first time we’ve had an HAI learning strategy. We want to hear from staff what they think and how best to further support staff in transferring learning into practice. If anyone is aware of any other good learning approaches, please let us know.”

All staff are asked to be aware of the strategy and refer to the framework when considering their development needs.

Jan said: “The Healthcare Environment Inspectorate has shown interest in the strategy during their visits to Lanarkshire’s hospitals. In future visits, it is likely that inspectors will ask staff how they are putting it into practice.”

The strategy can be located on FirstPort within the HAI Services site. For further information, contact Jan Clarkson on 01698 863269, at jan.clarkson@lanarkshire.scot.nhs.uk or contact your local infection control team.
New system will help us learn from – and prevent – incidents

DATIX is NHS Lanarkshire’s system for recording all types of events, near misses to serious injuries – so you can learn from them and, where necessary, make changes to prevent them happening again.

The guide shows us how demonstrations like the DATIX system can help us to reduce and prevent harm to patients.

How do you fill in a DATIX record to report an incident? To record an incident, you can fill in a "Quicklink > FirstPort>Quicklinks>DATIX Incident Form or http://FirstPort/śmiethd/default.aspx" or if you don’t have access to a computer – it is reviewed by the corporate risk manager, are keen to learn from them and, whether directly on DATIX or on a paper form where they don’t have access to a computer – it is reviewed within the timeframe set and then reviewed again once it has been submitted.

Some sections are essential to fill in so you will need to know the details of your location and who you involved in the incident. If you report as an ordinary step, you will be able to submit the record without any mandatory sections.

When you fill the form in, you will be asked to press "submit". When the record is submitted, you will be provided with the full record number.

DATIX ALL THE BOXES

Tracking reports reduces risk for all

Carol added, “Accurate recording helps us in our governance of the incidents and the information that comes from those helps to continually improve as a learning organisation. It’s important to check that we are continually improving as a learning organisation. It’s important to check that we are continually improving as a learning organisation. It’s important to check that we are continually improving as a learning organisation. It’s important to check that we are continually improving as a learning organisation. It’s important to check that we are continually improving as a learning organisation. It’s important to check that we are continually improving as a learning organisation. It’s important to check that we are continually improving as a learning organisation. It’s important to check that we are continually improving as a learning organisation. It’s important to check that we are continually improving as a learning organisation. 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Sharing helpful advice

New support group sessions

A SUPPORT group for people in Lanarkshire affected by lung cancer launched its new sessions in February.

The Lung Cancer Information and Support Group is held on the second Wednesday of every month at Maggie’s Lanarkshire, which is based in the grounds of Wishaw General.

Kirsty Bridges, lung cancer nurse specialist at Wishaw General, said: “There was a good turnout for the launch of our new programme and we hope these sessions will prove as popular as those in the past.”

“People with lung cancer and their families and carers can come along for a light refreshment and chat with people who may have similar experiences.

“With lung cancer professionals in attendance, they can also get support and advice on a wide variety of lung cancer-related issues.

“They can also access the excellent services and cancer-focused support provided by Maggie’s.”

Christine Cook and Ann Whyte, both from Airdrie, have found previous sessions very useful and encouraged others affected by lung cancer to come along.

Christine, who worked as a ward clerk at Monklands Hospital for 30 years before retiring last year, said: “I’ve never been involved in any type of support group before but I’ve found the sessions here to be very beneficial and relaxing.

“Your not put under any pressure and you can just come along, speak with people in similar situations and get lots of useful advice.”

Ann added: “We’re all in the same boat at the group so it’s good to learn from other people’s experiences.

“Someone else might have already been through a treatment that you are about to go through, so they can talk to you about it and put you at ease.

“Or someone might tell you about their recent holidays and you can ask them how they got on with getting insurance and things like that.

“My daughter also sometimes comes along when she can and I would definitely encourage anyone affected by lung cancer to come along.”

Upcoming sessions at Maggie’s Lanarkshire

The provisional dates and topics for the sessions are:

- 9 March
  - Open session – Maggie’s Ethos
  - Treatment sessions

- 13 July
  - Complementary therapies/stress management

- 11 May
  - Dealing with symptom control issues

- 14 September
  - Community services

- 8 June
  - Coping with tiredness/managing breathlessness

- 12 August
  - Nutritional advice

- 13 April
  - Open session – Maggie’s Ethos

- 24 April
  - Open session

- 20 July
  - Open session

- 20 September
  - Open session

For more information, please contact the lung cancer specialist nurses: John McPhelim: 01355 585137
Lynn Irvine: 01236 753991
Kirsty Bridges: 01698 366554

Hospice celebrates 25 years of care

IN April, St Andrew’s Hospice will celebrate 25 years of providing palliative care for the people of Lanarkshire.

And a series of fundraising events will be held to mark the quarter century milestone.

Geoff Sage, the hospice’s chief executive, said: “The hospice has come a long way since it was opened by the Sisters of Charity in April 1986 when they recognised there was a need for hospice care in Lanarkshire.

“Their vision was embraced and developed in partnership with NHS Lanarkshire and the local community.

“When the hospice opened its doors on 26 April 1986, there were four beds with palliative care being provided with the support of Lanarkshire GPs who kindly donated their time.

“As from the day it opened, the hospice continues to strive to provide the best palliative care it can for the people of Lanarkshire.

“Thanks to the generosity and assistance of the people of Lanarkshire, hospice staff now care for about 120 patients each week with other services reaching more patients and their families across Lanarkshire.

“We would like to thank the local community for continuing to support us and look forward to their continuing support in the next 25 years.

“The goal of the hospice is to provide physical, psychological, social and spiritual care for patients in a calm, peaceful and welcoming environment.

“It cares for patients with a range of needs including symptom management, rehabilitation and end of life care, and the multi-disciplinary team who look after patients ensure the care provided is tailored to meet their individual needs.

“Since 1986, there has been several expansions of the services offered, culminating in a major building project in the late 1990s which enabled St Andrew’s to increase the number of specialist beds for patients requiring end-of-life care to 20.

“It also developed other services such as Day Hospice, Care at Home and Support Services for patients and their families.

“Now in 2011, St Andrew’s Hospice provides specialist palliative care and support services with a 32-bed unit and day hospice facilities for an additional 15 patients each day.

“The success of the hospice relies on the generosity of the local community.

“We achieve this with the support of our patrons, the people of Lanarkshire.

“We’ll be holding various events to mark the 25th anniversary from a short film of how the hospice started, and a religious service, as well as an event to celebrate the impact of our volunteers.

For more information, please contact Niall McShannon, managing director, Clydesdale Community Initiatives, on 01555 664, 211 or niall@cciweb.org.uk

If you would like further information on the work of St Andrew’s Hospice or to find out about ways you can help in this their 25th anniversary year, please contact the fundraising team on 01236 766951.
A pointed message

Project that warns youngsters about knife crime expands

A PIONEERING charity project aimed at warning youngsters of the dangers of knife crime is looking to expand.

Medics Against Violence (MAV) sends medics into schools to teach youngsters about the risks of violence and knife carrying.

The initiative, which started out in Glasgow, is expanding nationwide and is looking to recruit more medics in a bid to boost its ability to reach more pupils.

MAV founder Dr Christine Goodall said: “We’ve had a great response from medics, teachers, pupils and parents across the Strathclyde area to the work we do. But to make a real difference to levels of violence in Scotland we want to be able to reach many more youngsters.

“The only way we can do that is with the help of medics who are willing to give up their free time to go into schools and talk to pupils.”

MAV currently has 130 volunteer medics covering a range of specialities. Using their experience, and a specially created film featuring interviews with both victims and offenders, MAV members discuss violence with pupils from a biological, psychological, social and personal perspective, exploring how the youngsters can avoid being a victim of violence – and how to step away from risk-taking behaviour such as knife carrying.

MAV member and NHS Lanarkshire consultant ENT surgeon, Nick Calder, said: “Few people know more about the real toll of knife crime than the clinicians who deal with its consequences on the frontline of our NHS.

“While we do our best to repair the wounds left by violence, it’s not easy.

“Scars have a lasting impact on every part of a victim’s life from personal relationships to getting a job.

“A lot of violence could easily be prevented, meaning fewer victims and a lot less suffering. The aim of Medics Against Violence is to prevent violence before it happens.”

For more information on MAV and how to join, please contact Lauren Thompson on 0141 532 5816 or visit www.medicsagainstviolence.co.uk

Recognition for Margaret’s work

MARGARET Mooney won a prestigious national award after she helped to raise more than £3,000 for a diabetes support group.

The diabetes retinal eye screener, based at the Time Capsule in Coatbridge, picked up the Working with Volunteers award for healthcare professionals at the Diabetes UK Awards ceremony.

Margaret also recently helped to raise £3,200 for the Lanarkshire Family Support Group, based at Wishaw General, which assists parents of children and young people living with diabetes.

Andrew gets a strip torn off … all in the name of charity

ANDREW Durning is looking smooth after raising more than £400 for a children’s charity.

The administration assistant at Salus Case Management Services had his legs waxed to help pay for Lanarkshire children with disabilities to go to Lourdes during the Easter holidays.

Andrew said: “I managed to raise £410 in total for the Pilgrimage Trust, which is great.

“The leg wax wasn’t too bad – until they started on the back of my legs and my toes which hurt like crazy!

“I’d like to thank everyone who supported me and helped raise this money.”

OUCH: Isabel McRobbie, from The Wax Factor, makes Andrew look smooth

In brief...

Carnwath Bowling Club president Eric Dick hands the cheque to June Currie, diabetes service manager

Club donation boost for diabetes

MEMBERS of Carnwath Bowling Club raised an incredible £1,495 for diabetes.

They presented the cheque to the Diabetes Managed Clinical Network (MCN) in February.

The donation will provide a boost for local patient education and support for a diabetes information road show.

MCN manager Helen Alexander said: “I would like to thank Carnwath Bowling Club president Eric Dick for their generosity as donations of this size are not often received.

“We will of course let the club know how the donation will be used.”
Project to help pensioners give nasty falls the slip

PENSIONERS in Forth put their best foot forward thanks to an innovative home safety project. The “sloppy slipper exchange” was staged by South Lanarkshire Council, with support from NHS Lanarkshire’s podiatry service, in the village's Bank Hall and attracted more than 50 locals aged 60 and over. Each was specially invited to swap their old baffies for a brand new pair, sized and fitted by a podiatrist.

The pilot initiative forms part of the ongoing falls prevention programme, jointly promoted by the council and NHS Lanarkshire.

Community podiatrist Pauline Barton said: “Slippers which are old and worn can cause people to fall and this can be particularly dangerous for those aged over 60.

“By providing new slippers we can help reduce the number of people needing hospital treatment because they have fallen in their own home. “We were also able to check the health of people's feet and provide them with advice on looking after their feet and on making their homes safer to minimise the risk of falls.”

Margaret Brunton, South Lanarkshire Council home safety officer, said: “Falls are the biggest cause of accidental injury in the home – particularly for those in the 60-plus age group.

“Subsequent injuries – including hip fractures – are common, often resulting in a lengthy stay in hospital and associated complications.

“What many don’t appreciate, however, is that badly fitting footwear can be a contributory factor.

“So, in an attempt to address the problem we have got together with the NHS podiatry team to deliver, what we believe, is a unique and effective programme.”

Margaret O’Connell, centre, is fitted for new slippers by NHS Lanarkshire community podiatrists Eileen Pringle, Pauline Barton and Charmaine Johnston.

In brief...

FROM 6 April, childcare voucher legislation for higher rate taxpayers changes.

Under the new rules of the scheme higher rate tax payers – anyone earning more than £43,874 – will only be eligible to receive £28 per week in childcare vouchers.

Basic rate tax payers will still be eligible to receive the maximum allowance of £55 per week.

Current scheme members as at March 2011, and people who join the childcare vouchers scheme before 6 April, can continue to purchase up to £243 worth of vouchers per month regardless of their tax bracket.

The current annual tax/NI savings for current scheme members will also continue.

All staff in NHS Lanarkshire should undertake some level of Adult Support and Protection Training. For more information visit FirstPort>Clinical Services>Adult Support and Protection.

In addition, a new staff information leaflet has been created to update staff on their duties under the Adult Support and Protection Act. This leaflet can be accessed on the Adult Support and Protection FirstPort site within All Documents>Adult Support and Protection Training Information.

COULD you promote recovery in North Lanarkshire through keeping people informed of opportunities, services, events and campaigns?

North Lanarkshire Mental Health Information Service is looking to recruit volunteers. Volunteers will contribute to the running of the Information Resource Centre. Full training is provided and volunteers will attend monthly support and supervision sessions.

For more information, visit www.lanarkshirementealhealth.org.uk

LOUISE IS PROOF OF PAL’S GOOD ADVICE

Our new Physiotherapy Assessment Line is working wonders for many patients

A MOTHERWELL woman has praised NHS Lanarkshire’s Physiotherapy Assessment Line (PAL) after calling it led to her receiving help for a trapped sciatic nerve.

The PAL initiative was set up in January to provide patients with the most appropriate physiotherapy support and help as soon as possible.

Louise Purdie made contact with the service in April of that year after experiencing weeks of pain in her left leg.

This initial contact led to the retired medical receptionist being referred to a physiotherapist which she says has reaped enormous benefits as she is now managing her condition.

Louise said: “I was initially offered surgery but I didn’t want this and turned it down.

“I was then referred to the physiotherapist once a fortnight and was shown a series of exercises which would help take away the pain.

“It took a little while for the exercises to work, but they’ve made a huge difference and I’m managing my sciatica much better.”

The PAL receives more than 2,000 calls a month and 30 per cent of those who make contact go on to successfully self manage their pain due to the advice and support they are offered over the phone.

The assessment line has been so successful that other Scottish health boards have contacted NHS Lanarkshire to find out more about the pioneering method adopted.

Christine McCallum, musculo skeletal disorders physiotherapy lead, said: “We’re really pleased at how the service has been working.

“It’s great that other health boards are looking at our system as an example of good practice.

“However, what’s most rewarding is that it is being so well received by patients.”
Diversity celebrated at Lanarkshire event

MORE than 150 women attended a multi-faith and cultural event to celebrate the diversity of Lanarkshire. It was organised by the Motherwell-based group Humjolie and supported by Bellshill, Wishaw & Motherwell Community Forums and NHS Lanarkshire.

As well as Zumba workshops, health information stalls and a fashion show, the Keep Well team was also present to offer health checks.

Events mark International Women’s Day

Equal rights

HEALTH Improvement staff are working in partnership with Community Learning and Development to organise a number of events across Lanarkshire to celebrate this year’s International Women’s Day (IWD).

The day falls on 8 March and 2011 is the centenary of the event which first took place in 1911.

To mark the significance of this year’s event, members of the Bellshill District Community Learning and Improvement staff are working in partnership with three staff members in Motherwell Health Centre, said: "Social inclusion and early intervention are still very much part of our work today and we wanted to give people a chance to visit this place which was very much ahead of its time."

Other events planned for IWD include the Wishaw Locality health improvement team’s involvement in an event at Craigneuk Lifelong Learning Centre on 9 March from 10am-3pm which will be combined with No Smoking Day, with an awareness stall at the event. An over-50s fashion show will also take place on Tuesday 8 March at 5pm in The Soul Suite of the Commercial Hotel, Wishaw.

INTERNATIONAL Women’s Day – what you think

Christine McCallum, Musculo skeletal disorders physio-therapist lead “I think many women in our society are still faced with financial or economic barriers to an education. “A proper education is the one thing that can help give people independence and as long as they’re denied access to this, they will always be faced with a barrier to their individual development.”

Elaine Maxwell, speech and language therapist “I think the day should be used to raise women’s expectations. “It’s something all women need to do – from some parents who have low expectations of their daughters, to some of the people in the celebrity-obsessed media who seem to espouse the view that how you look and/or finding a rich man is the ultimate goal.

Janette Clarkson, admin-istrator “In my opinion there are still too many women who do the ‘drudgery’ jobs. “I think it’s a cultural thing and until we break that, access to education and training for a lot of women will still be limited.”

Public health in good hands

East Kilbride News

Dr Jennifer Darnborough urged women across Lanarkshire to mark the most of this year’s Cervical Cancer Prevention Week in January by making their cervical screening appointment. The Motherwell Times, Bellshill Speaker, Wishaw Press, East Kilbride News, Airdrie and Coatbridge Advertiser, and Evening Times were among the newspapers who promoted this call from NHS Lanarkshire’s cervical screening programme co-ordinator.

Radio Clyde DJ Suzie McGuire gave birth to a baby boy Oliver Thomas Mitchell at Wishaw General. Suzie said: “I was very impressed with the maternity staff at Wishaw General Hospital while making The Big Bump DVD so I chose to deliver my baby there.” This happy announcement was covered by the Wishaw Press, Bellshill Speaker, Motherwell Times, East Kilbride News, Carluke and Lanark Gazette.

Media Watch

Test could save a life says health chief

Motherwell Times

A NEW mum who almost died from swine flu and needed a caesarean section to save her baby thanked the Wishaw General staff who helped save their lives and urged all pregnant women to get vaccinated. The story appeared in The Sun, Daily Express, Daily Mail, Scotsman, Evening Times and the BBC and STV websites, in addition to the local press.

The local press – including the Lanark Gazette, Hamilton Advertiser, Wishaw Press, and East Kilbride News – highlighted NHS Lanarkshire’s achievements in 2010 including meeting our patient waiting time targets and new developments including the £14 million Carluke Community Health Centre and the E3m refurbishment of the neonatal unit at Wishaw.

Deputy First Minister Nicola Sturgeon officially opened the new £14 million Carluke Community Health Centre. She said: “It’s an absolutely fantastic facility and I’m very impressed by it. This will provide a high level of services, which are also now more widely available.” This story appeared in the Evening Times, Wishaw Press, Carluke and Lanark Gazette.

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.
BON VOYAGE TO OUR ISABELLE

Isabelle’s all set to make her trip of a lifetime to Oz

ISABELLE Gray is looking forward to a trip down under following her retirement after 45 years’ service with the NHS.

The staff nurse, from Carnbroe, Coatbridge, had started her pupil nurse training in Duke Street Hospital, Glasgow, in 1964.

Isabelle went on to work in the district in Lanarkshire for 15 years before joining the outpatients department (OPD) at Monklands in 1986.

She said: “It will take a while to sink in that I’m retiring after a lifetime of working for the NHS and I’ll really miss the company of the girls in the department and all my patients.

“My son and his family recently moved to Perth in Australia and we’re going over to visit them so we’re looking forward to that.

“I also have a niece who I help to look after – so I’ll not be stuck for things to do!”

Isabelle and her husband Bill, a retired policeman, have one son, Stewart, who is married to Frances and they have three children: Amee, Zara and Callum.

Caroline Nicol, acting clinical nurse manager OPD, said: “Isabelle is lovingly referred to as ‘Auntie Isabelle’ as she can always be relied upon to offer good advice and support to her colleagues.

“She always has a smile for everyone whom she comes into contact with. She will be missed greatly by all her friends in OPD.

“Isabelle has been a loyal, reliable and conscientious colleague. Even during the adverse weather she insisted on walking from Carnbroe as she did not want to let anyone down or waste her attendance record. Well done, Isabelle!”

Parting is such sweet sorrow

MARGARET McGee retired from the Alison Lea Health Clinic in December after 45 years’ service with the NHS.

The physiotherapist had worked in the East Kilbride centre since 1999.

Margaret, from Carfin, Motherwell, started her health career in 1963 in Stonehouse and also worked in Law Hospital, Bellshill Maternity and Stonehouse and also worked in Law Hospital.

Margaret's mother was a nurse.

Anne, her eldest daughter, is also a physiotherapist.

Margaret said: “It’s with a mixture of sadness and relief that I’m leaving.

“I’ve made many lifetime friends here and I’ll miss all the laughter, the fun and the tears.

“It’s enriched my life working here and I want to thank everyone for their generosity and I’ll always remember my years here.

“But I’m looking forward to my retirement and I’ll have plenty to do to keep me busy. I’ve also signed up for BankAide so I might even be back for the odd shift!”

Margaret has been married for 43 years to Colin and has three children Claire, Nicky and Kieran and four grandchildren, as well as her 98-year-old mum to look out for.

Her hobbies include going to the gym, interior design, sewing, walking and she is hoping to take up art classes again.

Physiotherapy team leader Helen Buchanan said: “Margaret has given 45 years of valuable service to the NHS. She will be missed by colleagues and patients, who wish her a long and happy retirement.”

Susan will be ‘truly missed’

LONG lunches, shopping trips and a holiday of a lifetime down under – that’s what Susan Russell is looking forward to following her retirement.

Susan retired from her position as information assistant at Strathclyde Hospital in January following 25 years service with NHS Lanarkshire.

She said: “I’d like to thank everyone for their gifts and good wishes.

“I’ve enjoyed my time here and I want to tell everyone how much I appreciate their help, support and friendship over the years.

“I’ve no plans at all for my retirement – apart from a five-week holiday in Australia and New Zealand and having long lunches and lots of shopping trips.

“But I’ll be keeping in touch and I wish to tell all my colleagues well for the future.”

Susan, was born in Rawalpindi in India, and her father was a captain in the British Indian Army, while her mother was a nurse.

She was one of the first people in the information services department when it had only three members of staff and worked at both Strathclyde Hospital and Beckford Street during her career.

Susan and husband Crawford, who live in Hamilton, have a son Craig and daughter Caroline.

Work colleague and friend Ann Crossley said: “Susan has been a joy and great fun to work with and will be truly missed by all her work colleagues.”

PPF chair steps down

HELEN Biggins retired as chairperson of East Kilbride and District Public Partnership Forum (EK&DPPF) in January after four years of dedicated and enthusiastic service.

Helen is a well-known champion for the NHS and has worked tirelessly for many years to improve the patient experience.

She was elected chairperson of the PPF when it began in 2006 as part of the Scottish Government’s Patient Focus Public Involvement programme.

Before that, she was a key member of East Kilbride Primary Advisory Group, providing a vital communication link between the NHS locality and the public.

“While she will no longer be chair, Helen will continue as a valued forum member.”

If you are interested in joining the EK&DPPF, please contact Patricia Taylor on 01355 593493 or email patricia.taylor@lanarkshire.scot.nhs.uk
Break away

Stay at lovely Acarsaid Hotel

WIN two nights of relaxation in stunning surroundings as The Pulse offers a fantastic break, courtesy of the lovely people at The Acarsaid Hotel and Lodge in Pitlochry, Perthshire.

The Acarsaid is one of Pitlochry’s oldest and most popular hotels and is known for the warmest welcome in Highland Perthshire.

From the moment you arrive at the Acarsaid you can relax in the knowledge you’ll be well looked after – staff are genuinely pleased to have you under their care.

The prize includes two nights bed and breakfast – and what a breakfast it is! Choose from cereals, fruits, juices, jams, marmalades and continental-style cheese, ham and pastries, plump for a cooked breakfast with their own recipe Acarsaid sausage – or choose from a menu of scrambled eggs and smoked salmon, kippers, porridge and much more.

Acarsaid’s kitchen draws upon some of the region’s finest local produce to create consistently high standards in dining.

The Acarsaid is known for the warmest welcome offered a fantastic break, courtesy of the lovely people at The Pulse.

Send your answers, no later than Friday 1 April, to Martin Stirling at: Communications Department, Strathclyde Hospital, Airbles Road, Motherwell, ML1 3BW.

Alternatively, email martin.stirling@lanarkshire.scot.nhs.uk with “Acarsaid Hotel Competition” in the subject field.

Remember to include your job title, place of work and a contact telephone number.

As well as this great competition, The Acarsaid Hotel is running a special offer for all staff when they book two nights dinner, bed and breakfast. You get your third night free – dinner, bed and breakfast – compliments of owners Clare and Stephen Pinchbeck.

The rate for dinner, bed and breakfast at Acarsaid Hotel is £55 per person, Sunday to Thursday, and £60 Friday or Saturday.

On top of this they are also offering NHS staff 20 per cent off all wines, free entry to a prize draw for a £200 M&S voucher and a £50 voucher on your departure to be used against future stays.

To book call Acarsaid Hotel direct on 0145 263 6955 or email the team at the hotel on mail@mpmhoteis.com For more hotel details go to www.acarsaidhotel.com

BikeRite winner

JAMES Ritchie was the lucky winner of motorcycling lessons worth £130 in the last Pulse competition.

The clinical support worker, from The Pulse, Scotswood Health Centre will now learn to ride a motorbike free of charge, with a full-day Compulsory Basic Training Course at Scotland’s premier motorcycle training centre BikeRite.

James correctly answered that BikeRite were based in Rutherglen Industrial Estate.

For more information on BikeRite visit its website at www.bikerite.co.uk or call 0141 647 2208.

Get in the Pink

NHS Lanarkshire staff can enjoy fantastic food and exclusive discounts at the Pink Turban Tandoori restaurant in Wishaw.

The Pulse has teamed up with the Pink Turban to offer one lucky reader a meal for two.

The restaurant, formerly known as Almas, is under new management and is located at 157 Wishaw Road, Waterloo, Wishaw.

In addition to top food, prepared by a team with years of restaurant experience both in Scotland and India, you will be treated to a first-class service in the 120-seater dining room.

Enjoy a drink from the modern bar as well as popular and traditional dishes and unique new recipes exclusive to the Pink Turban.

A brilliant buffet is available between 4.30pm and 9.30pm, for only £9.99 Monday to Thursday, and £10.99 Friday to Sunday.

Lunch deals and buffets are also available for only £4.99. A take-away service is available all day and the Pink Turban will also deliver to your door, seven days a week from 5pm to 10pm.

NHS Lanarkshire staff can also receive a 25 per cent discount on their evening buffet and A La Carte Menu, from Monday to Thursday. Just show your NHS ID.

For a chance to win a meal for two at the Pink Turban just answer this simple question:

To win a two-night stay at the Acarsaid Hotel, with bed and breakfast, just tell us where you can go online to get more details of the hotel?

Send your answers, no later than Friday 1 April, to Martin Stirling at: Communications Department, Strathclyde Hospital, Airbles Road, Motherwell, ML1 3BW.

Alternatively, email martin.stirling@lanarkshire.scot.nhs.uk with “Pink Turban Competition” in the subject field.

Remember to include your job title, place of work and a contact telephone number.

For more details on the Pink Turban, visit its website at www.pinkturban.com or make a booking by calling 01698 375566 or 375385.

Pulse Sudoku

Enter digits from 1 to 9 into the blank spaces. Every row must contain one of each digit. So must every column, and every 3x3 square.

Savings for staff to enjoy

THE NHS Staff Benefit Programme provides a wide range of services to NHS Lanarkshire staff – including a staff lottery, childcare vouchers, local discounts, and much more. Registration is free and gives you access to see all the benefits available to you.

Every week new offers and discounts are added to the scheme – and if you know of any local retailer interested in offering a discount to NHS staff, complete the “contact us” page on the website, or call David Torrance on 0141 314 4016.

Visit www.nhsstaffbenefits.co.uk to see all the offers and discounts available to NHS staff, friends and family.

For more information on BikeRite visit its website at www.bikerite.co.uk or call 0141 647 2208.

For a chance to win a meal for two at the Pink Turban on a Saturday night?

Send your answers, no later than Friday 1 April, to Martin Stirling at: Communications Department, Strathclyde Hospital, Airbles Road, Motherwell, ML1 3BW or email martin.stirling@lanarkshire.scot.nhs.uk with “Pink Turban Competition” in the subject field.

Remember to include your job title, place of work and a contact telephone number.
ELVIN Bailey is one of the many volunteers who help shape health services in Lanarkshire through a public partnership forum (PPF).

The 71-year-old, from Bellshill, is a member of the North Lanarkshire PPF – a group which offers you the chance to have your say on local health services.

He said: “People are never stuck for an opinion on health services but unless the health board hear these opinions there’s not much they can do about them.

“It’s extremely important we hear the opinions from all sections of the community especially younger people, those aged 30 to 50 and all parents, so we can hear what they want to see from their health service.

“What is the health board doing right? Could it do something better? How could services be improved? These are the types of questions that everyone has an opinion on and by getting involved in the PPF we can ensure these views are heard by the health board and that they have the opportunity to take action where appropriate.”

Elvin, who is also a member of the Diabetes Managed Clinical Network, has been involved in the PPF for three and a half years.

NHS Lanarkshire keeps PPF members informed, engaged and consulted on proposals for local health services.

Health staff deliver presentations at the forum’s meetings and PPF members are involved in NHS Lanarkshire project groups and committees for a wide range of subjects – including mental health, patient transport, diabetes, hospital cleanliness and older people’s health.

Elvin, who was formerly a communications manager with Strathclyde Fire & Rescue, said: “I represent patients, and the public in general, at various meetings with health board management and staff, and then report back to the relevant group.

“I also attend other relevant events such as food tastings at Monklands and Hairmyres hospitals to check the quality of meals being provided to patients.”

Elvin continued: “I feel that I’m giving a bit back to the health service. Having diabetes has resulted in me appreciating the health service and want to give something back, but it also means I have an opinion on diabetes care and treatment.

“We all use our health services and we all have an opinion, so joining your local PPF gives you the opportunity to have your voice heard and get the health service you want.”

AN “OSCARS” to celebrate the incredible achievements of young people in Cambuslang and Rutherglen proved to be a glittering success.

The Den, NHS Lanarkshire, Universal Connections, South Lanarkshire Council, Community Health Initiative and Create joined forces to host the event for young people aged 12 to 25 years.

Caroline Dewey from youth health and wellbeing project The Den said: “The event was a great success as organisations were celebrating young people who are making a difference to their community.

“We are proud to support an event that highlights just how inspirational our young people are. “All too often young people are portrayed negatively, so it is great that the youth celebration event reminds us of the valuable contribution so many young people make to our community.”

If you would like to find out more about the awards or opportunities in Cambuslang and Rutherglen for young people to support their community, contact Caroline Dewey on 0141 6433518 or caroline.dewey@lanarkshire.scot.nhs.uk

For more information on PPFs, please contact Josephine Donaghy, NHS Lanarkshire’s patient focus and public involvement facilitator, on 01698 245093 or email josephine.donaghy@lanarkshire.scot.nhs.uk
WITH the new patient management system (PMS), TrakCare, set to come online on 14 March, The Pulse spoke to some of the key figures behind the system’s conception and implementation.

Alan Lawrie, PMS programme board chairman, said: “TrakCare is the culmination of three years’ work which began in January 2008 when five NHS boards formed a consortium to procure a new patient management system for Scotland.

“Ensuring boards are able to use the same system will make it easier for information to be shared securely when a patient is being treated by more than one health board.”

TrakCare represents a major advance towards a Scotland-wide patient management system with huge advantages to the delivery of patient care. Until now, health boards have had different systems in place, even within the same board.

Alan added: “We believe that this solution will play an important role in streamlining patient services, leading to faster diagnosis and treatment, better information sharing, and improved departmental and cross-management teams.

Immediate benefits will be obvious in relation to improved information for bed management and discharge planning. Statistical information will be readily available for bed management teams and senior management teams.

“This will, in turn, lead to improved departmental and cross-site working.”

Training has been ongoing since November 2010 and will continue until 9 March. Training will not take place over the ‘go live’ period, but will begin again in April. It is essential that all staff using TrakCare have received training. Staff who have not been trained will not be issued with login details and will therefore be unable to access the system.

For more information, contact: Sandra Sweeney 01236 707721 or email sandra.sweeney@lanarkshire.scot.nhs.uk

For queries in relation to training you can email TrakCare@lanarkshire.scot.nhs.uk or call 01698 743986.
Margaret Gardyne, who like to thank my patient, win this award and I’d know I’d been nominated. “Statement as I didn’t even surprise was an under-scotch Glasgow, 2010. (RCGP) ceremony in Edinburgh. Of General Practitioners Scotland award at a prestigious Royal College of Physicians of Scotland. Dr Monica Canning named GP of the year for 2010. The Lanarkshire GP scooped the GP of the Year award at a prestigious Royal College of General Practitioners Scotland (RCGP) ceremony in Edinburgh. Monica said: “I was really shocked that it has been all over the world playing in tournaments, including Perh in Australia, Johannesburg in South Africa and India – so I definitely can’t complain.” Bowling is seen by some as a sport for older people, but, as Caroline proves, it is one that all ages can enjoy and master. She said: “I’ve been playing since I was nine. My brother and I used to watch our dad and grandparents play and were desperate to get a shot ourselves. “Not only is it good exercise but it’s a real social sport as well and a great laugh. I’ve made friends not only locally but all over the world. “It’s also one all ages can enjoy and in the Scottish international squad the age range goes from about 20 up to 70. “Willie Wood MBE is 72 and Delhi was the eighth Commonwealth Games he has competed in.” At the Commonwealth Games in Delhi last year Caroline and her partner Margaret Letham won seven out of 10 pairs matches in their section, only losing to the eventual gold, silver and bronze medallists. “This year Caroline, who was a semi-finalist at the 2010 World Indoor Bowls Council Championships and won the singles competition at the 2001 World under-25 Indoor Championships and the 2007 Ladies World Matchplay Indoor tournament, will be hoping to add to her long list of silverware in the British Isles Singles Championships but has her long-term sights on the Commonwealth Games in 2014. Caroline, who is a member of the Bellshill and Mossend Bowling Club, and the Blantyre Miners Welfare Indoor Bowling Club, said: “We were disappointed we didn’t win a medal in Delhi but it was an amazing experience. “It would be a dream come true to represent Scotland in the Commonwealth Games in Glasgow and winning a medal is what I’m aiming for.”