

thePulse



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WINNING THE WAR AGAINST INFECTION



Centre pages
YOUR HEALTH IS VITAL TO US

Praise from a princess

HRH The Princess Royal visited Hairmyres to view the new optimal reperfusion service first hand.

The East Kilbride hospital jointly hosts this specialist service for heart attack patients in the West of Scotland with the Golden Jubilee National Hospital.

At the royal visit, Princess Anne met with staff, witnessed a live procedure and unveiled a plaque commemorating the start of the important new service.

For more details and photographs turn to page 8.



FIRST CLASS: The Princess Royal meets staff at Hairmyres during her official visit to see the new service for heart patients

FULL STORY [PAGE 8](#) →

TOP ADVICE IN SITE

The best of health is just a click away as website is given a makeover

HEALTHY living is just a click away following the launch of NHS Lanarkshire's new feature-packed website in March.

The new site at www.nhslanarkshire.org.uk replaces the previous public website and offers a wide range of improvements.

Calvin Brown, NHS Lanarkshire communications manager, said: "Annually the website receives more than nine million hits.

"That's around half a million visits by 180,000 unique visitors – and that is growing.

"The new site will allow us to offer users quick and easy access to the

information they want. It also has a new healthy living section with inspiration and advice to help them improve their health.

"It includes stopping smoking, alcohol, hand hygiene and healthy eating with top tips and links to local services and further advice."

The site also has a new service finder, based on Google Maps, which allows you to search for health services near you.

NHS Lanarkshire web editor Yvonne Law said: "You can search for health centres, hospitals, GPs, pharmacies, dentists and opticians or breast-feeding support groups."

Other new features include an improved publications section and a revamped news section that allows users to sign up for a regular e-newsletter.

The site makes the most of latest web features such as social bookmarking and live news feeds using really simple syndication (RSS).

The NHS Lanarkshire communications department worked with web development company Storm ID to produce the site.

There was engagement with staff,

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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.

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 9 April.

Fingers on *The Pulse*

WELCOME to your new-look staff newspaper. The new *Pulse* is a result of a staff workshop in January which looked at ways of improving the publication.

As well as refreshing its look, we wanted to get a clearer picture of the type of stories staff wanted to read.

The Pulse is about celebrating the good work of our staff and making sure you are kept informed of the changes and issues that affect you at work.

There were lots of good suggestions for improvements at the workshop and we will be introducing

a number of features over the coming months.

Everything was discussed from including more competitions to adding a contents page – we hope you like the changes.

We are also keen get feedback on *The Pulse* from all staff and are always looking for new stories and features.

We want to hear about your achievements – whether professional or personal.

Perhaps you would like your ward, team or department to be featured.

Or maybe you or someone you know has raised a lot

of money for charity. You may even have some burning issue you'd like to see addressed in *The Pulse*.

It is your newspaper, so get in touch!

We are also conducting a distribution audit to make sure *The Pulse* is being delivered across Lanarkshire.

▶ We hope you enjoy the new newspaper. If you have any comments or suggestions about future editions, please contact Martin Stirling on 01698 245069 or email martin.stirling@lanarkshire.scot.nhs.uk



ON MESSAGE: brightly coloured bags are to help discourage buying alcohol for underage people, as well as carrying health advice

Tackling twin problems

MISUSE of alcohol and tobacco within our communities is a real concern – but a new initiative aims to improve this situation.

The disorders associated with alcohol and smoking blight many towns across the country, not to mention the harmful effects they have on health.

Bellshill locality, in partnership with Strathclyde Police, and the District Crime Prevention Panel, launched an initiative called 'Alcosafe', to educate local people to the harmful effect of alcohol and cigarettes on the community.

Sharon Simpson from Bellshill locality said: "Through Alcosafe, we hope to encourage people to reassess their lifestyle choices.

"Excessive alcohol misuse and smoking are genuine health issues within the Lanarkshire area and can have extremely detrimental effects on families.

"We want to highlight that there are support services available for those who want to

quit smoking and enjoy a better quality of life."

Licensees from the Viewpark area are taking part in the pilot project to discourage residents in the locality from buying alcohol or cigarettes for young people.

They also aim to make people aware of smoking cessation support in their local areas.

The project uses brightly coloured bags which are identifiable to a particular off-sales premises.

These bags have a police message relating to buying alcohol for underage people as well as a health message to provide people with support services when attempting to stop smoking.

Chief Inspector Angus MacPhail, from Bellshill police station, said: "It is widely known that the consumption of alcohol by young people and the knock-on effects from antisocial activity is a concern to residents within our communities."

BUS MESSAGE IS JUST THE TICKET

NHS Lanarkshire's sexual health promotion team has embarked on an advertising campaign using buses throughout Lanarkshire.

The adverts, which will appear on panels both inside and on the outside of the buses, are being used to increase awareness and use of condom distribution and promote the use of the Lanarkshire Sexual Health website.

Colin Anderson, senior health promotion officer, said: "The basic aim of the campaign is to raise awareness among members of the public of the sexual health website as a source of up-to-date, accurate, and reliable information.

"It will also raise awareness of the 'Free Condoms, No Fuss', condom distribution service throughout Lanarkshire.

"Both streams of the campaign use previously used imagery to build on brand recognition with people who have already used the service.

"This is particularly relevant to the condom scheme as this branding has been established for quite some time now."



BUS BRAND: Colin with fellow senior health promotions officer Jacqueline Martin



Our new website

← CONTINUED FROM PAGE 1

public partnership forum members, cancer service users and the Disability Engagement Group.

The launch is just the beginning and a website steering group will be established to oversee phase two of the site's development. Staff across NHS Lanarkshire will also have the opportunity to contribute.

Yvonne said: "The site uses a content management system which lets us give permissions to staff to create and edit web pages. It is very simple to use and we offer a half-day training session.

"We need everyone's help to make sure the site is as useful and up-to-date as possible."

▶ For further details contact Yvonne on 01698 245214

Figures show NHS Lanarkshire is making good progress against HAI...

VERY HANDY

RECENT reports show NHS Lanarkshire is making good progress in the battle against healthcare associated infection (HAI).

The latest surveillance reports from Health Protection Scotland show reduced rates in NHS Lanarkshire of both Staphylococcus aureus Bacteraemia, which includes MRSA, and Clostridium difficile.

And staff have been praised for their efforts in reducing infection rates and improving hygiene.

NHS Lanarkshire medical director Dr Alison Graham said: "These latest figures are encouraging and indicate that the wide-ranging initiatives and hard work put in by staff across NHS Lanarkshire are bringing results.

"We've made a real impact in reducing infection rates and maintaining high levels of hand hygiene compliance."

In NHS Lanarkshire, rates of Clostridium difficile-associated disease have decreased throughout the last three quarters, suggesting that sustainable improvements have been made.

For MRSA, rates have reduced in the last two quarters and are currently at their lowest since April – June 2004.

NHS Lanarkshire is continuing to identify any potential contributing factors and taking actions to address them.

The health board has also further improved its hand hygiene compliance,



Did you know?

Rates of the healthcare associated infection MRSA have reduced – and are currently at their lowest since April-June 2004

achieving 93 per cent for the audit period 3-14 November 2008, up from 91 per cent for 4-15 August 2008.

Across NHS Lanarkshire there have been a number of initiatives to improve hand hygiene compliance and strengthen policies, procedures and monitoring controls.

NHS Lanarkshire has now adopted a zero tolerance approach to non-compliance with hand hygiene. A formal zero tolerance

policy is being developed and is planned for launch in April this year.

Another initiative is the 'Bare below the Elbow' uniform policy for all staff involved in clinical activity, food handling or who have patient contact.

The principle of this policy is that short sleeves should be worn and that no wrist watches or jewellery – with the exception of plain-band wedding rings – should be worn to allow effective hand and wrist hygiene.

Hand hygiene products will also be standardised across all NHS Lanarkshire's acute and primary care sites along with new signage.

NHS Lanarkshire will continue to raise awareness of infection control and hand hygiene with hospital visitors, patients and members of the public.

Alison Graham said: "We take the issue of infection control extremely seriously and will continue to work to further reduce infection rates across NHS Lanarkshire."

HANDS ON: Student nurse Nicole Jeffrey and hand hygiene trainer Anne Penrice show how to check hands are clean

Just first class for healthcare support workers

A PILOT programme to ensure first-class standards for healthcare support workers (HCSWs) has been judged a success.

The Regulation of Healthcare Support Workers initiative began in January 2007, commencing within NHS Lanarkshire in July that year.

Its main goals were to develop regulations for support workers, establish a centralised register and negotiate nationally agreed standards for:

- Safe recruitment and induction
- Code of conduct for HCSWs
- Code of practice for employers.

At a ceremony at Wishaw General's Ronald Miller Suite in January, 47 support workers and 21 workplace supervisors who volunteered to take part in the pilot, received certificates of completion.

Audrey Cowie, professional advisor in regulation and workforce standards, and Paul Wilson,



WELL DONE: support workers and workplace supervisors receive their certificates after completing the Regulation of Healthcare Support Workers pilot

NHS Lanarkshire's executive director of nurses, midwives and allied health professionals, presented the volunteers with their certificates.

Maxine Kinnoch, NHS Lanarkshire's support workers development lead, said: "I would like to say well done to all the staff who took

part in this pilot programme.

"By volunteering for this initiative they will help clarify the roles and responsibilities of healthcare support workers and give patients a better understanding of what they do."

The Regulation pilot programme was voluntary with 204 support workers consenting to take

part, supported by 102 workplace supervisors.

Volunteers completed an observation and oral assessment on a number of processes involved in their work – including recruitment, disclosure processes, learning and assessment and supervision – before signing off a Code of Conduct.

The pilot was reported on at regular intervals with an independent evaluation process.

A final report will go to the National UK steering group and the Scottish Government for consideration.

In brief...

▼ **CONGRATULATIONS** to Elspeth Wright and Ann Hayne for having the winning poster in two categories at the Faculty of Public Health Scottish Conference. Their poster was on 'Improving services for victims of rape and sexual assault in Lanarkshire'.

Gayle Henderson and her colleagues also won a prize for their poster on Coatbridge locality referring clients to Jobcentre Plus programmes.

A third poster, 'Knowledge and attitudes of expectant mothers regarding oral health', by Celia Watt and Albert Yeung, won an award from the British Association for the Study of Community Dentistry.

▼ **THE Scottish Mental Health Arts and Film Festival** is looking to discuss opportunities for the 2009 event. The event will run from 1-22 October and organisers hope to establish relationships with health practitioners for a vibrant programme.

To discuss the programme, contact Avril Thomson, on 01698 377626 or avril.thomson@lanarkshire.scot.nhs.uk

On the move

REHABILITATION services transferred from Glenshirra Ward at Coathill Hospital last December to new and improved facilities in ward 12 at Monklands Hospital.

The move formed part of the development of services for older people in North Lanarkshire by reconfiguring rehabilitation beds in Coathill, Monklands and the Strathclyde Unit, Parksprings.

Doctor Graham Ellis, consultant in care of the elderly, said: "The facilities at Coathill Hospital were no longer suitable for patients.

"As this was a 27-bedded Nightingale ward, we could only accept female patients while male patients were treated in different areas of Monklands Hospital.

"Ward 12 was refurbished ahead of this move and patients now have access to the full range of assessment, diagnostic and rehabilitation services for older people within Monklands Hospital in a fit-for-purpose physical environment.

"Also, by enhancing rehabilitation provision at the Strathclyde Unit, there is now greater local provision for patients within the Bellshill and Wishaw localities."

Benefits of the move include:

- Improving the quality of care for older people (male and female) by developing modern rehabilitation services in fit-for-purpose facilities at Monklands and the Strathclyde Unit, Parksprings
- Reducing length of stay in hospital and the commensurate risk associated with this



MOVING STAFF: left, staff nurse Georgina Duffin, deputy charge nurse Carol Gallagher and staff nurse Gail Foster in the new ward at Monklands

- Accelerating the decision-making process as the rehab teams would be concentrating on specialist rehab units rather than fragmented locations which dilute efficiency
- Providing services closer to home, particularly for older people

- Giving patients time to fulfil their rehabilitation potential in a supported environment
- Preventing inappropriate admissions to nursing homes
- Reducing inappropriate admissions to hospital.



INTEGRATED DAY SERVICE MANAGERS: Liz Dinardo, Sir John Mann, Bellshill; Kathy Ellis, Airbles Road Centre, Motherwell; Audrey Brogan Sinclair Integrated Day Service, Coatbridge; Linda Haverstock, Harry Walker Centre, Airdrie; Jean McMillan, Stewarton, Wishaw

Sinclair success to be expanded

AN initiative offering day services for older people has been so successful that it is to be rolled out across North Lanarkshire by NHS Lanarkshire and North Lanarkshire Council.

The Sinclair Integrated Day Service for Older People was opened at Coathill Hospital in Coatbridge in January 2007 and provides combined health and social care services for older people with physical and/or

mental health needs in one location.

Since the service began, an in-depth evaluation, to assess the effectiveness of the support offered at the Sinclair unit, has been carried out.

Councillor Barry McCulloch, convener of Housing and Social Work at North Lanarkshire Council, said: "The feedback from everyone involved has been excellent.

"The people who use the service have found it much

easier to get the care they need at the one location."

This service is now being rolled out to cover all of North Lanarkshire.

Sites have been agreed for day services in four locations. These are: the Harry Walker Day Centre in Airdrie, the Sir John Mann Centre in Bellshill, Airbles Road Day Hospital in Motherwell and Stewarton Day Centre in Wishaw.

The services are expected to

be up and running within the next three months, and work is also progressing for a similar service in Cumbernauld.

Colin Sloey, Director of North Lanarkshire Community Health Partnership, NHS Lanarkshire, said: "The care provided at the Sinclair Integrated Day Centre has proved highly successful.

"Ultimately, the key benefit is to provide the best possible support, treatment and care to older people."

PRIORITY CARE

FIRST-class patient care should be the priority for all NHS Lanarkshire staff and a forthcoming national review will rate how well we are doing.

NHS Quality Improvement Scotland (QIS) will be assessing the health board's performance in ensuring health services are both safe and effective for every person using them.

Paul Wilson, NHS Lanarkshire's executive director of nurses, midwives and allied health professions (NMAHP), is leading the QIS review group.

He said: "This review gives us the chance to demonstrate improvements in the systems of care and treatment of patients over the last three years within Lanarkshire.

"Crucially, we must provide evidence of this progress and every effort must be made so we can objectively assess and evidence how good we are."

Paul continued: "The QIS review is really important because we want to further improve the patients' and public's confidence in their local health service in Lanarkshire."

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

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

The review will be assessing the health board's performance in ensuring health services are both safe and effective for every person using them

2006 and Lanarkshire was awarded a score of six.

Three health boards scored less than six while three, Highland (eight), Tayside (seven) and Shetland (seven) scored higher.

In the forthcoming review NHS Lanarkshire is required to score at least nine – a 50 per cent improvement.

NHS Lanarkshire will be assessed in three categories:

• **Safe and effective care and services** – including: risk management; emergency and continuity planning; and clinical effectiveness and quality improvement.

• **The health, wellbeing and care experience** – including: access, referral, treatment

and discharge; equality and diversity; communication with patients and the public.

• **Assurance and accountability** – including: clinical governance and quality assurance; fitness to practice; external communication; performance management; and information governance.

Pam Milliken, head of clinical governance and risk management, believes the assessment will help NHS Lanarkshire to continue to improve patient care.

She said: "This review is really about having the correct systems in place so that we continually monitor and improve the care we provide."

NHS Lanarkshire's QIS review group is currently completing an internal self-assessment and will then consider what improvements need to be made to ensure the level of performance has improved since the last review.

By June this self-assessment review and evidence needs to be submitted to QIS who then review and comment on the report.

In September, QIS will visit NHS Lanarkshire to validate the self-assessment before the full report is published at the turn of the year, along with those from other Scottish health boards.



PAUL WILSON: "QIS review is really important to improve patients' and public's confidence in their local health service"

Get clued up on the KSF plan

EVERY NHS Lanarkshire employee covered by Agenda for Change should have a Knowledge and Skills Framework (KSF) Personal Development Plan (PDP).

If you don't, speak to your manager urgently. Your PDP supports your personal development and ensures you have the knowledge and skills you need to do your job.

A "Take your PDP from A to B" folder containing guidance and paperwork has been distributed to all staff. This information is also available in the KSF section on FirstPort.

You can choose to complete your PDP using the eKSF system at www.e-ksf.org

You will need a copy of the KSF Post Outline for your post, available on the eKSF system. Ask your manager how to access this. Then consider any learning you are doing or require, your continuous professional development, personal objectives, and any professional accreditation for your post.

If you have a PDP, but it isn't a KSF version, you and your manager need to transfer and update your existing PDP onto the KSF paperwork or eKSF system. Reviews are carried out after completing a KSF PDP.

KSF gateways are not activated at this point in time. You will be advised in the future when these come into operation.

Further advice is available from the NHS Lanarkshire KSF Team on 01698 377797 or 377798



MOT CHECK: Annette Harvie, public health practitioner, with Kamal Magon, manager of Marketworld

Get your annual health MOT!

A CAR has an MOT check every year, so why not do the same for your body?

That is what many people did as they benefited from a free health check courtesy of Motherwell Locality.

A team of health professionals visited Marketworld in the old ASDA store to provide free health checks to members or the public.

The team checked blood pressure and cholesterol levels and provided information on healthy eating, exercise, alcohol, smoking cessation and weight management.

Annette Harvie, public health practitioner from Motherwell Locality, said: "The event was a great success and many people took

advantage of getting a free health check while they did their shopping.

"It was a real bonus that we were able to take our health advice and support out into the community in this way.

"Being in the market meant we were able to give health checks to people who would otherwise be too busy to go to their local clinic."

Annette continued: "People were also given the opportunity to make a direct referral to the local stop smoking service.

"It was a really convenient way for them to have a quick health check and get advice from the health professionals."

NEW ANSWER SYSTEM FOR ENQUIRIES

ACCESSING information about any NHS Lanarkshire service has become a whole lot easier since the launch of the General Enquiry Line.

The helpline provides a comprehensive information service and first point of contact for general telephone enquiries from members of the public, patients, relatives, carers and staff.

Staff can use the number to get assistance with any query they have. This could help answer a question they have received from a patient or a colleague.

It has been particularly useful for reception staff, switchboard operators and frontline staff.

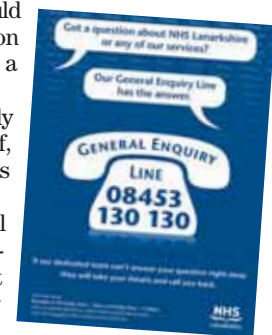
Calling the line will provide people with information as well as direct and prioritise their enquiries to the relevant department to ensure efficient, effective and timely responses.

If some enquiries cannot be answered at the time of the call, the advisor will take the caller's details and ring back with an answer.

Similarly, where a caller highlights an area where they have difficulty accessing information about NHS Lanarkshire, the advisors will record this.

This information will then be fed back to the appropriate manager to help NHS Lanarkshire become a more accessible and user-friendly organisation.

The line is staffed by two general enquiry line advisors who have been trained to deal with all calls in a responsive and informative manner.



The General Enquiry Line can be contacted on 08453 130 130

Work: help is on hand

PEOPLE with long-term conditions are being helped back to work through an NHS Lanarkshire and Jobcentre Plus partnership initiative.

The Condition Management Programme (CMP) is part of Pathways to Work, which aims to help as many of Lanarkshire's 47,000 incapacity benefit clients as possible back to work in the first year of their claim.

And returning to employment can be hugely beneficial to people's mental and physical wellbeing.

Mark Kennedy, the project director, said: "We can help people who have been unable to work to understand their condition and learn to manage it."

"This helps improve their confidence and general wellbeing and helps them to consider returning to the workplace."

There is strong evidence to

suggest that gaining work for an unemployed individual is the best therapeutic intervention possible for them.

Mark continued: "The reduction in mental ill health, particularly in people with anxiety and depressive illness, is substantial."

"There are some areas of good practice within the NHS, however, more health professionals need to consider introducing the possibility of their patient gaining employment as part of their care pathway, where appropriate."

There are three main health conditions which affect incapacity benefit claimants: mental ill health, cardio-respiratory problems and musculo-skeletal problems.

Individuals can be referred to the CMP, which has been running since August 2006, by Jobcentre Plus advisors.

All health professionals can

encourage their patients to engage the programme by calling their local Jobcentre and enquiring about Pathways or calling the NHS Lanarkshire Health and Work support line on 0800 141 2865.

Once on the programme they will be assessed by clinical staff within the team who will provide tailored sessions to meet their individual needs to help them return to work.

Activities in these sessions include: access to exercise in your local area – such as swimming or gym membership – fitness classes; stress management classes; pain management programmes; advice and information on healthy and positive lifestyles; and various self-help sessions.

Most of these tailored sessions take between four and 14 weeks to complete.



Did you know?

To date, the Condition Management Programme has helped more than 3000 people on their journey to work

▶ For further information on the CMP, contact either Patsy Cavanagh, team leader for South Lanarkshire, on 01698 456266, or Elaine Little, team leader for the north, on 01236 438108. Alternatively, visit www.nhslanarkshire.org.uk/Services/CMP



REDESIGN FOR INTRANET

A FIRSTPORT development group is to be established to oversee the redesign of NHS Lanarkshire's intranet.

A workshop was held last August on the ongoing development of the site.

FirstPort has continued to grow at a rapid rate.

Since October, a small interim group has been meeting regularly to determine the initial intranet requirements and set up an action plan for the ongoing development needs of FirstPort.

This group will soon be replaced by a new group, encompassing a wider representation of the user base.

Members of the group will be appointed when the role and remit of the

group is agreed and finalised.

New developments will then be implemented and will incorporate the feedback from the workshop.

In the meantime, the FirstPort homepage and other portal areas are being redesigned.

The new homepage should be available in a few months from now.

▶ If you have any questions or constructive comments, contact the FirstPort development and support manager Neil Warren by email on neil.warren@lanarkshire.scot.nhs.uk or call 01698 206389

STAFF ARE GOING THAT EXTRA MILE

THE 2008 Staff Survey has shown a positive and improving picture of what it's like to work for NHS Lanarkshire.

Of 31 core questions, 28 had a higher positive score than 2006.

A record 4373 staff (39 per cent) took part in the survey in October and November 2008.

The highest positive scores were:

- ▶ I am happy to go the extra mile at work when required (86 per cent)
- ▶ I am clear about what I am expected to achieve in my job (81 per cent)
- ▶ I have the information I need to do my job well (77 per cent).

The lowest positive scores were:

- ▶ NHS Lanarkshire manages change effectively (27 per cent)
- ▶ I believe communication between management and staff in NHS Lanarkshire is effective (34 per cent)
- ▶ I have the opportunity to contribute my views before changes are made that affect my job (35 per cent).

Although considerable improvement is required, all

three scored higher than 2006.

Questions showing the most improvement were:

- ▶ I believe NHS Lanarkshire offers me equality of opportunity (up 22 per cent to 61 per cent)
- ▶ I am confident my ideas and suggestions would be listened to (up 19 per cent to 44 per cent)
- ▶ I am satisfied with the opportunities I have to put forward ideas or suggestions for improvement (up 19 per cent to 48 per cent).

Two questions scored lower than 2006:

- ▶ Do you have a Personal Development Plan (down seven per cent to 69 per cent)
- ▶ Have you had a performance review within the last 12 months (down five per cent to 44 per cent).

Hugh Sweeney, NHS Lanarkshire employee director, said: "With improvement across so many areas, we can feel

confident that the workplace initiatives and policies we have put in place over the last two years are making a real difference.

"It is important we continue the forward momentum, and focus on improving areas staff feel we are performing poorly in."

Tim Davison, chief executive of NHS Lanarkshire, said: "I'm delighted at the number of staff taking part and the high level of positive feedback."

"Clearly, there are key areas we need to work on and the real value of the survey will be in turning the results into actions."

"We will work in partnership with staff-side representatives to ensure our action plans reflect feedback from the survey."

The full breakdown of results will be available through the staff briefing and FirstPort.

In brief...

▶ A CLINICAL governance event "Strengthening Quality in Lanarkshire" is to be held to look at improvements in clinical quality.

It will take place in the Bellshill Hilton on 24 March, and will also look at the influences and priorities for clinical governance.

The day will also provide an opportunity to showcase the progress on the Scottish Patient Safety Programme (SPSP), which aims to reduce the number of patients who suffer adverse effects while in care.

For more information on the event, visit the SPSP site on FirstPort.

"It is important we continue the forward momentum"

Guidelines mean meal times in hospital are free from distractions

PEACE MEAL!

CARMEN McKelvie found herself in the ideal position to comment on the benefits of NHS Lanarkshire's new protected meals policy.

The new guideline, introduced in February, means all non-essential activities on the wards stop during meal times.

Carmen was one recent patient to benefit from this new rule. The 37-year-old required surgery at Wishaw General after breaking her leg on a night out.

Carmen's shattered bone was expertly re-set by the surgical team before her rehabilitation began under the supervision of the professional nursing and physiotherapy staff in ward 15.

Like most patients, however, her recovery was dependent not only on this first-class care

provided by the medical team, but also on her eating well to regain her strength.

After enjoying a meal free of distractions, Carmen said: "It's a great idea. Hospital wards are such busy places there is always something going on.

"If you're not feeling well, it doesn't take much to distract you from your food, which can make a big difference to your recovery.

"The nurses told me that when you break a bone, it's vital to eat well to regain your strength and take on enough calcium.

"It definitely helps to be able to eat your meal in peace without being distracted."

Nutrition and fluids are vital for patients as part of the body's natural response to overcome disease and repair damaged tissues.

Meal times in hospitals are therefore part of the treatment regime for patients in the same way drugs or surgery may be.

The new policy means wards will be effectively closed to visitors and visiting staff so that focused attention can be given to ensuring patients can have their meals in a calm and supportive environment.

It also allows extra help to be given to those patients who need it.

Isabel Lindsay, NHS Lanarkshire's nutrition champion, said:



PROTECTED MEAL: Nutrition champion Isabel Lindsay with Carmen McKelvie

"Many improvements are being implemented to ensure patients receive the right level of nutrition and hydration as part of their treatment programme.

"Protected meal times is the latest of the improvements to be put in place.

"It may require some change in the habits of staff and patients, such as not visiting the ward during the protected meal times.

"If there are any particular difficulties with this, I would ask that you discuss this with the relevant senior charge nurse.

"I very much hope that all staff will give this important improvement their support."

For further information on the protected meal time policy, email isabel.lindsay@lanarkshire.scot.nhs.uk

It may require some change in the habits of staff and patients, such as not visiting the ward during the protected meal times"

Top way to get to work

NHS Lanarkshire is hoping to cut down on traffic jams following the launch of a car share initiative.

Liftshare is a scheme which encourages staff to share a car journey to work with a colleague rather than drive alone.

The online initiative allows them to search for an NHS Lanarkshire colleague who makes the same or similar car journey to work as them.

When they find someone suitable they can arrange to meet them and agree to share the burden of driving to and from work.

Special events were held at



CHAUFFEUR SO GOOD: Jackie Thompson, left, and Linda McGuire from Monklands Hospital get some special treatment from Graham Russell from Airdrie Wedding and Chauffeur Services

Hairmyres, Monklands, Wishaw and Coathill to launch the scheme.

At the Monklands event Jackie Thompson, from the recovery department, said: "I think it's a great idea. As well as all the obvious benefits such as saving money, it will

also free up parking spaces."

To encourage staff to register, a special prize of a chauffeur-driven ride to work was offered to two participants.

Graham Johnston, NHS Lanarkshire's head of management

services, said: "We want to encourage staff to think about sustainable methods of transport and car sharing is one of them."

To find out more about the Liftshare scheme visit the website at www.westscotnhs.carshare.com

In brief...

INCIDENTALLY...

DURING March and April staff will receive a mini leaflet from the risk management department on how to record and manage incidents.

Called 'Record and Learn', the leaflet will go out with pay slips.

All wards and departments will also get a risk poster which gives details on how to become more involved in incident management and developing risk registers.

Senior nurse Margaret Barbour, who is involved in the group that developed the guidance, said: "It helps people anticipate risks and allows them time to make sure things are in place to minimise the risk of unnecessary incidents. It also allows people to learn from things that have happened in the past."

The guidance is available on the risk management pages of FirstPort.

For more information, contact the risk management department on 01698 245022.

FRESH SITE

A NEW website has been launched to provide information on how the NHS in Scotland manages its staff.

The revamped NHSScotland Staff Governance website – www.staffgovernance.scot.nhs.uk – provides information about the staff governance standard, highlights from the 2008 Staff Survey, partnership working and latest news updates.

It has been developed to be a resource for staff and managers within NHSScotland. The website will develop over time and new content and latest news will continually be added to the site.

The staff governance team would welcome any feedback on the website and is open to suggestions for improvement and future content.

If you would like any further information about the website or about staff governance in general, contact John Davidson at john.davidson4@scotland.gsi.gov.uk

RECORD NEWS

THE latest issue of the Patient Management System (PMS) e-newsletter is available on FirstPort.

This electronic system will enable a full patient record to be available electronically in acute and community hospitals.

Four suppliers have now been selected to go through the next stage of the PMS Competitive Dialogue procurement process.

You can keep up to date with all the latest on PMS through Scotland's Health on the Web (SHOW) PMS microsite at www.pmsprocurement.scot.nhs.uk

The username and password to access this site are on the newsletter, which is available in the news section on FirstPort.

OUTREACH TEAM PICKS UP TOP AWARD

THE WISHAW outreach team were winners at a recent national awards ceremony.

Charge nurse Karen McGowan and the Wishaw Outreach Team were up for honours at the Mental Health Nursing Forum Scotland's Annual Good Practice in Mental Health Nursing Awards.

And they picked up an award for the Well Being Project that improves the physical health of clients.

The Wishaw Outreach Team, which is based at 48-54 Robert Street, supports and cares for people with severe and enduring mental health needs in a community setting.

Karen said: "We wanted to look at how best to support our clients to have their regular physical health check and to give them a better understanding of the importance of good physical health.

"We wanted to ensure the service was socially inclusive and we did not want to risk making our clients dependent on mental health services to have their physical health checks.

"We worked jointly with primary care services and local accessible community resources, to make the most of services that are already available, to help people with physical health/lifestyle changes."

The team met with all GPs and practice nurses in their area to discuss how best to ensure clients attended at least one health check a year.

As a result, the team's support worker liaised with practice nurses for appointment times, then informed community psychiatric nurses (CPNs) who reminded their clients and supported them to attend if required.

The support worker also helped clients exercise and cook healthier meals.

Where necessary, CPNs made referrals to dieticians, the Stop Smoking Service or Get Active.

As well as helping clients to take control of their physical health and include them socially, the project has also increased and improved communication between the CPN, practice nurse and GPs.

Karen Robertson, associate director of nursing, mental health and learning disability, said: "Congratulations to the team for all the hard work they put in to make the Well Being Project a success.

"This service is something that we can learn from to look at how we address the physical health and well-being needs of service users in other areas of Lanarkshire."



BACK ROW: (from left) Senior charge nurse Gerry Dunn, charge nurse Elaine Neill, charge nurse Mark Donnelly, charge nurse Robert Clark and charge nurse Ina Smillie. **FRONT ROW:** (from left) Support worker Annette Graham, associate director of nursing – mental health and learning disability Karen Robertson and charge nurse Karen McGowan

Royal seal of approval

THE Princess Royal visited Hairmyres Hospital on 18 February to see first hand a new service for heart patients.

The East Kilbride hospital is one of two centres in the West of Scotland providing an optimal reperfusion service, commonly known as primary angioplasty or PPCI.

This means patients having a heart attack due to a blocked artery will receive a procedure to unblock the artery within 90 minutes of their diagnosis.

During the visit Princess Anne met staff, was provided with a demonstration of the optimal reperfusion service and witnessed a live procedure being carried out.

Unveiling a plaque commemorating the start of the new service, she said: "While it is the technology that does the actual job, it is the management of the service and the work that goes on behind the scenes which make sure the technology is used to its fullest extent.

"It's nice to have the technology and it is nice to have the specialists but it is even better when you are able to reach so many of the people who need this service most."

Dr Barry Vallance, NHS Lanarkshire's divisional medical director and consultant cardiologist said: "We are providing a 24/7 service so that no matter when a patient takes ill, treatment will be available."

A recent patient to benefit was Betty McIlvaney, from Blantyre. After a niggling chest pain became constant she phoned NHS24.

"The ambulance paramedics said I was having a heart attack and told me about the new treatment at Hairmyres," said Betty.

"Dr Vallance and his team were ready for me as I arrived at Hairmyres. It was unbelievably fast, from the ambulance service arriving to having the procedure, to feeling instantly better. I couldn't have asked for a better service."



NEW SERVICE: Hairmyres staff perform the specialist treatment on a heart patient, which was witnessed by the Princess Royal, above right, unveiling the commemorative plaque



The new service

- ▼ Hairmyres Hospital in East Kilbride and the Golden Jubilee National Hospital at Clydebank jointly host the specialist service for heart attack patients in the West of Scotland.
- ▼ The service at Hairmyres began on 1 November for all Lanarkshire patients in a phased implementation programme. It is now fully operational providing a service to Lanarkshire, Ayrshire and Arran and some areas of South Glasgow.
- ▼ The Golden Jubilee serves Glasgow and Clyde, Argyll & Bute, Dumfries & Galloway and Forth Valley. Full phasing of the service is scheduled to be complete by April.
- ▼ Patients are brought straight to the specialist centre for treatment to reopen the blocked artery using balloon angioplasty, which involves threading a long, thin balloon through the artery and inflating it to clear any obstruction and leaving in place a stent, which is a small piece of metal scaffolding, to hold the artery open.

Meet the Udston film-makers who have turned their DVD into a hit...

CARRY ON CARING!

NURSING staff at NHS Lanarkshire turned their talented hands to film-making to produce a fascinating DVD.

Colleagues from the health board's older people's directorate came up with the idea of making a film, and produced the scripts, to help with ongoing training of staff.

And the film, 'Who Cares?' has proved so successful there are now plans to use it at other health boards across Scotland.

Linda Taylor, deputy ward manager and link nurse at Udston Hospital, was one of the staff involved in the production of the DVD.

She said: "At our group meetings we decided that a film showing some real life challenges that nurses face could help improve the way these situations are dealt with in future.

"We discussed our own experiences, and came up with scripts for the film.

"Staff can watch it in team meetings and then discuss what has happened and how the situation could have been dealt with better."

After writing the scripts for the film, staff produced the DVD at the University of the West of Scotland, Hamilton Campus, with professional actors playing the parts of nursing staff and patients.

Colleagues will watch the DVD with their team leader and then discuss the scenarios and how things could have been done better to improve the experience of patients and their visitors.

Dale Bell, ward manager at Udston, said: "The feedback we've had has been very positive.



FILM-MAKERS: Gillian Low, Dale Bell and Linda Taylor were among the NHS Lanarkshire staff who produced a fascinating film which will be used to train staff across Scotland.

"It's very professionally done and the situations, right down to the type of language used, is very realistic.

"Staff can recognise the situations shown and this reinforces why it is important to do things in a certain way for the benefit of the patient.

"I think the issues raised in the film are universal, so it's not just staff who work with older people who would benefit from watching it."

The DVD was produced by NHS Lanarkshire in partnership with Connect in

Did you know?
The national bodies supporting the project have been so impressed with the DVD, it is going to be used at other health boards in Scotland

Care, a national project funded by NES, NHS Quality Improvement Scotland (QIS) and the Care Commission.

Copies of the DVD and facilitation pack can be requested by visiting www.connect-in-care.net and searching for 'Who Cares'.



POSITIVE INFLUENCE: Tracy Stephen, clinical team manager, Alison Tolland, clinical associate in applied psychology, Lian Hay, clinical associate in applied psychology, Sharon Black, team secretary, and Jacqueline Meade, child and adolescent mental health clinician

CHILD and Adolescent Mental Health Services in Lanarkshire have developed a new Primary Mental Health Team to increase mental health services to children, young people and their families.

A number of schools in North and South Lanarkshire have been selected to receive this service.

A clinical associate attends the school one morning per week, where they offer therapeutic work with children, young people and their families, and work with school-based staff to help them support pupils in school.

Meet the new team

In 2004 the Office of National Statistics stated that one in ten children and adolescents aged between five and 16 years old have a clinically diagnosed mental health disorder.

The aim of the Primary Mental Health Team is to reduce emotional distress and behavioural issues and promote positive mental health for children and young people.

In the 'Delivering for Mental Health 2006' report, the Scottish Government made a commitment that: "There would be a named mental health link worker for all schools".

The Primary Mental Health Team consists of a clinical team leader, two clinical associates in applied psychology, a mental health clinician and a team secretary.

Flying Start dates for your diary

FLYING Start NHS is the national development programme for all newly qualified nurses, midwives and allied health professionals (NMAHPs) in NHS Scotland.

It has been designed to support the transition from student to newly qualified health professional by supporting learning in everyday practice through a range of learning activities.

The resources on the Flying Start website – www.flyingstart.scot.nhs.uk – are also useful to experienced practitioners.

The programme is endorsed by NHS Lanarkshire and there is an expectation that all newly qualified practitioners will undertake Flying Start NHS within the first year of practice.

Support and guidance for the programme is available via drop-in sessions throughout March and April in the IT training suites.

This will allow participants to carry out some of the programme or pop in and have any questions answered. Sessions are open to all who require any guidance or information on the programme.

The drop in sessions will be held at the following locations:

Location	Date	Time
Hairmyres HospitalWednesday 11 March	..1pm-4pm
Monklands HospitalTuesday 17 March9am-noon
Hairmyres HospitalTuesday 14 April9am-noon
Monklands HospitalThursday 16 April1pm- 4pm
Law HouseThursday 23 April9am-noon
Wishaw GeneralTuesday 28 April9am-noon
Monklands HospitalWednesday 6 May9am-noon
Hairmyres HospitalThursday 14 May1pm-4pm

For further information, contact Ann Price, practice education facilitator, at Flying Start, Practice Development Centre, Wishaw General, on 07789 617 115 or at nn.price@lanarkshire.scot.nhs.uk

THE health and wellbeing of our staff are of vital importance to NHS Lanarkshire. Here is a range of the services, policies and innovations which help smooth the running of the organisation...

COUNSELLING

Direct access for staff

THE Employee Counselling Service (ECS) helpline gives staff direct access to confidential and independent counselling services.

The freephone service 0800 435 768 allows you to speak to a counsellor who can help you with stress, personal and emotional difficulties, harassment or bullying and bereavement.

ECS can also be used as a gateway to help for problems with debt, additions or legal issues. ECS is independent of NHS Lanarkshire.

It works with nearly 200 companies in Scotland and England providing free, confidential, external counselling services away from the workplace.

NHS Lanarkshire is not informed about who is attending the counselling services, but the numbers of staff using the service and the types of issues being raised are reported.

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

PHYSIOTHERAPY

How you can self refer

NHS Lanarkshire staff can now self refer to a new Staff Physiotherapy Service for prompt physiotherapy assessment and intervention.

Staff can access the service directly by calling 01355 585419, Monday to Friday, from 8.30-5pm.

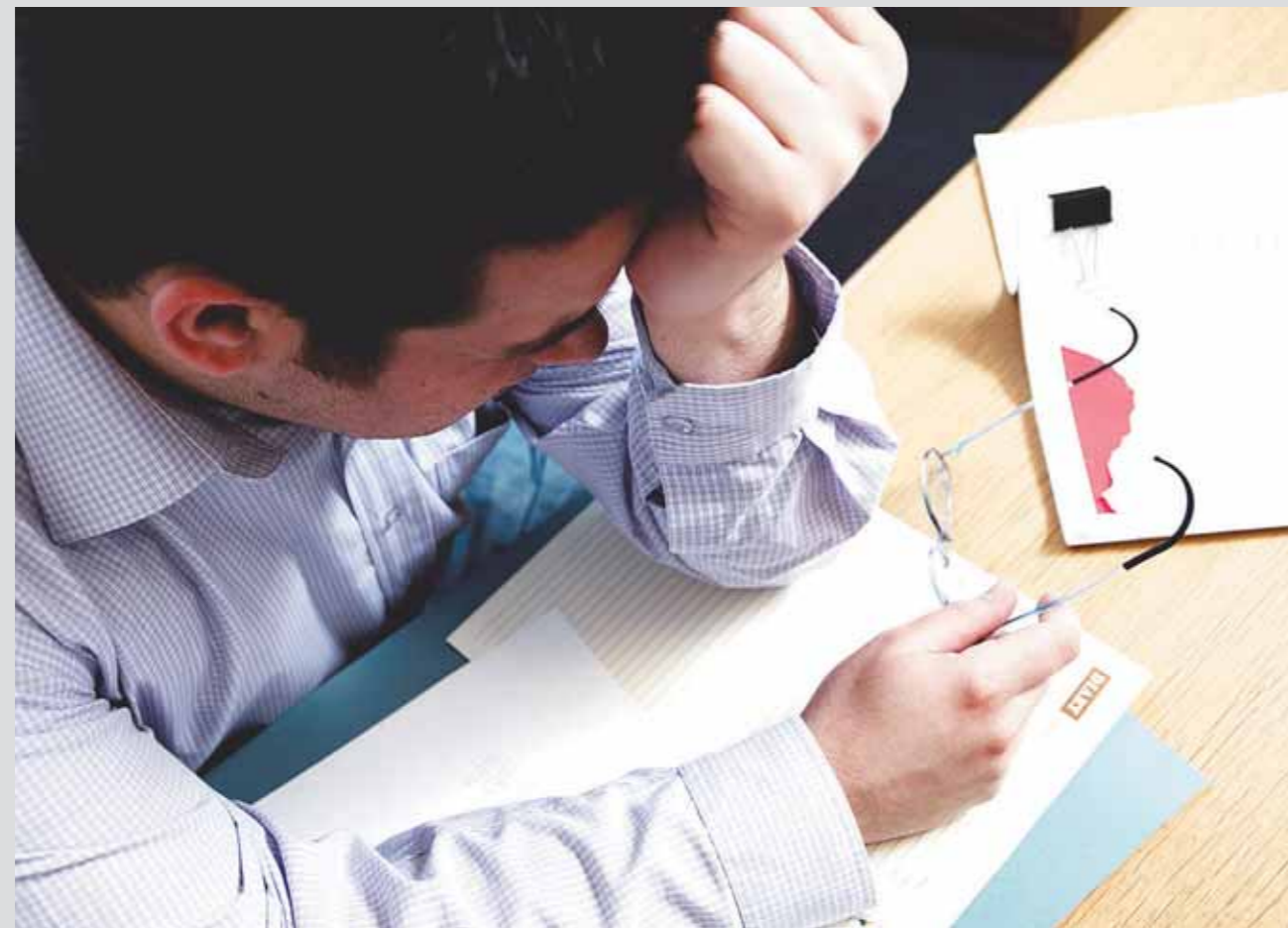
Where appropriate, callers will receive a physiotherapy appointment at a suitable location and time.

Staff can also receive telephone advice from a physiotherapist with telephone consultation slots available Monday to Friday.

Physiotherapists specialising in occupational health and musculo-skeletal practice will be available to treat and assess staff.

Where necessary, the service's physiotherapists will refer staff on for further individual services.

The service is being introduced to help staff remain at work or to return to work at the earliest opportunity.



NHS Lanarkshire's Management of Sickness Absence Policy has a number of responsibilities for managers, staff, and staff-side representatives.

Under the policy, managers' key responsibilities are to:

- Communicate with staff about policy
- Keep accurate records and monitor absences
- Determine local arrangements for notification of absence within the NHS Lanarkshire framework

SICKNESS AND ABSENCE POLICY

Support absent staff and keep in contact during and after sickness.

Staff have responsibilities to:

- Be aware of the notification arrangements within their local area
- Submit self certificates and medical certificates promptly
- Keep their manager informed at all times and give them an up to date contact number

If a member of staff fails to meet these responsibilities their absence may be considered unauthorised.

Staff representatives also have responsibilities to:

- Support the principles and procedures of the policy
- Act in line with the NHS Lanarkshire Partnership Agreement
- Undertake appropriate training
- Promote an ethos of positive attendance.

THE EASY PROJECT

You can get the help you need

The EASY Project, which stands for Early Access to Support for You, was launched as a pilot project to help staff get the support they need when they are off work.

It is now in the final stages of being rolled out across all of NHS Lanarkshire.

When staff contact their manager to inform them that they are ill, they receive a call back from EASY.

EASY is able to provide fast access, where appropriate, to a wide range of support including:

- Occupational health advice and assessment
- Physiotherapy advice and treatment
- Psychological advice and counselling
- Workplace modification
- Return to work information
- Health and safety advice.

All managers whose departments are on EASY should refer all staff who go on sick leave to the project.

The electronic referral form for the EASY project on FirstPort is in the Quick Links section, listed under Forms.

Managers must also notify EASY as soon as a member of staff returns to work.

EASY can be contacted on 01236 438111 or by email: easy@lanarkshire.scot.nhs.uk



EASY case manager Margaret Murphy, left, and call handler Marie McNaughton

WE'RE SUPPORTING YOU



SUNNY SIDE UP: Tracy Ann Kidd, trainee health promotion officer, Wendy Miller, student nurse, Janice Slater, staff nurse, Dalziel Day Hospice and Janet Campbell, community nurse at a Motherwell Locality Healthy Working Lives event

NHS Lanarkshire is committed to supporting your health and wellbeing.

NHS Lanarkshire Employee Director Hugh Sweeney said: "In recent years, we've introduced a wide range of initiatives, policies and services to give staff better support than ever before to stay healthy and to help them back to work when they are ill.

"Wherever you work across the organisation, there are opportunities for you to tap into services that can help you improve your overall health."

Health initiatives available to staff include:

- Healthy Working Lives
- Health Promoting Hospitals
- Staff stop smoking sessions
- EASY - Early Access to Support for You
- SALUS Occupational Health
- Employee Counselling Service
- Staff Physiotherapy Service

Wherever you work, there are opportunities for you to tap into services that can help you improve your overall health"

- Work/life balance policies
 - Sport and fitness discounts.
- By supporting your own health and reducing sickness absence, these initiatives also benefit patients and your colleagues.
- Hugh Sweeney said: "For NHS Lanarkshire, a one per cent reduction in sickness absence means an extra 120 staff at work every day.

"This has the potential to make a massive difference to patients as well as easing the pressure on colleagues who are already at work."

Like all boards in Scotland, NHS Lanarkshire has been set a target by the Scottish Government of reducing sickness absence to four per cent.

Director of Human Resources Lynne Khindria said: "We are working hard across NHS Lanarkshire to meet the target and we are seeing a gradual reduction in the sickness levels thanks to the efforts of staff and managers.

"It is important that everyone in NHS Lanarkshire is aware of the support that is available to help them look after their own health and reduce sickness absence.

"Staff should also ensure they know their responsibilities under the Management of Sickness and Absence Policy."



WORK/LIFE BALANCE

NHS Lanarkshire has introduced a range of policies to help staff achieve an effective balance between work and home life.

The Special Leave Policy covers a range of situations including serious illness/bereavement leave, domestic emergencies, carer leave and essential civic or public duties.

Managers should ensure this leave is marked as special leave on duty sheets and not recorded it as sick leave.

Time off work for hospital, GP or dental appointments should also be recorded as special leave.

NHS Lanarkshire also has the following work/life balance policies: Parental Leave; Breastfeeding and Returning to Work; Career Break; Reduced Working Year; Home Working; and Phased Retiral.

All NHS Lanarkshire human resources policies can be found on FirstPort under Ratified HR Policies.

Top shot from Colin



LAUNCH DATE: Rangers manager Walter Smith, Colin Montgomerie with wife Gaynor and TV pundit Dougie Donnelly at a dinner for the Elizabeth Montgomerie Appeal which will firstly fund Maggie's Lanarkshire

MAGGIE'S Lanarkshire has received a huge boost to its campaign from golfing star Colin Montgomerie.

Colin and his family have announced that Maggie's Lanarkshire will be the first project to be funded by the Elizabeth Montgomerie Foundation.

The Foundation, established in memory of his mother Elizabeth who died of cancer in 1991, has formed a partnership with the Maggie's Cancer Caring Centres to build a new centre in Lanarkshire.

The Elizabeth Montgomerie Building will be based at the Monklands Hospital in Lanarkshire and, as with previous Maggie's Centres, will be designed by one of the world's leading architects.

The foundation was started to provide practical and emotional support to cancer patients, their families and carers.

Colin said: "The death of my mother from lung cancer was a devastating time for my family and me and I witnessed at first hand the horrific impact this disease can have.

"I was therefore determined to do something about this and I decided to focus on the West of Scotland – the part of the world where I was born, where my mother was treated and where there are some of the highest cancer rates in Europe."

Maggie's chief executive Laura Lee said: "Maggie's is delighted that the Elizabeth Montgomerie Foundation announced that it plans

VISIT RAISES MAGGIE'S AWARENESS

THE COMMUNITY Health Educators' Project arranged a visit for a group of south Asian women to the Maggie's Centre in Lanarkshire.

The centre is keen to raise awareness of its services among different communities.

Anila Ansari, community health educator, pictured second from the left, said: "A majority in the group didn't know about the centre and were keen to find out all the information they could.

"The group was impressed with

the centre's relaxing, homely atmosphere.

"Maggie's provide information and support to address every aspect of living with cancer – from practicalities of claiming benefits, to the physical and emotional effects

that you may be experiencing."

The group was welcomed by Lorrie Forsyth, psychologist at the centre, pictured fourth from the right, who informed the group of the support services available at the centre.

The centre is open all day so people can drop in if they would like a coffee and a chat, a browse of the centre's library, the chance to explore Maggie's programme of support or just somewhere quiet.

The centre offers relaxation sessions including tai chi and stress management. It also has nutrition workshops about eating well that combine theory and practical sessions.



▶ For more information on raising awareness of breast and cervical screening programmes, contact Anila on 01698 744220 or email anila.ansari@lanarkshire.scot.nhs.uk

to raise the funds for Maggie's Lanarkshire.

"The people of Lanarkshire deserve access to the vital support that only a Maggie's Centre can offer; to help to transform their lives positively and build a life beyond the disease."

Tim Davison, chief executive of

NHS Lanarkshire, said: "The support of Colin Montgomerie and the Elizabeth Montgomerie Foundation for the Maggie's Centre is wonderful news for cancer patients and their families in Lanarkshire.

"Maggie's is already providing an invaluable service from the interim centre at Wishaw, but we

know how important it is to build a first-class facility at Monklands Hospital and this a tremendous boost to their campaign.

"We are proud to be involved in this project and are looking forward to working with both Maggie's and the foundation over the next few years to develop the centre."

Did you know?

Lanarkshire has a high incidence of cancer. Across Scotland, there are approximately 3500 new diagnoses a year

In brief...

▶ IAN Kyle helped raise £616 for Monklands ward 17 to thank them for the care given to his dad David, who died from lung cancer last year.

Ian said: "All the staff were great with my dad and helped us through a tough week. Four chums joined me in a waxing and head-shaving event."



WELL DONE: Lorna Maxwell, who achieved a BSc in Nursing (Palliative Care) with her husband Stephen

THEY'RE FIRST CLASS NURSES

A GROUP of cancer nurses proved they are top of the class after completing university degrees.

Angela Tonner, Lindsay Fingland, Lorna Maxwell, Jane Robertson and Susan Nayles, who all work at Monklands, succeeded in their studies while combining their crucial full-time roles providing first-class care to cancer patients.

Sheena Kilpatrick, NHS Lanarkshire's head of cancer services, said: "This is a great achievement for haematology and oncology nursing staff.

"I would like to pass on my congratulations to all five members of staff."

Teresa Rennie, lead haematology-oncology nurse, added: "I'd just like

to say well done to the girls for their achievements – especially as I know how difficult it must have been to complete their studies while working full time.

"Having successfully completed these degrees brings a direct benefit to cancer services as it increases the level of knowledge within the team."

Project wins top national award

HEALTHY Valleys has won a prestigious award after a rigorous assessment and inspection.

The project picked up an Institute for Sports, Parks and Leisure (ISPAL) Active Award – the first organisation in South Lanarkshire to do so.

Stewart Maxwell, Minister for Communities and Sport, presented the award and Healthy Valleys held a celebratory ceilidh in Rigsid Hall in December.

Recognising this achievement, Lesley McCranor, manager of Healthy Valleys, said: “We are delighted to have won an ISPAL Active Scotland Award.

“This award acknowledges the good work we do to improve the health of the community through our physical activity programmes.

“It also confirms that we have active partnerships with other organisations to promote healthy living and are committed to the promotion of healthy living by underpinning local health priorities.”

The ISPAL programme aims to help organisations improve the health of local communities, promote output-based local strategic partnerships and serve as a continuous improvement tool.

Healthy Valleys’ holistic approach in working towards these aims was recognised during the assessment process.

The programme is designed to help those who are engaged in the delivery of any type of physical activity programme to become more health promoting in their practices.

It helps at both strategic and operational level.

Healthy Valleys now joins a prestigious list of organisations currently involved in this programme.



LAUNCH DAY: the team behind New Horizons

NHS Lanarkshire has launched New Horizons – an innovative plan to improve people’s health and meet increasing demand on health services.

New Horizons ‘A Plan for Modernising Primary Care Services’ sets out the development of new Lanarkshire primary care and community health services that are fit for the future.

Alan Lawrie, director of South Lanarkshire Community Health Partnership, is executive sponsor of the plan. He said: “There is an overwhelming need for change to address the increasing demands being placed on health services and the need to tackle the current level of ill health within our communities. “New Horizons will help us achieve this by investing in innovative ways of working to provide the people of Lanarkshire with first-rate primary and community care services.”

Those services include local GP practices, dentists, optometrists, community nurses, dietetics, drug and alcohol services, family planning, health and homeless service, learning disabilities services, community mental health services, occupational therapy,

physiotherapy, podiatry and the stop smoking service.

New Horizons looks at the four main cornerstones covered by primary and community care to deliver improvements in: health promotion, unscheduled care, care for people with long-term conditions, and extended primary care.

Its aim is to ensure that for each of these cornerstones, community services are designed to avoid unnecessary hospital admissions, act as an alternative to acute hospital care, and ensure specialist care is accessible when required.

NHS Lanarkshire will deliver the plan by making the most of new technology and additional

community nursing staff.

Allied health professionals such as occupational therapists, physiotherapists and podiatrists, and the new pharmacy and optometry contracts will also play a key role – and there will be increased support to help people with self care.

Dr Gregor Smith, medical director, primary care, NHS Lanarkshire, said: “The majority of people who require treatment from a healthcare professional will have this treatment delivered in a primary care setting, such as a GP practice. Providing safe, high-quality treatment to people with long-term conditions has become a crucial part of this role.

“I’m delighted to see the

emphasis on both this and on health improvement within this plan.”

Primary care services are estimated to deal with more than 90 per cent of patient contacts with the NHS.

New Horizons was developed with input from patients, GPs, healthcare staff, North Lanarkshire Council, South Lanarkshire Council and the Scottish Ambulance Service.

Alan said: “In delivering the plan, we will further develop joint working with partner organisations and agencies.”

New Horizons is available on FirstPort and www.nhslanarkshire.org.uk

IT'S A NEW DAWNING



Mums get a real boost from the beauty sessions”

Aren't we gorgeous!

MUMS from the Daisy Park Centre Breastfeeding Support group are pictured after one of their regular pampering sessions.

The group, which has been meeting for more than a year, provides support for mums in the Motherwell area.

Beauty therapists from Motherwell College regularly visit and perform complementary therapies such as hand massages and manicures.

In addition, new mums who attend the group can benefit from the free ironing and cleaning services.

Health professionals are also on hand to give advice and support on a range of issues from breastfeeding to weaning and nutrition.

Health visitor Lynne Finnegan,

who runs the group, said: “This is a fantastic group which any mum would benefit from attending. A crèche is available for siblings, and can accommodate school children over the holiday periods, to give mums time to participate in any of the activities or to just sit and enjoy some tea and toast and chat to other mums.

“The mums get a real boost from the beauty sessions. Many can't believe they can also access some free cleaning or ironing sessions too.”

The group meets every Tuesday, from 10.30am to noon.

For more information about the group, call Lynne on 01698 261927.



RAISING THE BAR: Margaret Maule (centre) and her team collected more almost £800 for Hairmyres patients

Cash happy

HAIRMYRES Hospital wards received almost £800 thanks to the generosity of ISS staff.

Each year, ISS – the firm responsible for all non-clinical facilities at the hospital – requests a donation from anyone wishing to hold raffles and table sales in the hospital restaurant.

In 2008, this helped raise £760 to distribute among the wards.

Margaret Maule, general manager ISS Mediclean, said: “We were delighted to raise this money to help the wards and patients.

“It was a real team effort

with everyone involved and we hope to exceed this amount next year.

“It’s good to know the money is staying in the hospital and will help make a difference to staff and patients.”

Wards 15, 16 and 18 received £100 each, while wards 12, 13 and 14 received £50 each.

Accident and emergency, the oncology pod, day surgery, out patients department and occupational therapy all received £50 and the diabetic clinic will be given £60.

It was a real team effort with everyone involved”

AN ASSET TO CARE TEAM

A NEW service at Wishaw General is helping to further improve patient care.

Four clinical support workers (CSWs) were recruited for the new clinical support cannulation service, which went live at the hospital in October.

The new service provides support to the hospital’s emergency care team (HECT).

Carol Miller, charge nurse with HECT, said: “The new CSWs are settling into their new role well and are an asset to the hospital emergency care team.”

Four CSWs were recruited to the new team – Caroline Cummings and Lynne Barr, who previously worked in the emergency care unit, Angela Rooney who worked within the discharge team and Laura Shearer who worked in ward five at Wishaw.

The tasks they can perform include cannulation (inserting a small plastic tube into a vein to administer medications and fluids), venepuncture (taking blood samples) outwith phlebotomists hours, and electrocardiograms or ECGs (monitoring the activity of a patient’s heart), again, outwith hours of ECG technicians.

Carol added: “This service benefits patient care in that they can have venous access inserted when required.

“However, we continue to encourage nurses in the clinical



IMPROVING CARE: Angela Rooney, left, Laura Shearer, Lynne Barr and Caroline Cummings

areas who are trained in venepuncture and cannulation to continue to practice.”

The new clinical support team work 12-hour day shifts and are available 8am-8.30pm, with occasional cover until 10pm, seven days a week. To contact the team, page 670 or 671.

This service has been successfully running at Monklands and Hairmyres

hospitals for the past few years.

Already, the future looks bright for the Wishaw team and the objectives for next year include:

- Developing and enhancing patient observation skills, recognising a sick patient in keeping with NVQ 3 level skills and knowledge
- Attending courses such as the ALERT course to consolidate

theory and practice

- Assisting HECT nurses in data collection and presentation of audit
- Completing Cleanliness Champion initiative.

For further information on the service, contact HECT on Wishaw short code 731, extension 6399 or 6049.



Success on a plate

HAIRMYRES Hospital’s staff, patients and visitors are eating in real style after the completion of a stunning £200,000 restaurant refurbishment.

ISS – the firm responsible for non-clinical facilities at the East Kilbride hospital – made the major investment to transform the dining experience.

Every inch of the restaurant – called ‘Just Eat’ – has been overhauled.

From the high-quality laminate flooring, new ceiling and counter lighting, user-friendly counters, stylish paintwork, open-plan kitchen, new tables and chairs, the coffee-shop section with trendy brown leather armchairs – and the new staff uniforms – the restaurant has it all.

Peter Higgins, business support manager for ISS, said: “ISS wanted to put something back into the hospital and this was money well spent.

“The restaurant needed to be freshened up and I think it’s now a really uplifting place to come and have a meal.

“Everything has been changed and upgraded – only the old faces remain!

“And, as I’m sure everyone will want to know, the prices remain the same as before.”

The entire project took only four-and-a-half weeks to complete, with the restaurant remaining open throughout.

Margaret Maule, general manager of ISS, said: “I’d like to thank all the hospital staff and visitors for bearing with us throughout the refurbishment process.”



Event brings groups together

A POLISH community open day, pictured, was recently held in the Coatbridge Community Centre at St Andrew's Campus.

A number of agencies were there to engage with the Polish community, which has significantly increased over the past few years in Lanarkshire.

Alina Kuzstelak who lives in Coatbridge, attended the event with some of her friends. She said: "I was impressed with the amount of information available."

"I have been attending adult literacy classes for more

than a year and regularly attended the Polish group in Kirkshaws Neighbourhood Centre on a Friday morning, so I was able to translate for some of the services."

The event was organised through the Coatbridge Community Learning and Development Steering Group.

It was an opportunity to highlight services, specifically targeting those in the Polish community who are isolated due to language difficulties, which prevents them making use of any services or courses on offer to everyone.

The event also allowed service providers to learn about the barriers the Polish community experience in accessing services.

Services on the day included North Lanarkshire Adult Literacy and Numeracy, Book-Start, Citizens Advice Bureau and the Smoking Cessation Service.

The Coatbridge Community Learning and Development Steering Group hope, by organising events such as this, to allow easier integration of the growing numbers of the migrant community in Lanarkshire.

Action squad lands top award



CARING FOR CARERS: Marion McParland (back row second left) flanked by Diane Dunn of North Lanarkshire Council housing and social work department, Marise Macleod of the Council's inclusion youth work section, and Allison Smith of Action for Children. Front row: Sean Harkin of Action for Children and Christine Buckel of the Council's learning and leisure services

ACTION For Children – the North Lanarkshire Young Carers Project – has picked up a top award.

The project, which has been in existence for 13 years, won the Corporate Council Award 2007-2008 in the category of promoting social inclusion.

Action for Children provides a wide range of services to support the diverse need of young carers within North Lanarkshire.

- These services include:
- Focused group work programmes
 - Individual programmes
 - Support within schools
 - Family and advocacy support
 - Outreach support
 - Residential respite breaks
 - Outings and activities
 - Information and advice.

Marion McParland, co-ordinator for carers, from NHS Lanarkshire, said: "Young carers provide emotional and

practical support to a family member who is ill or disabled. "Many young carers assume levels of responsibility usually associated with an adult.

"For many families, the young carers' role is vital to the stability of the family unit."

Action For Children works in partnership with Social Work and Learning and Leisure Services, as well as NHS Lanarkshire.

Media Watch

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



Hospital staff praised for cleaning up their act

Hamilton Advertiser

Cancer waiting times fall

Daily Record

Moves to help stroke victims

Evening Times

NHS Lanarkshire was the first health board in Scotland to launch an innovative new stroke-training programme for staff – highlighted on the front page of *The Pulse*.

In addition to appearing in Lanarkshire's local newspapers, this news item appeared on the BBC website and in the *Evening Times*.

Wishaw Press reader Andy Gray was delighted with the care his daughter received at the high dependency unit at Wishaw General. He wrote: "The staff were magnificent throughout."

Coatbridge locality received full UNICEF (United Nation's Children's Fund) accreditation – only the third in Scotland to do so – in recognition of the work done by staff in endorsing breastfeeding as the healthiest option for both mothers and babies.

The other nine community health partnership localities (CHPs) in Lanarkshire were awarded a Certificate of Commitment – the first step to full recognition.

These achievements were celebrated in the local Lanarkshire newspapers including the *Airdrie and Coatbridge Advertiser*, *Motherwell Times* and *Wishaw Press*.

A *News of the World* undercover investigation into hand hygiene

and infection control gave top marks to Wishaw General Hospital.

Their undercover journalist reported that visitors to hospitals in Glasgow, Dundee and Edinburgh were ignoring hygiene rules by failing to use the alcohol-based hand gels.

However, the journalist reported: "The most hygiene-conscious visitors were at Wishaw General in Lanarkshire."

We watched as 50 visitors all used the gel from a dispenser situated between the maternity and cardiology wards."

In February, NHS Lanarkshire received praise in the local press (*Hamilton Advertiser*, *East Kilbride News*) for its performance on handwashing and infection control.

The *Daily Record* and the *Hamilton Advertiser* reported that cancer waiting times across Scotland have fallen again with Lanarkshire continuing to build on its improving record.

Waiting times for cancer patients in Lanarkshire in July to September of 2008 show that 94.1 per cent of patients were treated within 62 days of an urgent referral. This compares with performance for the same period in 2007 of 67.9 per cent and is against a background of an increase in the number of patient referrals. Rosemary Lyness, director of acute services, said: "This is a significant achievement."

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.

In brief...

COLIN Lauder has been appointed head of modernisation (acute services).

He is taking over from the previous postholder Pam Milliken and will join NHS Lanarkshire on 1 April.

He will be known to some already due to his work with the Scottish Government access support team, where he is currently the programme director leading on diagnostic services.

Colin started his NHS career as a management trainee in 1987 and has held a number of NHS management posts in acute services in Glasgow.

Commenting on Colin's appointment, Ian Ross, director of strategic implementation planning and performance, said: "Colin's input will be key to delivering service modernisation across the acute services in Lanarkshire."

TWO new service development managers (SDM) have recently taken up their posts for the East Kilbride Locality.

They are Ann Marie Stevenson in public health and David Monie in mental health for the south community health partnership.

Both took up their posts in December.

Ann Marie was previously a senior health promotion officer, although she has been the acting public health SDM for some months before taking up the post permanently.

David was the operations manager for mental health in the South East community health and care partnership in Glasgow.

Craig Cunningham, general manager for East Kilbride Locality, welcomed the new appointments: "I am delighted to welcome Anne Marie and David to their new positions.

"Both bring a wealth of experience and will play a key role in the delivery of services for the benefit of patients within East Kilbride.

"We are confident they will be great assets to our Locality."

JANET McInnes, occupational health lead nurse for the acute division, is retiring at the end of March.

Staff are invited to a lunch on 25 March at 12.30pm in conference room two in the Ronald Miller Centre.

Please let Margaret Gillon, at Salus HQ, Coatbridge, know if you are planning to attend so the event can be catered for accordingly: margaret.gillon@lanarkshire.scot.nhs.uk

If you wish to contribute to a gift for Janet, please see Lorna Strachan at Wishaw OH or Margaret Gillon at Salus HQ, Coatbridge.



BEST OF LUCK: from left to right are Dr Cameron Hosie, head of nuclear medicine, Tom Hutchinson, head of medical physics, Alastair Davie, section manager Monklands medical physics department, Donald Spence, section manager medical physics renal services, Stuart Nelson, deputy section manager medical physics renal services, and Dr Bob Railton

AFTER 32 YEARS BOB SAYS FAREWELL

MEDICAL physics colleagues bid a fond farewell to Dr Bob Railton who retired after 32 years' service.

Friends and colleagues met in the lecture theatre in Monklands Hospital to wish Bob, who was head of medical physics, good luck for his retirement.

General manager Judith Hope presented an amusing summary of Bob's 32 years in Lanarkshire and presented him with a gift from his colleagues and flowers for Mrs Railton.

Bob's successor, Tom Hutchinson, said: "We all wish Bob a long and happy retirement."

Bob now plans to spend his retirement walking in the country with his dogs, travelling, cycling and tending his garden.

CATHY: 'A GREAT TEAM PLAYER'

CATHY Brown has retired from NHS Lanarkshire after 25 years of service.

Her career started in Hairmyres School Health until the whole department moved, along with child health, to Udston.

Cathy took over the role as child health administrator in 2001.

Frances Moore, operational services manager, said: "Cathy was a great team player, knew all there was to know about child health systems,

and will be greatly missed by colleagues and staff."

Cathy loves holidaying anywhere hot and has a cruise booked for later this year.

In between holidays she is going to spend time on craft work and has already been on a training course to further her skills.

Cathy has also registered with BankAide and is hoping to continue working for NHS Lanarkshire for a couple of days each week.



WELL DESERVED: Betty flanked by Owen Watters and Ann Walsh

And Betty bows out after 30...

BETTY Ferguson has retired from her post at Airdrie Health Centre after 30 years working for NHS Lanarkshire.

The Greengairs woman started her career as a shorthand typist and then worked as a switchboard operator and clerical assistant at the antenatal clinic.

Betty has a son and daughter, Iain and Julie, and five grandchildren with whom she is looking forward to

spending a lot of her time.

When she is not with her family, Betty also enjoys caravan holidays, crosswords, knitting and sewing in her spare time.

Betty's supervisor Ann Walsh said: "I am sure Betty will have lots of happy memories of the good times shared with friends and colleagues, past and present, at Airdrie Health Centre and I hope she will enjoy her well-deserved retirement."



GREATLY MISSED: Cathy Brown with Hamilton Locality general manager Geoff Sage

ANNE Lyons brought a 27-year career with the NHS in Lanarkshire to an end recently.

An enrolled nurse, Anne, from Shotts, worked at Cleland Hospital but had trained and worked for several years at Hartwood Hospital.

Her colleagues at Parkside North Ward, Cleland, were sad to see her go but wish her all the best for her retirement.

Senior charge nurse Gordon Cruickshank said: "Anne was a

popular and skilful nurse, and a highly respected member of the ward team at Cleland.

"She will be greatly missed at Parkside North, but will keep in touch with her colleagues and friends."

Anne's friends and colleagues from Cleland visited her home to present her with flowers and gifts.

She is now planning to spend more time on her hobbies of gardening, knitting and decoupage.



12 top books!

WIN three of your favourite best-sellers

THE Pulse has a selection of 12 top books to give away in our latest competition.

Your staff newspaper has teamed up with top publishers Headline to offer four lucky readers a selection of three fantastic reads.

There is a great variety of brilliant books on offer.

Fans of the hit BBC spy drama Spooks will want to get their hands on Adam Carter – Revealed, the story behind one of the programme's top spies who was killed.

Fans of adventure thrillers will love The Hunt for Atlantis by Andy McDermott.

It's not only sports and rugby fans who will enjoy reading Jonny Wilkinson's Tackling Life. This book charts the challenges faced by England's Rugby World Cup-winning captain and the methods he uses to conquer fear and disappointment and turn them into positives – helping readers turn their dreams into reality.

Historical murder mystery Revelation by

C.J. Sansom is a book which has won rave reviews in the UK's top broadsheet newspapers and one you will not be able to put down until the final page.

And there are eight other great reads which will be great additions to any collection.

For your chance to win a selection of three of these great books, just answer the following simple question...

What BBC programme is the character Adam Carter from?

Send your answers to Martin Stirling at Communications Department, Strathclyde Hospital, Airbles Road, Motherwell ML1 3BW by 9 April. Or email martin.stirling@lanarkshire.scot.nhs.uk with 'Books competition' as the subject. Include your job title, place of work, a contact number and which three books you want.

HOW YOU CAN SAVE £2390... EVERY YEAR!

NHS Lanarkshire staff with children could save as much as £2390 on childcare costs every year.

The Childcare Scheme – run by Your Staff Benefits – can help make your childcare costs more affordable.

Childcare Vouchers are exempt from both income tax and National Insurance Contributions up to a value of £55 per week or £243 per month, providing your child carer has the necessary registration.

You can have them through 'salary sacrifice', whereby you exchange a certain amount of your salary for

vouchers that you then use to pay your nursery, playgroup or childminder.

In fact, if you and your partner both work full time and you both decide to get the maximum £243 per month in vouchers to which you are entitled, you could save up to £2390 a year in tax and National Insurance.

If you are already in the Childcare Scheme vouchers can now be paid directly to your Carer.

For an information pack, call 08700 43 48 58

Did you know?

You could save more than £2000 a year through using childcare vouchers which bypasses tax and national insurance



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.

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

Have you joined the lottery?

THE Lucky Lanarkshire lottery is your private NHS lottery which gives you the chance to win £2500 every month.

More than 3000 NHS Lanarkshire staff currently participate in the scheme.

Each chance costs just £1.20 for monthly paid staff (30p for weekly paid staff) and are paid through salary deductions.

Draws take place on the first Tuesday of every month.

The first prize is £2500 with a second prize of £500, third prize of £250 and 10 prizes of £100.

Lottery funds are used for the benefit of NHS Lanarkshire's staff and patients and you can apply for lottery funding to help you buy equipment for your department, pay for courses

that you would like to go on or for sponsorship of £100 for a charity event.

Join today for a chance to win, knowing that by being in it you are helping improve your hospital and health service.

For a lottery form, email yvette.ross@your-benefits.co.uk

CAMERA CLUB SNAP TO IT...



SNAP HAPPY: Hugh, left, and Eileen with members of the camera club

A CAMERA Club has helped lift spirits at the Clydesdale Resource Network with a fantastic calendar.

Hugh Nicholas, a mental health nurse, and Eileen Currie, an occupational therapy technician, started the club – based in Lanark Health Centre – for patients with mental health issues.

Set up last September, it quickly

proved a real hit. Hugh said: “There are six members so far and they’re all really enjoying it.”

“It is sometimes difficult to get the clients we work with out and about, but the club gives them a reason to do that.”

“They have all benefited from it and you can see they are happier and more confident. We’re now hoping to extend the club as it’s

proven so successful.”

Eileen said: “Some of the guys were keen photographers before the club, but a few had hardly taken a snap in their life. They go out and take photographs of local Lanark landmarks and some of them are really first class.”

The patients say the club has made a big difference to their lives.

One said: “Before the club, I found

it hard to get motivated to go out of the house.

“Now I look forward to going out for a few hours each week with the club. As well as enjoying the photography side, it has been a good way to make friends and I feel more confident than before.”

In December, the club held an exhibition which proved a success and from this they decided to use the

photographs of Lanark landmarks to produce a calendar.

The club also sold framed prints of local scenes at the exhibition and the money raised will go towards equipment for the club.

Hugh added: “The club has been so successful that we now have 12 service users involved in our next project and hope to have input from an established local camera club.”

It's all down to hard work for our Peter

PETER Clinton is leading the way in blood transfusion practice in Scotland after achieving an esteemed qualification.

The acting chief biomedical scientist in blood transfusion at Wishaw General was presented with a Higher Specialist Diploma in Transfusion Science at the annual meeting of the Institute of Biomedical Science in November.

Peter, from Motherwell, is the first person in Scotland to win this diploma. And, since the establishment of the exam in 2003, he is only the 15th person to achieve it.

He said: “It feels very odd to be the only person in Scotland to have passed this diploma, but it is something to be proud of.”

“There was a lot of study involved over the year and the exams were difficult. You needed to go into a lot

of detail and the study involved a great deal of learning and updating skills.

“It was very useful for me and I hope it will be beneficial for the team as there is a lot I can pass on.”

To pass the diploma, Peter had to demonstrate highly developed knowledge in blood transfusion.

The course involved 600 hours of self-directed study before sitting a two-day exam in London. Peter, married with two teenage daughters, admitted it was not easy to balance his work, study and family life.

“The course guidelines recommend 600 hours of study but it took quite a bit more than that,” he said. “You come home after working, have your dinner and then begin studying. There certainly wasn’t much time for my hobbies.”

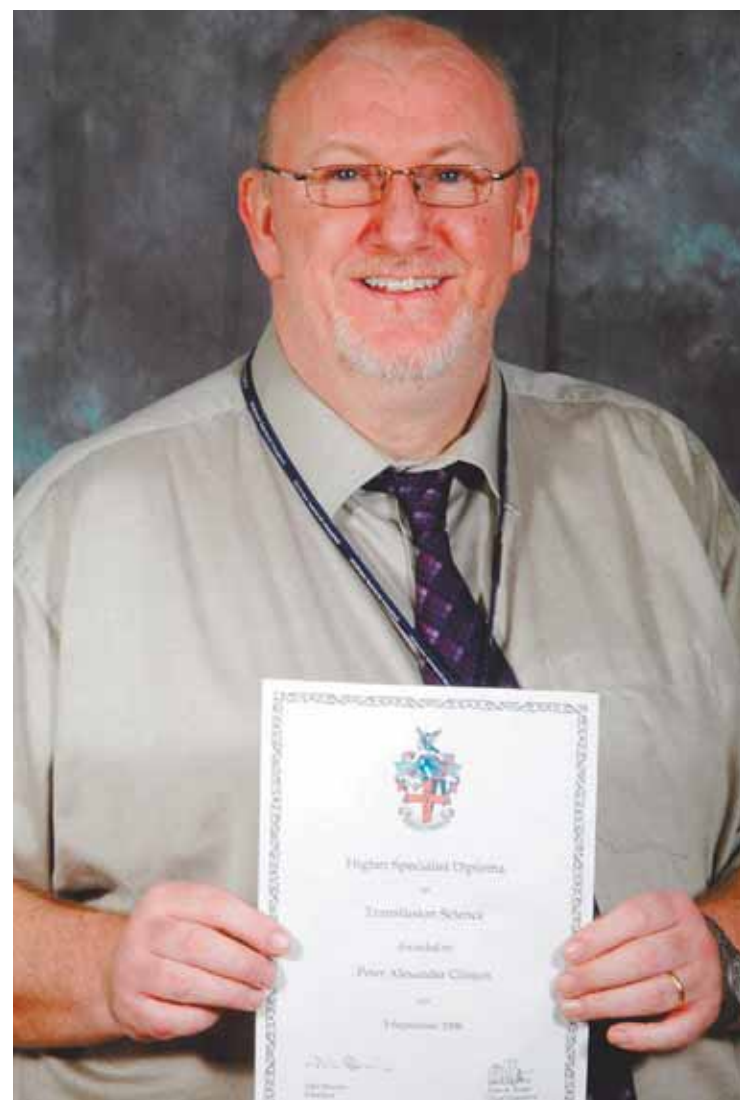
Peter has worked in Lanarkshire for the majority of his career, starting at

Strathclyde Hospital as a trainee in 1974. He also worked in Monklands Hospital and Bellshill Maternity Hospital, achieving a senior biomedical scientist’s post in 1995.

After the close of Bellshill, Peter moved to Wishaw General in 2001 and was promoted to acting chief biomedical scientist in 2007.

Betty Kyle, senior chief in haematology at Monklands, said: “We are very proud of Peter’s achievement and he deserves a great deal of credit for his hard work.”

It was useful and I hope it will be beneficial for the team”



Support staff success

THESE clinical support workers are in the know after completing Scottish Vocational Qualifications (SVQs).

The Practice Development Centre at Wishaw General is now in its fourth year of offering qualifications for clinical support workers (CSWs).

And in a ceremony at the Ronald Miller Suite in January, 40 of NHS Lanarkshire's CSWs were presented with SVQs in Health/Health in Social Care.

Maxine Kinnoch, support workers development lead, said: "The Practice Development Centre can now offer five awards and 700 CSWs have completed a qualification within NHS Lanarkshire.

"We have maintained our links with local colleges and have built on this with the Endorsed HNC in Healthcare via an arrangement with Motherwell College and the University of the West of Scotland."

The new Educational and Training Toolkit, introduced by the Scottish Government and supported by NHS Education for Scotland, will also introduce a defined career pathway for support workers.

An SVQ pilot for allied health professionals has now begun and they will hopefully receive their certificates next year.



Did you know?

The HNC programme is proving a huge success – 36 people have completed the course and achieved Registered Nurse status, with a further 62 people working towards this goal

Training Planner

ORGANISATIONAL DEVELOPMENT

Contacts: Lorna Galloway 01698 366765, Gill Hannah 01236 713285, Sue Devine 1698 377807, Agnes Robb 01698 377790

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

APRIL

► **What Stress in healthcare**
22 April, 9.30am-4pm, Wishaw General. Contact Agnes Robb

► **Supervisory Management Programme**
Five-day programme starting in April and ending in May, Hairmyres Hospital. For dates and times see FirstPort. Contact: Gill Hannah

MAY

► **Cognitive Behavioural Therapy**
7 May, 9.30am-4pm, Wishaw General. Contact Agnes Robb

► **Equality and Diversity Course for Supervisors, Line Managers and Team Leaders**
12 March, 10am-4pm, Wishaw General Hospital. Contact: Gill Hannah

► **Facilitation Skills**
21 May, 9.30am-4pm, Law House. Contact Agnes Robb. For further information on the above courses, please see our FirstPort website – click on the Learning and Development tab at the top of the home page.

HEALTH & SAFETY APRIL

► **Control Book**
22 April, 9.30am-16.30pm, Wishaw General
Contact: Sandra Sweeney 01236 707721, sandra.sweeney@lanarkshire.scot.nhsuk

MAY

► **Control Book**
8 May, 9.30am-16.30pm, Monklands Hospital

► **DSE Assessor**
11 May, 9.30am-12.30pm, Hairmyres Hospital

► **IOSH – four-day training**
6, 13, 20 & 27 May, 9.30am-16.30pm, Law House
Contact: Sandra Sweeney 01236 707721, Sandra.Sweeney@lanarkshire.scot.nhsuk
To access Health & Safety Training or Moving & Handling Training dates and nomination forms, visit: Firstport/Links/Salus Occupational Health & Safety/Downloads

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, content depending on the needs of the staff group. Contact: Sandra Sweeney, Training Co-ordinator at Coathill Hospital 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.

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

MEDICAL EDUCATION APRIL

► **FY2 Generic Teaching Programme: Training Tutorial 3**
23 April, James Watt Centre, SETP, East Kilbride. Training co-ordinator will be in liaison with rota co-ordinators/trainees directly. Contact: Tracey Murtagh 01698 366521

LIBRARIES

Library staff can come to departmental meetings and departmental training sessions to deliver an introduction to the library service. 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 from 1 January. 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.

MAY

► **Introduction to the e-library**
5 May, 2pm-4pm, Monklands

► **Searching CINAHL**

14 May, 10am-noon, Monklands

► **Using RefWorks**
20 May, 2pm-4pm
Contacts: Amanda Minns (Hairmyres) 01355 585488/7 Julian Hodgson: (Wishaw General) 01698 366316 Paul Herbert: (Monklands) 01236 712005 Carol Hallesy: (Law House) 01698 377600/01 Grant Donaghy: (NHS Lanarkshire HQ) 01698 281313

MAY

► **FY2 Generic Teaching Programme: Training Tutorial 4**
6 May or 28 May, James Watt Centre, SETP, East Kilbride, Community Health Centre
Training co-ordinator will be in liaison with rota co-ordinators/trainees directly. Contact: Tracey Murtagh

PRACTICE DEVELOPMENT APRIL

► **SPIRIT**
7 April (for four weeks), 9.30am-12.30pm, Bellshill Community Health Centre
Contact: Rita Cloughley 01698 366581

► **Non-Invasive Ventilation**
7 April, 9am-1pm, Wishaw General
Contact: Morag Downie 01698 366575

► **Child Protection**
8 April, 9.15am-4.30pm,

Wishaw General
Contact: Rita Cloughley

► **Record Keeping**
9 April, 9am-1pm, Wishaw General
Contact: Rita Cloughley

► **Arterial Blood Gases**
14 April, 9am-1pm, Hairmyres Hospital
Contact: Morag Downie

► **Invasive Monitoring Lines**
21 April, 9am-1pm, Hairmyres
Contact: Morag Downie

► **SFBT**
24 April, 9.30am-12.30pm, Condorath Health Centre
Contact: Rita Cloughley

► **SVQ3 for Support Workers**
29 April (nine days, one day per month), 9am-4.30pm, Wishaw General
Contact: Anne Halavage 01698 366582

► **Chest Drain Management**
30 April, 9am-1pm, Wishaw General
Contact: Morag Downie

MAY

► **Arterial Blood Gases**
19 May, 9am-1pm, Wishaw General
Contact: Morag Downie

► **Child Protection**
20 May, 9.15am-4.30pm, Wishaw General Hospital
Contact: Rita Cloughley

► **Invasive Monitoring Lines**
21 May, 9am-1pm, Wishaw General
Contact: Morag Downie

► **BLS/ILS**
Various dates & venues
Contact: Morag Downie

► **PBLS/PILS**
Various dates & venues
Contact: Morag Downie

► **Cancer Courses**
Various dates & venues
Contact: Natalie Snodgrass 01698 366590
For details on above, visit: www.lanpdc.scot.nhs.uk

Awards for NHS Lanarkshire staff in the Queen's Honours list...

ROSALIE: A HAVEN OF HELP FOR ALL...

DOCTOR Rosalie Dunn has been awarded an MBE for her services to the community in Blantyre.

Rosalie, from Cambuslang, has been a GP in Blantyre for 34 years.

For more than 20 years, she has worked tirelessly for Crossroads, an organisation which aims to improve the lives of carers by giving them a break from their caring responsibilities.

Rosalie's work in general practice and Crossroads led her to develop a particular interest and expertise in the field of primary care palliative care and cancer management.

She campaigned for recognition and funding to formalise provision of such services in the community and as a result The Haven, her brainchild, was born in 2002.

The Haven has since provided invaluable support to patients, carers and relatives whose lives are touched by cancer.

It has also opened its doors to people whose lives are touched by other life-limiting diseases.

Rosalie said: "I am absolutely thrilled to be recognised in this way, however, this MBE is the result of a terrific team effort."

"The staff and supporters of both The Haven and Crossroads are very much a



TIRELESS: Dr Rosalie Dunn...a real driving force

part of this award.

"I am very aware that my work has always depended on the commitment and skills of a whole team of people, including the staff in the practice, and I thank them for their support."

Rosalie was appointed primary care Macmillan palliative care facilitator for Lanarkshire in 1985 and managed clinical network lead clinician for cancer in the Lanarkshire area in 2005.

Geoff Sage, NHS Lanarkshire Hamilton and Blantyre locality

general manager, said: "I was absolutely delighted to see Dr Dunn had been recognised for her huge contribution to the community in Blantyre."

"She was the driving force behind the development of The Haven, which was ahead of its time in widening the scope of palliative care services to include people living with non-malignant disease."

"She also put her energies into supporting the work of Crossroads in Blantyre."

"This honour is truly deserved."

MBE award leaves Ross 'surprised'

ROSS Milligan is celebrating after being awarded an MBE in the Queen's New Year's Honours list.

The Airdrie man, who is head of NHS Lanarkshire's Medical Illustration Department, was given the award in recognition of his services to Healthcare in Scotland.

Ross was put forward for his honour by the Institute of Medical Illustrators in recognition of his work with the BSc in Medical Illustration, which was run in conjunction with Glasgow Caledonian University.

Ross said: "I am extremely honoured to receive it. I think it recognises all the smaller professions within the NHS and the superb work everyone does in medical illustration."

"It's a tribute to the service in

Lanarkshire as we have a first-class department."

NHS Lanarkshire's medical illustration department provides a clinical support service, using clinical photography, images and illustrations, to medical and other staff for planning surgery, diagnosing medical conditions and prioritising treatment.

It also provides material for the teaching of medical and nursing staff and publications for patients.

Ross' medical career began in the Anatomy Department at Glasgow University in 1977, before he moved to the Dental Hospital in Glasgow in 1979.

In April 1980 he became a staff member at the Medical Illustration Department in the then Lanarkshire Health Board, becoming the head of the department at Monklands



SECOND HONOUR IN THE YEAR: ROSS MILLIGAN MBE

Hospital in 1985. He was made head of the combined service, which covers all three acute hospitals in Lanarkshire, in October 2004.

It is the second major highlight for Ross in 2008 after he was part of a team which was invited to present an award-winning video he made, at the 2008 meeting of the American Society of Colon and Rectal Surgeons in Boston in June.



Stub it out!

NHS Lanarkshire and Healthy Working Lives have launched Quit to Win to help staff improve their health... and win!

It's open to any smoker signing up to quit between January and the end of March 2009. If you are still smoke-free at the end of April, you'll be entered into the Quit To Win prize draw.

Non-smokers have a vital role to play, too. Colleagues will be more likely to succeed if you support them. In recognition of this support, wards and departments of staff who successfully quit will be entered into the draw with the chance to win a prize for their work area.

NHS Lanarkshire Employee Director Hugh Sweeney said: "Everyone knows just how important stop smoking is, but sometimes we all need that extra push to take the first step." NHS Lanarkshire Director of

Public Health Dr Harpreet Kohli said: "Stopping smoking is the single biggest step you can take to improving your health – and by signing up to Quit To Win, you are giving yourself the best possible chance to stop."

When you sign up to Quit To Win with the NHS Lanarkshire Stop Smoking Service, you'll receive free nicotine replacement therapy (NRT) for up to 12 weeks.

The service's support sessions run for six weekly sessions with two follow-up support sessions. The validation of successful quitters will be checked via carbon monoxide monitoring.

For further information or to register your interest, call the Stop Smoking Service on 08452 17707, quoting "Quit To Win".

EASIER TO QUIT... WITH A LITTLE HELP



BREATHING EASIER: staff ditch the nasty habit with help

THEY'VE done it – now it's your turn. Three members of staff at Wishaw General Hospital are advising colleagues to head to their nearest stop smoking group after their own successes in quitting.

They all attended sessions run by the hospital's smoking cessation nurse specialist Jean Girvan and are full of praise for the support on offer.

Ian Watson is one of those former smokers. After 40 years as a smoker he was diagnosed with cancer of the vocal cord and underwent five weeks of radiotherapy.

He joined the group in February last year and his last session was in September 2008. He is still smoke free. Ian said: "I really had to stop. I had no other option, but I don't think I could have managed without the support I got. It was very good

and made a big difference."

Alice Carson, a domestic assistant in the Medical Day Unit at Wishaw General, smoked 20 a day for 44 years until she went along to the hospital's stop smoking group.

She said: "I stopped over a year ago. I was always going to do it. I just needed that wee bit of inspiration. I couldn't have done it without the Stop Smoking Service. I didn't think I'd be able to do it, but with the help you receive, it's not as hard as you would imagine."

Mary Reardon is a clinical support worker in the Medical Day Unit at Wishaw General. She is a recent recruit to the stop smoking group after smoking 20 a day for the last 25 years. She said: "Last time I tried doing it by myself, but I'm finding this time easier with the support of the group."