

# thePulse

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Chairman reviews  
a year of successes



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Fighting overuse  
of antibiotics



# GIVING THANKS

## Chief executive praises staff contribution

"THANKS to your hard work and dedication, NHS Lanarkshire continues to improve the quality and safety of the care we provide," says Tim Davison.

The health board's chief executive looked back at the successes achieved in 2011 and praised the efforts of staff.

Tim also looked ahead at the key challenges and targets for NHS Lanarkshire in 2012.

He said: "Our performance in 2011 is one we can be proud of."

"We have consistently met our performance and waiting time targets, and achieved a reduction in healthcare associated infections."

"We are improving the care we provide through a range of quality improvement initiatives."

Tim continued: "We continue to operate within a balanced financial position and this has allowed us to continue our £90 million capital investment programme."

"The building of new facilities will continue with the Airdrie Community Health Centre, due to be completed in the summer of



2012 at a cost of £26.9 million."

Looking ahead to 2012, Tim outlined some of the health board's key challenges and targets.

He said: "Over the next few months we will be devising a five-year strategy, which will include the health board's organisational values and will outline our key objectives."

"Substantial work will continue at Monklands Hospital, including larger-scale projects, such as the construction of additional parking and repair work."

A key objective in 2012 will be

to continue shifting the balance of care for older people from residential settings.

Tim said: "The Scottish Government has given Lanarkshire £7.8 million for the Change Fund in 2011/12, with the aim of improving services for older people and their carers."

"This will involve providing more community-based services to help people stay in their own home and get home from hospital earlier."

NHS Lanarkshire's chief executive says the most important factor in the improving patient care is the dedication of staff.

He said: "The key to improving the level of healthcare we provide, and the health of the Lanarkshire community, is the dedication of our staff."

"I'd like to thank you all for the compassionate care you provide our patients every day."

"On behalf of the Lanarkshire NHS Board I would like to say how proud we are of our staff and wish them all well for 2012."

RAISING AWARENESS: Kirsty Kelly with her children (from left) Sammy, Rose, Belle and Meg



## Make a date in 2012 with clever calendar

THE Lanarkshire Breastfeeding Initiative has produced a 2012 calendar to highlight the importance of breastfeeding every day of the year.

Group members came up the idea, which features them and their children and other Lanarkshire breastfeeding mums and their children on each page, as a way to encourage the Lanarkshire community to support breastfeeding.

The calendar was launched at a special event for parents and their little ones before Christmas.

Jacqueline Smith from Community Mothers said: "It was a lot of hard work by all the women, but it was well worth it as we were all delighted at how the calendar looked."

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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 issue of *the Pulse* is Friday 3 February**

# Help ease car trouble



## Your input can bring end to parking problems

NHS Lanarkshire is looking for views on how to improve parking at hospitals and health centres for patients, visitors and staff.

A report submitted to the NHS Board by the Health and Safety Executive highlighted the need to develop a system to better manage car parks across all sites.

As a result a project group, with representatives from patients, staff, primary care, acute, property and support services, health and safety and staff-side partnership, has been established to identify solutions to the parking problems and traffic management.

Colin Lauder, head of planning and development, who chairs the parking group, said: "Patients, staff and visitors know that congestion within NHS Lanarkshire car parks can be an issue. We want to ensure that all parking is managed safely, and appropriately, and to put in place arrangements to deal with problem parking."

"This will also give us an opportunity to provide suitable parking for patients, visitors and key staff."

**We want to ensure that all parking is managed safely, and appropriately, and to put in place arrangements to deal with problem parking**

The main aims of the parking group are to:

- Improve safety
- Improve access for patients, particularly those with mobility difficulties
- Allow staff who travel as part of delivering services to do so more efficiently.

Colin added: "To allow us to achieve our aims, a proposed car-parking policy has been drafted by the project group."

"The proposed policy is

based on an initial engagement exercise and sets out the revised arrangements which will apply at each site."

The corporate management team agreed that the proposed policy on the management of car parking should form the basis of an extensive engagement process with staff, partner organisations and the public.

The proposed policy is available on FirstPort and the NHS Lanarkshire public website.

Comments on the draft policy are invited and should be made by no later than 5pm on Tuesday 31 January.

Comments received will be considered and used to inform the final policy document. The policy will then be subject to ratification in line with normal NHS Lanarkshire procedures.

**Send your comments on the proposals to Graham Johnston, head of management services, Kirklands House, Fallside Road, Bothwell G71 8BB, email [graham.johnston@lanarkshire.scot.nhs.uk](mailto:graham.johnston@lanarkshire.scot.nhs.uk) or fax 01698 858279.**

## Seeking your views on smoking policy

WHAT do you think about smoking at hospital entrances?

NHS Lanarkshire wants to know your views as part of a review of its no smoking policy.

The current policy was launched on 1 August 2008 and bans smoking anywhere on NHS Lanarkshire's grounds – including areas around hospital and health centre entrances and car parks.

Staff breaching the policy are subject to effective management of employee conduct policy.

However, it has been more challenging to enforce for members of the public. It is illegal to smoke within a hospital. But, a ban on smoking within the grounds is not legally enforceable.

Elsbeth Russell, assistant health promotion manager, said: "Our aim is to promote a safe and healthy environment for patients, staff and visitors and make every effort to protect people from second-hand smoke."

"We recognise there are challenges with the existing policy and that some people do still smoke at hospital entrances."

"We are consulting patients, visitors, the public and staff to find out their views and feedback to help us develop the right approach to improve compliance."

An NHS Lanarkshire Sounding Board event will be held in February to give people the chance to air their views. All staff are welcome to attend. The event will be advertised in the weekly staff briefing.

Surveys will also be carried out at the acute hospitals and there will be an online questionnaire. Let us know what you think about the policy by visiting [www.nhslanarkshire.org.uk/involved/consultation](http://www.nhslanarkshire.org.uk/involved/consultation)

Elsbeth said: "Smoking is the single biggest preventable cause of ill health and early death in the community. Around 13,000 people in Scotland die prematurely because of smoking-related illness."

"NHS Lanarkshire's no smoking policy has an important part to play in promoting a smoke free culture and ultimately reducing the harm caused by smoking."

The NHS Lanarkshire Stop Smoking Service is available to all staff and patients. Patients within hospital can access the service and receive nicotine replacement therapy (NRT) during their stay.

Research shows that people are four times more likely to quit if they use the combination of group support and NRT, or other medication that the service offers, compared to going it alone.



Family with a long history of heavy smoking all kick the habit completely thanks to help from smoking-cessation classes – and each other

A LANARKSHIRE family with more than a century of smoking between them have all quit after joining a local smoking cessation class.

The McCue family from Viewpark went from about 600 cigarettes a week between them to zero after attending their local group.

Like many, Anne and Denis McCue, along with their son Stuart and daughter-in-law Rebecca, all started smoking as teenagers.

However, when Stuart and Rebecca toasted in the last New Year, they vowed that 2011 would be the year they would both quit.

Only a fortnight after their first meeting they learned that Anne had been diagnosed with breast cancer and would have to undergo a mastectomy.

The impact of the discovery underlined the importance of good health to the family and cemented their desire to quit.

Almost a year on, all four are convinced they have finally conquered their smoking habit.

Anne said: "You've no idea what an achievement this is for me."

"I was the sort of person who would get cravings all the time and used to panic if I didn't have cigarettes."

"We're all determined never to light up again."

Evidence shows that those who attend a smoking-cessation class are four times more likely to quit than those who attempt to do it on their own.

The smoking-cessation nurse who manages the Viewpark class Kate McGee, said: "The McCue



DITCHING THE HABIT: the McCue family gave up cigarettes after attending a smoking cessation class

# SMOKE FREE

family should be really proud of themselves for what they've achieved individually as well as collectively.

"The support they've given each other is one of the reasons why the classes are so popular and successful."

"Okay, not everyone will succeed

first time and there's no shame in that."

"But many come back and they often get there in the end, which is the most important thing."

She added: "The McCues have shown that even 100 years of smoking can be curbed in a few months."

▶ For information and advice about stopping smoking, contact the stop smoking service Monday to Friday 8am to 6pm and Saturday 9am to noon on 08452 177 707 or text 81066. You can also visit the NHS Lanarkshire stop smoking website at: <http://www.nhslanarkshire.org.uk/Services/StopSmoking/Pages/default.aspx>

## Clearing the air

NHS Lanarkshire has teamed up with NHS Greater Glasgow and Clyde and the *Evening Times* to promote smoking cessation.

The six-month campaign launched at the start of November and aims to promote work, including smoking

cessation groups, youth smoking, second-hand smoke, smoking during pregnancy and the help and services that are available to those who want to quit.

Assistant health promotion manager Elspeth Russell said: "Smoking prevention is such a large part of every health board's work that we thought it made sense for us to

link in with our neighbouring board to mount this joint campaign.

*The Evening Times* has tackled this issue in the past also, so the partnership between all three of us made sense."

▶ To view the articles which have appeared so far, visit [www.eveningtimes.co.uk/cleartheir](http://www.eveningtimes.co.uk/cleartheir)



# News travels fast

ROAD SHOWS to promote the wide range of support services available to NHS Lanarkshire staff were held at various locations in October.

Representatives from occupational health, the EASY service, human resources, the employee counselling service, Healthy Working Lives, Staff Benefits and NHS Credit Union attended to provide information and advice on the services they offer to staff.

Annette Shorts, senior occupational health advisor, said: "I'd like to thank everyone who helped organise and run these events, and all the staff who came along."

Staff who attended the events also got the chance to enter a prize draw for a voucher for Next.

The lucky winner was Catriona Manchip, a health visitor based at Kildrum Health Centre in Cumbernauld.

▶ Contact the service on 08452 177 707 or text 81066.

## Event delighted all



CONFERENCE: from left, Colin Sloey, Karen Robertson, Michael Matheson MSP, Dr Roch Cantwell, Dr Aman Durrani, Jim Wright

MORE than 100 delegates attended a perinatal mental health conference at Wishaw General Hospital.

Held in the Ronald Miller Lecture Theatre on Monday 14 November 2011, the day event was organised by Dr Aman Durrani, Helen Sloan, Liz Troy and Christine MacKay, to discuss a range of issues around perinatal mental health including managing the illness, the impact on the child and the care pathways to help improve care.

The event was addressed by a number of key speakers including executive director of the North Community Health Partnership Colin Sloey, Dr Alistair Cook, Dr Liz McDonald, Dr Ian Jones, Dr Mary Hepburn, associate director of nursing

mental health and learning disability Karen Robertson and Jim Wright, NHS Lanarkshire general manager of mental health and learning disabilities.

Michael Matheson MSP, the minister for Public Health also addressed the audience – as did Jo Lyall, who gave a very personal account of how perinatal mental illness can affect someone.

Dr Durrani said afterwards: “I was delighted in the level of interest in the event – we actually had to decline some applications for attendance as we were oversubscribed.

“The feedback from those who did attend was very positive and I hope that everyone who was there will be able to take something from the day.”

# OLDER PEOPLE ACUTE CARE INSPECTIONS

Healthcare Improvement Scotland will be assessing our high-quality care for elderly patients

STAFF should be prepared for unannounced inspections of older people's care at NHS Lanarkshire's acute hospitals.

Healthcare Improvement Scotland has launched a new programme of announced and unannounced inspections.

They will focus on nutrition, trips and falls and dementia/cognitive impairment. Key local risk data will also be reviewed at the time of inspection.

The inspections were originally planned to take place at the same time as the Healthcare Environment Inspectorate inspections, but will now be completely separate.

Director of allied health professions, nursing and midwifery Paul Wilson said: “There is a lot of excellent work taking place across NHS Lanarkshire to improve care for older people. These inspections will help bring additional focus to our existing commitment to provide high-quality care to all older people.

“We are asking all staff in our acute hospitals to be ready for the inspections. The inspectors can attend any wards or areas and they will interview staff about the care provided to older, frail patients. They will also review case notes.

“NHS Lanarkshire has completed a self-assessment prior to being inspected. This is available on the Clinical Quality section of FirstPort and we would encourage all staff who could be involved in the inspections to look at it.”

During the visits, inspectors will



observe interactions between staff and patients and talk to patients, relatives and carers. Before inspectors speak to any patients they will consult the nurse in charge. Consent will also be sought from patients before the discussions.

Inspections will generally be within working hours on any day of the week and will usually last two days. If visiting specialist or sensitive areas (e.g. operating theatres, paediatric wards, maternity units)

access will be arranged on the day.

Inspections will continue over meal times, but this time will be used for observations.

When the inspectors arrive at one of our acute hospitals, Monday to Friday 9am to 5pm, staff should alert the relevant general manager immediately: Judith Park at Hairmyres, Marion Mark at Wishaw General and Rhona Robertson at Monklands.

If the general manager is

unavailable please alert the associate director of nursing on the relevant site: Frances Dodd at Hairmyres, Susan Stewart at Wishaw General and Ruth Thompson at Monklands.

If the visit takes place outwith these hours, staff should contact the hospital switchboard. They will inform the on-call manager.

HIS will also seek the views and experiences of older people who have used acute services.

## Brief...

### Easy help for the learning disabled

NHS Lanarkshire's Adult learning Disability Service has launched a new website with information for people with learning disabilities and health professionals.

The HealthLanarkshire site provides accessible easy read health information for people with a learning disability in various formats.

These materials, along with easy read letter templates, can also be used by health professionals to help them effectively communicate.

The site and supporting materials were developed by acute liaison nurse practitioner Jean Howieson and primary care liaison nurse practitioner Karen Clarke from the Adult Learning Disability Service.

Jean said: “The idea for the site and the materials came about as we know that there is poor uptake of national screening programmes by people with learning disabilities.”

Karen said: “We are encouraging all health professionals to use these materials with their patients. The leaflets will be in GP practices, hospitals and health centres.”

The communication aid is also available on the website in the Treatments, Medicine and Health Matters section.

Visit the site at [www.healthlanarkshire.co.uk](http://www.healthlanarkshire.co.uk)



Susan Cotterill, lead occupational therapist, and specialist occupational therapists Barbara Bryant and Fiona Ramsay

### Occupational therapy exercise

HELPING adults with learning difficulties was the key theme to an occupational therapy event held in November.

NHS Lanarkshire's lead occupational therapist Susan Cotterill said: “The aim of the event is to share information about the work we do with adults with learning disabilities to help and support them. We highlighted a number of different techniques and forms of sensory input which have achieved very positive results.”

In addition to presentations on the benefits and uses of animal assisted therapy, enabling arts and yoga, there were several poster presentations.

Workshops were also held on Yoga as Therapy, Sensory Integration and Vocational Rehab.



## Managing the risk of developing dermatitis

ALL healthcare workers are at increased risk of contracting the skin condition dermatitis – but there are ways to minimise the risk.

NHS Lanarkshire's occupational health department provides advice and information on this condition.

And a number of policies have also been developed to provide guidance.

Craig Graham, occupational health nurse advisor, said: "Although the incidence of work-related dermatitis is very low in NHS Lanarkshire, it is important to be aware that dermatitis is a recognised occupational disease with an increased prevalence in healthcare workers."

Within healthcare there are a number of potential causes or reasons that an individual may be predisposed to dermatitis. These include:

- chemical or biological agents
- natural rubber latex
- chemicals within gloves
- frequent handwashing
- individuals who have a history of allergy or asthma
- certain food allergies
- soaps, detergents, disinfectants.

NHS Lanarkshire's dermatitis in health care workers policy aims to educate, inform, and raise awareness of the condition. It also describes procedures for preventing work-related dermatitis and for dealing with staff presenting with symptoms.

Craig said: "Staff should be aware of the particular risks in their area and report any symptoms to their manager and occupational health."

"These can include: dry, itchy skin; redness or swelling; small blisters on the skin; flaking or cracking. In severe and chronic cases the skin may become thick and leathery."

Latex can cause various health problems ranging from skin irritation to severe allergic reaction.

NHS Lanarkshire's policy on latex is designed to eliminate the use of latex products where possible and establish a system for their safe use when they are required.

- The main aims of the policy are to:
- describe procedures for identifying latex sensitivity in patients and staff
  - describe procedures for dealing with latex-sensitive patients and staff
  - describe NHS Lanarkshire policy on glove procurement and selection
  - educate and inform staff and raise awareness of latex allergy
  - reduce the use of natural rubber latex gloves, and, in particular, non-sterile examination gloves.

▶ For more information on dermatitis, visit the Policies section on FirstPort.

# A fare rating

## Visiting MSP finds hospital food gets an unfair reputation

MARGARET McCulloch MSP visited Hairmyres Hospital to get a flavour of ongoing patient catering developments.

The Central Scotland MSP was joined by patient representatives on the tour which took place in the kitchens and wards.

This gave the visitors a chance to speak directly with catering staff and patients to get their views on how the food is served and the work that has been done to enhance the patient experience.

Ms McCulloch said: "I was very grateful for the opportunity to visit Hairmyres. I always wanted to taste the food for myself. The standard of food was much better than I anticipated and the patients I spoke to had a similar view."

Judith Park, general manager for Hairmyres Hospital and chair of the Patient Catering Group, said: "We are committed to providing high-quality food, fluid and nutritional care to all our patients."

"Management, catering and clinical staff have worked tirelessly to improve the patient experience and quality of the food. We are proud of the changes we have made and were happy to arrange a food tasting session."

The Patient Catering Group, which oversaw the improvements, works closely with patients, ISS and clinical staff and has seen senior management and staff adopting a more hands-on



COMPLIMENTS TO THE CHEF: Margaret McCulloch MSP praised catering, clinical and management staff

approach to patient catering.

ISS managers regularly undertake walk-rounds seeking patient opinion during each meal service. This monitors popular and less popular food items and informs the group if any changes to the patient catering experience are required.

Patient Rosylyn Mahon said: "I think people have unreasonable expectations. Too many people forget they are in hospital. This is food to help you get better and I

think it is very healthy."

A task and finish group for food fluid and nutrition led by Anne Armstrong, chair of the Area Clinical Forum, has also been established to advance operational issues associated with patient catering.

From a nursing perspective, protected mealtimes are now fully embedded across all wards with full commitment from nursing staff to support the patient meal service. Nursing staff are fully

involved in the patient catering service and assist hostess staff during all meal services.

Anne said: "We want to provide a really good service for patients and we are listening to what patients are saying."

"Additional patient catering questionnaires are now distributed bringing the total to 400 per quarter. Analysis of findings will allow the necessary modifications to be introduced to the patient catering experience."

## Food for thought for task group

JUDITH Park highlighted that this is not the end of the work on patient food at Hairmyres Hospital. The general manager for Hairmyres said: "Patient satisfaction is important to us. Although we have already implemented a number of changes,



we recognise this is an ongoing process. "Many more developments will take place over the coming weeks and months to further enhance the patient catering experience."

"We will continue to work with our service providers, dietitians and patient representatives

to monitor nutritional standards, quality and patient satisfaction."

- Developments include:
- ISS is in the process of recruiting a part-time patient engagement manager to gather face-to-face patient feedback and allow ISS to respond quickly to patient needs.
  - Information is being collated at each meal service capturing how many patients receive their first choice of meal. This information is used to modify the number of meal types prepared.
  - Refinement of ordering process and quantities of meals ordered to reflect

popular items to ensure patients receive their first choice of meal.

- Any patient catering issues identified during meal service are routinely addressed between the hostess and nursing staff at point of service, ensuring immediate resolution.
- Walk-rounds by senior nurses during meal services to monitor nursing involvement at meal service and monitor patient satisfaction.
- Patient catering information leaflets and posters to inform patients and visitors of patient feedback and how these have been addressed.

# SEMINAR SETS STANDARD FOR ADULT PROTECTION

Event in Kirklands brought together all services to help protect adults

ADULT protection is everybody's business – that was the message of a seminar event hosted by NHS Lanarkshire's Child and Adult Protection Group.

The event, held at the Medical Education Centre, Kirklands, in October, aimed to highlight developments in relation to adult protection in Scotland and our responsibilities in protecting vulnerable adults from harm.

Jim Grierson is a practice improvement and development nurse (mental health) with the remit for adult protection within the health board.

He said: "We all have a moral and professional duty to care for adults who might be deemed as vulnerable and to help them to live their lives without experiencing harm.

"These can include older people and those with dementia, people with physical or learning disabilities or mental health problems.

"The seminar event highlighted national and local developments in relation to Adult Protection in Scotland and focused on achieving best practice in NHS Lanarkshire."

Attendees were also updated about the work under way around the implementation of the Adult Support and Protection (Scotland) Act 2007.

The new Learning Pack, developed by NHS Education Scotland, was launched and the updated NHS Lanarkshire Guidance and Procedures were



UNITED THEY STAND: speakers at the seminar

also re-launched.

Colin Sloey, director of North Lanarkshire Community Health Partnership, said: "A lot of work has been done to ensure staff are trained and supported in meeting their obligations under the adult support and protection legislation.

"Hopefully the creation of the joint child and adult protection group will result in the cross fertilisation of ideas and practice.

"Adult protection is still very much at an embryonic stage compared to the established child protection processes but I am sure this will pay dividends."

Karen Robertson, associate director of nursing, mental health

and learning disabilities service, said: "NHS Lanarkshire's adult support and protection policy, Act Against Harm, features a summary of actions which must be taken if staff believe or suspect harm.

"It provides guidance and information for all staff when they need or want it. We all have a responsibility to ensure that those adults we support in our care are safe from harm.

"To do this we need to ensure that adults are empowered and supported to make their own choices about their lives and to live as independently as possible in relation to their circumstances."

Additional speakers at the event included: Joan James, divisional

nurse director; Dr Alastair Cook, associate medical director and director of medical education; Jim Cameron, independent chair, South Lanarkshire Adult Protection Committee; Kaye MacGregor, North Lanarkshire ASP co-ordinator; Juliet Norman, nurse consultant; and Adult Protection Committee chairmen Rab Murray, North APC, and Jim Cameron, South APC.

**For more information on what you should do if you suspect someone is at risk, and on Adult Protection, including legislation, policies and contact details, visit <http://firstport/sites/asp/default.aspx>**



SCRUBBING UP: NHS Lanarkshire's oral health educators, including Anne O'Neill, raised awareness of mouth cancer at the three acute hospitals

## Not just paying lip service to mouth cancer

RAISING awareness of the risks and prevention of oral cancer was the aim of events held in the three acute hospitals in November.

NHS Lanarkshire's oral health educators, including Anne O'Neill and Irene Peacock, hosted information stands in Wishaw General, Monklands and Hairmyres hospitals to speak with the public and with staff.

Anne said: "Mouth cancer is one of the biggest killers in the UK but we advised people that by stopping smoking, reducing alcohol intake and visiting the dentist regularly, they could reduce the risk of contracting the disease.

"The human papillomavirus (HPV) is also associated with a higher risk of contracting mouth cancer and the HPV vaccination programme for girls in secondary school and young women up to 18 years of age is therefore important."

The disease can appear in different forms in the mouth – sometimes as a white or red patch, or as a painless ulcer which does not heal.

Irene said: "If these symptoms appear it is important to visit your doctor as early as possible to increase the chances of beating the disease.

"Mouth cancer affects all ages. Historically, it was more likely to affect

men in their 50s but there has been an increase in the number of younger people and women contracting the disease.

"This is due to lifestyle changes and the increasing incidence of younger men and women smoking and drinking alcohol.

"One of the key messages we wanted to highlight was the importance of visiting a dentist regularly as they check for signs of mouth cancer during regular check ups."

**NHS Lanarkshire Stop Smoking Service can be contacted on 08452 177 07 or text 'advice' to 81066.**

### In brief...

#### £600k facelift for clinic in Larkhall

LARKHALL Health Clinic is to undergo a £600,000 refurbishment.

It will include rewiring work, two new clinical rooms, the installation of a new heating system and new lighting as well as internal decoration.

Work will start in early 2012 and is expected to be complete by Easter 2012.

Once complete, both staff and patients will enjoy the benefits, which will include an improved working and patient environment and a clinic which is more efficient in its energy use.

Alan Lawrie, executive director for the South Community Health Partnership (CHP), said: "It's always been our intention to upgrade Larkhall Health Clinic under our capital development programme and this investment will help transform the clinic.

"We're sure the makeover will be appreciated by all the staff and patients as well as the local community."

The work will be undertaken in two stages, with services decanted to an onsite temporary base during the work.

All services will continue during the refurbishment work.



#### New disability centre opens

NHS Lanarkshire chairman Ken Corsar officially opened Kylepark Assessment and Treatment Centre.

Located in the grounds of Kirklands Hospital, the newly built, 12-bed, short-stay, in-patient facility provides specialist learning disability services for those with diverse and complex health needs.

The £7.4 million facility provides access to a community-based, learning disability in-patient service that provides a therapeutic environment, which aims to support personal growth, wellbeing and maximise patient potential.

With all 12 rooms en-suite, all patients enjoy privacy.

NHS Lanarkshire mental health service manager for those with learning disabilities, Margaret Serrels, said: "In Lanarkshire it is estimated that around two to three per cent of the population will have some kind of learning disability with 0.4 per cent having a severe or profound learning disability. The new centre will help these people."

# Skin services looking good

## Monklands celebrates the opening of its dermatology facilities

TERRY Currie, chairman of the NHS Lanarkshire operating management committee, officially opened the Lanarkshire Centre for Dermatology at Monklands Hospital.

Terry said: "I was delighted to open the centre which will help the dermatology team to build on their terrific work to meet the needs of patients throughout Lanarkshire."

"The refurbished accommodation, along with the obvious dedication and commitment of the staff, will ensure we continue to meet the high demand for dermatology services."

Dermatology inpatient and outpatient services benefited by moving into newly refurbished wards as part of the Monklands Hospital investment programme.

Dermatology is the largest medical outpatient speciality within Lanarkshire. Services are provided at all three acute hospitals, with subspeciality activity at Monklands, and a further outpost clinic at Stonehouse.

The recent refurbishment also included an 11-bed inpatient ward (ward 15) at Monklands Hospital. The ward has three single rooms and two four-bedded bays with museum film on the windows to prevent sun-induced flare of skin disease and enhanced lighting to



HIGH-TECH: Smiles at new ward

allow better skin analysis. Dr Freida Shaffrali, consultant dermatologist, said: "Demand for dermatology services increase year-on-year. The new facilities are at the centre of the redesigned dermatology service, which sees about 16,000 referrals per year."

"The Lanarkshire Centre for Dermatology will provide specialist

dermatology day treatment, investigations and outpatient clinics, complemented by the core services that are available across the three acute sites and in primary care."

The centre will ensure specialist services can be delivered in an environment which allows the clinical team to work together

providing seamless care for patients, one-stop clinics, specialist treatments, as well as training to allow retention of speciality trainees and enhance recruitment.

▶ See page 14 for more details on Monklands modernisation programme.



GREAT HELP: volunteers with the Community Mothers and NHS Lanarkshire chairman Ken Corsar

## Mothers in the community help boost breastfeeding

COMMUNITY MOTHERS in Lanarkshire held a special event to welcome all its new volunteers who trained with the programme over 2011.

NHS Lanarkshire chairman Ken Corsar made the presentations to the mums at the ceremony in the Fairhill Lifestyle Centre.

Community Mothers is a breastfeeding support programme made up of local women who volunteer to provide encouragement to breastfeeding mothers within their own communities.

The women are registered volunteers with NHS Lanarkshire and are recruited, trained and supported by midwives who co-ordinate the growing health initiative.

▶ To find out more, call Community Mothers on 01698 377 655.

## Pressure sores presenting real winter problem

TISSUE viability staff held events in all three acute hospitals to raise awareness of pressure sores.

An awareness week took place in November and staff used the opportunity to remind staff and the general public on the importance of pressure sore prevention.

Tissue viability nurse Diane Mitchell said: "Pressure ulcers are becoming more of an issue and we felt it was important to use this week to get the message out there."

"It's important that, not only health care staff are aware of how to prevent these sores, but also those people caring for others at home."

"As such, we wanted to make sure the general public were aware of issues like repositioning, diet and fluid intake, skin care and incontinence."

"In winter many more people will find themselves in bed with the cold, flu or other illnesses and they should be aware of pressure sores."

▶ For more information on pressure sores, visit <http://firstport/sites/tissueviability/default.aspx>

## MRI installation hailed as 'tremendous'



BIGGER PICTURE: staff will now be able to provide more comprehensive scans

THE new MRI scanner at Monklands Hospital was given the thumbs up at a recent demonstration visit.

Neena Mahal, NHS Lanarkshire vice chair, who was part of the visiting group, said: "It was wonderful to see the new MRI scanner."

"It is a terrific investment which will prove to be invaluable to the hospital, patients and the dedicated staff who will use the equipment."

"I was delighted to meet members of the radiology team as part of the visit."

"Their highly specialised skills, commitment to patient care and enthusiasm for the scanner was obvious throughout the demonstration."

The state-of-the-art Philips MRI

scanner offers faster, more in-depth information, and provides routine and urgent diagnostic scans for orthopaedic, medical, surgical and neurological conditions.

Dr Julian Guse, clinical director and consultant radiologist, said: "I was very pleased with how smoothly the installation went."

"The support we had from Philips was tremendous."

"The demand for this type of scan has increased dramatically over the years and this will no doubt continue to grow in the years ahead."

"The introduction of this third MRI scanner is great news for Monklands Hospital, the surrounding community and for Lanarkshire as a whole."

# Protect patients – help stop medication errors

HEALTH staff are being asked to help reduce medication errors – one of the main causes of avoidable inpatient harm.

The National Patient Safety Agency (NPSA) received 7070 reported incidents of medication errors involving admission and discharge between 2003 and 2007, including two fatalities and 30 that caused severe patient harm.

NHS Lanarkshire is committed to this aspect of patient safety and is leading on a national improvement project, chaired by medical director Dr Alison



Graham. It involves working and learning together to ensure patients' medicines are accurately known within 24 hours of admission and accurately communicated to their GP on discharge.

Alexa Wall, head of pharmacy at Monklands and Dr Gregor Smith, primary care medical director, both Scottish Patient Safety Fellows, are leading the 180-Day Rapid Cycle Improvement Project for Medicines Reconciliation.

Gregor said: "This project is an opportunity for Boards to work

together to accelerate some of the good work that's already being done in this challenging area. Accurate information is essential, whether that be in admission or discharge documents."

Medicines reconciliation involves three steps: collecting, checking and communicating.

Alexa said: "The process on admission involves collecting the most accurate available list of the medicines the patient is currently taking at home, including the name, dosage, frequency and route – documenting a plan for each medicine and ensuring that they are prescribed accurately on the cardex. To make this reliable and accurate we need to work towards a system that gets this right for every patient, every time, 24 hours a day seven days a week,

every member of the multidisciplinary team has to be involved.

"It's vital to remember that patients and their carers themselves are key sources of information about medicines and it is important to ask them how they actually take their medication at home, including any over the counter medicines."

Communicating and documenting any changes during admission is extremely important as this provides a complete list of medications which can then be accurately communicated to the patient's GP on discharge.

To get this process right, the local team has been working with key clinical staff, including Dr Mhairi Sinclair, consultant in acute medicine emergency receiving at Wishaw

General Hospital and Dr Graham Ellis, consultant care of the elderly at Monklands.

Mhairi, who has focused on working with junior doctors to improve compliance on admission, said: "Getting medicines right is extremely important. A large part of our job as physicians is to ensure that patients are taking the correct medication. This means knowing exactly what they were taking prior to admission so that medications can be reviewed, altered if necessary and prescribed safely."

**NHS Lanarkshire is launching a new Medicines Reconciliation Policy in January 2012. It will be available under 'Clinical Policies' in the 'Policies' section of FirstPort.**

# Battle the bugs

## Patients, visitors and staff can help halt spread of infections

NOROVIRUS, flu, hand hygiene and urinary catheters were the hot topics during NHS Lanarkshire's Infection Prevention Awareness Week.

NHS Lanarkshire infection control staff had awareness stands at Monklands, Wishaw General and Hairmyres Hospitals, Kirklands HQ, Rutherglen Health Centre and Cumbernauld's Central Health Centre.

The information on Norovirus was particularly key with the start of the Norovirus season declared at the end of November 2011.

Winter vomiting virus causes sickness and diarrhoea. It usually lasts for 24 to 48 hours, but it is infectious for two days after the symptoms stop.

Infection control manager Heather Gourlay advised that the actions of patients, visitors and staff can minimise the impact of Norovirus. She said: "It is important that people do not visit hospital if they have symptoms of Norovirus and they should wait until they have been clear of symptoms for at least 48 hours as they may still be contagious.

"Patients and visitors can also help by maintaining good hygiene, especially regular hand washing before eating and after using the toilet, as alcohol hand sanitisers are ineffective in removing Norovirus from hands.

"However, it is important



**IN CONTROL:** Monklands Hospital infection control staff raising awareness (left to right) senior infection control nurse Richard Fox, staff nurse in infection control Lyndsay Quarell, infection control nurse Linda Thomas and MRSA surveillance nurse Rachel Nicholls

that patients and visitors continue to use sanitisers before entering and leaving wards as they are highly effective measure in

preventing the spread of other infections between wards."

Staff are also advised that for patients presenting in accident and emergency there needs to be:

- a high-index of suspicion of possible Norovirus in patients who have or report symptoms of diarrhoea and or vomiting
- avoidance of admission where it is clinically safe to do so
- effective patient placement (in

isolation) and prompt application of Norovirus control measures to minimise the risk of outbreaks.

In in-patient areas there needs to be:

- a high-index of suspicion by healthcare workers of possible Norovirus in patients who develop symptoms
- effective patient placement (in isolation) and prompt application of Norovirus control measures to minimise the risk of outbreaks
- early reporting of possible outbreaks to the infection control team
- easy access to the local Norovirus control measures.



**FIGHTING INFECTION:** Staff nurse Jacqui Lynn, hand hygiene co-ordinator Mary MacLean and MRSA surveillance nurse Julie Burns

## A breath of fresh air...

IN spring this year NHS Lanarkshire will introduce an improved Domiciliary Oxygen Therapy Service (DOTS).

The move follows a national review of DOTS by the Scottish Government, NHS National Services Scotland (NSS) and the Scottish Public Health Network with the support of the British Lung Foundation and Chest Heart & Stroke Scotland.

The review proposed the setting up of a single oxygen service provider to give all patients the chance to access the new generation of lighter, portable oxygen concentrators for those deemed clinically suitable as it has been demonstrated that the new concentrators are clinically superior to cylinders.

Maureen Carroll, coronary heart disease and respiratory network manager, who is overseeing the new change, said: "The review has been widely supported, in principle, by the respiratory community.

"The new service will give us:

- Better data for planning, monitoring and epidemiological purposes
- More robust clinical protocols for initial assessment and subsequent prescribing
- Structured follow-up and monitoring of all patients clinically suitable for long term oxygen therapy
- A more efficient and cost effective service."

As part of the planning process NHS Lanarkshire is required to review all new and existing patients on oxygen currently serviced by their GP or community pharmacy to determine their future needs.

This will see all patients on oxygen therapy who use community pharmacy being reviewed by the respiratory multidisciplinary team with some being invited to attend a nurse-led assessment.

Patients deemed no longer clinically appropriate for oxygen will be encouraged to withdraw from the therapy albeit some may need to remain on oxygen under the continuing care of their GP practice but with future supplies being dispensed by National Services Scotland.

**For more information on the new service, call 01355 585187.**

# STAFF URGED TO USE ANTIBIOTICS WISELY

Call for staff call and the public to use antibiotics properly to maintain their effectiveness and prevent the rise of resistant bacteria

STAFF at Monklands, Hairmyres and Wishaw General hospitals organised information stands to raise awareness of European Antibiotics Awareness day on 18 November.

The event was to inform staff and the public on the correct use of antibiotics and explain how overuse can result in antibiotics losing their effectiveness.

Steve McCormick, NHS Lanarkshire's lead antimicrobial pharmacist, based in Monklands Hospital, said: "Overuse of antibiotics can see bacteria becoming resistant to antibiotic treatments which results in them rapidly losing their effectiveness when they are needed most.

"Correct use is vital and within NHS Lanarkshire, new policies to improve antimicrobial management have helped lead to a reduction in antibiotic resistant bacteria such as Methicillin Resistant Staphylococcus aureus (MRSA) and antibiotic associated infections such as Clostridium difficile."

The event also aimed to inform the public that antibiotics are a valuable and limited resource and should only be used when there is evidence that patients will benefit.

Irene Winning, senior biomedical scientist, microbiology

at Monklands Hospital said: "The majority of antibiotics are prescribed for chest infections and although some of these infections do require antibiotics, many others such as colds, coughs and upper chest infections are usually viral and are not helped by taking antibiotics.

"As such, we want the public to stop and think before they ask their GP for antibiotics to treat an ailment or condition which may actually be self limiting."

The key antibiotics messages to remember include:

- antibiotics are only effective against bacterial infections – not viruses such as common colds or flu.
- misuse of antibiotics causes bacteria to become resistant so when you need antibiotics in the future they may no longer work.
- Always seek your doctor's

advice before taking antibiotics.

- Do not keep leftover antibiotic treatments. Ask your pharmacist about how to dispose of the remaining medicines.

For more information, visit: <http://ecdc.europa.eu/en/EAAD/Pages/Home.aspx>

RAISING AWARENESS: Irene Winning and Steve McCormick



## Maureen's on a mission

MAUREEN Taggart is on a mission to improve care for people with dementia.

She has been appointed to a new post as Alzheimer's Scotland – nurse consultant, dementia.

Her role is to provide professional nursing leadership, strategic direction and expert consultancy on all aspects of clinical nursing practice and care of people with dementia.

Maureen, whose previous role was as a mental health services manager, said: "I was delighted to get the post and I'm extremely excited about taking this important agenda forward."

A key part of her role is looking at how NHS Lanarkshire can improve the quality of care for people with dementia who are admitted to an acute hospital.

One aspect of this will be raising awareness of dementia among accident and emergency staff so they can more easily recognise when someone is having possible dementia-related delirium or confusion and ensure they receive the right care.

Maureen said: "Ensuring all staff across our acute hospitals know the needs of people with dementia is crucial to getting their care right. Colleagues within acute have been extremely helpful and we are doing some joint work on the care pathway within acute."



"There is a huge potential benefit, because if we can get the care right for older people with dementia, we know we've got it right for almost every older person in Lanarkshire."

Improved discharge planning and post-diagnostic support are among the things that Maureen will be looking at.

She said: "Ultimately, my role is about improving the outcomes for people with dementia. That means providing person-centred care, supporting people to get back to their own homes or a care home where appropriate and helping people avoid the need to go into institutional care."

"There is continual improvement in the assistance technology to support older people with dementia at home in Lanarkshire, including the Just Checking Service and falls, flood and door alerts."

"The Change Fund has supported an additional consultant psychiatry and advanced nurse practitioner to further develop the Acute Liaison Services for Older Adults, as well as additional psychology, psychiatry and occupational therapy support for the Young Onset Dementia Service."



BREATH OF LIFE: From left, Jim Munro, Doreen Munro, Maureen Rhind, Isobel Ramsey, Moir McCall and Anne McCall

## Celebration of COPD action

WORLD COPD day was celebrated at Wishaw General Hospital in November.

COPD (Chronic Obstructive Pulmonary Disease) is a term used to describe a number of conditions, including chronic bronchitis and emphysema.

It is a progressive, irreversible lung disease which kills about 30,000 people a year in the UK.

It is estimated to affect about 3.7 million people nationally and yet only 900,000 people are diagnosed with the disease.

To make more people aware of

its effects, the Clyde Valley Breathe Easy Group organised the stall to raise awareness of World COPD Day which fell on Wednesday 16 November.

Sandra Watson, a respiratory nurse at Wishaw General, said: "Early diagnosis of COPD is vital as it allows patients to take steps to slow down the progression of the disease and live healthy lives for longer."

"It also helps reduce the chances of emergency care from their GP or the need for hospital admission."

"Unfortunately, not enough patients are diagnosed early enough,

which is why we're keen to promote World COPD day."

The biggest single cause of COPD is cigarette smoking and the signs of COPD are cough, phlegm and shortness of breath.

Some may only notice these symptoms in winter or put them down to bronchitis or 'smoker's cough' which means they may not seek help at an early stage of the disease.

For more information on COPD, visit [www.lunguk.org/you-and-your-lungs/conditions-and-diseases/cpd.htm](http://www.lunguk.org/you-and-your-lungs/conditions-and-diseases/cpd.htm)

# A YEAR OF CONTINUAL IMPROVEMENT

## NHS Lanarkshire chairman Ken Corsar looks back over the highlights of 2011

DURING 2011, we concentrated on improving the quality and safety of the care provided and, at the same time, focused on improving efficiency.

We continued our progress in reducing the risk of healthcare associated infections (HAIs) and met the Scottish Government HEAT targets to reduce rates of staphylococcus aureus bacteraemia (SABs) and Clostridium difficile infection (CDI).

In addition, we delivered all key national waiting time guarantees.

A range of quality improvement programmes are in place, including Lean, Scottish Patient Safety Programme, Better Together and Patient Experience.

While the national Patient Experience survey was positive in many ways within NHS Lanarkshire, it provided key information on necessary improvements which we have committed to undertake.



I am pleased to report that our financial targets were met and we continued to operate within a balanced financial position.

To continue improving healthcare provision in Lanarkshire, we continue to provide new facilities.

These included the new £8.14 million

Beckford Lodge, a facility for adults with mental health needs, which opened in January 2011, and the Glencairn facility at Coathill Hospital, which was officially opened in March 2011.

The key to improving the health outcomes for the people of Lanarkshire has been, and will continue to be, through the dedication, professionalism and hard work of our staff and volunteers who play a vital role in supporting NHS Lanarkshire.

Throughout the year, I have met with a wide range of staff and have consistently been impressed by their commitment, diligence and enthusiasm.

Together with our partners and the public, including North and South Lanarkshire Councils and the Public Partnership Forums, I look forward to continuing our efforts in improving the health of Lanarkshire's population through 2012.

## HIGHLIGHTS OF 2011



### January/February

THE front page of the first *Pulse* of 2011 celebrated the dedication of NHS Lanarkshire's staff during the extreme wintry conditions in December 2010.

Colleagues from across the health board went to great lengths, including sleeping in their workplaces, trekking through miles of knee-high snow and working extra hours to continue to provide the highest level of care.

TWO important changes in the cancer services division were highlighted in the January-February issue of *the Pulse*.

NHS Lanarkshire's clinical haematology inpatient services were to be concentrated within a 20-bed unit in ward 16 at Monklands Hospital – an increase of four beds.

In addition, lung cancer oncology clinic services were also to be concentrated at Monklands.

THERE were prestigious Scottish Health Awards for two top NHS Lanarkshire teams.

The team behind Up For It Lifestyles, a health improvement programme at Blantyre Health Partnership, won the coveted Health and Life Improvement Award, while ACE, a team of health professionals from Hairmyres, Monklands and Wishaw General hospitals, won the esteemed Older People Care Award.

### March/April



NEW mum Lynsey Frew, who almost died from swine flu and needed an emergency caesarean to save her baby, thanked the staff at Wishaw General who cared for her during her traumatic experience.

She said: "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 a live link so that I could see Sarah on a computer screen."

"They saved my life and Sarah's."

THE results of the NHS staff survey for 2010 were published

showing there had been improvements in key areas.

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

REDUCING energy consumption and improving our recycling record remained a key aim for NHS Lanarkshire in 2011.

The March-April edition of *the Pulse* highlighted a report that showed NHS Lanarkshire was the only health board in Scotland to consistently meet its energy consumption targets since 1993/94.

### May/June

THE May/June *Pulse* highlighted the new era in mental healthcare with the official opening of the £4.8 million Glencairn facility at Coathill Hospital in March.

This followed the completion of the new £8.14 million Beckford Lodge and refurbishment of Caird House. Together, these developments mark a major step forward in the

modernisation of mental health services in Lanarkshire.

While the new era gathered pace, another had ended with the closure of Hartwoodhill Hospital in February.

CONSTRUCTION started on the state-of-the-art Airdrie Community Health Centre. When complete this summer, it will be one of the largest health centres of its kind in Scotland.

HAIRMYRES and Wishaw General hospitals celebrated 10 years of providing top-class healthcare in modern facilities.

The new £67.5 million Hairmyres Hospital opened to patients in March 2011 and healthcare in Lanarkshire received another huge boost when the new £100 million Wishaw General opened its doors on 29 May.

### July/August

THE concentration of NHS Lanarkshire's headquarters at Kirklands Hospital in Bothwell was completed.

Staff who previously worked in corporate departments at the former HQ at Beckford Street, Strathclyde Hospital and Cleland Hospital relocated to the new offices.

STAFF across NHS Lanarkshire took part in two events looking at

how we reshape older people's care.

The events brought together colleagues from local authorities, the independent care sector, the voluntary sector as well as carers and members of the public to talk about the challenges and solutions to providing an improved service for older people and their carers.

NORTH and South Lanarkshire Councils, together with NHS

Lanarkshire, hosted an event to mark the full implementation phase of Getting it Right for Every Child (GIRFEC) – a programme to ensure parents, carers and professionals work together to give children and young people the best start in life.

GIRFEC aims to ensure that every young person is safe, healthy, achieving, nurtured, active, respected, and included.

### September/October

SCOTTISH golf star Colin Montgomerie attended a celebration at the site of the Elizabeth Montgomerie Building

of Lanarkshire to mark the progress of Monty's Maggie's Appeal. Colin was joined

by dignitaries, NHS Lanarkshire staff, Maggie's centre users and supporters, and the architects involved in the project at the site

of Monklands Hospital to bury a commemorative time capsule, containing prized memorabilia, where the new Maggie's Centre will be located.

THE West of

Scotland Laundry (WoSL) received a Gold award in the prestigious RoSPA Occupational Health and Safety Awards 2011.

The WoSL, which is part of NHS Lanarkshire's property and support services division, processes more than 220,000 items a week, including sheets, pillowcases and barrier gowns for all hospitals and care centres within NHS Lanarkshire, NHS Dumfries and Galloway, NHS Ayrshire and Arran and the State Hospital.

### November/December

WISHAW General's maternity unit experienced a baby boom – among the staff. This issue of *the Pulse* told how three midwives – Pamela Curran, Kirsty McGowan and Cheryl Clark – and Dr Kara Senwauth all gave birth to baby boys on the same day in September.

And the following week, midwives Debbie Mycek and Kirsteen Hyslop both gave birth to girls.

THE installation of the new MRI scanner at Monklands was highlighted in the November-December issue of *the Pulse*.

The scanner will improve treatment, provide a faster service, enable the hospital to meet the growing demand for its services, reduce waiting times and provide a more convenient, local service for patients.

MINISTER for Public Health Michael Matheson MSP praised NHS Lanarkshire for its efforts at the health board's Annual Review.

He also praised the Board for meeting the key waiting time and other access targets in 2011/12, including meeting the nine-week inpatient and day case target some three months ahead of schedule.

# Five of the best

## Fifth mental health symposium attracts more than 100 delegates



THE fifth Lanarkshire Symposium for Mental Health and Learning Disabilities attracted more than 100 delegates from across Scotland.

Dr Khalid Nawab, consultant psychiatrist in learning disabilities and clinical director in adult mental health, founded the symposium.

He said: "The programme was supported by a wide variety of speakers who were experts in their relevant fields in mental health and learning disabilities."

"Over the years we have been fortunate to have had many distinguished speakers, including Professor Dinesh Bhugra, who was

the President of the Royal College of Psychiatrists.

"This year we were very fortunate to have senior colleagues from NHS Lanarkshire who took part and supported the symposium, including Tim Davison, chief executive; Dr Alison Graham, medical director; Dr Alastair Cook, associate medical director for mental health and learning disabilities, and many more.

"I would like to thank everyone for their valued contributions as well as their unwavering support over the years which has made this a successful event, and we look forward to the 2012 Symposium."



## Patients benefit from pedal power

THREE Lanark men got on their bikes and raised £1500 for Wishaw General Hospital's oncology unit.

Craig Welsh, 26, Gareth Brown, 30, and Andy McAllister, 26, joined more than 7,000 other cyclists to take part in Pedal for Scotland – a 51-mile cycle from Glasgow to Edinburgh.

Craig said: "It was worth the pain to know that patients would benefit from our efforts."

The trio finished the gruelling challenge, which started at the Winter Gardens in Glasgow and ended at Murrayfield Stadium in Edinburgh, in three-and-a-half hours – battling the weather and many steep hills.

Gareth said: "It was tough but the event was a lot of good fun and we had a few laughs."

The three friends decided to take part and raise funds for the unit in memory of Craig's mother, Marion Gardiner, who passed away from cancer last year.

Craig said: "My mum always spoke highly of the staff and her treatment at the hospital. The generosity of all those who donated to our efforts will be used to support patients just like her."

Julie King, associate clinical nurse specialist, said: "I would like to thank Craig, Gareth and Andy for their kindness. The money will be used to enhance patient comfort."

## Prestigious post for Ross Milligan

NHS Lanarkshire's Ross Milligan has been appointed chairman of the Institute of Medical Illustrators.

Ross, who is head of Medical Illustration Services in NHS Lanarkshire, was inaugurated at the IMI's annual conference at Cheshunt near London in October 2011. The IMI is the lead professional body for medical illustrators.

Ross will hold the position until October 2013.

The IMI was founded in 1968 to bring together the several disciplines of medical illustration, and since that time has set and maintained standards for the profession representing clinical photographers, healthcare designers, medical artists and clinical video producers both in the UK and rest of the world.



## Poster scoops national award

A MONKLANDS Hospital team won a prestigious national award for their work on improving patient care in blood transfusion.

The transfusion team, which includes nursing, medical laboratories and transfusion practitioners, won first prize in the poster competition at the national blood transfusion meeting held in London.

Pauline Stewart, transfusion practitioner, said: "Our poster was based on the successful pilot we carried out and led to a change in practice in the Monklands intensive care unit and Wishaw General's haematology day bed unit.

"Entitled 'Can one head be better than two?' the poster demonstrated how a thorough check of blood components by one nurse can be more effective than two nurses doing the check.

"Although the change still generates much discussion both locally and nationally, we are confident that the single-person check can help reduce administration errors.

"We intend to extend this practice to all suitable areas."

This is the second time the Monklands team has won an award at this national meeting.

Their first success was for a poster entitled "Changing the habits of a lifetime" that highlighted a change in practice in the Monklands wards regarding the issuing of a compatibility report on blood components.

### CAN ONE HEAD BE BETTER THAN TWO?

(Single nurse check/administration for blood components)

Authors: H Daniels, P Stewart, J Paterson, Dr P Paterson - NHS Lanarkshire, Lanarkshire Hospital Transfusion Team

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**BACKGROUND**

Since 1999, BCSH guidelines have recommended either a single person or a double independent check/administration for blood and blood components'. Few hospital Boards/Trusts have taken the step to introduce the single person check and a two person check (often not undertaken independently) hospitals in 2004 and have reported great success.

In 2010, the LHCT (Lanarkshire Hospital Transfusion Committee) reported two wrong blood (IBCT) incidents to SHOT. In each case, the component was checked by two experienced nurses (the first case included the final patient check and the second did not).

**PILOT TO INTRODUCE A SINGLE PERSON CHECK**

A "pre" questionnaire was distributed in several potential wards. This gave us an opportunity to identify and address any worries and concerns.

Opinion was mixed, but most staff were against our proposals. Some comments included "bad move", "safety in numbers", "surely 2 person checks are safer than 1!". The recent incidents, risks of current practice and the potential for "passive checking" were then discussed in full (Figure 1).

Three pilot wards were agreed - two ITU units, and one haematology day unit (mandatory requirement was that all staff must hold valid transfusion training).

**IMPLEMENTATION**

Willing volunteers were instructed to follow the 5 step guide\* (Table 1). Their 1st single person check was supervised by the Transfusion Practitioner. The procedure is identical to current practice, they were simply now undertaking all steps on their own.

Immediate comments included "why didn't we do this years ago?", "this works really well...", "excellent" and "I no longer have to find a colleague to help me check".

**Figure 1**

Question	Yes	No	No difference
Are you aware that a 2 person check should be done independently?	60%	30%	10%
Could a single nurse check be safer?	80%	10%	10%
Do you encourage problems with a single person check?	60%	30%	10%

**OUTCOME**

Six months later, and 48 happy staff are now undertaking the single person check. This now includes a surgical orthopaedic ward, and many other clinical areas are now keen to get involved. Cascade training will be organised within the ward to speed up the change over process.

A "post" questionnaire is currently being circulated. Of those returned, 62% think single person check is safer and better.

Our long term plan is to implement across our three acute hospitals with the support of the senior nursing staff.

**Table 1**

STEP 1	STEP 2	STEP 3
Check component is authorised/practice, and check expiry date.	Properly identify the patient, and where possible ask the patient their full name and date of birth. Check against ID card.	Check correct label is attached to component - compare double check numbers.
STEP 1.1	STEP 2.1	STEP 3.1
STEP 1.2	STEP 2.2	STEP 3.2
STEP 1.3	STEP 2.3	STEP 3.3
STEP 1.4	STEP 2.4	STEP 3.4
STEP 1.5	STEP 2.5	STEP 3.5
STEP 1.6	STEP 2.6	STEP 3.6
STEP 1.7	STEP 2.7	STEP 3.7
STEP 1.8	STEP 2.8	STEP 3.8
STEP 1.9	STEP 2.9	STEP 3.9
STEP 1.10	STEP 2.10	STEP 3.10
STEP 1.11	STEP 2.11	STEP 3.11
STEP 1.12	STEP 2.12	STEP 3.12
STEP 1.13	STEP 2.13	STEP 3.13
STEP 1.14	STEP 2.14	STEP 3.14
STEP 1.15	STEP 2.15	STEP 3.15
STEP 1.16	STEP 2.16	STEP 3.16
STEP 1.17	STEP 2.17	STEP 3.17
STEP 1.18	STEP 2.18	STEP 3.18
STEP 1.19	STEP 2.19	STEP 3.19
STEP 1.20	STEP 2.20	STEP 3.20
STEP 1.21	STEP 2.21	STEP 3.21
STEP 1.22	STEP 2.22	STEP 3.22
STEP 1.23	STEP 2.23	STEP 3.23
STEP 1.24	STEP 2.24	STEP 3.24
STEP 1.25	STEP 2.25	STEP 3.25
STEP 1.26	STEP 2.26	STEP 3.26
STEP 1.27	STEP 2.27	STEP 3.27
STEP 1.28	STEP 2.28	STEP 3.28
STEP 1.29	STEP 2.29	STEP 3.29
STEP 1.30	STEP 2.30	STEP 3.30
STEP 1.31	STEP 2.31	STEP 3.31
STEP 1.32	STEP 2.32	STEP 3.32
STEP 1.33	STEP 2.33	STEP 3.33
STEP 1.34	STEP 2.34	STEP 3.34
STEP 1.35	STEP 2.35	STEP 3.35
STEP 1.36	STEP 2.36	STEP 3.36
STEP 1.37	STEP 2.37	STEP 3.37
STEP 1.38	STEP 2.38	STEP 3.38
STEP 1.39	STEP 2.39	STEP 3.39
STEP 1.40	STEP 2.40	STEP 3.40
STEP 1.41	STEP 2.41	STEP 3.41
STEP 1.42	STEP 2.42	STEP 3.42
STEP 1.43	STEP 2.43	STEP 3.43
STEP 1.44	STEP 2.44	STEP 3.44
STEP 1.45	STEP 2.45	STEP 3.45
STEP 1.46	STEP 2.46	STEP 3.46
STEP 1.47	STEP 2.47	STEP 3.47
STEP 1.48	STEP 2.48	STEP 3.48
STEP 1.49	STEP 2.49	STEP 3.49
STEP 1.50	STEP 2.50	STEP 3.50
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STEP 1.60	STEP 2.60	STEP 3.60
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STEP 1.62	STEP 2.62	STEP 3.62
STEP 1.63	STEP 2.63	STEP 3.63
STEP 1.64	STEP 2.64	STEP 3.64
STEP 1.65	STEP 2.65	STEP 3.65
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**References**

- British Committee for Standards in Haematology. "Guideline on the Administration of Blood Components", Dec 2009
- Adapted from 5 step guide - NHS Greater Glasgow & Clyde

Happy staff, ICU, Monklands Hospital

For more information on the Monklands transfusion team, email pauline.stewart@lanarkshire.scot.nhs.uk or heather.daniels@lanarkshire.scot.nhs.uk

## Drug and alcohol project nominated for police award

A YOUTH project to help provide information on alcohol and drugs to young people in Cambuslang and Rutherglen was funded by the Big Lottery for three years.

And the "It's Your Choice" project was recently nominated as a finalist at the Strathclyde Police Excellence Awards.

Lorna Hamill, health improvement

senior, NHS Lanarkshire, said: "The project was developed in response to concerns about the level of positive information available for young people in Cambuslang and Rutherglen concerning alcohol and drugs misuse.

"The key objectives are to provide equal access to clear and concise information to enable young people to make informed choices.

"The project was targeted at all P6 and S1 pupils in the Cambuslang and Rutherglen area with workshops being held incorporating presentations, small group activities, discussions and quizzes.

"Although the events were both intensive and, at times, challenging, all outcomes and objectives were successfully achieved.

"Thanks to the lottery funding, the work of the project can now be embedded into the school curriculum through a resource pack."

The project is part of a multi-partnership approach supported by Strathclyde Police, NHS Lanarkshire Health Improvement, Public Health Nursing team and Cambuslang and Rutherglen Community Health Initiative.



### Recognition for support workers

DR MARIE CERINUS praised healthcare support workers at an annual awards ceremony.

The director of nurses, midwives and allied health professionals (NMAHP) Practice Development Centre, gave the opening and closing speeches with City and Guild awards being presented to 42 support workers.

Four different awards were given at the ceremony including, Working in the Health Sector Certificate, Health and Social Care Level Two, Health and Social Care Level Three and Health Level Three.

# HAIRMYRES STUDY IS A WORLD FIRST

Groundbreaking research could lead to insole that will cut need for amputations in patients suffering from diabetes



INNOVATIVE: Duncan Strang, front right, and the Hairmyres research team

INNOVATIVE research carried out at Hairmyres Hospital could help reduce the likelihood of diabetes sufferers developing foot ulcers requiring an amputation.

The study on shoe insoles, carried out at the Diabetes Centre of Hairmyres Hospital podiatry department and published in the *British Journal of Diabetes and Vascular Disease*, is a world first.

Duncan Strang, who as well as working in the Diabetes Centre of Hairmyres Hospital is also National Diabetes Foot Co-ordinator for Scotland, said: "The research shows that simple gel-filled insoles, developed in Denmark, can increase by five per cent the tissue oxygenation to the feet of people with diabetes and vascular insufficiency and reduce pressure to the front of the foot by 21.5 per cent.

"These are the two main contributory factors leading to a person with diabetes developing a foot ulcer which can result in an amputation.

"With the number of people with diabetes poised to double by 2025, foot ulcers are recognised as a global issue of major economic importance and any form of preventative treatment or management should be looked at very closely."

Around one in six people with diabetes will suffer from foot ulceration in their lifetime and it is estimated that 80 per cent of amputations in people with diabetes are preceded by a foot ulcer.

Duncan said: "If we can reduce the incidence of foot ulceration, we

will be able to lower the amputation rate and meet the targets set by the Scottish Government in the Diabetes Action Plan 2010.

"A lot of time and money has been spent over the years searching for ways of preventing the serious complication of a foot ulcer.

"This research shows that these

insoles could be a simple and cost-effective way of achieving this."

The research was carried out under controlled conditions in the Diabetes Centre of Hairmyres Hospital by Duncan, advanced specialist podiatrist; Donald Bain, vascular consultant; William Munro, orthotist; Derek Jones, bioengineer; and

Tamim Siddiqui, vascular registrar.

All the results were analysed and collated by Raymond Hamill of the Research and Development Department at Monklands Hospital.

An electronic copy of the report is available at <http://dvd.sagepub.com/content/11/2/80.full.pdf+html>



### Val hits heights for charity drive

VAL Orsie climbed Ben Nevis, cycled 50 miles and swam a mile all to raise £825 for the Dalziel Centre.

And the complementary therapist at the day centre revealed she doesn't hillwalk and had only recently started cycling.

Val, from Strathaven, said: "I wanted to raise some funds for the Dalziel Centre and was thinking of ways to do it.

"My daughter Lauren had previously climbed Ben Nevis so I thought that would be a good challenge.

"My husband Vinny also suggested cycling from Glasgow to Edinburgh since I'd recently got a bike.

"I enjoy swimming as well so I decided I could do them all over the space of a month.

"Through sponsorship I managed to raise £825 for the Counselling Service which is fully funded by the Friends of Dalziel."

Although Val was delighted with the amount of money raised, she admitted she doesn't fancy repeating the challenge.

She said: "It was good fun cycling from Glasgow to Edinburgh and I enjoy swimming, but I won't be climbing Ben Nevis again."



## Naming rights pays off for cafe

A WISHAW woman found herself £50 richer after she came up with the name for a new community cafe in Gowkthraple.

The Orchard View Cafe in the Centre Point facility at 70 Smith Avenue was given the title thanks to Helen Ashton

Centre Point along with NHS Lanarkshire, the Gold Group, Wishaw Community Forum, Forgewood Housing, Co-op Ltd and Cornerstone, ran the competition asking the local community to come up with the name.

Helen Ashton's suggestion was judged the best as the cafe looks out on to an orchard and she was presented with her prize at a special open day to promote mental health by local MSP John Pentland.

## Championing Kirklands carers

A CARER awareness day to help develop staff as carer champions was held at Kirklands in November.

Hosted by the NHS Lanarkshire's carer support team, a variety of presenters provided information on the needs of, and support available to, carers.

Presenters attending the day included the Princess Royal Trust's Lanarkshire Carer Centre, Alzheimer's Scotland South Lanarkshire Young Carers and North Lanarkshire Action for Children and Eileen Clarke, senior nurse for the cancer and diagnostic divisions.

South Lanarkshire Carers' network and North Lanarkshire Carers Together were also represented.



NHS Lanarkshire nurse Stephanie Campbell and East Kilbride PPF chairman Mervin Jones

## Winter event was well received

NHS Lanarkshire and the East Kilbride Public Partnership Forum (PPF) were among a host of groups who took part in a winter health event for older people's awareness.

It was held in the Plaza Shopping Centre in East Kilbride and hosted stalls and information for old people in preparation for winter.

## Raising health awareness

NHS Lanarkshire was among a host of agencies who took part in an awareness day in St Andrew's Primary School in Airdrie.

The day was organised by the Whinhall Action Group in partnership with various agencies, including NHS Lanarkshire, North Lanarkshire Council and Strathclyde Police.

The purpose of the event was to provide the local community with information on a range of subjects including training and employment opportunities, community safety and a variety of health topics.

The day was also supported by the Airdrie and Villages Community Forum.

Nancy Pettigrew from the Airdrie and Villages Forum said: "We were all delighted with the turn out from the local community and I hope they all got something out of the day."



**ACTION STATIONS:** Nancy Pettigrew with Community Engagement Officer Stephen Brown, Health Improvement Practitioner Susan Peacock and forum member Ronnie McAulay

## MONKLANDS MOVES FORWARD

THE investment and improvement programme is continuing at Monklands Hospital.

The projects ensure that Monklands remains a modern, efficient hospital.

Colin Lauder, head of planning and development, chairs a project group which oversees the programme of works. He said: "We have considered, in detail, the clinical service modernisation and investment required."

"The programme will help maintain modern clinical services and address building challenges the hospital faces. During this year we will have spent another £5 million."

Examples of some of the essential upgrade and maintenance works include:

- expansion of emergency electrical supply to all areas
- repairs to the main drainage system
- replacement programme for clinical washhand basins
- replacement programme for nurse call systems
- 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
- upgrade of fire doors and fire protection.

This year will also see the beginning of repair work to external cladding. This will involve scaffolding on the outside of the hospitals. Staff will be informed of when and where the repair work is scheduled to take place. Consideration will be given to noise levels and any potential disruption. In addition, measures will be taken to maintain patient dignity while contractors work outside the ward windows.

Rhona Robertson, general manager for Monklands Hospital, said: "If we are to offer the highest standards of care to 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."

# Calendar shows breast is best

Parent-and-child group create own calendar to educate others on how important breastfeeding is to a baby's development

THE Lanarkshire Breastfeeding Initiative (LBI) plans to remind Lanarkshire of the benefits of breastfeeding every day of the year.

The group has produced a 2012 calendar which features members and their children as well as other Lanarkshire mums and breastfed children on each page of the publication, which the group hopes will encourage other new mums to breastfeed.

Members of the group came up the idea as a way to promote breastfeeding and its benefits across Lanarkshire.

The calendar was launched at a special event in Netherton Community Centre before Christmas with both parents and their little ones present.

Jacqueline Smith, secretary of the LBI, said: "It was a very exciting venture for all the women involved and well worth the effort as we were all delighted with the result."



**MAKE A DATE:** Jacqueline Smith (front right) with members of the LBI at the 2012 calendar launch

"The response and interest we had from people was fantastic and we hope it helps spread the message that breastfeeding provides the best possible start for the baby and the mother."

Over the past few years NHS Lanarkshire has successfully supported initiatives that have seen an increase in the amount of women starting to breastfeed, but unfortunately despite extra support being provided, there has been little difference in the

numbers of women who continue to breastfeed until their baby is six to eight weeks old.

The LBI has been working alongside NHS Lanarkshire to address this and ensure that more babies and mums experience the full benefits of breastfeeding.

Jacqueline continued: "There are a whole range of benefits associated with breastfeeding for both mums and babies, for the babies the main benefits are less likely hood of developing

infections, allergies, childhood diabetes and childhood obesity.

"Mums also benefit from a lower risk of developing breast and ovarian cancer and hip fractures in later life, not to forget to mention that breastfeeding can help mums to return to their pre pregnancy weight."

**To get your calendar or for more information on the Lanarkshire Breastfeeding Initiative, email [lbi@lanarkshire.scot.nhs.uk](mailto:lbi@lanarkshire.scot.nhs.uk)**

# GREAT WAY TO RECOVER

Stroke Lifestyle Management Programme is making a positive difference



STROKE SUPPORT: Campbell Chalmers, left, and Anne Armstrong, right, with group members

PEOPLE in Lanarkshire who have had a stroke are using their experiences to help others as part of an innovative programme.

The Stroke Lifestyle Management Programme offers recovery support for people who have had a stroke and are living with the long-term consequences.

The course is supported by NHS Lanarkshire's Stroke Managed Clinical Network (MCN) and led by Campbell Chalmers, stroke nurse consultant, and Anne Armstrong, young stroke support worker, Chest Heart and Stroke Scotland.

In addition, former course participants also provide peer support and share their experiences with the group.

Campbell said: "The course was originally developed by the charity the Thistle Foundation and aims to build on participant's

own recovery strategies using a combination of discussions, safe and appropriate exercise and relaxation.

Anne added: "We are now on our fifth programme. The main focus is on developing coping mechanisms, increasing control and building confidence."

An independent evaluation was undertaken which found significant improvements in the group members' "best hope" scores, coping levels, generalised self efficacy, levels of anxiety, depression and stress, and self-perceived progress.

Participants' satisfaction with the course was high, with 90 per cent reporting that they were either much better or better than they were before the course.

Participants discussed how using the skills taught on the

course, such as communication skills, goal setting and relaxation, had made a positive difference to their lives.

Campbell said: "The feedback identified two themes: practical changes and psychological changes.

"The use of skills learned in the course resulted in beneficial practical changes in things like communication.

"Psychological changes included increased confidence.

"The evaluation suggests that the members of the course benefitted in a variety of ways from their attendance."

**▶ For a copy of the full report, or more information on the course, contact Campbell Chalmers at [campbell.chalmers@lanarkshire.scot.nhs.uk](mailto:campbell.chalmers@lanarkshire.scot.nhs.uk) or call 01236 703108.**

## Online help for stroke sufferers

A NEW website has been launched for the carers of people who have suffered a stroke.

The site ([www.stroke4carers.org](http://www.stroke4carers.org)) was developed in collaboration with Chest Heart and Stroke Scotland, National Advisory Committee for Stroke, University of Edinburgh and the Big Lottery Fund Scotland.

Fran Bailey, from Chest Heart and Stroke Scotland, said:

"The site contains more than 300 pages of information which we have tried to present in as user-friendly a way as possible for the public using interactive graphics, film clips, quizzes and photographs



to illustrate each topic.

"There are seven main topic headings: stroke cause and effects; the hospital team; practical advice and tips for carers; at home; money benefits and legal issues; support for you the carer; and carers' rights.

"I want to make NHS Lanarkshire staff aware of this new site so they can then refer stroke carers or relatives to the site for further information."

**▶ For more information, visit the site at [www.stroke4carers.org](http://www.stroke4carers.org)**

## Media Watch



### Diabetics are missing sight test

The Evening Times

### Decrease in deaths from heart disease

Airdrie and Coatbridge Advertiser

### Eleventh heaven

The Sun

▶ People with diabetes were urged by NHS Lanarkshire to attend appointments for eye tests which could save their sight. Figures revealed almost 25 per cent of diabetes sufferers failed to turn up for their appointments.

The *Evening Times*, *Airdrie and Coatbridge Advertiser*, *Wishaw Press*, *East Kilbride News* and *STV Local* websites were among the media outlets highlighting this issue.

▶ The *Airdrie and Coatbridge Advertiser* highlighted findings reported in the Director of Public Health Annual Report for 2010-11 that death rates from coronary heart disease, cancer and strokes in the NHS Lanarkshire area were down by almost 10 per cent in the last decade.

▶ The national media, including *The Sun*, *Daily Record*, *Daily Mail* and *The Herald*, along with the local press, told the remarkable story of Layker Poppy Pamela Funnell who was born at Wishaw General on 11 November 2011, within Theatre 11 at 11.11am. Mum Siobhan Morrison, from Airdrie, was celebrating her 34th birthday that day.

▶ A new service was launched to help people affected by alcohol and drug misuse in Lanarkshire.

The Meridian Service is a partnership programme between Alcohol Counselling Team and Liber8 Lanarkshire Ltd.

The launch was covered by *Wishaw Press*, *East Kilbride News*, and *Airdrie and Coatbridge Advertiser*.

▶ The *East Kilbride News*, *Hamilton Advertiser* and *Wishaw Press*, were among the newspapers who highlighted that NHS Lanarkshire was providing an extra £90,000 for the Lanarkshire Cancer Care Trust, which provides transport for 90 patients a day. This brings the total funding up to £186,000 for the next three years.

▶ Alan Lawrie, director of South Lanarkshire Community Health Partnership, and executive director of winter planning, urged people to prepare for the winter, as reported in the *Hamilton Advertiser*.

#### 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 858108 and help us share the good news stories told about NHS Lanarkshire every day.



FAREWELL: (from left) NHS Lanarkshire's new PPFI project officer Julie Arthur, chair of East Kilbride PPF Mervin McKay, Irene Miller, Margaret Moncrieff, new vice chair of the South PPF, Jack Ferguson and Craig Cunningham, head of planning for NHS Lanarkshire South Community Health Partnership

# NEW SOUTH PPF CHAIR

Irene Miller looks back on a career rubbing shoulders with Scotland's top brass as she makes way for Jack Ferguson

IRENE MILLER, bid a fond farewell to Public Partnership Forum (PPF) colleagues after her last meeting as chair of the South PPF in October.

Irene had been involved with the group ever since PPFs were set up in 2006, first as vice chair before becoming chair two years ago.

However, following four active years the Carnwath resident has decided she would like to have some time to herself in her retirement.

Irene's involvement with the NHS goes back to 1974 when she became a speech and language therapist, eventually becoming head of the service in Lanarkshire in 1996.

After retiring in 2002, she became a keen advocate of patient and public issues and helped set up the group Clydesdale United in Health 12 years ago before taking on her role as a PPF representative for

Clydesdale and the South vice chair.

Irene said: "I was naturally a bit sad at leaving as I really enjoyed my time in the role.

"It's one that has allowed me to meet and work with some fantastic people such as fellow PPF reps, the NHS Lanarkshire chief executive, Scotland's chief medical officer, and the cabinet secretary for health and wellbeing.

"The help and support I've had

from them all has been fantastic and really appreciated." Taking over from Irene is former South PPF vice chair Jack Ferguson.

He said: "I think I speak on behalf of the whole PPF when I say that Irene's contribution to our PPF has been tremendous and she will be sorely missed.

"She has put in a fantastic amount of work in her time and as the new chair talking over from her, I've a hard act to follow."

## In brief...



### Vivian sets her eyes on France

VIVIAN Johnston retired from her post as clerical officer in November 2011 after 33 years' service with the NHS.

Vivian, who was latterly based at Carluke Health Centre, lives in Carluke with her husband Billy.

Her retirement will allow her to spend more time with her husband and grandchildren as well as the couple's second home in France.

Colleague Margaret Slater, health centre administrator, said: "Vivian will be missed by all her colleagues."



### Woman of many talents departs

SUPPORT service manager for the South Lanarkshire Community Health Partnership Jayne Miller took early retirement from NHS Lanarkshire in November.

Jayne joined the NHS in Lanarkshire in 1989 when she took up the post of assistant hotel services manager.

Over the preceding years she has taken on a variety of roles and positions. These include deputy administration manager for learning disabilities, a variety of project manager posts, a facilities management position, and a supporting role within the medical directorate, working with Dr Charles Clark preparing a submission for a Maggie's Centre in Lanarkshire. She has also undertaken work centralising child-held records at Kirklands and overseen the transfer of prisoner healthcare from the Scottish Prison Service to NHS Lanarkshire.

South CHP executive director Alan Lawrie said: "Jayne has not only been a great colleague but also a good friend. We'll all miss her professionalism and versatility and, of course, her great personality. I think I speak for everyone when I say we all wish her well in the future."



ANNE Baillie will be missed following her retirement from the Clyde Ward at Udston Hospital.

The healthcare assistant had worked with NHS Lanarkshire for 19 years.

For the past few years Anne, who has worked on the Clyde and Brandon wards at Udston since 1992, has been working night shift.

Clyde ward senior charge nurse Paul Graham said: "Anne has been a loyal and dedicated member of staff for the past 19 years and will be sorely missed by her colleagues and patients.

"We wish her a long, happy and healthy retirement."

Anne, from Blantyre, is involved in the Legion of Mary and the church. She also enjoys going on holiday and spending time with her family.

## Maggie so proud of Keep Well

AFTER nearly 40 years' service with NHS Lanarkshire, Maggie McLean retired at the end of October.

Having started her career as a trainee nurse at Law Hospital, Maggie spent the majority of her career working in the community.

She had been based at Cleland hospital until its closure.

Maggie then moved to her post of nurse co-ordinator/chronic disease management nurse in 2007 with the Keep Well project located at Coathill Hospital.

She said: "It's quite daunting as it's the end of one chapter in my life and the beginning of a new one.

"I've thoroughly enjoyed working with all my colleagues and enjoyed all my roles but the Keep Well project has been a passion of mine.

"When I came into nursing, the focus was on treating ill patients but through Keep Well I was trying to prevent



SEND-OFF: Maggie McLean with her colleagues

them getting ill in the first place.

"I think that's a real sign of how healthcare has changed during my time with NHS Lanarkshire and I've really enjoyed it."

Maggie, who lives in Airdrie, has been married to William for more than 40 years.

They have two children, Alison and William, and three grandchildren.

Maggie is retiring to enjoy her love of cruises and spend more time with her grandchildren.

Manager Jill Madden said "Maggie's contribution to the nursing profession over her 40 years of service has been invaluable.

"Helping patients and colleagues has been a pleasure to Maggie and she can be very proud of this achievement.

"Her recent support, where she has gone beyond the call of duty to ensure the success of the Keep Well project has been immense.

"It's time for her to enjoy a well-deserved retirement."

# You'll be made up!

## Your chance to win a full makeover worth £450

MAKEOVERS can work miracles, boosting your self-esteem and giving you a glimpse of how good you can look.

New ID Studios, which has eight premium studios across the UK, provide the full makeover experience for all types and ages – with expert stylists, professional photographers and exclusive premium products.

Last year, more than 50,000 clients were made over and photographed by New ID Studios, making it the UK's premier makeover and photoshoot experts.

NHS Lanarkshire staff can enjoy a discount of up to 50 per cent at their Glasgow studio.

And New ID Studios is also offering one lucky *Pulse* reader a full makeover session worth £450.

This includes:

- a welcome and consultation
- a professional make-up application

- a professional haircut
- a blow-dry and finish
- a professional photoshoot
- a private viewing session
- complimentary drinks throughout
- a CD with five high-resolution digital images from the shoot, including copyright.

Clive and Kelly Colman set up their first makeover and photography studio in London's West End more than 10 years ago and success soon followed through delivering an enjoyable, friendly, and professional service.

New ID Studios has a unique partnership with the prestigious Burlingtons hair salons, which has been at the forefront of creative hair design for more than 25 years, allowing them to provide more luxurious makeover and beauty services to their clients.

It has also created its own innovative make-up range – New CID Cosmetics – from sharing the insights of the hundreds of



MAKE-OVER: You could win the chance to be transformed

**How many premium studios does New ID Studios have in the UK?**

professional make-up artists working in its studios.

New ID Studios is located at: 1st Floor, 24 St Enoch Square, Glasgow G1 4DB.

Its booking and enquiries office is open seven days a week for their clients' convenience.

Call 0141 433 1726 to speak to

its friendly advisors or book your session.

For a chance to win a full makeover session, just answer our simple question.

Send your answers, no later than Friday 3 February, to Martin Stirling, Communications Department, Kirklands Hospital, Fallside Road, Bothwell G71 8BB, or email [martin.stirling@lanarkshire.scot.nhs.uk](mailto:martin.stirling@lanarkshire.scot.nhs.uk) with "New ID Studios competition" in the subject field.

Remember to include your job title, place of work and a contact telephone number. The competition is limited to one entry per member of staff.

# Well done!

• JOANNA Ritchie will be enjoying four star luxury and stunning surroundings at Lodge on Loch Lomond Hotel after winning another great *Pulse* competition.

The switchboard operator at Monklands Hospital won the one-night stay for two, including dinner, bed and breakfast, at the beautiful hotel.

Joanne had answered correctly that the hotel's Colquhoun restaurant had won 'Informal Dining Restaurant of the Year' at The Scottish Hotel Awards 2011.

• VICTORIA Beattie and Elaine Learmonth were the winners of the Christmas Pantomime competition in the November/December issue of *the Pulse*.

For more information on the hotel or Colquhoun's restaurant, visit [www.loch-lomond.co.uk](http://www.loch-lomond.co.uk) or call 01436 860201.

For more information on the Pavilion shows, visit [www.paviliontheatre.co.uk](http://www.paviliontheatre.co.uk) or call the Box Office on 0141 332 1846.

## Discounts

ALL the companies featured on these pages offer discounts to NHS Lanarkshire staff.

For the full range of benefits and discounts available to you, visit the Staff Benefits webpage at [www.nhsstaffbenefits.co.uk](http://www.nhsstaffbenefits.co.uk)

# Tasty treat for NHS staff

MERRYLEE Road Bar and Kitchen in the south side of Glasgow is gaining an enviable reputation for both its food and its service.

To make matters even better, NHS Lanarkshire staff can get an amazing 25 per cent discount off their food bill at the restaurant through NHS Staff Benefits.

And one lucky *Pulse* reader could also win a meal for two.

The restaurant, which was given a 23 out of 25 by the *Daily Record's* food critic Tam Cowan, offers top-quality food and great prices in relaxing surroundings.

The à la carte menu, offers scrumptious starters, such as smoked haddock risotto topped with warm poached egg; magnificent mains, for example, beer battered haddock, fat chips and mushy peas or tiger prawn Thai curry; and delicious desserts including pear and almond tart with crème anglaise.

There are also a number of fantastic value options. 'Surf N Turf' for two, for example, allows two people to enjoy a succulent McDuff beef steak with king

prawns and a scallop each, with fries to share, and a glass of house wine for a total of £55 per couple.

There is also the 'Menu Prix Fixe', available all day, every day, which offers a choice of delicious starters and mains for only £8.95.

For more information on the restaurant, located at 128 Merrylee Road, Cathcart, Glasgow G44 3DL, and for a look at the various menu options, visit the website at [www.merryleeroad.com](http://www.merryleeroad.com) (to book a table, call 0141 637 5774).

For a chance to win a meal for two at Merrylee Road Bar and Kitchen, just answer our simple question.

Send your answers, no later than Friday 3 February, to Martin Stirling, Communications Department, Kirklands Hospital, Fallside Road, Bothwell G71 8BB, or email [martin.stirling@lanarkshire.scot.nhs.uk](mailto:martin.stirling@lanarkshire.scot.nhs.uk) with "Merrylee Road Bar and Kitchen competition" in the subject field.

Remember to include your job title, place of work and a contact telephone number. The competition is limited to one entry per staff member.



**What is the website address of the Merrylee Road Bar and Kitchen?**

## 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. Get the solution on FirstPort.

			7		1	6	8	
					6	9		1
	5			8			3	
	4					5	1	
9		5				7		3
	2	7					9	
	7			4				6
8		6	1					
	1	9	2		7			



RAISING AWARENESS: Maria Douglas, Susan Hannah, sixth year pupils Laura Thomson and Caitlin Murphy, and Lily Turley

# Vital donations

## Teachers raise awareness of organ donation and raise funds for campaign

TEACHERS at Holy Cross High School in Hamilton donated £1300 to the organ donation service in memory of former pupil Daryl Turley.

Sadly, Daryl died after being hit by a motorbike as he crossed Bothwell Road, near Hamilton Racecourse in January 2009.

His mum Lily and dad Davy

agreed to organ donation to help others. His heart, kidneys, liver and bowel were all transplanted, saving the lives of five people.

To help raise awareness of organ donation, Daryl's teachers, led by former head teacher Danny Boyle, walked or cycled from the school to Yorkhill Hospital.

Lily said: "It was an absolutely fantastic gesture by Mr Boyle and the other teachers at Holy Cross and I want to thank them. It's so important to raise awareness of organ donation in saving people's lives and to encourage people to broach this subject with their loved ones."

"When I knew Daryl wasn't coming back I didn't want any other mum to go through the same thing.

"There are five people alive today because of Daryl Turley and I take great comfort from that.

"I want everyone to think about organ donation and to sign up to the register."

Deputy head teacher at Holy Cross High School Maria Douglas said: "The teachers, led by Mr Boyle, wanted to do something for Daryl and for another pupil who had died that year.

"We were delighted to raise such a good sum which will help Organ Donation Scotland raise awareness of organ transplants and hopefully encourage everyone to sign up to the register."

The money raised by the Holy Cross High teachers for Organ

**I want everyone to think about organ donation and sign up to the register**

Donation Scotland went towards an educational day for pupils interested in careers in medicine.

At this event, held in Stirling in September, pupils from across Scotland participated in workshops run by professionals mainly from the hospital sector,

including intensive care, paediatrics, but also from the Procurator Fiscal Service and tissue services.

Also attending were people affected directly by organ transplants, including Lily and Cara Hearst, from Belfast, who received Daryl's liver, to speak about their experiences.

Susan Hannah, NHS Lanarkshire's specialist nurse in organ donation, said: "It's important for people to speak about organ donation. Unfortunately, sudden death does occur in the young as well as older people, but if families would speak about what they'd want to happen to their organs we can make it easier for everyone."

## Memorial created in donors' honour

A MEMORIAL to organ donors who have given the gift of life to others is to be created in Lanarkshire.

And NHS Lanarkshire's specialist nurses – organ donation Morag Vickers and Susan Hannah want to hear your ideas.

Morag said: "We want somewhere that the families and friends of organ donors can go and remember their loved ones."

"One idea we like is for a

memorial bench at Chatelherault Country Park in Hamilton.

"It's central in Lanarkshire and a lovely location where people could relax and reflect on their loved ones."

**If you have any thoughts or ideas on the memorial to organ donors in Lanarkshire, contact Morag Vickers at [morag.vickers@nhsbt.nhs.uk](mailto:morag.vickers@nhsbt.nhs.uk)**



## Events to see a rise in registrations

THE rate of organ donation registration in Lanarkshire is the lowest of any area in Scotland.

To help raise awareness and try to increase these numbers, information events were held at Hairmyres and Wishaw General hospitals in November.

NHS Lanarkshire specialist nurses – organ donation Morag Vickers and Susan Hannah were at the events to provide advice and information

regarding organ donation and joining the Organ Donation Register.

**To add your name to the NHS Organ Donor Register, call 0300 123 23 23 or visit [www.organdonation.nhs.uk](http://www.organdonation.nhs.uk)**  
For more information about organ donation in Lanarkshire, contact Morag Vickers at [morag.vickers@nhsbt.nhs.uk](mailto:morag.vickers@nhsbt.nhs.uk)

# LEAD SMARTER

## New initiative launches to improve leadership

WORKSMART was introduced to provide a standard approach to managing meetings, emails and record keeping in NHS Lanarkshire.

In keeping with this popular approach organisational development (OD) is now introducing 'Leadsmart'.

Christine Stephen, training manager (internal programmes), said: "The Leadsmart initiative will group and brand all internal and external development opportunities for supervisors,

managers and leaders offered via the organisational development directorate.

"Using the Leadsmart branding will ensure all such opportunities will be easily identified on our intranet home page, staff briefings and *Pulse* articles."

The OD department is creating a FirstPort page to host a whole range of programmes, internal and

external, short and longer-term, accredited and not accredited.

Examples of internal opportunities include the Foundations in Management Skills Programme. The contact for this programme is Gill Hannah, training officer.

Gill said: "This programme is ideally suited to staff currently in, or aspiring to be in, a first line management role.

"Content is set at around level two of the core knowledge and skills framework (KSF) dimensions and G6 – people management."

Agnes Robb, training manager, said: "External programmes include the Institute in Leadership and Management Certificate. The very popular award in first line management is an introduction to the generic, basic skills, knowledge

and understanding required by today's first line managers.

"The course is accredited by the Institute of Leadership and Management and is formally assessed and accredited."

There is a full range of national programmes on the intranet site.

**▶ For more information, contact the organisation development department or visit the organisation development section of FirstPort.**



## Well done to successful learners

A TOTAL of 14 staff from a range of disciplines across NHS Lanarkshire completed the 'Award in First Line Management'.

The staff received their certificates from Hugh Logan, principal of Motherwell College at a presentation held in August at the college.

The course, delivered by Motherwell College on NHS premises over 20 weeks, gives an introduction to a wide range of responsibilities for the first line manager and is accredited by the Institute of Leadership and Management (ILM).

Due to the success of the programme a further course commenced in January.

Picture shows the successful staff with (back row, left to right) Fiona Wedlock; Isobel Marshall; Linda Bias; Rod Harris, lecturer at Motherwell College; Michelle Reilly; Alison McCutcheon and Amanda Jones.

(Front row, left to right) Frances Queen, Yvonne Allan, Anne Mulligan, Jean Lindsay and Pauline Blake.

Not pictured are Marion MacDonald, Paul McCool and Jane Reilly.

### Training Planner

#### ORGANISATIONAL DEVELOPMENT

▶ Training schedules, nomination forms and more information is available on the Training and Development homepage on FirstPort or at <http://firstport/sites/odandtraining/traininganddevelopment/default.aspx> If you have any other enquires, please contact the training co-ordinators:  
Sue Devine (Law House) 01698 377807 [sue.devine@lanarkshire.scot.nhs.uk](mailto:sue.devine@lanarkshire.scot.nhs.uk)  
Lorna Galloway (Wishaw General) 01698 366765 [lorna.galloway@lanarkshire.scot.nhs.uk](mailto:lorna.galloway@lanarkshire.scot.nhs.uk)

#### MEDICAL EDUCATION

▶ For queries, contact training co-ordinators on 01698 855510 or [meded@lanarkshire.scot.nhs.uk](mailto:meded@lanarkshire.scot.nhs.uk)  
Training co-ordinators will contact new consultants direct regarding the Consultant Induction and Professional Development programme. To book any other senior courses, use the booking system which is available on the MEDED website [www.medednhs.com](http://www.medednhs.com)

#### PRACTICE DEVELOPMENT

Contacts:  
Rita Cloughley 01698 366581  
Morag Downie 01698 366575  
Anne Halavage 01698 366582  
Natalie Snodgrass 01698 366590

#### EDUCATION PROGRAMME

▶ Courses for nurses, midwives and AHPs  
Courses for all NHS Lanarkshire nurses, midwives, AHPs and their support workers are available.  
For more information on the different courses and dates available, log on to the PDC website. Visit [www.lanpdc.scot.nhs.uk](http://www.lanpdc.scot.nhs.uk)

#### HEALTH & SAFETY

▶ For training schedules and nomination forms, access as follows: Firstport/Staff Support Services/Occ Health SALUS/Downloads  
For more information, contact: Sandra Sweeney 01236 707721 or email [sandra.sweeney@lanarkshire.scot.nhs.uk](mailto:sandra.sweeney@lanarkshire.scot.nhs.uk)

#### LIBRARIES

Contacts: Amanda Minns (Hairmyres) 01355 585488/7  
Lisa McLaren (Wishaw General) 01698 366316  
Paul Herbert (Monklands) 01236 712005  
Carol Hallesy (Law House) 01698 377600/01  
Grant Donaghy (Law House) 01698 377602

▶ Classes are available in:  
The Knowledge Network  
RefWorks  
Ovid Medline  
Ebsco CINAHL  
Cochrane Library

Contact your local library for dates and availability.



#### MOVING & HANDLING

▶ For training schedules and nomination forms, access as follows: Firstport/Staff Support Services/Occ Health SALUS/Downloads  
For more information, contact: Sandra Sweeney 01236 707721

or email [sandra.sweeney@lanarkshire.scot.nhs.uk](mailto:sandra.sweeney@lanarkshire.scot.nhs.uk)

#### PaMOVa

(Prevention and Management of Violence and Aggression)  
▶ It is essential for all staff to take care of their personal

safety and be aware of the safety of others. To reduce the risk of being a victim of aggression or violent behaviour, NHS Lanarkshire provides PaMoVA training for all staff. Contact PaMoVA advisors on 01236 707198.

## In brief...



CONGRATULATIONS to Morag McNaughton who has been awarded a prestigious national award for services to physiotherapy.

The physiotherapist and clinical co-ordinator, who works with the community vascular service at Monklands Hospital, was presented with a Distinguished Service Award by the Chartered Society of Physiotherapy.

Senga Cree, NHS Lanarkshire's professional lead and head of physiotherapy services, said: "I want to congratulate Morag for achieving this highly acclaimed award.

"Her contribution to physiotherapy services both from a clinical and a service development perspective, has always been valued in NHS Lanarkshire, but it is wonderful to see that her national work has also been recognised."

The fifth annual Chartered Society of Physiotherapy Awards took place at the Hotel Russell in London in November.



Wishaw General's Beth Cochrane has raised £500 for the Roy Castle Lung Foundation.

The stop smoking specialist nurse collected the total from sponsors after she ran a marathon in an impressive three hours 45 minutes.

Beth said afterwards: "I felt great afterwards and I hope to do it again in 2012."



WINNERS: The Douglasdale Medical Practice primary care team

# Real recognition

## Scottish Health Awards honour NHS Lanarkshire staff

AN outstanding support worker and a top primary healthcare team from NHS Lanarkshire were presented with national accolades at the Scottish Health Awards.

Gordon Morrison, a support worker from Airbles Road Resource Centre, accepted the Support Workers Award while the primary care team at Douglasdale Medical Practice was selected as a winner for the Top Team Award.

Jane Miller, a paediatric physiotherapist from the Red Deer Centre East Kilbride, was also a finalist for the Therapists Award after a grateful mother nominated her for the outstanding care she has given to her son.

Tim Davison, NHS Lanarkshire chief executive, said: "I'd like to congratulate Gordon and the primary care team at Douglasdale for winning these awards and also Jane for being selected as a finalist.

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

"These awards are testimony to the skills, dedication and commitment of Gordon,

the Douglasdale primary care team and Jane, and all staff in NHS Lanarkshire who strive to provide first-class healthcare to our patients.

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

Following the prestigious award ceremony in Edinburgh on

10 November, Lilian Macer, NHS Lanarkshire's employee director, said: "As a guest of UNISON, one of the major sponsors of the Daily Record Awards, I was present to see both local winners lift their awards for the fantastic work they do for the people of Lanarkshire.

"The Douglasdale Practice staff also took the award for the

best on-stage celebrations.

"Gordon Morrison received well-deserved recognition and thoroughly deserved his moment in the spotlight for going the extra mile for guys in Lanarkshire with mental health issues.

"Well done to all for flying the flag for our Board."

During his 20-year career, Gordon has strived to help men in Lanarkshire with mental health illnesses to improve their self-esteem and confidence through taking part in activities.

The primary care team at Douglasdale Medical Practice was selected as a winner for the Top Team Award in recognition of its success in developing specialist skills that will benefit local patients.

The Scottish Health Awards recognise and reward the commitment and hard work of those who work in, and with, NHSScotland to provide an outstanding level of care to the public.



GREAT JOB: Support Workers Award – Gordon Morrison with award presenter Sandra Dee Masson from UNISON

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