

# thePulse

Four-page  
**HAND HYGIENE  
SPECIAL!**



Inside  
**THE STEPS WE ALL MUST TAKE  
TO ENSURE BEST PRACTICE**



## Sign of the times

VISITORS to Wishaw General will be faced with a hand hygiene message they cannot miss.

A six-foot high cardboard cut-out of two nurses advising them to “Stop! Clean your hands” will be on display to emphasise the importance of hand hygiene.

Nurses Morag Weir, from ward six, and Guy Miller, from emergency surgery, lent their modelling services for the campaign. It will be tested at Wishaw General before being introduced at other hospitals and premises.

Further cut-outs are planned featuring doctors and health staff from other professions.

# ZERO

# TOLERANCE

## Vital programme launched to tackle infection

NHS Lanarkshire is launching a comprehensive package of new measures to tackle healthcare associated infection (HAI).

Alison Graham, NHS Lanarkshire’s medical director, said: “Our aim is to minimise the risk to patients, staff and visitors of acquiring an HAI.

“We have already made great

improvements in our approach to tackling HAIs across NHS Lanarkshire.

“These new measures raise the bar even higher and make sure we leave no stone unturned in the fight against HAIs.

“Every member of staff has a personal responsibility for ensuring they meet the highest standards of

hand hygiene. It is an essential and integral part of delivering high-quality patient care.”

The new measures include:

- New Zero Tolerance policy
- Updated hand hygiene policy
- New uniform policy
- New hand hygiene products.

The Zero Tolerance policy sets out staff’s personal responsibility for hand hygiene. The new policy “Hand Hygiene – Zero Tolerance Approach to Non-Compliance” has now been approved by NHS Lanarkshire.

Dr Graham said: “The policy is not just for nurses and doctors. It is for all staff employed by NHS Lanarkshire who work in or visit a healthcare setting.

We all need to make sure that we

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From page 1

## New Zero Tolerance package launched to combat infection

are cleaning our hands properly and at the right times."

The policy aims to stamp out any examples of poor hand hygiene practices by setting out clearly defined roles and responsibilities and ensuring the right support is in place to facilitate good hand hygiene.

NHS Lanarkshire's policy was developed in response to the Scottish Government Health Directorate's independent review of the circumstances which led to the outbreak of Clostridium difficile at the Vale of Leven Hospital in Greater Glasgow and Clyde Health Board in 2008, resulting in 18 associated deaths.

Following this, an action plan was developed stating that all NHS Boards must adopt a zero-tolerance approach to non-compliance with hand hygiene.

Paul Wilson, executive director of allied health professions, nursing and midwifery, said: "We cannot overstate the importance of good hand hygiene."

Hands are the most common way in which micro organisms, particularly bacteria, are transported.

This can lead to infection especially to those who are most susceptible.

"Many HAIs are preventable and cleaning our hands routinely and thoroughly is the single most important thing we can do to prevent infection."

"It is estimated that nine per cent of hospitalised patients acquire an infection resulting in 5000 deaths per year across the UK. By practising good hand hygiene we really can save lives."

Staff wanting support with complying with hand hygiene standards can contact their local hand hygiene co-ordinator, local infection control team or Salus Occupational Health and Safety.

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



CLINICAL staff must ensure they are "Bare Below The Elbow" to comply with NHS Lanarkshire's new Standards of Dress and Clinical/Non-Clinical Uniform Policy. That means short sleeves at all times and no jewellery other than one plain band ring may be worn. For infection control purposes, wrist watches must not be worn. Neckties should also be avoided while involved in clinical work. The uniform policy outlines reasonable and acceptable standards of dress with which all

NHS Lanarkshire staff must comply. Paul Wilson, executive director of allied health professions, nursing and midwifery, said: "One of the key aims of the policy is to ensure clinical and non-clinical staff have good hand and wrist hygiene for clinical and other patient activity and for food handling. "We want the public to have absolute confidence in the services that we provide." The policy, agreed in partnership with staff-side representatives at the HR Forum, also

states that staff should not wear their uniform outwith the workplace other than when on escort duties or undertaking a community role. Staff should change in the workplace before and after clinical duties, but if not they must ensure that their uniform is completely covered by an outdoor coat when travelling to and from the workplace.

The full policy can be found on FirstPort under Ratified HR Policies

## Correct hygiene practice is key to meeting standards

UPDATED guidance on good hand hygiene practice has been issued for NHS Lanarkshire staff.

It is contained in the revised Hand Hygiene Policy, which forms Section H of the NHS Lanarkshire Infection Manual.

Jan Clarkson, nurse consultant – healthcare associated infection, said: "Much infection is preventable through good infection control practice and a key element of this is correct hand hygiene."

"The new Hand Hygiene Policy captures the latest best practice and advice to provide staff with guidance and knowledge they need to wash their hands properly and at the right times in order to help prevent infection."

"Compliance with the policy is mandatory. It is essential that all staff read it and put it into practice every day."

The policy should be read in conjunction with NHS Lanarkshire's "Hand Hygiene – Zero Tolerance to non-compliance" policy which sets out the roles and responsibilities

of individuals within the organisation for maintaining hand hygiene standards.

The policy includes detailed guidance on when to perform hand hygiene and the levels of hand hygiene required depending on the level of risk. It also includes the World Health Organisation's "Your five moments of hand hygiene" (see right).

Staff should generally be asking themselves three questions to make sure they are applying the policy correctly:

- What have I just done?
- What am I about to do?
- Which level of hand hygiene is appropriate?

If you have any concerns or questions regarding the policy you should discuss these with your line manager who will consult the local Infection Control/Health Protection Team for advice.

A copy of the Hand Hygiene Policy is available on FirstPort



## VITAL STEPS TO KEEP IN MIND

FOLLOW the five key moments and help prevent hospital associated infection.

"Your five moments for hand hygiene" is guidance developed by the World Health Organisation. It sets out the fundamental times during care delivery and daily routines that staff should perform hand hygiene.

Following the guidance is one of the requirements of NHS Lanarkshire's hand hygiene policy.

### MOMENT ONE

Wash your hands immediately before touching a patient when you may have had contact with harmful germs since you last washed your hands. For example:

- After leaving a piece of deskwork or handling notes, bedding, equipment or furniture
- After arriving at work, for example, having had contact with your car or public transport
- Washing your hand in front of the patient improves public confidence. If the patient is behind a screen and can't see, then let them know you are washing your hands.

### MOMENT TWO

Wash your hands before an aseptic task such as:

- Putting in a urinary catheter, peripheral vascular line or central line
- Taking blood
- Managing intravenous lines/infusions
- Giving injections.

### MOMENT THREE

Wash your hands after the risk of exposure to body fluid. For example, after:

- Cleaning up urine or blood spillages
- Emptying bedpans, commodes or urine bags
- Touching catheters
- Performing chest suction
- Aspiration of any other body fluids.

### MOMENT FOUR

Wash your hands after touching a patient. For example, when:

- Helping a patient out of bed
- Taking a patient's blood pressure, pulse or temperature
- Examining a patient
- Examining an intravenous site or a dressing.

You should wash your hands after touching a patient and before touching any item in the immediate patient or healthcare area.

### MOMENT FIVE

Wash your hands after touching the furniture or equipment in the immediate patient area – even if there's no direct patient contact. For example, when:

- Tidying around a patient's bed
- Giving out medicines
- Fixing a patient's pillow
- After making a patient's bed
- Completing notes/records kept in the patient surroundings
- Handling equipment including pumps and monitors, bedding, curtains trolleys/locks. This is particularly important for healthcare porters, but can easily be overlooked by medics too.

However, you do not need to wash your hands after every folder when collecting in folders of patient notes.



## Stephen takes up challenge

SENIOR pharmacist Steve McCormick has recently joined NHS Lanarkshire to help minimise risk to patients from healthcare associated infections (HAIs).

He is NHS Lanarkshire's first anti-microbial pharmacist – a new role aimed at promoting clinical excellence and a cost-effective approach to prescribing antimicrobials such as antibiotics.

Steve said: "Prudent prescribing is a really important factor in both reducing HAIs such as Clostridium difficile and in restricting the opportunity for bacteria to develop antimicrobial resistance."

"It offers clinical benefits to our patients now and to our patients in the future."

Steve's role is Lanarkshire-wide, covering the three acute hospitals and primary care, but he will be based at Monklands.

He will be engaging staff from all areas and disciplines involved in antimicrobial prescribing and asking for their support in implementing local and national initiatives to improve antimicrobial usage.

He said: "Good antimicrobial stewardship is everyone's responsibility. Part of my role is to empower all staff to play their part. It's important that staff have the knowledge and confidence to challenge inappropriate antimicrobial prescribing where they encounter it."

Steve joins NHS Lanarkshire after 10 years working with Guys and St Thomas NHS Hospital Trust as a specialist HIV prescribing pharmacist.

Stephen can be contacted by calling 01236 712072, 01236 748748 or 07711 922728

# POSTER POWER

NHS Scotland has launched its hardest hitting and most comprehensive hand washing awareness campaign ever run in Scottish hospitals.

For the first time, the campaign targets all employees – not just clinical staff – recognising the importance of engaging staff such as porters and cleaners in the bid to stop the spread of bugs.

Another new development will see posters promoting hand washing featuring in shops and businesses near hospitals to ensure staff get the message about the importance of regular hand washing before, during and after their shifts.

Materials will be strategically placed in hospitals to target people from the moment they arrive and throughout the day.

The numerous locations to be used will include above beds, in staff changing rooms, in surgical areas, in toilets and public areas.

Health Secretary Nicola Sturgeon said: "Getting the message across about the importance of regular hand washing is crucial."

"It's one of the simplest – yet most effective – ways of tackling infections in hospital, which is a top priority for this government."

## Our hard-hitting campaign targets every employee

"This campaign is, intentionally, both wide ranging and hard hitting. "While previous campaigns have focused on doctors and nurses, this time we're targeting other staff as well – such as porters who work throughout hospitals."

"The very nature of their work – transporting patients from one area to another – means they must be scrupulous with their hand washing to ensure they're not also unintentionally transporting bugs."

"I know that hospital infections concern patients and their relatives throughout Scotland which is why we're determined to tackle them – this campaign is just part of a much wider package of measures."

"But there's simply no excuse for

failing to follow proper hand hygiene procedures. That's why I recently raised the bar for NHS Boards and expect them to take a zero tolerance approach towards any staff who fail to comply with correct hand hygiene protocols."

The new campaign updates Scotland's Hand Hygiene Campaign "Germs – Wash Your Hands of Them", first launched in January 2007.

The messages and creative concepts have been tested with a range of healthcare professionals in various NHS boards.

The final campaign materials, which were previewed with the Strategic Facilities Group at their meeting in March, are based on the feedback received.

# thePulse



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FAST WORK FROM  
EMERGENCY TEAM



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LIFE'S A MARATHON  
FOR OUR ELAINE

# BEST FOR ALL THE FAMILY



**SUPPORTED:** Carol and Anthony Dobbie, from Lanark, with newborn daughter April in Wishaw General's maternity unit, support the new breastfeeding campaign

A national campaign is urging men as well as women to help boost breastfeeding by creating a 'supportive culture'

**MEN and other family members are being urged to help boost breastfeeding.**

As part of Breastfeeding Awareness Week in May, NHS Health Scotland is targeting its marketing campaign at 'significant others'.

The aim is to make everyone realise they have an important role to play in encouraging breastfeeding and is a deliberate shift away from targeting the campaign solely at women.

The overarching aim is to move towards a more supportive culture of breastfeeding in Scotland.

Paul Wilson, executive director for allied health professions, nursing and

midwifery, said: "Lanarkshire has one of the lowest breastfeeding rates in Scotland. Overall, society is not supportive of breastfeeding.

"This is reflected in important relationships that can influence a woman's decision whether to breastfeed, including partners, grandparents, other family members and friends.

"Breastfeeding is an individual decision for each woman. What is clear is that each woman should have support available to make an informed infant feeding choice and, where they decide to breastfeed, they have the necessary support to sustain it."

Wendy Drysdale, infant feeding development midwife at Wishaw General, said: "Support and encouragement to breastfeed from all family members is absolutely crucial.

"Family members and friends can help give a new baby the best start in life by supporting the mum to breastfeed.

"There is good evidence that breastfeeding in infancy has a protective effect against many childhood illnesses. Breastfed infants are likely to have a reduced risk of infection, particularly those affecting the ear, respiratory tract and gastrointestinal tract.

"Other probable benefits include

improved cognitive and psychological developments, and a reduced risk of developing diabetes in childhood."

Mothers can also benefit from breastfeeding.

Wendy continued: "There is evidence that women who breastfed have lower risks of developing breast and ovarian cancer and a reduced risk of osteoporosis in later life."

NHS Lanarkshire is committed to protecting, promoting and supporting breastfeeding for families living in Lanarkshire.

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**Editorial policy**

As the staff newspaper of NHS Lanarkshire, *The Pulse* aims to celebrate the work and achievements of staff and services. It also shares information about the changes and issues that affect staff at work. We would like to hear your thoughts and suggestions about the kind of stories you would like to see in *The Pulse*. Contact the team (below) with your stories, comments and ideas.

**Got a story?**

**If you have any ideas, stories or features you would like to see included, or would just like to tell us what you think of *The Pulse*, please get in touch with a member of the editorial team...**

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The deadline for contributions to the next edition is 12 June.



# Do not disturb!

**IT is the clothing equivalent of the 'do not disturb' sign on a hotel room door.**

NHS Lanarkshire staff are now donning special red tabards to warn colleagues not to interrupt them when they are in the process of a medication round in a hospital.

The tabards emblazoned with the message 'Drug round in progress, please do not disturb' let other staff know they are in the process of distributing medication to ward patients and they should be left alone to complete the task.

Research has proven that drug errors are increased when staff are distracted and one of the factors contributing to this is interruption of nursing staff while undertaking medication rounds.

To help combat this, the tabards were introduced in clinical areas in January this year.

Only in exceptional cases, for

example in a medical emergency, can staff wearing a tabard be interrupted.

Staff nurse John Burns based on ward 14 at Hairmyres Hospital said: "It does make a difference.

"People do respect what you're doing when you're wearing one and while there are occasions when you do get interrupted, it is much less than before we wore them.

"They're definitely a good idea."

Senior nurse Margaret Barbour, who is overseeing the introduction

of the tabards, said: "No nurse wants to interrupt a colleague who is busy doing an important job.

"So the tabards act as a means of reminding people that a staff member is engaged in an important task and they should not be disturbed while doing it."

She added: "It's not just about allowing someone to get an important task completed.

"All the evidence shows that if you don't interrupt someone, it reduces the risk for error which ultimately benefits the patient."

Under the new system, each ward team will be required to stagger medication rounds to enable a registered nurse or midwife to be on the floor to deal with problems.

Every registered nurse or midwife will be provided with a tabard and it is their responsibility to ensure the item is looked after in the same way as their uniforms.

**The evidence shows that if you don't interrupt someone, it reduces the risk for error"**

## Speak Easy group find it's good to talk in Stirling

LANARKSHIRE'S head and neck cancer patient group Speak Easy took its conference to Stirling.

The event was part of a series of seminars, entitled "Let's Talk Together", which is being taken to five major hospitals in Scotland over the next two years.

These are being held to promote links between all head and neck cancer groups in Scotland.

Karen Sheridan is the



**TALKING CURE:** Karen Sheridan says conferences bring patients and medical staff together

Macmillan head and neck cancer clinical nurse specialist for Lanarkshire, based at Monklands Hospital.

She said: "These events are funded by Macmillan Cancer Support and the conference was very useful in bringing patients and medical staff together.

"Further conferences will be held at various locations throughout Scotland over the next couple of years."

# BEATING CANCER

Alan was 'devastated' when he heard he had bowel cancer. Nearly three years on, he's raising awareness so others can escape the disease

**EAST Kilbride man Alan MacLean shared his experience of bowel cancer to help promote bowel cancer awareness.**

Alan's story began in June 2006 when the Stewartfield man noticed strains of blood in his faeces.

He was stunned to be told he had bowel cancer.

The 63-year-old said: "It's difficult to put into words how I felt. I was just devastated.

"I honestly thought it was the end for me."

Within weeks of his news, he had received treatment to remove the tumour and began a course of chemotherapy.

However, his return to health was hampered by a series of setbacks which included the discovery of a second smaller tumour and cancer in his liver.

Thankfully, the signs look to be in Alan's favour at last.

He said: "So far everything's been fine, but I'm taking nothing for granted – you just can't do that with cancer.

"I only wish I'd been more aware of this earlier and others I've spoken to with bowel cancer say the same thing."

It is for this reason Alan now spends a large part of his time helping those diagnosed with the condition come to terms with it.

He also wants to help prevent others from developing cancer.

"If I can stop even one person experiencing this, I'll be a happy man," he said.

"I also want to help reassure people and make them believe that they can beat it."

From this August, a Scotland-wide screening programme will



## A CAMPAIGN TO SAVE LIVES

NHS Lanarkshire staff used April to promote the bowel cancer awareness campaign.

Bowel cancer is the third most common cancer in the UK, is the second biggest cause of cancer deaths and afflicts about 350 people in Lanarkshire every year.

However, if the disease is caught early enough, nine out of 10 people survive with treatment.

To raise the public profile of

the condition, NHS Lanarkshire's colorectal nurses held events at the three acute hospitals on 27 April to inform the public on the signs to look out for.

Staff also appeared on local radio to discuss the condition while members of the Lanarkshire public shared their bowel cancer experiences in local newspapers.

Two other events were also held in April in preparation for the

national bowel screening programme which is set to roll out in Lanarkshire from this August.

A stakeholder event and a communications focus group were held with members of the public to gauge their general understanding of bowel cancer and to establish the most effective communication methods to maximise uptake in the bowel cancer screening programme.

begin in Lanarkshire when everyone between the ages of 50 and 74 will be invited to participate in screening.

More than 90 per cent of those diagnosed with bowel cancer are within this age group.

Alan continued: "I think screening's a fantastic idea and I'd strongly urge everyone to do it.

"People might think it's

awkward or cumbersome, but compared with what someone could face if they ignore it, it's a drop in the ocean."

Sheena Kilpatrick, NHS Lanarkshire's head of cancer services, said: "Alan has shown great courage and determination in fighting his illness and we're really grateful to him for sharing his story to help raise awareness.

"We reiterate Alan's message that if bowel cancer is detected early enough through screening there is a 90 per cent chance of treating it successfully."

**To find out more, visit**

[www.bowelcanceruk.org/](http://www.bowelcanceruk.org/)

**For more information on the screening initiative starting in August, visit**  
[www.bowelscreening.scot.nhs.uk](http://www.bowelscreening.scot.nhs.uk)

## New resource...

### New wound formulary

MANAGING wounds is about to get a whole lot simpler thanks to a new NHS Lanarkshire Wound Management Formulary.

This formulary will be available as a web-based document and also as A3 posters and A5 diary cards.

It will provide information on recommended dressings for use by staff across NHS Lanarkshire.

This ensures the best possible care is provided and that it is cost effective.

The launch of the formulary is planned for the week commencing 1 June and, for the first time, this formulary will be available online through FirstPort.

Katrina McGown, a tissue viability nurse, based at Cleland, said: "This formulary will ensure the highest standards of wound care are delivered across all care settings in Lanarkshire.

"It helps ensure products are appropriate for use and optimised to benefit both the patient and the healthcare professional."

Tissue viability nurses, along with a multi-professional group of practitioners, developed the formulary and gathered information from a broad range of sources, including local and national initiatives.

The formulary will be a dynamic document to reflect innovations in practice and new products, and will be reviewed on a regular basis.

Posters and diary cards will be available across all acute, primary care sites and care homes.

More details on how to access the new formulary on FirstPort will be provided through the weekly staff briefing before it is launched.

**For further details, contact the Tissue Viability Service on 01698 863215**



## A SHOWCASE FOR CO-ORDINATED CARE

EXPERTS in respiratory and lung care attended NHS Lanarkshire's second Respiratory Managed Clinical Network (MCN) stakeholders' forum in March.

NHS Lanarkshire coronary heart disease and respiratory network manager Maureen Carroll said: "The event was an excellent opportunity to showcase the work already undertaken by the Respiratory MCN.

"It also provided a forum to share the opportunities and challenges of service improvement, and look ahead with a clear vision to the future."

The event was attended by leading respiratory professionals from all disciplines within the primary and

secondary care sector, patient representatives, the voluntary sector and professional organisations.

One of the MCN's roles is to ensure that clinical care is delivered in a smooth and supportive manner, helping patients to move from one part of the service to another with minimum disruption or delay.

The MCN aims to achieve this by bringing together different health professionals and organisations, helping them work without restrictions in a more co-ordinated manner.

It also provides an opportunity for patients, carers and the public to be involved in the design of services

and in making them more responsive to local circumstances.

The presentations given at the event showcased the four strands of the chronic obstructive pulmonary disease (COPD) whole system service: outreach spirometry; self-management and pulmonary rehabilitation; telecare; supported selfcare and respiratory home support service.

The patient pathways through each of these strands, and how healthcare professionals across secondary and primary care have worked together to make this service possible, were also demonstrated.



**ATTENDING EXPERTS:** (from left) Gregor Smith, GP and medical director, primary care; Maureen Carroll, coronary heart disease and respiratory MCN manager; Richard Dietrich, head of British Lung Foundation for Scotland and Northern Ireland; Dr Azhar Ali, lead GP Hamilton locality and respiratory MCN; Andrea Harrison, coronary heart disease and respiratory MCN co-ordinator; Dr Soong Tan, consultant respiratory physician and respiratory MCN lead clinician

# Breathe easy - Joyce is at hand

**JOYCE Cairney is leading the way in caring for patients with breathing problems after taking up a new nursing post.**

The mum of two, from Chapelhall, is the first person in the west of Scotland to be appointed as a tracheostomy clinical nurse specialist.

Joyce, 41, provides a single point of contact for Lanarkshire patients who have difficulties breathing and require a tracheostomy – which involves inserting a tube into the windpipe (trachea) – so they can breathe freely.

But there is a great deal more to the NHS Lanarkshire specialist's duties.

Joyce, who has two sons aged 13 and nine and has been married for 21 years, said: "This is a much-needed service for patients in Lanarkshire.

"I can establish links with patients and their carers prior to surgery, follow them throughout their journey and after discharge.

"This helps to ensure continuity of care and provides a focal point for information for NHS Lanarkshire staff, patients and their carers.

"Patients also have input from the multi-disciplinary team to ensure that psychological, nutritional and communication needs are met.

"They also have my direct phone number to discuss any problems which may arise."

Although Joyce is based at Monklands Hospital, she covers the other acute hospitals –

Wishaw General and Hairmyres – and community care.

This means she can provide a link between all the various services, from, for example, GPs, hospitals, to district nurses and carers in the home.

Joyce went on: "I also help update nursing skills in this area, providing advice, training and support both in hospital and in community.

"I can bring along the laryngectomy simulator 'Larry' to demonstrate to staff, patients and carers how to change the tubes and care for them."

Joyce qualified from Lanarkshire College of Nursing in 1994, and then worked for six months in general medicine before moving to Monklands' ear, nose and throat, oral and maxillofacial (ENT/OMFS) unit in 1995.

In 2004, Joyce joined the ENT emergency care team – providing out-of-hours emergency care to people in Lanarkshire

with ENT problems – before taking up her new post.

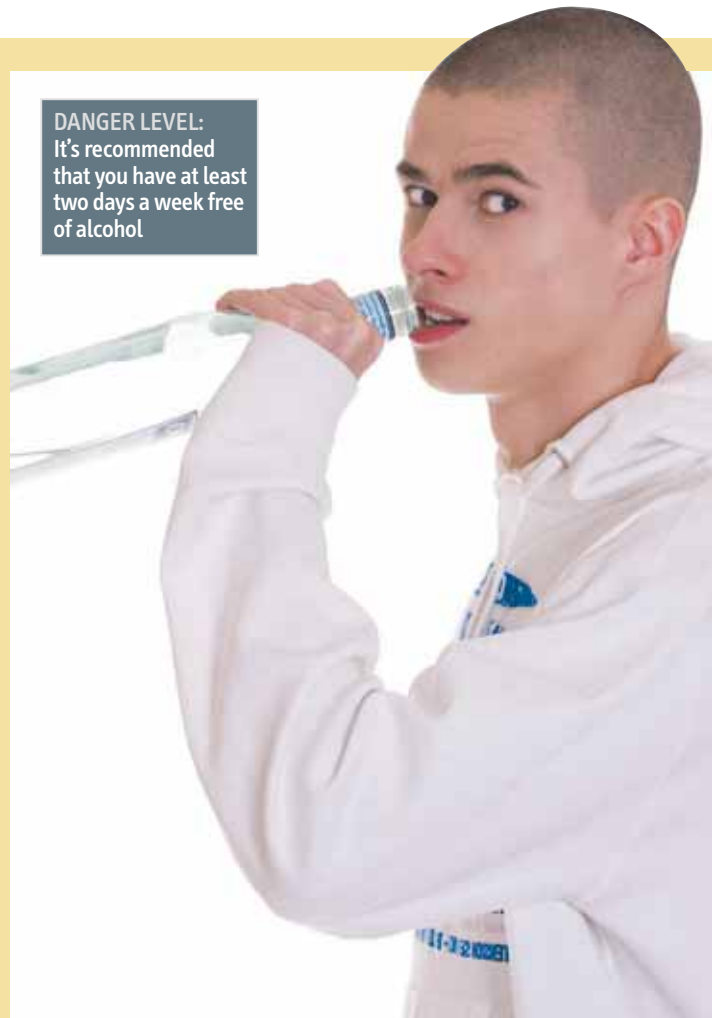
Another vital part of Joyce's role will be updating guidelines and protocols to ensure staff are following the best practice statement for patients with a tracheostomy tube.

She said: "I want to ensure patients receive the best possible evidence-based practice wherever they are in Lanarkshire.

"These guidelines will help ensure continuity, confidence and competence of everyone involved."

Graeme McGibbon, senior nurse for Lanarkshire in ENT/OMFS, said: "This is an essential post that will provide a much-needed service for patients in Lanarkshire."

**▶ For more information on tracheostomy or to refer a patient to Joyce, contact her on 01236 713019 or email [joyce.cairney@lanarkshire.scot.nhs.uk](mailto:joyce.cairney@lanarkshire.scot.nhs.uk)**



## Programme to curb drinking

AN alcohol screening programme is being launched by NHS Lanarkshire to reduce consumption and the effects of binge drinking.

A high number of patients who attend A&E departments do so because of alcohol misuse.

In an attempt to tackle this problem before people need hospital treatment, the Scottish Government has incorporated an alcohol screening target into the HEAT performance framework.

This target requires NHS Lanarkshire to deliver 16,057 brief interventions by March 2011.

Accident and emergency frontline staff will receive training in the use of the fast alcohol screening test (FAST), a screening tool used to identify early hazardous alcohol use.

It is based in recommended limits and detects potentially harmful levels of use.

Pauline Izat, substance misuse

nurse specialist, based at Monklands, said: "Evidence suggests patients accept being questioned about alcohol use.

"And it has been shown that specific brief intervention techniques have a beneficial effect in reducing consumption and binge drinking in at-risk drinkers at 12 months.

"It is hoped that this approach, using FAST, will influence and challenge alcohol use and improve long-term health outcomes."

The substance misuse nurses at each of the three sites will deliver the brief interventions in the coming months.

Patients will be selected by reason of presentation and offered feedback on their FAST score and signposted or referred to the substance misuse nurse team where appropriate.

Brief interventions are already being carried out in the primary care setting where trainers Janie Selkirk and Don Wilson completed the training of staff in March.

**Did you know?**  
A 250ml glass of 12 per cent volume wine is three units.  
One pint of 4 per cent volume standard lager is 2.3 units



**BREATHE IN:** Joyce Cairney with training aid Larry as she helps improve care to patients with breathing difficulties

**RECOMMENDED LIMITS OF ALCOHOL USE**

- Adult Male: No more than 21 units a week and a maximum of three to four units daily. At least two alcohol-free days a week recommended.
- Adult Female: No more than 14 units a week and a maximum of two to three units daily. At least two alcohol-free days a week recommended.



**THE ERC TEAM:** Neil Mitchell, left, Gillian Evans, Barry Nelson, Ellison Rankin, Sandy Mitchell, Lisa Connolly, Allison Henderson and Christine McDonald

# TOP TEAM IN SPEEDY RESPONSE

**THE Emergency Response Centre (ERC), launched in November 2008, has been praised by GPs for helping to improve patient care.**

Having been developed in collaboration between acute and primary care, the Scottish Ambulance Service and NHS 24, the ERC will run as a pilot over two-and-a-half years in three phases.

ERC deals with emergency GP calls between the hours of 8am to 6pm, Monday to Friday, and is located at Hairmyres Hospital.

The ultimate aim is to direct patients to the most appropriate point of assessment and care in the first instance and avoid unnecessary delays and reassessments when possible.

Dr Mehrdad Malekian, associate medical director for NHS

Lanarkshire's medical division and chair of the ERC Steering Group, has overseen the development and subsequent operation of the new centre.

He said: "ERC has already fulfilled its objectives for phase one and the majority of feedback received from local GPs has been very positive and encouraging.

"This is only the start and subsequent phases will concentrate on developing alternatives to admission, as well as using more specific pathways for some common conditions in order to fulfil the primary objective of ERC."

ERC is staffed by clinical advisors, who are from a nursing background, and paramedics.

Transport for appropriate patients is also arranged by ERC and allows GPs to arrange assessment and

transport of their patients with one phone call.

Gillian Evans is the lead clinical advisor who supervises three other clinical advisors as well as one administrative officer and four paramedics.

The first phase of the pilot aimed to handle all GP calls within an acceptable timeframe and arrange transport when required.

All calls are logged and GPs are asked a number of agreed questions before advice can be given on the best option for patients.

The centre deals with an average of 90 calls per day with the maximum number at 107 to date.

The calls are on average answered within 14 seconds and it normally takes around two minutes in total to handle individual GP calls and obtain relevant information.



**NATURE'S WAY:** Marianne McKnight and husband Gary, from Cumbernauld, with four-month-old Daniel

## Breastfeeding is best

← CONTINUED FROM PAGE 1

A new Breastfeeding Support Service has been implemented in Wishaw General to work with the midwives and support staff.

This provides new mums and babies with extra support and assistance when learning to breastfeed.

Wendy added: "Most women who stop breastfeeding in the early days or weeks do so because of a lack of support.

"Mothers and babies now born in Lanarkshire will benefit from this additional encouragement, support and help with practical skills while learning to breastfeed.

"This will ensure more women leave hospital getting off to a good start with breastfeeding their baby."

Each year, breastfeeding is celebrated in National Breastfeeding Awareness Week.

Breastfeeding awareness events will take place in the three acute hospitals and throughout each of the localities in Lanarkshire.

Further updates on breastfeeding activities and initiatives in NHS Lanarkshire will be available in future issues of *The Pulse* and in the weekly electronic staff briefing.

▶ **For more information about breastfeeding and support in Lanarkshire, visit [www.lanarkshirebreastfeeding.org.uk](http://www.lanarkshirebreastfeeding.org.uk) or contact the new national Breastfeeding helpline on 0300 100 0212**



**KNOWHOW:** Paul Wilson and Ken Corsar, back row, learn how processes on Ward 15 were streamlined from practice scholars Karen Morrow and Julie Main along with charge nurse Kenny Harrison

# Leading from the front

**STAFF at Wishaw General's ward 15 were praised for their achievements in two initiatives which will improve patient care.**

NHS Lanarkshire chairman Ken Corsar and Paul Wilson, executive director of nurses, midwives and allied health professions, paid a special visit to the department in January.

They were there to show their support for the team's hard work and achievements during two pilot programmes, Leading Better Care and the Senior Charge Nurse Role Review, which took place over 17 weeks.

During the visit, ward 15 senior charge nurse Kenny Harrison described how the two initiatives had led to improvements.

He said: "Leading Better Care and the Senior Charge Nurse Role Review provided a framework for ward improvements and for creating a culture where staff are empowered to influence change.

"One of the first steps was to ensure there were robust stock levels and an environment where the right thing is in the right place at the right time."

Kenny went on: "The programme invested time for staff to challenge the way they work and ask why things were carried out in a certain way.

"As continuous quality improvement developed, it was sustained and demonstrated through measuring compliance with Clinical Quality Indicators and specific themes identified by ward staff."

The visitors were shown data demonstrating streamlined processes

where an increased direct care time correlated to more time spent caring for patients at the bedside.

This in turn had led to positive improvements in patient feedback and considerable improvements in staff morale.

Staff nurse Margaret Elliot said: "Before the pilot, staff would just talk to each other. Now we actually listen.

"Releasing Time to Care has put ownership of the ward in the hands of the team."

Practice Development provided support to improve practice and enhance care with Kenny and his team in ward 15.

Julie Main, practice scholar, said: "Facilitation has been very rewarding in identifying improvements to the patient's journey and the ward climate.

"Furthermore, the national evaluation suggests the programme fits well with other initiatives, including tackling healthcare associated infection, the Scottish Patient Safety Programme, 18-week referral to treat programme, Better Together and Workforce and Workload Planning.

"Both Ken and Paul were enthusiastic and encouraged about the work achieved and work in progress within the ward."

## In brief...

• BOTH North and South Lanarkshire Councils have withdrawn the West of Scotland Standby Service which provides out-of-hours social work service. These services have now reverted to both councils.

The services deal with emergency situations such as child protection, adult care and protection, vulnerable older people and urgent mental health issues.

For more information on the North Lanarkshire Council service, including operating times, call 0800 121 4114, and for South Lanarkshire Council, call 0800 678 3282.

• A STONEHOUSE Hospital reunited event has been organised for 4 September at Hamilton Rugby Club.

The cost, expected to be £5 a head, includes a buffet and background music, with 120 places available.

If you work, or have worked, in Stonehouse Hospital, and are interested in attending, contact Ruth Stannage on 01698 335755 or 07788157621 or email: [stannage@blueyonder.co.uk](mailto:stannage@blueyonder.co.uk) or [Ruth.Stannage@lanarkshire.scot.nhs.uk](mailto:Ruth.Stannage@lanarkshire.scot.nhs.uk)

• THE Scottish Spina Bifida Association is the latest employer in Lanarkshire to be awarded the Jobcentre Plus disability symbol.

It was awarded in recognition of the Cumbernauld-based organisation's commitment to people with disabilities.

This has been demonstrated through the retention, training and career development of all of its employees with health conditions.

• STAFF from across Lanarkshire took part in a table-top exercise in February to test our emergency blood management arrangements.

Held in partnership with the Scottish Blood Transfusion Service, the event looked at how hospitals in Lanarkshire would cope if blood supplies ran out.

• A PLAN outlining the development of primary and community services in NHS Lanarkshire in the next 10 years has been launched.

New Horizons – A Plan for Modernising Primary Health Care Services in Lanarkshire has been prepared over the past two years and includes contributions from clinicians and managers from across a wide range of services.

It sets out the case for change, identifies four cornerstones of care, and describes the outcomes we wish to see, along with the mechanisms for delivery.

An electronic copy of the New Horizons document is available on the Practice Education Facilitators section of FirstPort.

For a hard copy, email [lorraine.forrest@lanarkshire.scot.nhs.uk](mailto:lorraine.forrest@lanarkshire.scot.nhs.uk) or call 01698 377815.

■ MEDICAL Illustration Services (MIS) have a new large-format poster printer allowing them to output at photographic quality.

The replacement machine, purchased with assistance from medical education, means they can continue to produce materials for teaching and promotional events as well as scientific posters in house – quicker and

cheaper than on the high street.

Andrew Craig, MIS team leader, said: "The quality now available will provide the level of clinical detail that is often required for teaching and display materials.

"With improved networking capabilities, members of MIS can send work direct to the printer from all three acute sites, speeding up the process."



**OUTPUT:** medical illustration's Laura Fleming and Caroline Faulds use the new printer



## Oral team's second brush with fame

THE oral health team at NHS Lanarkshire has produced a sequel to their acclaimed educational DVD – Harry at the Zoo.

Harry's Holiday is another animated film which emphasises the importance of oral hygiene and brushing your teeth correctly.

The story, funded by North Lanarkshire Council, was written by the oral health team and their own children provided the voices, while pupils from Lanarkshire schools drew the artwork for the DVD.

And the fantastic resource will now be used to educate children in schools and nurseries Lanarkshire-wide about brushing their teeth daily, visiting the dentist twice a year and healthy eating.

Elaine Sharp, senior oral health

educator, said: "The first DVD was such a success we decided a sequel would be the perfect way to emphasise to children how important oral health is.

"I'd like to thank everyone involved, especially all the children who helped produce the artwork and voices, and Kaye Thorburn and Susan Rae from the dental surgery at Blantyre Health Centre."

Lanarkshire pupils were given the chance to win prizes of £100 and over for their school by entering artwork for the different chapters of the Harry's Holiday DVD story.

The winners were presented with their prizes by Albert Yeung, consultant in Dental Public Health of NHS Lanarkshire.

# PUTTING THE **e** IN EXPENSES

### Got a story?

If you have a story idea for your staff newspaper, don't hesitate to share it with us.

Your help is essential in making *The Pulse* a success.

Contact Martin Stirling on 01698 245069 or martin.stirling@lanarkshire.scot.nhs.uk

## Well done, Donna!

CONGRATULATIONS to Donna Martin who recently completed her Scottish Vocational Qualification level three in Health/Social Care.

Donna is a support worker within NHS Lanarkshire's mental health and addiction

services at Coathill House.

She is the first within the team to achieve this certificate.

Maureen Woods, team leader of the harm reduction team, said: "On behalf of the team I'd like to congratulate Donna for her hard work."

### A NEW system for the recording and administration of expenses is to be introduced.

The new e-expenses system will replace the current paper method and is set to come on board from July, gradually rolling out across all departments.

It is the intention to have around 50 per cent of all staff who claim expenses on the new system by March 2010, with the rest on e-expenses by March 2011.

E-expenses is a national programme which is based on a centrally maintained system operated by NHS Scotland Shared Support Services.

NHS Lanarkshire payroll staff will still administer

expense claims as at present.

The system has already been successfully piloted at two NHS boards and is an easy-to-use web expenses system which enables staff to compile and submit their own expenses claims for authorisation and payment using the intranet.

It will also improve the end-to-end process for receiving payment of expenses.

Other benefits of the new system will include:

- An end to paper-based process which will free up time for both claimants and administrators
- A more robust and verifiable audit process
- Improved and more accessible reporting

• Reduction in the duplication of effort

• Improved data quality and reduced error rates.

Staff who authorise expenses will be required to take part in a short training session to familiarise themselves with the new system.

All staff who claim expenses will also be given a 'claimant guide' to help them.

Hugh Sweeney, NHS Lanarkshire employee director, said: "This new system will benefit both the users and the organisation in general.

"Once claimants have their user name and password to get access to the system, they will find it easier and less time consuming to make their expenses claims."

## In brief...

## Physio advice on the phone

PHYSIOTHERAPY advice for those with musculo-skeletal problems is now just a phone call away.

A pilot programme is being run by NHS Lanarkshire physiotherapy services in Clydesdale and Motherwell localities. The Direct Access to Physiotherapy scheme provides direct access to musculo-skeletal physiotherapy services.

Carole Cruickshank, project lead for Direct Access to Physiotherapy, said: "This is a trial self-referral phone service which allows patients to get advice quickly about sprains and strains, problems with posture, sports injuries and any muscle and joint problems from specialist physiotherapists.

"Calls will be answered by a dedicated team, who will provide a telephone consultation regarding the presenting condition. The caller will then be advised on the best way to manage their problem."

Senga Cree, head and professional lead of NHS Lanarkshire physiotherapy services, said: "Individualised advice and education will be provided in a supportive environment to enable callers to manage their condition safely.

"Information from this trial will allow us to develop future services to meet public needs.

"Telephone lines are open Monday to Saturday 9am - 1pm for a trial period from May to July."



To contact Direct Access to Physiotherapy, call 01236 713901

## MiDIS roll-out begins in May

ROLL-OUT of a new patient information system will commence in May.

The Multi-Disciplinary Information System (MiDIS) will allow users from multiple services to record patient information and to share core and selected data.

Until MiDIS is rolled out, you should continue to use PiMS for your electronic record keeping.

Workshops will be held with service delivery managers and public health and district nursing groups which will provide more insight into what MiDIS can do for clinical users.

The first phase of the roll-out will be to the Cambuslang/Rutherglen and Northern Corridor localities.

For more information, contact Angus Bruce, project manager, on 07795 617956 or angus.bruce@lanarkshire.scot.nhs.uk

## Awards pour in for NHS Lanarkshire people and facilities

# QUALITY CARE

**LOCKHART Hospital became the latest NHS Lanarkshire facility to win an internationally recognised award.**

The Lanark community hospital proved it delivers the highest quality of patient care by successfully completing the Healthcare Accreditation Programme (HAP).

And at a ceremony in March, Alan Lawrie, director of South Lanarkshire community health partnership, unveiled a plaque commemorating the hospital's achievement.

He said: "This award is testament to the professionalism of all the staff and to the leadership of the management team at Lockhart.

"A huge amount of hard work went into the accreditation process and the team clearly performed very well during the three-day assessment.

"This programme has been a great way for moving the hospital forward and ensuring it provides the highest quality of patient care.

"I would like to congratulate everyone involved in this success."

Lockhart Hospital follows in the footsteps of the other community hospitals in Clydesdale – Kello and Ladyhome – which both successfully completed the HAP process.

Sister Fiona Kettles at Lockhart Hospital, who is from Carlisle, praised the efforts of the team.

She said: "The teamwork has been brilliant and we managed to achieve this award in only six months.

"There has been a major refurbishment going on during this period but the staff coped with this while improving services and deliv-



**TALENTED TEAM:** Fiona Kettles, front right, with some of the Lockhart nursing staff

ering first-class patient care.

"Their enthusiasm for the programme was amazing and I could not fault their efforts. We are so proud of what the hospital has achieved."

HAP accreditation is awarded by Caspe Healthcare Knowledge Systems (CHKS), which undertakes programmes of quality assurance and improvement for healthcare providers in the UK and internationally.

External examiners spent three days assessing all areas of the hospital, including patient services and experience; overall cleanliness; nursing, medical and allied health professionals' skills and knowledge; support services; food;



**PLAQUE UNVEILED:** From left, Dr Bill Criggie, Alan Lawrie, Dr Jamie Hill (sitting), Ken Corsar, NHS Lanarkshire Chairman, and Sister Fiona Kettles

as well as health and safety.

The examiners spoke with team members about the various areas they were responsible for and were impressed by their enthusiasm, teamwork and the evidence they were presented with.

Julie Hyde, chairman of the CHKS Accreditation Awards Panel, said: "Many congratulations to all members of staff at the hospital on achieving this award as it reflects the continuing commitment to quality improvement."

## Lab innovators



**AWARD WINNERS:** Members of the two Monklands Hospital-based teams, from left, Hannah Robertson, Elaine Kennedy and Jacqueline McGuire at the ceremony

TWO NHS Lanarkshire laboratory teams scooped awards at a national ceremony.

In a prestigious event at the Royal Society of Edinburgh, the two Monklands Hospital-based teams received healthcare science awards for innovation in Improved Health Services.

NHS Lanarkshire biomedical scientists Hannah Robertson and Rosemary Yates, along with colleague Dr Alistair Leanord, were rewarded for introducing a new test for detecting gonorrhoea.

Meanwhile, clinical chemistry duo Elaine Kennedy, a biomedical scientist, and Jacqueline McGuire, consultant clinical scientist, gained their award for the implementation of a new blood glucose testing system.

Irene Winning, senior biomedical scientist in the microbiology department at Monklands, said: "This was a great achievement for NHS Lanarkshire.

"The microbiology team gained their award for the introduction of a

new N.gonorrhoea polymerase chain reaction (PCR) test.

"This test resulted in a four-fold increase in male samples tested for and an overall 194 per cent increase in detection of N.gonorrhoea during the first year of implementation.

"In addition, the test utilises less-invasive samples which improves patient uptake of the test."

The team from clinical chemistry gained their award for the implementation of a new method for delivery of blood glucose testing within the secondary care setting in Lanarkshire.

Irene continued: "All staff involved were given one-to-one training and the new system includes more effective quality assurance.

"This system improves patient care by providing rapid access to immediate analysis which supports compliance with treatment; aids counselling in relation to therapeutic management; and assists in planning of treatment."

# Three 'C's for better health

Access to emergency contraception, condoms and chlamydia tests is now much easier for people in Lanarkshire

**STAYING sexually healthy in Lanarkshire will be a lot easier thanks to three free 'C' services at local pharmacies.**

Emergency contraception (or 'the morning after pill'), condoms and chlamydia tests are the three Cs now available free of charge at chemists.

These new community pharmacy services will complement NHS Lanarkshire's sexual and reproductive health clinics.

Dr Anne McLellan, lead clinician for sexual and reproductive health in NHS Lanarkshire, said: "We are delighted with the improved access for clients with the introduction of the 'three free C scheme'.

"Clients with more complex needs can be signposted by pharmacists into the Lanarkshire sexual health service.

"The medical staff, within NHS Lanarkshire sexual health service, have been training the pharmacists and look forward to having a good relationship with them."

All pharmacies can now provide a free chlamydia testing kit – which also detects gonorrhoea.

In addition, free condoms are available through the C-Card Scheme from 52 GP practices and health centres, as well as 37 Lanarkshire community pharmacists.

Most pharmacies will also be able to provide free emergency contraception – which previously cost more than £20 – and advice.

Dr McLellan added: "It is well recognised that effectiveness of emergency hormonal contraception is higher if taken within the first 24 hours.

"This is why easier access through the community pharmacists scheme is so valuable."

The provision of free chlamydia testing kits will have a major impact in improving sexual health in Lanarkshire.

One in 10 people under the age of 25 has chlamydia, but the infection can be easily treated with antibiotics.

George Lindsay, chief pharmacist, NHS Lanarkshire primary care, said: "We are delighted to establish these services in NHS Lanarkshire as part of the developments in the national community pharmacy contract.

"Patients are already benefiting from increased choice and access to screening and treatments from the extensive community pharmacy network within NHS Lanarkshire which operates in convenient locations and for longer hours than most other providers."

For a free chlamydia and gonorrhoea postal testing kit, just ask the pharmacist, follow the instructions at home, and post off the kit – the postage is already paid.

To find your nearest C-Card centre, look out for the C-Card leaflet available widely around Lanarkshire or call the General Enquiry line on 08453 130 130.

**Details of the three C scheme and information on sexual health, clinics and services are available online at [www.lanarkshiresexualhealth.org](http://www.lanarkshiresexualhealth.org)**

## Did you know?

*One in 10 people under the age of 25 has chlamydia in this country, but it can be detected with a simple test that can be done at home*



EARLY DETECTION: Cleland pharmacist Alan McCallum with one of the chlamydia test kits

## HEALTH CHECKS FOR HEALTHY WORKING LIVES

AS part of Healthy Working Lives, Salus Occupational Health and Safety will be offering lifestyle checks to all NHS Lanarkshire staff.

The face-to-face check will involve a consultation for about 20 minutes and includes height, weight, Body Mass Index (BMI), blood pressure and cholesterol checks.

After the check you will be given a report and, depending on the results, onward referral can be organised for you.

These include your GP, staff physiotherapy service or employee counselling service for any additional support or follow up. Appointments can be made

directly with the local occupational health departments on the acute sites and are co-ordinated by the Healthy Working Lives co-ordinators for both the community health partnership areas. These dates will be available on FirstPort and will be advertised throughout each locality or acute site.

## In brief...

THE Diversity Champions project is looking to recruit and train a new band of champions in 2009. There are currently 150 within NHS Lanarkshire.

A range of training dates and places are available until the end of the year.

To access information and an application form, please visit NHS Lanarkshire's diversity webpage at <http://nhs-lanarkshire.diversityonline.co.uk/default.aspx> or contact Hina Sheikh on 01698 206386 or [hina.sheikh@lanarkshire.scot.nhs.uk](mailto:hina.sheikh@lanarkshire.scot.nhs.uk)

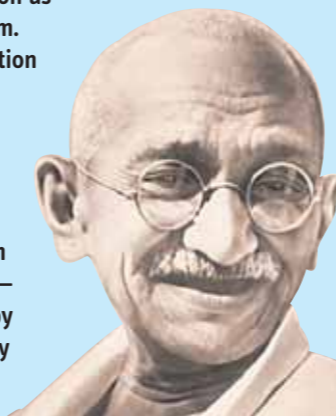
■ IT HAS been a year since NHS Lanarkshire adopted the Scottish Patient Safety Programme (SPSP) – the Scottish Government-led initiative to improve standards of care in NHS hospitals across Scotland. Over the past 12 months this has resulted in, among other things, initiatives to reduce the number of Healthcare Associated Infections (HAIs), prevent adverse drug infections and cut the number of surgical complications. All staff will be expected to familiarise themselves with the aims of SPSP and as part of this process, every ward, department and office will be schooled in SPSP. One ward which has gone through this process is ward 17 – or the Respiratory Ward – at Monklands Hospital. It was one of the first in NHS Lanarkshire to adopt SPSP when it began in April 2008 and early indications reveal it has had a dramatic effect on improving standards within the ward. Ward 17 staff took time to explain to *The Pulse* what SPSP has meant for them and their environment.



ILLUSTRATING: Cartoonist Graham Ogilvie captured the Strengthening Quality event in a series of images. To view them visit SPSP section on FirstPort

Words of wisdom for patient safety

■ DR ALISON Graham told the conference (see below) how this quote by Mahatma Gandhi, pictured, summed up SPSP..  
 "A customer is the most important visitor to our premises.  
 "He is not dependent on us – we are dependent on him.  
 "He is not an interruption of our work – he is the purpose of it.  
 "He is not an outsider to our business – he is part of it.  
 "We are not doing him a favour by serving him – he is doing us a favour by giving us the opportunity to do so."



# Positive impact in bid to remove infection

ONE of the most graphic improvements to occur in ward 17 under SPSP has been around the Peripheral Vascular Catheter (PVC) procedure. PVC-related infections are the third leading cause of device-related bacteria in the NHS. Infections can be caused by a number of factors although the most common are contaminated hubs/connections, contaminated hands, or PVCs that are left in the patient beyond 72 hours. This was one of the items tackled under SPSP. The positive impacts it has had are:  
 • Apart from a dip in June 2008, ward 17's compliance rate for hand hygiene before all PVC procedures has been 100 per cent  
 • Regular checking of dressings means staff have managed to achieve a 100 per cent target, apart from one occasion, since the introduction of SPSP  
 • Similarly, an aim to ensure that PVCs do not remain inserted in a patient beyond 72 hours has had a 100 per cent success rate. Senior charge nurse Maria Lamb said: "Graphs go up in the ward regularly and we are all disappointed when we fall below an expected standard. "However, as well as keeping us all focused on maintaining high standards, they also help us identify where a problem might be. "For example, in the week we took a dip in the PVC dressing, we were able to identify which individual was responsible and show them the correct procedure which took us back to 100 per cent."

Fiona Malcolm, deputy charge nurse...

FIONA, from Motherwell, has worked in the health service for 25 years. She said patients and visitors have also embraced SPSP, due, in part, to initiatives such as 'meet and greet' sessions in wards during visiting times which advise visitors to the ward to wash their hands. This has encouraged more verbal interaction by staff with patients and visitors. Fiona said: "Most people realise the importance of good hand hygiene as it's something that's drummed into them from school. "So it's not been difficult reminding them of the importance of it and most realise the positive impact it can have. "As such, invoking SPSP has not only been beneficial for staff, it's also helped us raise patients' overall awareness of prevention measures."



Maria Lamb, ward 17 senior charge nurse...

MARIA has been responsible for making sure the goals of SPSP are implemented in her ward. Even though she has more than 30 years' NHS experience under her belt, Maria admits SPSP has even sharpened her own skills. The mother of four said: "Patient safety is always something that's drummed into you from the moment you start your nursing training. "But it doesn't do you any harm to be reminded sometimes. "When I first became aware of the SPSP initiative I was impressed by the figures which showed the improvements that can be made. "We've adopted some changes of our own such as daily 'safety briefs' which are more detailed versions of the 'team talks' we used to have."



# PATIENTS: Our most important visitors

AROUND 200 NHS Lanarkshire staff attended a special event aimed at improving quality in the health service. Aply titled 'Strengthening Quality', the event was jointly aimed at launching the new Clinical Governance and Risk Management Strategy and informing staff about the progress of the Scottish Patient Safety Programme (SPSP) initiative, which is currently being undertaken in NHS Lanarkshire. The importance of the event was reflected by the fact almost every arm of NHS Lanarkshire was represented, with chief executive Tim Davison and chairman Ken Corsar also in attendance. Held in the Bellshill Hilton Hotel on 24 March, its aim was to further improve services in NHS Lanarkshire. As part of this, SPSP has a goal of reducing patient mortality by 15 per cent and cutting the number of those who have adverse reactions while in care by 30 per cent. However, Jason Leitch, the National Clinical Lead for Patient Safety at the Scottish Government, told delegates they should think more about improvements rather than simply targets. He said: "This is not only about safety, it's also about quality and saving lives. "If we all make the right changes this will happen. "So we should be striving not just simply to make progress, but also to be the very best at what we do." SPSP has been broken down into five



**Did you know?**  
 Prior to the introduction of the Scottish Patient Safety Programme, one in 10 patients suffered an adverse effect while in hospital

For more on SPSP, visit the dedicated section on FirstPort or go to [www.patientsafetyalliance.scot.nhs.uk/programme](http://www.patientsafetyalliance.scot.nhs.uk/programme)

SAFETY FIRST: Some of the individuals charged with making the SPSP a success in Lanarkshire

June McLaughlin, staff nurse...

JUNE, from Holytown, highlighted how even seemingly small changes can have a positive impact. She said: "Because of SPSP, we now wear different coloured aprons – which come in pink, yellow, green and red – depending on what area of the ward we're in. "It's a simple step, but it helps to make you more aware of things such as HAIs. "Patients even pick up on it and will point out to you if they notice you're wearing a different coloured apron in a part of the ward you're not supposed to."



Lorraine Houston, staff nurse...

LORRAINE only started work with NHS Lanarkshire in February 2009. She said: "Much of my nurse training is still fresh in my mind, but I still think an initiative like this is a good idea. "For example, we have regular discussions on who is at risk or who needs moved within the ward to make sure they're taken care of to best meet their needs. "Naturally, no one consciously neglects someone, but with a more standardised procedure which we all adhere to, it makes it less likely to occur."



■ THE pregnancy clinic of a Wishaw General Hospital consultant has been featured in a prominent medical journal.

Obstetrician Dr Surindra Maharaj's specialist antenatal clinic, for women with high-risk pregnancies, was included in the latest edition of *BMA Scotland*.

Speaking of his work, Dr Maharaj said: "Teamwork has been essential to the success of these clinics."

"I'm very proud that these services make such a difference to my patients, and that's what keeps me going."

The article was part of a series of features focusing on the work of specialist consultants.

Dr Maharaj's 'MOT' (Medical Obstetric and Thrombophilia) Clinic deals mainly in the area of obstetric thrombophilia; however, other medical issues relating to pregnancy are also dealt with.

The clinic's main purpose is to tackle venous thromboembolic disease which is the leading single cause for direct maternal death in the UK.

In order to better address this issue, Dr Maharaj, along with a team of specialist midwives, consultant haematologist and support staff, focus on managing pregnant women with a past or current venous thrombosis.

The team also treats other hematological and related medical problems in pregnancy such as systemic lupus erythematosus, and includes preconception counselling.

He also runs a Recurrent Early Pregnancy Loss clinic which often feeds into the MOT Clinic.

This combined approach provides a comprehensive service which means many of these patients go on to have a successful pregnancy and birth.



CHEERS FOR TEAMWORK: Dr Surindra Maharaj with his team at the antenatal clinic in Wishaw which was featured in a prominent medical journal



## First Steps to healthy babies

AN initiative to help new mums in the most deprived areas of South Lanarkshire has been launched.

The First Steps programme has been established by NHS Lanarkshire and South Lanarkshire Community Regeneration Partnership.

Its aim is to ensure the best possible start for first-time mothers and their babies.

Shirley Mitchell, health improvement co-ordinator and manager of the programme, said: "First Steps is home-based and will support vulnerable first-time mums in the 15 per cent most deprived data zones."

"It will focus on both the child and the parents to help establish a nurturing, healthy, happy and stimulating home environment."

"The programme will cover various health topics, including parenting, healthy eating, physical

activity, breastfeeding, oral health, mental health, alcohol and smoking."

Evidence has found that early intervention programmes, which invest in the health of pregnant mothers, babies and young children, will reduce health inequalities and help break the link between disadvantages in early life and adult diseases.

The First Steps Programme is funded via the Fairer Scotland Fund from the Scottish Government.

Its development involved wide consultation with a range of professionals and local people. It is managed by Shirley Mitchell and programme assistant Julie Lindsay.

For more information email [Shirley@Changingplacesbh.co.uk](mailto:Shirley@Changingplacesbh.co.uk) or call 01698 714952

# PARTNERS ALL IN IT TOGETHER

RUTHERGLEN, Cambuslang and the Northern Corridor became part of new integrated local health service arrangements in April.

The new management arrangements will ensure the most effective set up is in place to plan and develop high-quality health services in the future.

Health staff in both areas transferred from the employment of NHS Greater Glasgow and Clyde to NHS Lanarkshire.

However, patients will continue to see their same GP and be referred to the same hospitals. Rutherglen and Cambuslang locality already lies within South Lanarkshire Community Health Partnership (CHP), which is managed by NHS Lanarkshire.

The Northern Corridor – which includes Stepps, Chryston, Muirhead, Moodiesburn, Gartcosh and Auchinloch in the North East – is already part of North locality within the North Lanarkshire CHP.

Director of South Lanarkshire CHP Alan Lawrie said: "We are

delighted to welcome the staff of Rutherglen/Cambuslang and the Northern Corridor to NHS Lanarkshire."

"These new arrangements will allow both areas to be fully integrated with the rest of their CHP, bringing a wide range of benefits."

Director of North Lanarkshire CHP Colin Sloey said: "These changes will allow us to operate more effectively to improve the health of the people of Rutherglen/Cambuslang and Northern Corridor in a planned and consistent fashion."

"In particular, they will ensure we have a CHP-wide approach to planning and developing local health services and facilities, managing child protection, staff training and further strengthening links with the local authorities and other partners."

The two health boards agreed in early 2008 that NHS Lanarkshire would manage local health services on NHS Greater Glasgow and Clyde's behalf as fully inte-

grated parts of the two CHPs.

In reaching the decision, the proposals were discussed with the local Public Partnership Forums, staff, GPs and other stakeholders and all views expressed were taken on board.

The changes were taken forward in partnership with the staff side organisations representing these staff at both area and locality level.

Following the changeover, NHS Greater Glasgow and Clyde will still retain overall responsibility for the Rutherglen and Cambuslang locality and the Northern Corridor. Both areas will remain within the NHS Greater Glasgow and Clyde boundary.

Operational responsibility for local budgets, staff and contracts with other health professionals, such as GPs, transfer to NHS Lanarkshire.

For staff there is no change to their pay and conditions, place of employment or nature of job.

## There's just no better place to start

WISHAW residents are feeling the benefit of NHS Lanarkshire's Freshstart lifestyle programme.

The scheme covers weight management, healthy eating, fitness, mental health, stopping

smoking and general wellbeing.

Run by the Wishaw locality, the weekly free health advice sessions have proved a great success.

Margaret Murray, who attends the group, said: "The group was

so welcoming and the friends I made really supported me."

For further information, call Wendy on 01698 863235 or Loretta on 01698 863257



## In brief...

▼ BELLSHILL looks set to reap the benefits of a healthy eating training initiative.

Eleven ladies from Bellshill and surrounding areas were recently awarded Elementary Food Hygiene Certificates following two half-days of 'Cooking for Health' training.

The course, which was funded by NHS Lanarkshire and organised by Bellshill locality staff, focused on the importance of healthy eating and provided the women with the skills and confidence to cook a variety of healthy meals on a budget.

Successful participants now understand what healthy eating is, and can create healthy meals and share their new skills with others in their community.

The newly trained women will now pass on their new skills and knowledge by working with other groups and families to encourage healthier eating with demonstrations and taster sessions.

Further training for 'Cooking for Health' trainers will be offered to people working and living in Bellshill throughout the year.



▼ THE new £4.6 million Douglas Street Community Health Clinic opened its doors in April.

Modern, high-quality facilities for a range of primary services, including those previously based at the nearby Beckford Lodge, are provided at the clinic.

Geoff Sage, Hamilton locality general manager, said: "The creation of this community health clinic is excellent news for the people of Hamilton and surrounding areas.

"For patients and staff, it will offer a greatly improved environment that will allow services to modernise and work in new ways that are not possible in the previous, outdated accommodation."

The new community health clinic occupies the site of the former social security office, at 19 Douglas Street, and provides 2322 square metres of accommodation over three floors.

Some building work is being undertaken to maximise the available space to provide improved accommodation for other local health services.

Geoff continued: "Work is currently under way to identify which additional services could be located at the new health clinic.

"We would like to apologise for any inconvenience caused while the extra building work is being undertaken."

Services provided at the new clinic include dental, family planning, well woman services, physiotherapy, podiatry, psychiatry, psychology, speech and language therapy, paediatric occupational therapy, addictions services, treatment rooms and outreach consultant clinics.

# We're open!

**BELLSHILL'S new £4.5 million Community Health Clinic was officially opened in March by Michael McMahon MSP.**

The clinic, on Greenmoss Place, near Main Street, provides a wide range of health services in a state-of-the-art modern facility and replaces the existing Bellshill Health Clinic on Main Street.

Mr McMahon, who received a guided tour and unveiled an official plaque, praised the new clinic.

The MSP for Hamilton North and Bellshill, said: "This is a wonderful facility which was badly needed in this area.

"The former health centre was much valued by the local community, but it was clearly past its sell-by date.

"This sends out a positive message that NHS Lanarkshire is prioritising the provision of first-class care in the primary care setting."

## THE NEW FACILITIES

The eight new NHS premises to be built in Lanarkshire are:

- Airdrie Community Health Centre
- Bellshill Community Health Clinic
- Mental Health Complex Needs, Caird House, Hamilton
- Carluke Community Health Centre
- Primary Care and Dental Centre, Main Street, Coatbridge
- Mental Health Complex Needs, Coathill Hospital, Coatbridge
- Learning Disabilities Assessment and Treatment Centre, Kirklands Hospital
- Monklands Hospital Mental Health Inpatient Unit.

Mr McMahon continued: "In the past, the NHS was considered a safety net to care for people when they were ill.

"Now, it's just as important to promote healthy living to reduce the likelihood of people becoming ill in the first place and centres like this will have a major part to play in local communities in Scotland."

Bellshill Community Health Clinic

accommodates public health nursing, long-term conditions nursing, podiatry, speech and language therapy, community dental services and a range of mental health services.

NHS Lanarkshire's chairman Ken Corsar said: "Through consultations with local communities, one of the major issues people highlighted was the need for improved facilities

and accessibility to primary care and to mental health services.

"The NHS Lanarkshire Board listened to this message and approved a £108 million building programme to provide eight new NHS properties in Lanarkshire.

"I am delighted to be present at the official opening of the first of these eight facilities.

"This new Bellshill Community Health Clinic will help NHS Lanarkshire provide the people of Bellshill with the highest standard of care."

Patients have been enjoying the new facilities at Bellshill Community Health Clinic since it opened its doors on 15 December.

NHS Lanarkshire's Bellshill locality manager Tom Bryce said: "The new clinic will help to improve the health outcomes for the people of Bellshill."

## These little ones have a lot to smile about!

NINE nurseries in Cambuslang and Rutherglen are all smiles after being presented with an NHS award for good oral health.

The Smile Too scheme encourages pre-five centres in the area to promote healthy eating as well as the importance of looking after your teeth and gums.

In March, the latest nurseries to achieve the Smile Too certificate were rewarded for their efforts at an award ceremony at Rutherglen Primary Care Centre.

Lara Calder, health improvement team leader for NHS Lanarkshire's Cambuslang and Rutherglen locality, said: "The main purpose of Smile Too is help pre-five centres in

Cambuslang and Rutherglen to focus on the promotion of healthy eating and oral health.

"The nurseries and their staff have played a significant role in improving their children's teeth and are helping to establish healthy eating patterns at an early age.

"Congratulations to all the nurseries and to the children for achieving all the required elements of Smile Too and progressing to Smile Nursery Status."

The Smile Too programme comprises six elements: staff training, toothbrushing, healthy snack policies, health-promoting activities, community engagement and a dental information station.



## WORK IS GOING WELL AT CARLUKE

CONSTRUCTION of the £14 million Carluke Community Health Centre is progressing extremely well.

Building work started in October and already the steel and concrete frames of the new health centre are in place.

Robert Cairney, NHS Lanarkshire head of capital planning and premises development, said: "Since October, a tremendous amount of 'behind-the-scenes' work such as earth-moving, levelling and building underground foundations has taken place.

"All of which is essential work, of course, but it is really exciting to now be able to see the actual buildings emerge out of the ground and start to take shape.

"We are delighted with the progress of the project and that the building programme has started so well."

The new community health centre, which is due to be complete in summer 2010, will provide a wide range of general practitioner-led services such as diabetes, electrocardiogram (ECG) and chronic disease management

clinics, as well as clinics covering coronary heart disease, asthma, stroke and blood pressure.

Other services will include podiatry, speech and language therapy, child immunisation and surveillance, physiotherapy, dietetics, community mental health (psychology, psychiatry), older peoples outreach service, locality alcohol and drug services, smoking cessation, homeopathy, community dental service, health visiting and parentcraft.

## 35 BABIES GET A FAIR GO AT FOOD WEANING

NHS Lanarkshire staff from Airdrie locality recently held a babies' first food-weaning fair.

The event, in Airdrie Arts Centre, was visited by 35 babies and their parents.

Various stalls provided information and advice to parents.

Also on offer was a free oral health pack from Childsmile containing a baby cup, toothbrush and toothpaste.

There was also an opportunity to purchase an excellent weaning starter pack which contains a blender, potato masher, feed and mash bowl, storage cubes, a recipe and some fresh ingredients to get them started.



STARTING ON SOLIDS: (from left) Rob Ferguson, 15 weeks; Mia McNeilly, 12 weeks; Chloe Hughes, 18 weeks; and Aimee Collin, 18 weeks

# MAKING THEATRES LEAN MACHINES

**ON Friday 20 March, about 100 people attended a special event for an update on the progress of Lean in theatres.**

The Lean programme was introduced in NHS Lanarkshire in July 2008 to help reduce or eliminate wasteful processes to make work procedures more efficient.

Its overall aim is to identify and implement ways to improve the patient journey, efficiency and safety across the whole system, and ultimately provide a better environment for both patients and staff.

The event, held in Airdrie Football Club's Excelsior Stadium, brought together the

three Kaizen (the technique used to streamline the process) teams from Wishaw General, Hairmyres and Monklands Hospitals to share their Lean experiences so far.

Change and innovation manager Colin Blair said: "There was a terrific turnout and almost all of the feedback we had was that it was a worthwhile exercise."

"It underlined the point which we're always trying to drive home to people, that even the smallest of changes can make a difference to the way in which we deliver services in NHS Lanarkshire."

"Changes can save time, money and resources, but they also help us improve the quality of service we provide for our patients."

Groups and individuals swapped information on practices, learning points, the range of service improvements which they tried/tested and implemented, and they also made time to discuss continuous improvement and explore how early successes can be sustained and spread across the patient pathway.

A whole range of services involving theatres were looked at, including pharmacy,

prosthetics, pre-admission and same-day admission.

However, other general aspects were also discussed such as looking at better problem solving, improving the patient flow, improving working environments and spreading the Lean message.

Finally, the event challenged participants to think about how Lean can be sustained and cemented within NHS Lanarkshire over the long term, such as looking at the transfer of staff skills to embed the Lean culture and asking staff to think differently about how they work.

## Sandra's tremendous effort

SANDRA Boyd handed over an incredible £1400 to the Dalziel Centre in memory of her husband, Frank.

The Motherwell woman, along with sons Frank, 28, and Kenny, 26, decided to thank the NHS Lanarkshire staff and volunteers at the centre for the care she received when Frank was diagnosed with terminal cancer.

And with the help of friends and family, they managed to raise the tremendous total with a sponsored walk round Strathclyde Park.

Sandra said: "Frank died on 7 September 2007, aged 49, and to mark what would have been his 50th in February 2008, we raised £1100

for Lanarkshire Cancer Care volunteer group last year.

"This year, I wanted to thank everyone at the Dalziel Centre as it has helped me through so much and it's great we managed to raise £1400.

"It's always so welcoming when you come in the door and the staff are so kind.

"Sometimes just talking to someone about what you're going through really clears your mind."

The Dalziel Centre is a day hospice, based at Strathclyde Hospital in Motherwell, for patients,

carers and families in Lanarkshire who are affected by a cancer diagnosis.

Janice Slater, staff nurse at the Dalziel Centre, said: "We are very grateful to Sandra for raising this tremendous sum and on behalf of everyone at Dalziel I would like to thank her, and her family, for this donation."

Patients can be referred to the Dalziel Centre by GPs, district nurses, Macmillan nurses, hospital staff, social workers and the St Andrew's Hospice.

Anyone from Motherwell or Wishaw can also drop in any day from 9am to 5pm. Alternatively, you can call the helpline on 01698 245076.

### Guild gives with bread and cheese lunch

THE Dalziel Centre received another boost when it was handed £100 from a local church group.

A bread and cheese lunch was held by the Women's Guild from the North Parish Church in Motherwell to raise money for the centre.

Carol Murphy, team leader of the Dalziel Centre, said: "I'd like to say a big thank you to the Women's Guild for this money and for thinking about the Dalziel Unit in its fundraising efforts."

£1400 raised!

£100 raised!

# 600 cleaners join the war on infections

A SERIES of new initiatives has been launched by the Scottish Government to continue the fight against healthcare associated infection (HAI).

In April, Cabinet Secretary for Health and Wellbeing Nicola Sturgeon announced that 600 new cleaners will be recruited by health boards to deal with dangerous infections, such as MRSA and Clostridium difficile.

The previous month, Ms Sturgeon established a Care Environment Inspectorate.

This will see at least two inspections every three years at every acute hospital.

Commenting on the new cleaners, who will be permanent NHS employees and will not work for private cleaning firms, Ms Sturgeon said: "Nothing is more important to me personally than driving down the rates of infection in our hospitals.

"Hospital infections cause pain distress and suffering for patients and their families and they undermine confidence in our NHS."

The Government will provide



**COMMITTED:** Secretary for Health and Wellbeing Nicola Sturgeon announced the latest initiative in April

£5 million to health boards for these new cleaners.

Ms Sturgeon added: "This investment is good for the NHS and good for patients. It will improve even further the standards of hygiene and cleanliness in our hospitals."

The new Care Environment inspectors will carry out checks on hospitals, but patients and their visitors will also be able to

report directly to the inspectorate if they have any concerns about cleanliness standards of staff or wards.

Ms Sturgeon continued: "Nobody should doubt this Government's commitment to tackling healthcare associated infections.

"But it's crucial that we – and, more importantly, the public – are assured that this work is delivering the high standards everyone expects.

"The Care Environment Inspectorate's stringent independent inspection regime will do just that.

"The opportunity for the public to contact the new inspectorate reflects my commitment to ensuring that the inspections have public confidence and support."

The Care Environment Inspectorate, based within NHS Quality Improvement Scotland, has an annual budget in excess of £1 million.

Every acute hospital will receive at least one planned and one random visit within the three-year inspection cycle, with extra visits as required.

## Media Watch

The Pulse takes a look at NHS Lanarkshire in the headlines...



### Health staff roll camera to produce quality film

East Kilbride News

### New clinic opens in £108m upgrade

Evening Times

### Isabel serves up food for thought

Hamilton Advertiser

SNP MSP Alex Neil congratulated NHS Lanarkshire staff, through the pages of the *Airdrie and Coatbridge Advertiser*, for meeting national waiting time targets three months ahead of schedule.

Bellshill's Community Health Clinic was officially opened by Michael McMahon MSP. The £4.5million centre is the first of eight new NHS properties which will be built in Lanarkshire as part of a £108m building programme. This opening was celebrated on the BBC website, the *Evening Times* and the local press.

*Wishaw Press* reader Mrs J Long thanked staff at Wishaw General for her treatment for stomach cancer. She wrote: "I have nothing but praise and respect for the staff of the emergency care unit, ward eight and the medical day unit. The staff in all three areas have a superb attitude and go way beyond the normal expected level of care to comfort, help and assist patients."

The *Evening Times* reported Lockhart Hospital had received the internationally recognised award from the healthcare accreditation programme for providing the highest quality of patient care.

Patients are benefiting from a new protected meals policy introduced

in NHS Lanarkshire's hospitals. The *Evening Times*, *Hamilton Advertiser* and *East Kilbride News* reported details of the new policy and quoted NHS Lanarkshire's nutrition champion Isabel Lindsay.

The *Airdrie and Coatbridge Advertiser* celebrated the NHS Lanarkshire and Jobcentre Plus partnership initiative the Condition Management Programme.

This scheme has helped more than 3000 people with long-term medical conditions return to work.

The *East Kilbride News* and the *Evening Times* were among the newspapers impressed with NHS Lanarkshire's talented nursing staff who produced a training DVD. "Who Cares? Caring with Dignity" was produced by colleagues from the health board's older people's directorate and will be used by other health boards and to train students and carers across Scotland.

The *Carlisle and Lanark Gazette* highlighted the opening of a state-of-the-art surgery for Forth. A new name was chosen from the village's mining past to honour the miners who worked at the local pit. The centre, which had undergone a £100,000 NHS Lanarkshire refurbishment programme, will be known as the Kingshill Medical Practice.

## THE INITIATIVES: WHAT YOU THINK

**THE Pulse** asked Wishaw Hospital staff for their views on recent government initiatives and the battle against HAIs...



**Sharon Morrison** is senior charge nurse on ward 10, which is an acute assessment

and rehabilitation ward for older adults.

She said: "All these initiatives are very welcome. The Cleanliness Champions programme, for example, which emphasises how easily infections can be spread and how easily they can be

prevented, has made a big difference.

"We now welcome every visitor to the ward and this helps ensure they follow the hand hygiene guidelines.

"Funding for extra cleaners has to be a good thing. The domestics in our ward are excellent but any additional help is very welcome."



**Dorothy Nugent** is charge nurse in the adult critical care ward. She

said: "It's clear the message about tackling infection is getting across and infection rates are going down.

"There are posters everywhere highlighting the importance of hand hygiene to tackle infections.

"There's no excuse now for patients, visitors or staff not knowing when they should be washing their hands and how important this is."



**Sharron Taylor** is a midwife in the maternity unit and previously worked in the neonatal

unit for six years.

She said: "The inspectorate and extra cleaners announced by the government will help to reinforce how important hospital cleanliness is.

"It's sometimes hard to limit the number of visitors to a bed, especially in the maternity unit, but this increases the risk of infections.

"Sometimes people forget that they themselves could be spreading infections."

### Share your views

What do you think of the efforts to tackle HAIs? *The Pulse* wants to hear your thoughts about this topic or any other current health issues in the media. We would also like to hear about any praise you have received from patients for the care you have provided. Email [martin.stirling@lanarkshire.scot.nhs.uk](mailto:martin.stirling@lanarkshire.scot.nhs.uk)

### SHARE YOUR STORIES

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

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

# FOCUS ON PATIENTS

**COLIN Lauder is focusing on improving patient services after becoming NHS Lanarkshire's new head of modernisation (acute services).**

The Glasgow man took over from Pam Milliken, who is now head of clinical governance and risk management, in April.

Colin believes close working relationships between clinical staff and management is the key to success.

He said: "I'm focused on helping NHS Lanarkshire improve patient care.

"Some of the core challenges in this role will include the future development of the Monklands Hospital site and ongoing improvements in older peoples' services.

"The key to success will be working closely with the clinician and management teams across various disciplines in acute services to take forward quality improvements.

As the new head of modernisation for acute services, Colin Lauder is putting patient care at the top of his priority list. And good relationships are the key to success...

"It is vital to focus ourselves to harness the ideas, enthusiasm and ambition of the clinical teams within NHS Lanarkshire and make sure they are supported."

Colin joined the NHS in 1987 and has worked for both NHS Lothian and NHS Greater Glasgow and Clyde across a wide range of disciplines.

His most recent post was

working with the Scottish Government Access Support team where he was the programme director leading on diagnostic services.

Colin said: "Working for the Scottish Government provided me with a very valuable insight into the workings of the NHS across Scotland and indeed the UK.

"I would hope that this experience will prove beneficial to NHS Lanarkshire."

Ian Ross, NHS Lanarkshire director of strategic implementation planning and performance, was pleased to welcome Colin to the health board.

He said: "Colin has a proven track record in delivering service and workforce modernisation in an acute context.

"His input will be key to delivering service modernisation across the acute services in Lanarkshire."



INSIGHT: Colin Lauder says working with the Scottish Government improved his understanding of the NHS



RESPECTED: Dr Allen Blincow was presented with gifts from both the GP Sub-Committee, pictured, and his Bellshill colleagues

## FAREWELL TO A GPs' CHAMPION

A HIGHLY respected Bellshill GP and non-executive director of the Lanarkshire NHS Board has retired after 35 years' service.

Doctor Allen Blincow, who had been a GP at Mossend Surgery in Bellshill from 1974, retired in April.

Married to Eleanor for 35 years, with two children, a grandchild and another on the way, the popular doctor will be missed by his colleagues, friends and patients at NHS Lanarkshire. Bellshill colleagues Dr Philip Sheridan, Dr Christine Jefferies and Dr Joanna Gibbons highlighted his achievements and wished him well in his retirement.

Speaking on behalf of the Bellshill team, Philip said: "Allen has always been a very hardworking individual

whose input was vital and will be sorely missed.

"He spearheaded computerisation of the surgery and always championed the GPs' interests in dealing with the health board.

"Allen always offered invaluable advice and support, medical and personal to colleagues and patients."

Allen qualified at Glasgow University in 1972 and began working in Bellshill two years later.

For 32 years he was a member and chair of the Lanarkshire Local Medical Committee and the GP Sub-Committee of the Area Medical Advisory Committee and the inaugural chair of the Area Clinical Forum.

Allen was also a member of many other committees in NHS Lanarkshire.

## 'Always immaculate and a true gent'

STAFF at the Kennilworth Medical Centre said farewell to one of their GPs recently.

Dr Alexander Johnstone retired from the practice in March, bringing to a close 35 years of

health care work in Cumbernauld.

Dr Johnstone's medical career began after he left Lenzie Academy in 1965 to study medicine at Glasgow University.

After graduating in 1971 with a

M.B CH.B, he took up his first post as a surgical resident at Glasgow's Victoria Infirmary.

Following spells in Mearns Kirk Hospital and Stirling Royal, where he worked in Gynaecology and Obstetrics until February 1973, he moved to Cumbernauld serving briefly as a locum GP before joining Dr A Smith & Partners that April.

The following August, he married his wife Carol, a surgical ward sister who he met while completing his final year as a medical student at Stirling Royal.

The pair now plan to spend more time travelling, although Dr Johnstone also intends to play more golf and spruce up his French language skills.

Lindsay Walker, an IT assistant at the Kennilworth Medical Centre, paid tribute to Dr Johnstone.

She said: "I have worked with Dr Johnstone for the past 13 years and he has always been a joy to work with, always immaculate and a true gent.

"He will be sorely missed by all of us as well as the patients. They don't make doctors like him any more.

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



FAREWELL: The staff at Kennilworth Medical Centre wish Dr Alexander Johnstone a happy retirement

### Got a story?

If you have a story idea for your staff newspaper, don't hesitate to share it with us.

Your help is essential in making *The Pulse* a success.

Contact Martin Stirling on 01698 245069 or martin.stirling@lanarkshire.scot.nhs.uk



**RAVIND** Busgeeth is hoping to brush up on his golf after bringing 38 years of service with the NHS to an end.

In March, Ravind, who was based in Cleland Hospital, retired from his post as service delivery manager for long-term conditions for the Wishaw locality.

The Cumbernauld man, who is married to Heather, is looking forward to spending more time on Dullatur Golf Course, and preparing for his only daughter's wedding in October.

Friend and colleague Richard Burgon, general manager for Wishaw locality, paid tribute to Ravind's successes with the health board and wished him well for the future.

He said: "Ravind was part of the team which set up Wishaw locality when the North community health partnership was established in April 2006.

"His skills and experience were very helpful in forging relationships within the locality and with partner

## IT'S GOLF TO THE FORE...

agencies and I have little doubt that his input will continue to be felt after his retiral.

"After 38 years' service, he deserves a quieter, less stressful life, although he's still young and I'm sure has many successful years ahead of him.

"I am sure I speak on behalf of all his colleagues in wishing Ravind a long, happy and productive retiral."

Ravind, who originates from Mauritius, started as a student nurse in Royal Edinburgh Hospital.

He worked in mental health nursing posts in Lothian, Fife, Forth Valley and Lanarkshire moving for promotion on each occasion.

Ravind's first management post was as clinical nurse manager at Hartwoodhill and from there he moved to the post of clinical development manager at Hamilton and East Kilbride mental health services, based initially at Hairmyres Hospital and then at Atholl House.

In April 2006 he was appointed to his most recent post.

As well as golf, Ravind's hobbies include motorcycling – being the proud owner of a Harley Davison and member of the Glasgow Motorcycle Club – going to the gym and cleaning his gleaming Mercedes Benz.

### FAREWELL

## JONATHAN'S OFF TO RESEARCH RETIREMENT

THE proscribing team based in Strathclyde Hospital said farewell to Jonathan Gaukroger when he retired on 31 March.

Jonathan (pictured below) initially joined NHS Lanarkshire in 1996 as a statistician with the primary care proscribing team.

However, the work was extended and the Strathblane man remained with the proscribing team until 2002 when he took up the post of research and development manager.

Proscribing adviser Alastair Thorburn said: "I think I speak on behalf of us all when I say we wish Jonathan a long and happy retirement."



## Best wishes to all

FLORA Lyttle passed on her good wishes to her former colleagues after taking early retirement.

The Coatbridge woman had worked for the NHS in Lanarkshire for 28 years until leaving at the end of 2008.

Flora said: "I would like to pass on my good wishes to all those that I worked with.

"I'd like to thank all friends and colleagues for their good wishes, cards and gifts on my retirement and I wish everyone well in the future."

Flora worked at Bellshill Maternity Hospital from October 1968 until 1978 when she took a break to have her family.

She returned to Bellshill in October 1990 and worked there in the general office until it closed in 2001, when she transferred to Wishaw General.

Flora worked on the management floor before moving to Monklands Hospital in 2002 as supervisor in patient services and then as office manager.

## Three decades of service



### Now Dawn will have more time for water polo!

DAWN Ramsay bid farewell to her colleagues following her retirement after 30 years with the NHS.

An occupational therapist technician, Dawn was based at the community mental health team (CMHT) at Roberts Street, Wishaw Resource Centre.

She had joined the NHS as a nursing assistant at Hartwood Hospital in 1979 and worked in care of the elderly and rehabilitation.

Dawn moved to community

nursing with the crisis team and then to CMHT in Cumbernauld.

She then returned to Hartwood to become an occupational therapy technical instructor, before moving to her final post at Robert Street.

Sandie Grieve, medical secretary, said: "She'll be greatly missed by all her colleagues and we wish her all the best for her retirement."

Dawn is now looking forward to spending time travelling, gardening and playing water polo.



### A great send off from all at the Dalziel Day Hospice

DOREEN Tatton bid colleagues farewell when she retired after 33 years' service with the NHS.

The Carlisle woman received a great send off from friends and work colleagues at the Dalziel Day Hospice, where she has worked for the last six years.

Before coming to Dalziel, Doreen worked in midwifery at Wishaw General Hospital.

Carol Murphy, team leader at the Dalziel Centre, said: "We shall all miss Doreen and on behalf of everyone here I would like to wish her a long and happy retirement."



### Jane's got a new full-time job – as a babysitter!

JANE Bhugowandeen has retired from ward 25 at Monklands General Hospital after 32 years.

She had trained as a mental health nurse in the late 1960s in Leverdale Hospital and joined NHS Lanarkshire in 1977 as a staff nurse.

Irene McCormick, ward manager and Jane's line manager for the past 17 years, said: "Jane has been an integral part of the team in ward 25. She will be sorely missed as a tremendous colleague and friend.

"All the staff at ward 25 wish

Jane and her family a long and happy retirement."

Jane's retirement celebration took place at the Four Ways in Airdrie with colleagues, friends and family.

Jane and her husband, Ramish, who live in Cumbernauld, have three children – Elaine, Jennifer and Claire – and now have become full-time babysitters to their two grandchildren Robbie and Bradley.

This leaves little time for herself but she still finds time to tend to her garden and enjoys walking.

# THE COMPUTER SCHEME IS BACK

NHS Lanarkshire has once again launched the popular Home Computing initiative.

The scheme is open to all eligible employees during the month of May and is a tax-efficient way of providing staff members and their families with a high-specification Fujitsu Computer for use in their home.

Payment for the computer is made over 36 months out of gross pay, saving on tax and national insurance.

After all adjustments (tax and national insurance savings and benefit-in-kind tax) have been made, savings of more than 40 per cent – when compared with High Street personal finance – can be achieved.

Benefits of the scheme include:

- Choosing from the latest, top-specification PCs and notebooks
- Adding great accessories to complete your home computing solution for communication, music, movies, games and learning
- Convenient affordable payments from your salary



- Taking advantage of the buying power of your employer
  - Significant savings off retail prices
  - No credit checks or deposits
  - Prices from as little as £15.08 per month.
- Each package includes:
- Free training DVD – Microsoft Vista
  - A full three years' 'Courier Collect and Return' warranty
  - Three years' internet security with free update, antivirus, anti-spyware, anti-spam, safe surfing on the web, identity theft protection and firewall
  - Pre-loaded genuine Microsoft Windows Vista Home Premium operating system
  - Free delivery to your home address at your convenience.

At the end of your hire term period of 36 months, you can either keep the computer or return it for disposal.

Interested staff will receive a brochure information pack with details about the scheme.

**To order, call the Home Computing Helpdesk on 0870 606 6711 or order online at [www.lets-connect.com/nhslan](http://www.lets-connect.com/nhslan)**



## WANT TO FIND OUT MORE?

You can also get information at one of these roadshows:

### Monday 11 May

- Coathill Hospital Bistro (Coatbridge): 9.30am-11.30am
- Monklands Hospital dining area (Airdrie): 12.30-2.30pm

### Tuesday 12 May

- NHS Lanarkshire Board HQ, Hamilton: 9.30am-11.30am
- Udston Hospital, Blantyre: 12.30-2.30pm

### Wednesday 13 May

- Strathclyde Hospital Bistro (Motherwell): 9.30am-11.30am
- Wishaw General Hospital dining area (Wishaw): 12.30-2.30pm

### Thursday 14 May

- Hairmyres Hospital dining area (East Kilbride): Noon-2pm

## The lucky four are...

FOUR lucky readers got their hands on a selection of top-selling books.

*The Pulse*, in conjunction with top publishers Headline, had 12 books, including 'The Hunt for Atlantis', and Jonny Wilkinson's 'Tackling Life', to give away.

The question posed was: "What BBC programme is the character Adam Carter from?"

Many readers answered

correctly that the programme was Spooks.

Congratulations to the winners: Grace Wilson, an assistant management accountant, Strathclyde Hospital; Evelyn McMillan, E-care support officer, Cleland Hospital; Liz Telfer, administration officer, Hartwoodhill Hospital; and Jan Kidd, who works in general surgery at Wishaw General.

## WIN a night with singing sensations!

A FANTASTIC tribute to the legendary Frankie Valli and the Four Seasons is set to take the Pavilion Theatre by storm.

And *The Pulse* has four pairs of tickets, worth £30 a pair, to give away for what will be a night of sensational sound on Saturday 4 July.

Let's Hang On is a live band who perform an outstanding tribute to the music of Frankie Valli and the Four Seasons; Frankie Valli, Bob Gaudio, Tommy Devito and Nick Massi.

The music of Frankie Valli and The Four Seasons is recognised worldwide for its legendary falsetto lead vocals and tight barbershop harmonies.

Let's Hang On faithfully reproduces the music of the blue collar boys from the wrong side of the tracks who became a sensation.

The 60s band wrote all their own songs, invented their own sound and sold 175 million records worldwide, all before they were 30.

This show also has newsreel film footage of Frankie Valli and The Four Seasons and is recognised as the best tribute in Europe by the fan club. And they recently performed at the aftershow party for the opening of 'Jersey Boys' in London's West End.

The Let's Hang On tribute to Frankie Valli and The Four Seasons is at the Glasgow Pavilion on Saturday 4 July, starting at 7.30pm. Tickets cost £15/£13.50.

To book, or for more information about shows at The Pavilion, call 0141 332 1846 or visit the theatre's website: [www.paviliontheatre.co.uk](http://www.paviliontheatre.co.uk)

Or, for a chance to win a pair of tickets for this superb show, simply answer the following question...

**How many records had Frankie Valli and The Four Seasons sold before they reached the age of 30?**

Send your answers to Martin Stirling at Communications Department, Strathclyde Hospital, Airbles Road, Motherwell ML1 3BW by Friday 12 June. Or email [martin.stirling@lanarkshire.scot.nhs.uk](mailto:martin.stirling@lanarkshire.scot.nhs.uk) with "Pavilion Competition" in the subject field. Remember to include your job title, place of work and a contact telephone number.

## 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.

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

## Get fit for less... and WIN

AS part of the Healthy Working Lives initiative, LivingWell Health Club is offering NHS Lanarkshire employees discounted membership.

To celebrate this money-saving offer, *The Pulse* has a great prize to give away.

All NHS Lanarkshire staff qualify for discounted membership at the health club, based in the Hilton Strathclyde Hotel, Bellshill.

As part of the package, staff benefit from no joining fee, heavily discounted monthly membership and the first month free.



When you join LivingWell, as well as access to a fully equipped gym, swimming pool, two steam rooms, two spas and two saunas, you also get:

- More than 50 free exercise classes a week
  - A free personalised programme
  - Complimentary towel and toiletries
  - Free parking
  - 10 per cent discount on all hair and beauty treatments in 'The Spa'
  - 35 per cent discount on food and beverage at Hilton Strathclyde
  - Up to 50 per cent discount on all Hilton weekend Mini breaks.
- Contact Tracey Allison at LivingWell on 01698 39 55 66 or email [lwsales.strathclyde@livingwell.com](mailto:lwsales.strathclyde@livingwell.com) to discuss your options.

In addition, *The Pulse* has a month's free membership, worth £59, and a back, neck and shoulder massage, worth £24, to give away. For a chance to win, just answer the following question...

**Which hotel is the LivingWell Health Club based in?**

Send your answers to Martin Stirling at Communications Department, Strathclyde Hospital, Airbles Road, Motherwell ML1 3BW by Friday 12 June

# They all got a first!



**ADMINISTRATION staff at NHS Lanarkshire are top of the class after becoming the first to complete a new course.**

A Scottish Vocational Qualification course in Business Management was organised by the health board's organisational development department and Motherwell College.

This one-year course provided NHS Lanarkshire administration staff with the opportunity to gain a nationally recognised certificate within their workplace.

And at a ceremony in March at

Wishaw General, the health board colleagues were rewarded for their studies.

Kenny Small, NHS Lanarkshire's director of organisational development, presented the graduates with their certificates.

He said: "In my role, nothing gives me more pleasure than handing out awards in recognition of the success and achievements of NHS Lanarkshire staff.

"The award ceremony celebrates the commitment and the effort of the graduates of this course.

"Having achieved this success, it

will open up further opportunities in learning. I would encourage everyone who undertook this course to actively use their new skills and knowledge.

"They are the first to have completed this course within NHS Lanarkshire and hopefully their positive experiences will encourage their colleagues to follow suit."

Hugh Logan, principal of Motherwell College, said: "I would like to congratulate everyone who completed this course.

"This award ceremony is a sign of commitment of both the

individuals to their studies and to NHS Lanarkshire in developing their staff and I wish them all well for the future.

"Motherwell College is very proud of its links with NHS Lanarkshire and hopes to continue to further the benefits of lifelong learning in our community."

**For more information on this course, contact Agnes Robb, training manager, commissioned programmes, on 01698 377790 or [agnes.robb@lanarkshire.scot.nhs.uk](mailto:agnes.robb@lanarkshire.scot.nhs.uk)**



## Clever by degrees

MEET the team of Monklands cancer nurses who proved their worth by graduating with degrees.

Pictured are (back row) Angela Tonner, from Blantyre, associate clinical nurse specialist (CNS) in Haematology/Oncology, who graduated with a BSc in Professional Development in Clinical Nursing from Glasgow Caledonian University; and Jane Robertson, from Larkhall, associate CNS in Haematology, who graduated from the West of Scotland (WOS) University with a BSc in Nursing.

In the front row are Lindsay Fingland, from Coatbridge, a staff nurse in the Haematology ward, who also graduated from Caledonian with a BSc in Professional Development; and Susan Nayles, from Motherwell, a staff nurse in the Haematology ward who graduated from WOS with a BSc in Nursing.

Lorna Maxwell, who was unavailable for the photograph, is from Wishaw, and is associate CNS for cancer/chemotherapy.

She achieved a BSc in Nursing (Palliative Care) from WOS.

## Training Planner

### ORGANISATIONAL DEVELOPMENT

► **OD Induction Training**  
Corporate Induction continues to be delivered each week around the four main training sites. *Contact: Lorna Galloway 01698 366765.*

### JUNE

► **Learning at Work Day**  
23 June, 10am-3pm, Wishaw General. Open to all, please come along and see the learning opportunities available. *Contact: Agnes Robb 01698 377790.*

► **Pre Retirement Course**  
24 June, 9.30am-4.30pm, Law House. *Contact: Agnes Robb*  
For further information on any of the above courses, please see our FirstPort website – click on the Learning and Development tab at the top of the home page.

### MEDICAL EDUCATION JUNE

► **Medic At The Roadside**  
8 June, 8.15am-5.15pm, Law House. Senior doctors

can book on this via MEDED.

► **Consultant Induction & Professional Development**  
15, 16 & 17 June, 8.45am-5pm, MacDonald Crutherland House, East Kilbride. The training co-ordinator will be in liaison with consultants who have been appointed within the last two years, contacting them directly.

► **FY2 Generic Teaching Programme: Training Tutorial 4**  
3 June, 8.45am-5pm, James Watt Centre, Scottish Enterprise Technology Park (SETP), East Kilbride. Training co-ordinator will be in liaison with rota co-ordinators/trainees directly.

► **ALS Course**  
23-24 June, 8am-6pm, James Watt Centre, SETP, East Kilbride. Training co-ordinator will be in liaison directly with doctors on current waiting list.

If you wish to be added to ALS waiting list or if you have any queries on any of the above training sessions, contact Tracey Murtagh 01698 366521.

### HEALTH PROMOTION JUNE

► **Smoking Cessation**  
23 June 2009, 9.30am-4.30pm, Training Room 1, Law House. *Contact: Ann Moss 01698 245268, [ann.moss@lanarkshire.scot.nhs.uk](mailto:ann.moss@lanarkshire.scot.nhs.uk)*

### JULY

► **Smoking Cessation**  
30 July 2009, 9.30am-4.30pm, Training Room 1, Law House. *Contact: Ann Moss 01698 245268, [ann.moss@lanarkshire.scot.nhs.uk](mailto:ann.moss@lanarkshire.scot.nhs.uk)*

### HEALTH & SAFETY JUNE

► **IOSH Training (Four consecutive days)**  
4, 11, 18 and 25 June, 9.30am-4.30pm, Seminar Room 2, Main Hospital, Monklands.

### JULY

► **Control Book**  
6 July, 9.30am-4.30pm, Training Room 1, Law House *Contact: Sandra Sweeney 01236 707721,*

### LIBRARIES

Library staff can also come to departmental meetings and departmental training sessions to deliver an introduction to the library service. Please contact your local librarian for details.

There is updated e-library training for nurses, midwives and AHPs.

The CINAHL (Cumulative Index of Nursing and Allied

Health) database has moved from OVID to EBSCO suppliers on the e-library.

Each library is able to offer all staff affected by this change a one-hour refresher course on using this database. Please contact your local librarian for booking.

Library staff are happy to give group and one-to-one guidance on

literature searching, use of the e-library and using reference works.

*Contacts: Amanda Minns (Hairmyres) 01355 585488/7, Julian Hodgson (Wishaw General) 01698 366316, Paul Herbert (Monklands) 01236 712005, Carol Halley (Law House) 01698 377600/01, Grant Donaghy (NHS Lanarkshire HQ) 01698 281313.*

*sandra.sweeney@lanarkshire.scot.nhs.uk*

### MOVING & HANDLING

To access Health & Safety Training or Moving & Handling Training dates and nomination forms visit: FirstPort/Links/Salus Occupational Health & Safety/Downloads

### MANUAL HANDLING

The moving and handling advisors provide an advisory

and training service to all employees of NHS Lanarkshire, for patient and non-patient handlers.

Training courses are from three hours to two days in duration, content depending on the needs of the staff group. *Contact: Sandra Sweeney 01236 707721.*

► **PaMoVA (Prevention and Management of Violence and Aggression)**

Whether you work in a surgery, ward or out and

about in the community, it is essential for all staff working in the health service to take care of their own personal safety and be aware of the safety of others.

In order to reduce the risk of being a victim of unwanted aggression or violent behaviour, NHS Lanarkshire provides management of aggression training for all staff. *Contact: PaMoVA advisors on 01501 824547.*

For one of the top 'ultra' runners in the country, it helps to be a top physiotherapist as well

# MARATHONS AREN'T LONG ENOUGH FOR ELAINE!

**MARATHON running is a gruelling challenge for most, but for NHS Lanarkshire's Elaine Calder, it is a walk in the park.**

The physiotherapist is one of the country's top "ultra" runners, having won Scottish and UK titles in races of up to 100 kilometres, or 62 miles, in length.

Elaine admits her professional role helps her race preparations.

However, the Strathaven woman, who is a physiotherapist in the supported discharge team, based in Hairmyres Hospital, also hopes her running provides a good example to her patients.

Elaine, 46, said: "Being a physiotherapist means I understand how to avoid injuries, both through training and preparation before the race."

"I'd also like to think I'm putting into practice some of the advice I give to patients and demonstrating the importance of healthy living and exercise."

The support of Elaine's family and work colleagues are vital to her success.

She said: "These events are over long

distances, but you're still trying to finish as quickly as possible so there's no time for a break or slowing to a walk.

"It takes a lot of training and I run about 80 miles every week.

"My husband, Alan, used to be a runner until an injury forced him to quit, my two daughters run and my son plays football and runs in his own time, so they all understand what's involved and support me.

"Thankfully my colleagues are also very supportive, although they all say I must be off my head!"

Elaine has been with NHS Lanarkshire for 25 years, and for the last six has been based at Hairmyres, where she works across both acute and primary care as a physiotherapist in supported discharge.

Clearly this expertise comes in handy for her running career.

Despite only joining an athletic club in 2000, Elaine has had amazing success.

She said: "I've been running marathons on my own since I was 21, but I only ran my first ultra event in 2004.



**ULTRA PHYSIO:** Long distance runner Elaine Calder puts her physio knowledge to good use (Pic provided by East Kilbride News)

"I didn't even know they existed until recently and through my 20s I never dreamed I'd be representing my country."

Elaine's personal best time in the 100k is an astonishing nine hours and seven minutes and she has racked up an impressive collection of silverware.

She was crowned Scottish champion in 2005 and 2006 in the 50k.

In March 2007, she was first female in the Welsh Ultra Distance Championship – a 40-mile track race.

That same year she won the Scottish and UK veteran female over-35s, and was second quickest Scottish female overall, in the Self Transcendence 100k, in Edinburgh, with an amazing time of 9:28:53.

In 2008, Elaine, who is a member of the Strathaven Striders Athletic Club finished in second place in the Scottish 100k Championship.

And in March this year Elaine helped Scotland's women's team finish second in the Celtic 100k in Galway, Ireland.

## Club is the wheel deal

A CYCLING club for NHS Lanarkshire colleagues is in pole position after receiving new tops from Healthy Working Lives.

Now the team – formed last year – is looking for cyclists of all ages and abilities to join its ranks.

In addition, the club is planning to raise money for charity, starting with a 100-mile event in June for Action Medical Research – a charity dedicated to improving the health of babies and children.

Wilma Phillips, who works in podiatry at Abornhill Health Centre in Cumbernauld, said: "We formed the club last year and have taken part in a few events ranging from 20 to 80 miles long.

"Recently, we received funding for new cycling tops through the Healthy Working Lives programme for promoting physical activity in the workplace.

"Now we're hoping to raise money for charities, starting with the Action Medical Research Trossachs Ton event in June."

Wilma hopes other NHS



**SPOKESMEN AND WOMEN:** (back row, from left) Stephen Kerr, Karen Kerr, Graeme Walsh and Sharon Walthew. (Front, from left) Anne Nicol and Wilma Phillips

Lanarkshire colleagues will be encouraged to give cycling a go.

She said: "The members of the club have varying abilities, from experienced and competitive cyclists to those who are new to the sport.

"We train every Wednesday in a traffic-free circuit near the old Ravenscraig site and would love

anyone interested, whatever their ability, to come along. It's a great way to keep fit and it's good fun."

The specialised cycling shirts are available for NHS Lanarkshire staff to buy for around £45.

**For more information on the club, contact Wilma on wilma.ritchie@lanarkshire.scot.nhs.uk**

## JIM SWIMS WITH THE FISHES

A BRAVE Larkhall community psychiatric nurse recently entered shark-infested waters to raise funds for a good cause.

Hamilton man Jim Jones proved he has a big heart and nerves of steel in a charity shark dive at Deep Sea World in North Queensferry.

Jim said: "I was a bit nervous about it, but I am not one to turn down a challenge and I wanted to do something out of the ordinary to raise as much money as possible.

"The adrenaline rush was unbelievable."

Jim swam with sand tiger sharks, octopuses and giant starfish in aid of Mary's Meals, a Scottish International Relief Charity which sets up school feeding projects in communities where poverty and hunger prevent children from gaining an education.

You can still donate money to Jim's fund by contacting him on 07989 964325.

Jim added: "I would like to try to gain as much sponsorship as



**FIN-AL ACT?** Jim hopes the stunt will raise money for Mary's Meals

possible for a great cause. Just £5 could feed a child for a year at an education centre.

"I paid all the necessary expenses for this venture so that all money raised will go to the charity. Luckily there were no sharks called Mary!"

# Monklands staff have it taped

A STRIP of tape is providing an ingenious solution to improving infection control across NHS Lanarkshire.

Hospital staff have introduced Vernacare Indicator tape which they sign and date after cleaning equipment. It is then sealed around the equipment as evidence of decontamination.

Infection control nurse Anne Leitch said: "The Vernacare Indicator works in the same way as the tape you see wrapped around toilets at hotels to show

that they have been cleaned, but with this system the requirement for staff to add their signature and the time and date of the clean adds personal accountability and assures visible best practice."

The tape was trialed in Monklands Hospital's High Dependency Unit and is now being rolled out across NHS Lanarkshire for use after every commode use and decontamination.

Following the roll-out, its use could be extended to other key equipment, such

as drip stands, pumps, lockers, walking aids and hoists.

Anne added: "The response from staff is very positive. It provides a double check to our cleaning procedures, which involve both a signing of the daily cleaning schedule and the signing of the tape to identify that satisfactory hygiene standards have been achieved on individual pieces of equipment. The tape is one part of our multifaceted approach to infection prevention."



TALE OF THE TAPE: ward manager Janet Prentice, left, clinical support worker Margaret Temple and staff nurses Gillian Wright and Claire Martin demonstrate the Vernacare Indicator



FIGHTING FIT: members of the specialist knowledge team who will support staff in the fight against HAIs

# TOP TEAM IS THERE TO HELP OUR STAFF

A WIDE range of specialist knowledge is available to support staff in the fight against healthcare associated infections (HAIs) from NHS Lanarkshire's HAI service.

The service is managed by infection control manager Heather Gourlay.

Senior clinical expertise and leadership is provided by Jan Clarkson, nurse consultant healthcare associated infection, and infection control doctor Tom Gillespie, who is a consultant microbiologist.

The team is supported by Anne Armstrong, divisional nurse director – primary and community care, who has lead operational responsibility for HAI.

Medical director Alison Graham has executive responsibility for HAI. The HAI Service includes the following teams:

- Infection control nurses

- Tissue viability
- TB
- Surveillance.

Within the infection control nursing team there are the following lead nurses:

- Carol Whitefield – Wishaw General
- Pia Kirkpatrick – Hairmyres
- Richard Fox – Monklands
- June McAlpine – community health partnerships.

Governance and performance management is undertaken by the Lanarkshire Infection Control Committee (LICC). It reports via the Area Control of Communicable Disease Committee to the Health and Clinical Steering Group and Health and Clinical Governance Committee.

The LICC has a number of issue specific sub groups and divisional infection control sub groups.

A NEW system of hand hygiene products is being rolled out in NHS Lanarkshire hospitals and healthcare premises.

The new system supplied by Ecolab will help promote a consistent approach to hand hygiene in all healthcare areas. NHS Lanarkshire will use a number of different products.

Seraman sensitive foaming hand wash is a gentle foaming cleansing wash used with water. It is ideal for frequent handwashing and for dry, sensitive skin.

Sprigel alcohol hand gel is a quick, effective and easy way to decontaminate physically clean hands. It contains added emollients to help protect the skin. Spirigel is used without water and is suitable for MRSA eradication.

Silonda sensitive skin care lotion is a high-quality moisturising lotion which keeps hands and skin well hydrated and protected. It is a non-greasy, water-based lotion enriched with natural beeswax.

Ecolab's hand hygiene products have passed independent toxicology and dermatological tests. They do not contain any fragrances, dyes or other allergens.

It is possible that when moving to any new hand hygiene products, some staff may experience increased skin dryness. It is important to rinse and dry hands thoroughly and moisturise little and often to prevent irritation.

All the products have backing boards with clear hand hygiene messages to aid application techniques and compliance. There are

## Keeping germs at bay

also hand washing technique cards which provide useful tips on how to keep your hands and skin healthy.

The products are now available throughout Wishaw General Hospital. They will be installed in Monklands Hospital during May with installation at Hairmyres Hospital planned for June/July.

The products are expected to be introduced to care of the elderly wards and then primary care premises shortly afterwards.

Events will be held in the staff canteens at Monklands and Hairmyres hospitals to raise awareness of the new products.

In addition, a ward pack containing product information and signage will be delivered to all areas in advance of the installation dates.

**▶ If you have any questions about the new products, contact your on site infection control nurses. You can also contact Jan Clarkson, nurse consultant – HAI, on 01698 863269. Visit [www.hand-hygiene.co.uk](http://www.hand-hygiene.co.uk) for more information on Ecolab's hand hygiene system**



**▶ HEATHER Gourlay, above, has swapped the Scottish Prison Service for the NHS to manage HAI Services.**

**She has joined NHS Lanarkshire as the new healthcare associated infection manager.**

**Heather started her career in Lanarkshire where she trained as a nurse, holding a number of roles in the NHS before joining the Prison Service.**

**She was health protection administrator for Scotland's prisons before joining NHS Lanarkshire in March this year.**

**She said: "Healthcare associated infection is a top priority for all health boards. "I'm delighted to find a real 'can do' attitude in Lanarkshire to tackling this issue and look forward to building on the excellent progress that has already been made."**