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TAKE IT RIGHT OUTSIDE

Health promotion staff were on hand in the atrium at Forth Valley Royal Hospital to support a campaign designed to drive home the harm caused by second hand smoke. Aimed particularly at protecting children, visitors were invited to step into a mock living room which appeared completely smoke free. They were then given a sticker to place on their chest which, when viewed through a special tablet, projected an image onto a TV screen showing their lungs filling up with smoke.

Victoria Cochran from Healthier Scotland explained that the Scottish Government campaign was aimed at families. "It's very interactive and a new and different way to approach smokers and make them think about the fact that harmful chemicals from second-hand smoke can linger for five hours after the visible smoke has disappeared."

Pictured here are cousins Douglas Fleming (8) and Laurie Coupland (6) who were among the many people who stopped at the display to find out more. They learned that because children breathe faster than adults they would take in more of the harmful



chemicals associated with smoking.

Scotland recently became the first country in the world to set a target of reducing the proportion of children



in Scotland exposed to second-hand smoke in the home from 12 per cent to six per cent by 2020.

SHAPING SERVICES FOR THE FUTURE

NHS Forth Valley's healthcare strategy sets out our strategic plans and priorities to develop and improve health services across Forth Valley. As our current strategy is due to be renewed in 2014, work is now underway to develop a new healthcare strategy which will set out our plans for future.

To help inform this, there are plans to carry out a detailed review of clinical services across the organisation. This will identify what we need to do to meet the changing needs of our local population, keep pace with future demand and deliver the Scottish Government's 2020 vision for healthcare.

The review, which will be called the Clinical Services Review or CSR for short, will start in early October 2014. It will be taken forward in a number of individual workstreams and

will also consider the work underway to integrate local health and social care services across Forth Valley. The exact details and scope of each workstream are currently being discussed with key staff but are expected to cover a number of areas including cancer services, care for older people and end of life care, mental health and learning disabilities, emergency and out-of-hours care, planned care, long term conditions, services for women and children and infrastructure.

Each workstream will be led by a senior clinician and manager who will be supported by a wider review steering group and support team. Staff, patients, voluntary organisations and other key stakeholders will also have the opportunity to contribute to this important review and will be kept updated as work progresses. Look out for more information on the CSR in Staff Brief, the Staff Intranet and future issues of Staff News.

EBOLA ALERT



It's 09.25 on a busy Tuesday. At the Emergency Department reception desk, a patient Colin Donald is reporting stomach pain, headache and fever.

Reception staff book the man in on the computer and the patient explains he has recently experienced vomiting and diarrhoea and has been working overseas as a mining engineer consultant in Guinea, West Africa.

Alarm bells start to ring – he is at risk of having been exposed to the Ebola virus causing haemorrhagic fever.

The receptionist directs the man to a triage room and informs the nurse in charge. By 09.30 he has been triaged and put in isolation.

Nurses, consultants and microbiologists are made aware of his condition and Karyn Webster (Specialist Doctor) and Julie Binnie (Emergency Nurse) begin the process of 'suiting up' in eye shields, masks, aprons and gloves, in order to examine him further.

Just before blood tests are taken, the patient suffers a nose bleed and vomits

which increases the risk of infection and forces staff to put on additional gloves and biosecurity hoods as a precautionary measure. Once taken, the bloods are packaged ready for transfer to the laboratory.

Then the message is passed 'end ex, end ex!' Karyn and Julie remove their protective equipment and join colleagues in a seminar room for a debrief.

Thankfully this scenario was part of an emergency training exercise; in reality the 'patient' was a visiting Consultant in Emergency Medicine. However the staff involved were completely unaware that the entire situation was a drill, devised by Dr Roger Alcock, Consultant in Emergency Medicine and Paediatric Emergency Medicine.

He explained: "We know that the risk to staff and members of the public in the UK from viral haemorrhagic fever is very low but it is important that our procedures to recognise and assess infectious diseases like suspected Ebola are robust and that staff and other patients are adequately protected.

"We regularly carry out a number of training and simulated exercises to test out our response to a wide range of emergency situations as, although there are written protocols and guidance, it's important to make sure these actually work in practice."

During the debrief nursing, medical and clerical colleagues discussed the outcomes of the training exercise and ways of working which could be improved. One immediate change identified was that, while the procedures followed ran smoothly, the items required during an incident (protective equipment for staff, boxes to transport blood samples etc) needed to be co-located in one place for ease of access.

Dr Webster said: "I feel this was a very useful exercise as it tested our knowledge of a wide range of issues - from where to find the protocol for haemorrhagic fever to what order to put on the personal protective equipment."

Glynis Fotheringham, Senior Charge Nurse in the Emergency Department added: "The simulation was a great opportunity for all staff and provided reassurance that the protocol followed would work in the event of a real patient attending."



TRANSFORMING THE LIVES OF DIABETES PATIENTS

Community dietitians have been working with patients with diabetes and have reported big successes in weight management. A pilot project has seen individuals shed up to three stones, blood glucose levels dramatically reduced, and in some cases a reduction in prescribed drugs.

Anne Clarke, NHS Forth Valley's Community Dietitian and Weight Management Project Lead said: "We are very encouraged by the results. Our patients have told us that this programme has completely

changed their lives and increased their confidence. We have also been able to reduce the amount of drugs some patients are taking and this has helped to improve their wellbeing."

NHS Forth Valley Community Dietitian Lesley Hetherington, who helps deliver the programme, added: "Patients have been very enthusiastic about being on this programme. They have done really well as it's not always easy to lose lots of weight and embarking on a long-term approach needs a lot of commitment."

The dietitians believe the secret of their success is supporting people for up to



a year after the first tranche of weight loss. They say the biggest problems patients experience is keeping weight off. Many worry that once food is re-introduced they will return to their old habits of over-eating.

The weight loss programme, Counterweight Plus, available on the NHS, is aimed at people with a BMI greater than 40 and a study claimed it offers a safer, more cost-effective remedy than gastric band surgery.

NEW CAMPAIGN HIGHLIGHTS SILENT DISEASE

Staff and patients joined together to urge people who think they may have been at risk of contracting Hep C to come forward and be tested. They took part in a major local advertising campaign to highlight World Hepatitis Day, which included NHS Forth Valley Consultant Hepatologist, Dr Pete Bramley, featuring in radio advertisements and speaking on Central FM. Other colleagues involved in the broadcasts were Senior Planning Manager David Munro and Forth Valley Drug and Alcohol Partnership Co-ordinator Elaine Lawlor.

Around 1500 people throughout Forth Valley are thought to be unaware they have Hepatitis C which is sometimes referred to as a silent disease as most people affected have no obvious symptoms for many years. Infection in Scotland is associated with drug injecting but tattoos, blood transfusions, needlestick injuries and unprotected sex can also lead to infection.

NHS Forth Valley Consultant Hepatologist Dr Pete Bramley said: "It takes between 20 and 30 years for liver damage caused by Hepatitis C to become apparent. Over the past few years testing, treatment and care have increased dramatically. But we know there are still many more



Pictured are NHS Forth Valley staff (L-R) Ann McGregor, Blood-Borne Virus Project Manager; Joe Hamill, Senior Health Promotion Officer; Jacqueline Fraser, Senior Staff Nurse; Alison Angus, Staff Nurse and Arlene Gibson, Phlebotomist.

people who are unaware of the risk to themselves and who need to be tested and referred for treatment. I would urge anyone who has been at risk at any point in their lives to get in touch so they can receive specialist care."

An estimated 39,000 people are currently living in Scotland with Hepatitis C. Around half of the 3,000 believed to be infected in Forth Valley have now been diagnosed. The campaign was a great success with extensive coverage in local media.



Hundreds of brightly-coloured posters have been appearing in buildings across Forth Valley including schools, health centres, community pharmacies and libraries, to highlight the start of the 2014 childhood flu immunisation campaign.

The posters were approved by the Expanded Flu Group who worked with the Communications Department. They encourage children to spread fun not flu and are backed by a national TV, radio and press campaign.

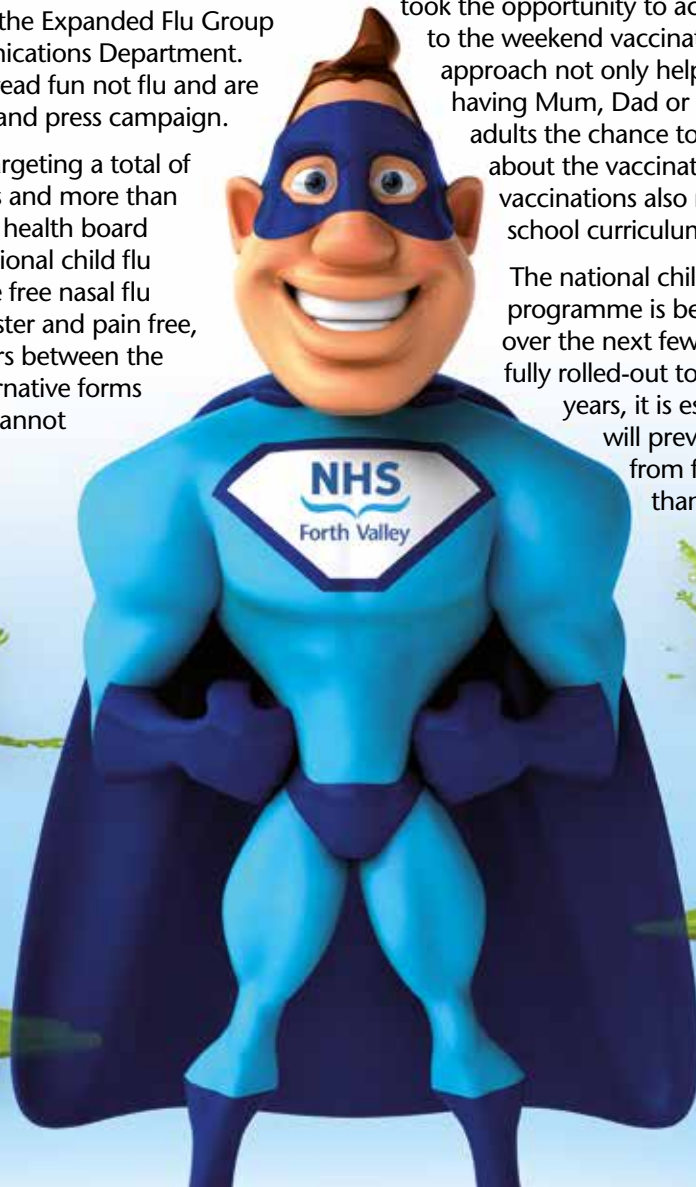
This year, NHS Forth Valley is targeting a total of 33,000 children in GP surgeries and more than 120 primary schools across the health board area as part of an extended national child flu immunisation programme. The free nasal flu spray, which is quick to administer and pain free, is being offered to all youngsters between the ages of 2 and 11 although alternative forms are available for children who cannot have the nasal spray.

Last year in Forth Valley, a pilot

scheme which trialled weekend sessions in certain schools was hailed a success and will be adopted again this year in local schools across the area.

NHS Forth Valley Consultant in Public Health Medicine, Dr Henry Prempeh, said: "We were delighted so many parents took the opportunity to accompany their children to the weekend vaccination sessions last year. This approach not only helped reassure youngsters by having Mum, Dad or a carer there, but it also gave adults the chance to ask any questions they had about the vaccination programme. Weekend vaccinations also mean less disruption to the school curriculum."

The national child flu immunisation programme is being introduced in phases over the next few years and once it has been fully rolled-out to cover all children aged 2 -17 years, it is estimated that the programme will prevent an additional 200 deaths from flu across Scotland, and more than 1100 hospital admissions.





LANARKSHIRE BEATSON

GROUND BREAKING

Work on the Lanarkshire Beatson, a new £22m radiotherapy centre for the West of Scotland, is now underway. To celebrate the start of construction, Health Secretary Alex Neil was invited to a groundbreaking ceremony at the site.

Operating as a satellite of the Beatson West of Scotland Cancer Centre in Glasgow, the new centre is expected to be operational by the end of 2015.

The centre will include two state-of-the-art linear accelerators which deliver high-energy radiation to shrink tumours and kill cancer cells, with expansion space for a third machine, if required. It will also have a CT simulator to help plan radiotherapy treatment. This will enable around 80 patients a day who require radiotherapy for lung, breast, prostate and rectal cancers to be treated.

Director of Regional Planning for the West of Scotland, Janette Fraser, who is also the Project Director for the new

Centre, said; "I am delighted that construction work is now underway to create this important and much needed facility.

"A great deal of work has already been carried out by the project board to finalise the design and layout of the facility. It is great to see those plans come to fruition and it is very exciting to think that in around 18 months time the new centre should be treating patients."

NEW REGIONAL ENDOSCOPY UNIT OPENS

The new regional Endoscopy Unit at Queen Margaret Hospital, Dunfermline was officially opened recently by Alex Neil, Cabinet Secretary for Health and Wellbeing.

As well as providing a local service for Fife patients, the unit will also provide diagnostic and surveillance tests for regional patients from NHS Lothian and NHS Forth Valley. Up to 7,000 patients are expected to use the facilities each year.

The £1.8 million purpose-built unit, which opened to Fife patients at the end of May 2014, comprises two procedure rooms and eight assessment rooms, alongside excellent admission and recovery facilities. Pre and post procedure care is separated, and facilities also include a new, modern endoscopy reprocessing unit, used to clean endoscopy equipment.

NHS Lothian patients have already begun to access the unit since the middle of July, with NHS Forth Valley patients expected to use the unit in the coming months.

David McPherson, NHS Forth Valley's General Manager for



Surgical Services, said: "Patients in Forth Valley already have the option of having their endoscopy performed in Forth Valley Royal Hospital in Larbert or at the Golden Jubilee National Hospital in Clydebank. The opening of this new regional unit will further increase capacity and give local patients the additional option of having the procedure carried out in Fife."

MOVING FORWARD WITH PATIENT FLOW



The summer issue of *Staff News* highlighted a new three year patient flow project which we are taking forward in partnership with the Boston-based Institute for Healthcare Optimisation (IHO). The company are credited with masterminding radical improvements to lessen the peaks and troughs in patient demand which can leave hospitals quieter at some periods and struggling to cope at others.

Work is continuing to collect detailed information on how patients move through our hospitals to help identify potential areas for improvement. And Ward B32 (a GI and general medical ward) at Forth Valley Royal

Hospital has been selected as pilot ward to test new arrangements and criteria for admitting, discharging and transferring medical patients. This work began in September 2014, and, if successful, will be rolled out to other inpatient wards across Forth Valley during 2015.

The Communications Department has also worked with Dr Chris Cairns, Clinical Lead for the patient flow project, to produce a short introductory video to help raise awareness of this important work. This explains some of the key aims of the project and highlights the potential benefits for patients and staff. The video is available on the multimedia section of the NHS Forth Valley website www.nhsforthvalley.com/multimedia

IMPROVING CARE FOR CANCER PATIENTS



The ‘moments that matter’ to cancer patients – such as good communication and support – have been explored at a two day event at Forth Valley Royal Hospital.

The ‘Way Forward’ event involved patients, carers and oncology department staff and follows the introduction of the Macmillan Values-Based Standard in NHS Forth Valley earlier this year.

In January 2014, NHS Forth Valley became the first Scottish health board to sign up to the Values Based Standard (VBS) – a staff, patient and carer-led standard which aims to provide practical solutions to improve patient and staff experience. It was developed following an 18 month engagement process by Macmillan Cancer Support with over 300 healthcare staff and people living with cancer across the country.

Eight ‘behaviours’ or ‘moments that matter’ were identified and

are now being used as indicators of service quality. These include communication, support and personal space, and refer to practical steps that staff and patients can do on a day-to-day basis to ensure people’s rights are protected across the care pathway.

The Forth Valley event explored ‘themes’ that emerged through local focus groups of patients, breast care staff and the VBS team. Whilst many good points were raised, some less positive aspects were identified and attendees were encouraged to discuss ways of making improvements and finding solutions

Liz MacMillan, Macmillan Values Based Standards Lead for Scotland, said: “This is an exciting time for NHS Forth Valley and we believe we have a golden opportunity to improve both patient and staff experience through co-production, resulting in a more equitable relationship between staff and patients.”





YOUR GUIDE TO ehealth

We are all aware of the term ehealth – but how many of us know exactly what it means and how ehealth solutions are supporting clinicians in the day-to-day delivery of patient care? The next few pages feature some examples of the big difference

which ehealth is making to all our lives.

We are extremely fortunate in Forth Valley to have clinical and general management leadership and engagement across a range of areas which has proved vital to the

successes outlined in this special feature. I am grateful to colleagues for their continued support and drive in taking forward this important work.

Jonathan Procter
IM&T Director/ehealth Lead

IMPROVING PATIENT SAFETY



OrderComms, the online system for ordering and reporting of diagnostic tests system is rolling out and Day Medicine is one of the first areas to reap the benefits.

At the beginning of summer, Day Medicine took delivery of a new powered phlebotomy trolley equipped with a laptop and label printer. It means that staff are now able to take bloods at the bedside, print off labels to put on the sample bottles and complete the entire request there and then. The mobile trolley saves nurses having to walk around with labels and improves patient safety.

The system is proving very successful and it's envisaged that more trolleys will be made available to other departments as part of the OrderComms rollout to ensure the process is as safe and secure as possible.

BREAKDOWN COVER

The development of ehealth raises some very important questions amongst staff – what do I do if the electronic system breaks down? Is there sufficient back up?

Resilience is the ability to provide and maintain an acceptable level of service in the event of hardware failure and, to coincide with the planned implementation of the Electronic Patient Record (EPR),

contingency arrangements are being developed.

On detection of a hardware failure or fault, the service will 'Failover' to alternate hardware, either seamlessly or with minimum manual intervention. This will mitigate against future hardware failures or incidents, and in doing so, alleviate or minimise the EPR systems downtime and recovery times.

EPR Systems currently include

- Topas
- eWard/Matsys
- EDIS
- SCI Store
- G2
- Order Comms
- EDMS

Resilience is all about having alternate infrastructure on standby to take the load in the event of hardware failure. It is not to be confused with Disaster Recovery where there are processes and policies to be followed should the system go down because of human error or a natural disaster.

MIDIS FOR MINIS



Dietitians were the first group of Allied Health Professionals (AHPs) to sign up to MiDIS in Forth Valley.

THE MIDIS TOUCH

Clinical records of more than 26,000 patients seen by members of the allied health professions including physiotherapists, radiographers, and dietitians, have now been entered on MiDIS, the Multi-Disciplinary Information System, an electronic patient record.

Since May 2013, Nicola Henderson, Dietitian, has received temporary funding from the Scottish Government to work 2 days/week as AHP eHealth Lead. Her role is part of a national delivery plan for AHPs which calls for better measurement, data collection and eHealth to strengthen efficiency and productivity.

The use of MiDIS has presented some challenges to staff but there are clear benefits for patients including:

- Patient centred care
- Information sharing
- Improved communication between services
- Activity data reports

Nicola is currently undertaking an eHealth leadership programme designed by NHS Education for Scotland for nurses, midwives and AHPs and will be working with eHealth to develop a strategy to ensure AHP staff engagement with new developments and technologies.

Nicola and her colleague, Caroline Ritchie, were recently awarded the British Dietetic Association Dame Barbara Clayton award for Innovation and Excellence in Dietetic Practice. The award was in recognition of a Renal Dietetic Database they have developed to support the conversion from paper record cards to electronic record keeping as part of the strategy to become a 'paperlight' health service.

This case study shows how MiDIS is a winner.

The children's ward recently referred an 8 week old baby who had been admitted due to concerns about continuing weight loss related to persistent unexplained diarrhoea.

On accessing MiDIS we were able to see the Health Visitor's notes to obtain a clear picture of when the problems began and what had been tried to resolve the problem.

The baby was eventually diagnosed with cow's milk protein allergy despite no other symptoms apart from loose stools and was

commenced on a specialist milk.

On discharge the baby was passed to diatetic colleagues covering the Alloa area for follow up.

MiDIS enabled this transition to take place smoothly as our dietetic colleagues and the child's health visitor were able to access all our notes for details of our involvement while the child was admitted, and to see our action plan.

In summary, MiDIS has improved the sharing of patient information between healthcare professionals enabling better, more efficient, joined-up working.

ARE YOU KEEPING PACE?

Are you keeping pace with the modern evolving Health Record Services department?

Although the paper case note is still maintained, for efficiency and patient safety, the Electronic Document Management System (EDMS) should be used alongside paper notes especially in outpatients, theatres, unscheduled, and emergency or Out-of-Hours settings.

To find out more please contact the EDMS team: email FV-UHB.EDMSTeam@nhs.net





BEST FOR BOWELS

GPs are now able to see bowel screening results electronically, thanks to improved communication between the Scottish Bowel Screening Programme and primary care.

In the past, doctors received paper copies of positive results but no information about patients who tested negative, or those who failed to respond to screening invitations.

Now details are delivered directly into the patient's clinical record in the GP system and gives family doctors the ability to deliver health-promoting messages to non-responders and emphasise the benefits of early cancer detection.

Bowel cancer is the third most common cancer in Scotland after lung and breast cancer and every year almost 4,000 people are diagnosed with the disease. The Scottish Bowel Screening Programme invites all men and women in Scotland between the ages of 50 to 74 to be screened every two years and uptake is often lower than the target minimum of 60%. For every 650 people invited for screening, one cancer death will be prevented, a figure which equates to 150 lives saved across Scotland.

ONE STOP SHOP

Log in once, and get access to patient information from a variety of sources. Clinical Portal is a new system which allows clinical users to view details stored on EDMS, SCI Store, eWard, TOPAS, PiMS and the Substance Misuse Service all in the one place. Created in-house by the Forth Valley Systems Development Team, the product is continually being improved through comments and suggestions.

Dr Pete Bramley, Consultant Hepatologist/Gastroenterologist, has been using Clinical Portal at his

hospital and prison clinics since June 2014. "I like the single sign-on and one-click aspect to other systems. The system has potential and it would work well without notes.

"There are however, one or two technical issues; for example I can't access EDMS in prisons so the potential to see EDMS letters there would be good. But I am positive about the development, will continue to use it and look forward to improvements in the future."

Rose Brown, Dermatology Clinic Senior Charge Nurse also agreed the system was very useful with quick access to patient letters, results and the British National Formulary.

ELECTRONIC PRESCRIBING

NHS Forth Valley is planning to move ahead to implement electronic prescribing (HEPMA) across all hospitals in Forth Valley. It is a significant development for patient safety as well as providing the added benefit of enabling clinicians to access support online for

prescribing decisions.

Development work is due to begin in late autumn 2014. The full rollout is scheduled for completion towards the end of 2016 beginning with Forth Valley Royal Hospital, followed by community hospitals and mental health facilities.

There are numerous patients safety

benefits in addition to the improved information that will be accessible on the medicines prescribed and administered. So far there has been considerable enthusiasm from staff.

NHS Ayrshire and Arran are currently the only area fully utilising HEPMA but several other Boards are considering implementing HEPMA.

INFORMATION ON THE MOVE

The use of iPads by NHS Forth Valley staff is reaping benefits in spades.

The latest news is that the Reliable Rescue Team are going to be trialling their use to support patient handovers. Using an iPad in Blocks A and B at Forth Valley Royal Hospital, doctors and advanced nurse practitioners will be able to log into an electronic version of the traditional handover form which will be sent to a generic email account before staff go off duty. The hospital at night team can then access this to obtain information on which patients are most seriously ill and may require additional review or monitoring.

Adult Mental Health Service use iPads on the move which allows them to take assessment and care planning to the patients allowing a more relaxed and informal approach.

Another staff member, Dietitian Nicola Henderson, is testing the use of iPads for AHPs working in the community. Nicola said "Although MiDIS, the electronic patient record, isn't available yet in a mobile version, I am finding the iPad is a great help in enabling me to combine my clinical caseload with my team lead role efficiently, particularly as I am now able to respond to priority emails between home visits. Use of iPads has great potential for other AHPs in the community."



The use of an iPad is also being considered by Senior Charge Nurse Sharon Hamilton to support infection control work at Stirling Community Hospital. Sharon's already been using it for email and management meetings.

The priority for mobile working going forward will be to provide an easy and quick way to get data in and out, using a variety of devices including iPads, tablets, and Microsoft Surface Pros. These should be easy for clinical staff to use and not get in the way of them doing their jobs.

LIVING WITH CANCER

Today many people live with cancer and the effects of their treatment for years. Now the eHealth 'Cancer Treatment Summary' project will enable significant events (treatments / side effects / follow up plans / prognosis) to be extracted from the clinical record and included in one summary document.

This will be hugely helpful for GPs and other health professionals as all important information will be held together in one electronic summary.

YOU HAVE BEEN WARNED!

Fairwarning is an automated audit system which checks across clinical systems and reports any misuse, for example password sharing or breaches of the Data Protection Act such as looking up your own or other people's medical records.

The system is being rolled across the NHS nationally and is being driven by the Scottish Government in an effort to improve patient confidence in electronic systems.

WIN A LUXURY OVERNIGHT STAY AT HOTEL COLESSIO... SCOTLAND'S HOTTEST NEW HOTEL!

Scotland's hottest new hotel has opened its doors – and we're giving you the chance to win an indulgent overnight stay for two including accommodation in a premium room, a 3 course dinner in The Grill Room and full Scottish breakfast the following morning.

The latest addition to the award-winning Aurora Hotel Collection, the stunning, new Hotel Colessio is situated in the heart of Stirling on the site of the original Stirling Infirmary and, more recently, NHS Forth Valley's headquarters. A magnificently transformed landmark, Colessio exudes opulence and style, with designer finishes throughout. As well as 40 deliciously indulgent bedrooms & suites, the Grill Room restaurant and bar, there's also a spectacular Ballroom, accommodating up to 250 guests, with an outside terrace which is just

perfect for weddings, celebrations, or corporate dinners.

The Grill Room at Colessio features a striking palette of black and white, the monochrome theme continued throughout the Hotel. Imposing white booths, studded with Swarovski crystals offer a stunning contrast to the melange of free-standing tables paired with wing-back chairs, upholstered in a mix of luxurious cream and black velvet and complemented with a striking gold and black carpet and opulent mirrors.

The menu features a fantastic range of delicious starters to suit every palette and there's an extensive and innovative range of main dishes to choose from, from fish and vegetarian dishes, salads and sharing platters, to steaks and burgers – perfectly cooked to your liking on their Jospier Grill at

600 degrees centigrade – and make sure you leave room for one of their moreish desserts!

If you're just popping in for a drink, there's a tempting selection of tasty light bites on the 'Nibbles & Sharers' menu and there are also a number of delicious Afternoon Tea options, available daily from 1pm-4pm, from a simple cream tea and traditional afternoon tea, to more unusual offerings including the 'Chocoholic Cream Tea' and 'Cocktails & Dreams'!

Flawless and friendly service, fantastic food and drinks, ideal whether you're dressing up or dressing down, make every occasion a celebration at Hotel Colessio!

33 Spittal Street, Stirling,
FK8 1DU, 01786 448880,
www.hotelcolessio.com

To be in with a chance of winning this fantastic prize answer the following question –

What was the building which now houses Hotel Colessio originally used for when it was built in 1827
a) A Bank B) A Court C) Town Hall.

Send your answers to FV-UHB.StaffNewsCompetition@nhs.net or by post to NHS Forth Valley's Communications Department, Board Headquarters, Carseview House, Castle Business Park, Stirling, FK9 4SW by 31st October 2014. Good Luck

SPECIAL OFFER FOR NHS FORTH VALLEY STAFF

Enjoy a romantic break at Hotel Colessio for just £104.50 per person per night DB&B, including a chilled bottle of Moët, chocolate dipped strawberries, robes & slippers in room on arrival. Valid 7 days until 20th December 2014, subject to availability & allocation. Terms and conditions apply.

To book call 0844 800 4000 or book online at www.hotelcolessio.com and enter promotional code 'NHS Romantic'

PREVIOUS WINNER

The winner of our Summer Edition's competition to win a year's 'Gym and Swim' membership at The Peak sports centre in Stirling was Siobhan Gardner, Patient Funds Officer/Cashier at Forth Valley Royal Hospital. Congratulations Siobhan we hope you enjoy your prize.



CONGRATULATIONS TO OUR CLYDE-SIDERS

SARAH'S AMAZING MEMORIES

“An unforgettable experience” is how Sarah Dickie, Head of Nursing for the Medical Directorate, described her volunteering role at the 2014 Commonwealth Games in Glasgow. Here are some of her reflections.

My involvement in the Glasgow 2014 Commonwealth Games began in November 2012 when I was invited to be a member of the Scottish Government’s nurse steering group. I had some limited experience of providing medical cover for national sports but nothing on this scale and soon realised I was about to embark on an amazing journey. Subsequent meetings covered a full range of clinical and non-clinical planning in partnership with the National Sports Federation and anti doping.

My actual Clyde-sider journey started following a face to face interview in Glasgow back in June 2013 for a role in the medical team. On November 29th 2013 I received an email to say ‘Congratulations - you’re a Clyde-sider.’ For those not in the know, Glasgow 2014 volunteers were all known as Clyde-siders; I felt so privileged that I had been chosen.

After further training I picked up my uniform and subsequently reported to my base, a purpose-built poly clinic in the Athletes Village where I worked in partnership with



dental, pharmacy, optometry, sports medicine, physiotherapy, recovery and rehabilitation and sports massage colleagues. Our on-site radiology included MRI and CT scanners, and we operated a triage system to make sure the right person received the right care at the right time by the right clinician... sound familiar? Just like being at work! One of the joys was having no hierarchical structure, simply a team working together and sharing a common desire to achieve excellence in healthcare for athletes, helping them shine and perform to the peak of their abilities.

The skills and expertise that all poly clinic members brought to Glasgow 2014 was of the highest standard.

As a medical services team we gave over 73,000 hours of volunteering time to both athletes and Commonwealth Games officials.

I had such a great Games experience and thank Glasgow 2014 for my amazing volunteer memories and what will be a lasting legacy. It was truly an unforgettable experience and gave me a strong sense of belonging. As Lizzie Armitstead, Gold medal winner in the road race cycle said: “You don’t live your dreams by just dreaming.”

Based on this experience I would definitely explore volunteering again. Bring on the Gold Coast Commonwealth Games in 2018 now where is that application form?

THE STORY OF ANNIE AND CLYDE

A chance encounter at the NHS Scotland Event in 2013 with a cheery green chap with purple spiky hair called Clyde and Anne Benton, OD Advisor, was hooked on the Commonwealth Games. While initially she harboured thoughts of taking part in the long jump, the triathlon or even the marathon, she also thought she might even look good in lycra on the cycling track!

After giving these options serious consideration Anne decided perhaps her real forte would be as a Clyde-sider - a role that would certainly require less radical training. So that was it. Goal set, under starters' orders, she was ready to sprint into action and here she describes her own personal experience as one of the many thousands of volunteers who helped make the Glasgow Games such a resounding success.

I submitted an application and was lucky enough, together with my sister Helen, to get a pre-Games role as a Frontrunner. Involved in training support at Hampden, we were able to watch the amazing transformation of the stadium.

After a fairly rigorous application process I was then selected as a Clyde-sider and was eagerly waiting to see my 'uniform.' Sadly I was disappointed... it looked remarkably like a 'postie' outfit and indeed a couple of people asked me if I had mail for houses number 22 and 73! No way was it as unique and special as the one designed for the athletes! The only exception was the incredibly stupid hat which was nicked from one of the Thomas the Tank engine characters and which we were expected to wear in public. I took some advice from my mate Gok Wan and made a few wee modifications to mine – get the picture!



My role was in Spectator Services in Scotstoun Sports Campus where we supported 'table tennis' and 'squash' requiring a huge amount of physical and mental training as follows:

- (1) Learn how to be nice to people for sustained periods of time whilst hanging about street corners (I think there is a name for that!)
- (2) Master the skills of pointing with a huge green sponge hand which only pointed in one direction (would have been handy to have had left and right hands so one knows what the other is doing)
- (3) Practice projecting the 'official' greetings and messages which were relayed through the megaphone (aye right, so what's wrong with telling someone that their outfit is sooooo last year!)
- (4) Climb to the top of the very high umpire chair to check out the crowd (not easy in the

blustery rainy conditions we had on some days and me with a broken wrist – extra points for the 'degree of difficulty' though!)

- (5) Be flexible when working in 'Super Deploy' team (don a cape and rush to rescue teams who needed short term support – Super Clyde-sider to the rescue! Fantastic)

What was the worst bit? -

Eating sandwiches every shift and dealing with blisters on my feet from walking and dancing (yes, dancing, not a Commonwealth sport but necessary to stay warm)

What was best bit? -

Meeting loads of new friends and having a laugh even if we did have some 6.30 am starts and some 10.30pm finishes and achieving a 'gold' with my sister for Spectator Services Excellence (believe that if you like!)

Would I do it again? - You bet! Already practising for Gold Coast – g'day mate!

SING WHILE YOU WORK



Hot on the heels of the formation of a choir in the Women and Children's Unit at Forth Valley Royal Hospital comes news of another opportunity for staff to voice their musical talents. This time it's a choir for any nurses who enjoy singing – and most importantly, can hold a note!

The choir meets on Thursdays between 7.00pm and 8.30pm in the Learning Centre at Forth Valley Royal, under the musical director Phil Todd, award winning MOD silver medallist and actor.

Anyone wanting to join should contact rita.ciccu@nhs.net or lynne.paterson1@nhs.net and mark the subject field CHOIR.

MEET THE BOARD

Two members of the public health team, Carol Crawford and Ann McGregor, organised the first of a series of Meet the Board events designed give NHS Forth Valley Board Members the chance to meet and find out more about the work of a wide range of frontline staff and partner agencies across Forth Valley.

The duo – who head the Sexual Health and Blood Borne Virus Managed Clinical Network (MCN) invited representatives from the MCN steering group. They included hepatology and sexual health nurses and representatives from the Forth



Valley Alcohol and Drug Partnership.

MCN Manager Carol Crawford said: "I think this is a very interesting concept whereby people can meet and chat to our Board members over lunch and present relevant pieces of work. It enhances their sense of belonging to the wider organisation."



FROM ADMIN TO RENOVATION

Administration Support Officer in Health Promotion, Kate Tedcastle, is now busy renovating an old farmhouse in Perth, after retiring with more than 36 years service. Kate started her NHS Forth Valley career at Falkirk and District Royal Infirmary where she worked as a clerical officer in Medical Records. She was also a medical clinic receptionist.

In 1985 she switched departments to become a clerical officer in School Health and five years later moved again – this time to Health Promotion where she has worked until her early retirement.

Kate has given exceptional support to all the teams she has worked for and her organisational skills and enthusiasm have been very much appreciated. At tea and cakes with colleagues, she was presented with a designer purse, shopping vouchers and flowers.



A COLOURFUL RUN



On a very hot Sunday morning, members of the Operational HR Team donned their running shoes to take part in the 2014 Colour Me RAD 5K run for Strathcarron Hospice. At the start of the race they were as clean as newborn babes, but when they crossed the finishing line they were a kaleidoscope of colour, having been coated throughout the run with every shade of paint imaginable!

With donations from family, friends, colleagues and NHS Forth Valley's Staff Lottery the team managed to raise a grand total of £1080 and want to say thank you to everyone who supported them.

Pictured are Linda Eckton, Linda McPhie, Elaine Bell, Lynne McKenzie, Kerry Maguire and Gill Richardson.



REFLECTING ON EVENTS IN THE WORKPLACE



Values-based reflective practice, or VBRP as it is known, is a safe, non-judgemental method of reflecting on events in the workplace. The aim is to explore a situation by using three levels of seeing – noticing, wondering and realising. In discussion people should start by saying ‘I notice’ or ‘I wonder’ which is a gentle approach to try to determine what might have been done better.

People should also consider a series of questions including whose needs were being met or unmet, and what does the event say about personal abilities or capabilities.

VBRP means valuing each other’s input, recognising every voice is important, and accepting that we are not looking to blame and want to learn from the event.

Forth Valley now has six accredited facilitators for VBRP and training can be organised for anyone else interested. For further information about VBRP speak to one of the Spiritual Care Team (01 324 566071), have a look at the NES website below and look out for posters around the hospitals.

<http://www.nes.scot.nhs.uk/education-and-training/by-discipline/spiritual-care/areas-of-education/values-based-reflective-practice.aspx>

NHS STAFF SURVEY – DON’T MISS OUT!

There’s still time to complete this year’s national NHS Staff Survey so please take a few minutes to have your say it as it’s really important to hear the views of as many staff as possible across the organisation. If you have an NHS email account you should already have received a link to complete the survey online.

Paper copies of the survey have been widely across the organisation and are available from Capita on 0800 587 3115 or the NHS Forth Valley Staff Governance Team on 01786 431194. You can also complete the survey over the telephone for free by calling Capita on 0800 587 3115.

Regardless of how you chose to complete the survey, all responses are completely anonymous so please make sure you have your say before the survey closes on Monday 6th October 2014.



FANTASTIC RESPONSE TO NEW STAFF AWARD SCHEME



More than 250 nominations have been received for the NHS Forth Valley staff awards. There are six categories to choose from and the tremendous response has come from both patients and relatives who have nominated staff, and from staff themselves who have recognized the work of colleagues.

Here are some examples.

Innovation Award

"They are so professional, goes beyond the job description in the way they looked after my late brother. He was able to have his treatment without a stay in hospital which was truly amazing as he had a phobia about hospitals."

Top Team Award

"Earlier this year my Mum was gravely ill. The ward staff were incredible and gave Mum continued high quality care and attention. They also showed compassion to our family and made sure we had both emotional and physical support at this difficult time."

Outstanding Care Award

"My first attendance was 10/7/13 and I have been attending every week since then. All the staff in the department have treated me with respect, kindness and dignity. Nothing is a bother to them."

Volunteer Award

"Always cheery, fantastic rapport with nursing and medical staff but most importantly the patients. He deserves this as nothing is too much trouble and he is

an inspirational person. He goes above the call of duty always."

Inspiration Award

"They instill confidence into team members and encourage learning and teaching. They are always available, approachable and fair. They are a shining example of a nurse today."

Unsung Hero Award

"Every day they bring joy to the older patients in the ward with their sunny personality. Being thoughtful and considerate to their colleagues and patients makes them central to the therapeutic environment. They fundraise and always think of others. They are our unsung hero!!"

Diary Dates!

- ★ Nominations invited until: 26th September
- ★ Awards Panel meetings: October 2014
- ★ Awards Ceremony: 28th November 2014

Any questions, you can contact either: morag.mclaren@nhs.net Tel: 01786 457280 or

lizwalker@nhs.net Tel: 01786 434112 or check out the website www.nhsforthvalley.com/staffawards

LONG SERVICE AWARDS AND RETIRAL TEAS

A new process has been agreed for recognising Long Service in NHS Forth Valley. Staff who have reached 20, 30 or 40 years service will be awarded with a Pin badge to wear with pride, a certificate

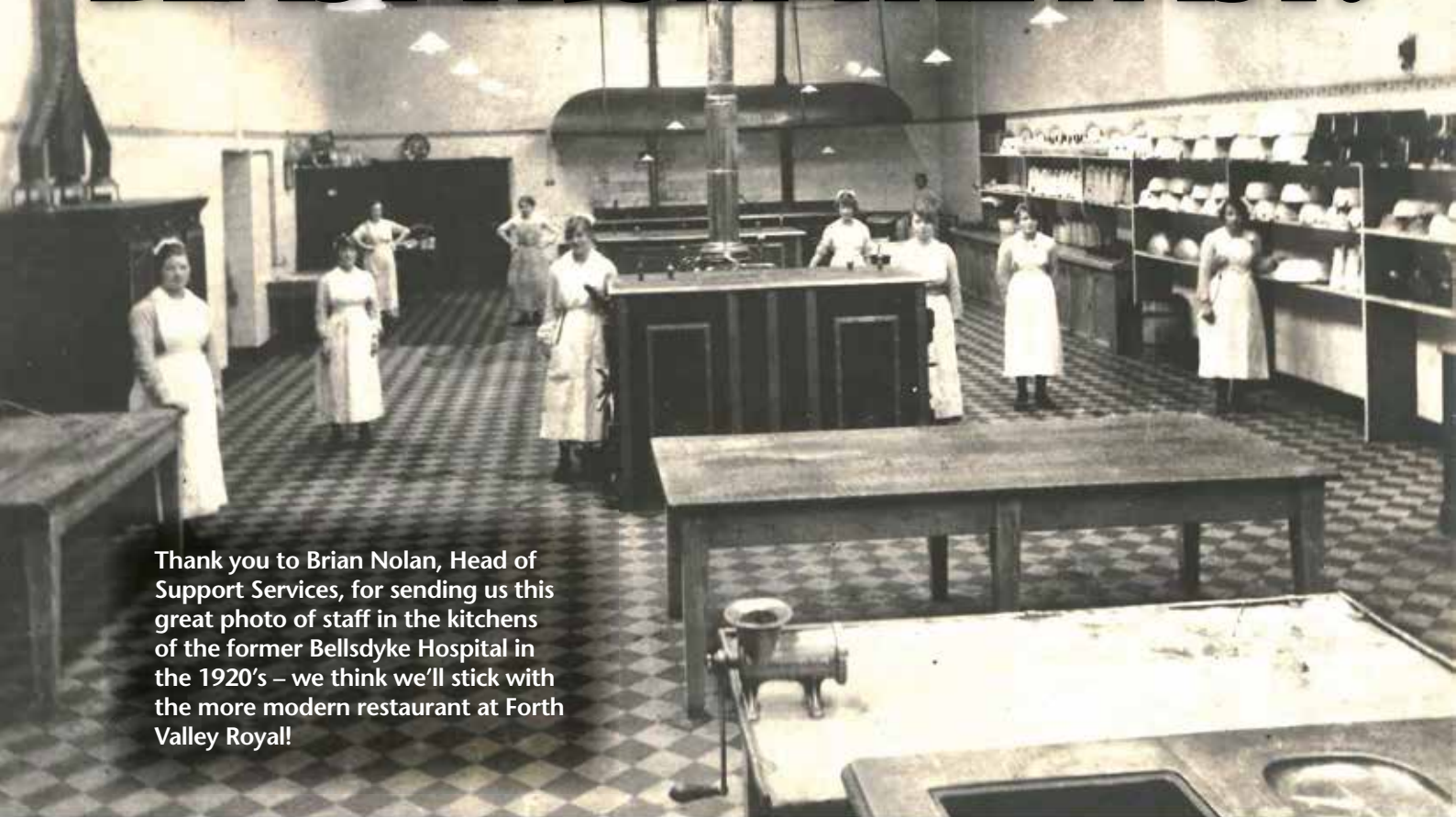
recognising their service and contribution to the NHS and an invitation to a Long Service Awards Ceremony in December 2014.

Future editions of the Staff News will feature all staff who have reached

20, 30 or 40 years service.

In addition, it has been agreed that Retiral Teas will be funded. More information on the Long Service awards, including details of how to apply, are available on the Employment Information section of the Staff Intranet.

BLAST FROM THE PAST!



Thank you to Brian Nolan, Head of Support Services, for sending us this great photo of staff in the kitchens of the former Bellsdyke Hospital in the 1920's – we think we'll stick with the more modern restaurant at Forth Valley Royal!

DEIRDRE DOES IT WITH DISTINCTION!

Congratulations to our Head of Information Governance Deirdre Coyle for passing the Caldicott Guardian Certificate with distinction. The qualification is normally undertaken by doctors who are Caldicott Guardians, and Deirdre is one of only a handful of people holding the qualification in NHS Scotland.

Deirdre has worked in NHS Forth Valley for almost 30 years in a variety of posts, but for the last 7 years has been the resident 'go to' person for Information Governance advice.

She explained: "Caldicott Guardians act as the conscience of the organisation and my role with my team is to support and provide high level specialist advice covering Confidentiality, Data Protection, Freedom of Information, Information Security and Information Sharing amongst other things to all staff and the public.

"There is never a dull moment in Information Governance and there are a few misconceptions about what we do, but no two days are the same which makes it a great area to work in. I am delighted to have gained a further qualification in this field and am extremely grateful for the funding and support I received. Hopefully NHS Forth Valley will reap the benefit of my success."



CLEAN BILL OF HEALTH FOR COMMUNITY HOSPITAL

Staff at Falkirk Community Hospital scored top marks in an initial announced inspection by the Healthcare Environment Inspectorate (HEI). For the first time in Scotland, inspectors made no requirements or recommendations following their visit.

Susan Brimelow, HEI Chief Inspector, said "This was an exemplary inspection and I am delighted with the findings. During our visit, we identified a number of areas where NHS Forth Valley is performing at a high standard. We found a comprehensive and effective range of infection control audit systems in place, helping to minimise the risk of infection to patients, visitors and staff.

"Staff compliance with hand hygiene was excellent, and patients

highly commended the standard of cleanliness within the hospital. Senior charge nurses and ward staff were knowledgeable and confident when describing their roles and responsibilities for infection prevention and control, and all wards inspected were clean and well maintained. The high standards found during this inspection must be maintained and are an example of the healthcare associated infection standards every patient in every hospital has the right to expect."

Jane Grant, Chief Executive of NHS Forth Valley, added: "I am very pleased with the results of the HEI inspection at Falkirk Community Hospital and delighted that this is the first time in Scotland that HEI has made an initial announced inspection which has resulted in no requirements and no recommendations.



"The report reflects the hard work carried out by staff over the last year to improve the inpatient wards and create a safe, clean and pleasant environment for patients, staff and visitors. Feedback from patients interviewed during the inspection was also very positive with many highlighting the rigorous approach to cleaning and complimenting staff on their professional and courteous approach."

GET ACTIVE, GET APPY!

A Staff Nurse from Falkirk Community Hospital has proved that she is the most active staff member in NHS Forth Valley!

Helen Fraser logged a massive 137,811 steps on a pedometer app during the 'Get Active, Get Appy!' Pedometer Challenge earlier this year, and was presented with a certificate and fabulous fruit basket by Community Dietitians to mark her achievement.

The challenge was part of the 'Get Active, Get Appy' campaign organised by NHS Forth Valley Community Dietitians through the Staff Intranet, to promote the 'Get Active Your Way' section of the 'Choose To Lose' website. Participants downloaded a pedometer app on their mobile phones and logged their steps

over the course of a week, with handy tips published on Twitter and Facebook to help them stay motivated.

The weight management website provides useful information on local fitness classes, walking/cycling routes, and links to fitness apps which can be downloaded to smartphones and used to measure levels of physical activity. The site also has a range of downloadable self monitoring tools including a blank Food and Activity Diary which can be printed off and used to log progress with diet and exercise.

As well as promoting the site through posters, leaflets and Choose To Lose 'business cards,' Community Dietitians have also provided local GP surgeries, pharmacies, leisure centres,



prisons, libraries and colleges with Get Active, Get Appy briefing packs to help them promote a healthy lifestyle across Clackmannanshire, Falkirk and Stirling.

For further information visit the 'Choose to Lose' website at www.nhsforthvalley.com/weight or to order more resources to help promote the site contact Pamela Murray – pamela.murray1@nhs.net

NEW SCHEME HAILED A SUCCESS

A scheme devised by NHS Forth Valley health promotion staff to raise the confidence and self esteem of pupils in Forth Valley has proved a resounding success.

Nine girls from the five secondary schools in Clackmannanshire were recognised for their efforts at an event at Alloa Town Hall, to mark

their completion of a ten week 'Play Mentors' programme developed by INTER-ACT – an NHS Forth Valley initiative which promotes the healthy development of children and young people by working in partnership with community organisations and partners.

The scheme, which is targeted at young women who are not thriving in traditional educational settings,

was based in local nurseries and primary schools. Learning involved a wide range of inter-active and creative play techniques which explored the role of play in child development.

Over the ten weeks participants attended a weekend team-building residential course, weekly sessions at Forth Valley College, an eight week placement in a nursery and four sessions in a primary school, including a session working with INTER-ACT staff.

Tom Houston – NHS Forth Valley's Lead Health Promotion Officer for INTER-ACT – said: "The programme allows young women to take on a responsible mentoring role. This helps them to develop a range of interpersonal skills, engage with children and teaching staff, and become more able to plan and facilitate appropriate play activities for children of all ages, thus becoming a 'Play Mentor'."

Those who completed the programme were presented with certificates at the event, and given the opportunity to discuss their experiences with those who attended.



MASTERING NEW SKILLS

We all know that life can be hectic at times, but Staff Nurse Tracey Gow is proof that even the busiest of people can still find time to learn something new!

Tracey has worked full time in Bo'ness Hospital for six years, and in between shifts as a Staff Nurse and driving her son Declan to football, she has still managed to find the time to complete a Masters degree in Dementia Studies from the University of Stirling.

"Bo'ness was the first place I worked as a qualified nurse – I came here as a student and I liked it here," Tracey explains. "I got so much support from other Staff Nurses – which is important when you're newly qualified. Their support helped me go on and do further training. I completed a stand-alone 16-week module in Palliative/ End of Life Care in Dementia and really

enjoyed it, so three years ago I enlisted for the long-distance Masters degree so that I could study around work."

The course covered all aspects of dementia care, including activities, quality of life, diagnosis, family support, paid/unpaid carers, treatment options and end of life care. Tracey's final report was based on end of life care for people with dementia, and following her graduation in June 2014, Tracey is now eligible to apply to study for PHD – although she's unsure!

"Seven years long distance study is a lot! It was hard trying to read through mountains of medical journals while working full time and doing the everyday things. Everyone keeps saying that now I have free time I'll be bored but there's plenty in the

ward to keep me busy – I'm the Dementia Facilitator for the unit so I also provide dementia training to nursing auxiliary staff. I've found I enjoy the teaching side of things.

"I really enjoy this kind of work and the staff work well as a team - the Mental Health Welfare Commission recently inspected the ward and gave absolutely no recommendations so we were really pleased. When you're dealing with someone with dementia you're not just dealing with a patient, they come as a package with relatives who need support too. They are handing over the care of the most precious person in their life to you when they are at their most vulnerable, and it's a great honour to provide them with the respect and dignity they deserve."



SAFETY FIRST

Pictured: CHP General Manager Kathy O'Neill presents an IOSH (Institution of Occupational Safety and Health) certificate in Managing Safety to CHP Project Manager Stephanie McNairney. Kathy said: "It is a great pleasure to present Stephanie with this certificate. This is a good qualification to achieve and the assists in an individual's career development; I recommend the course to all."



IN THE SPOTLIGHT



Dr Michael Money Penny, Director of the Scottish Centre for Simulation and Clinical Human Factors (SCSCHF) and Consultant Anaesthetist, NHS Forth Valley

Tell us about your current role

I spend half my time as a consultant anaesthetist here in Forth Valley and the other half as the director of the Scottish Centre for Simulation and Clinical Human Factors (SCSCHF). As an anaesthetist I carry out a mix of duties, from epidurals on the labour ward to general anaesthesia in the emergency theatre. As director of the SCSCHF I have been involved in maintaining the international stature of the centre as well as increasing its local visibility. (You may have seen some of our team wheeling mannequins around the hospital to deliver staff training in the workplace!)

How did you arrive in your present job

I was a junior house officer at Stirling Royal Infirmary many moons ago, carried out the rest of my training in Merseyside and then was lucky enough to be appointed to a consultant post back in Forth Valley. I started on the day the acute services moved over in 2011 and was then

appointed to the directorship of the centre the year after.

What has been your most rewarding moment in terms of your career

Being appointed director of the SCSCHF, which is an exciting and engaging job.

Strictly Come Dancing or Panorama

If forced to watch one, I'd go for Panorama. I'm more interested in a good book (and we don't have a TV in the house).

Best meal ever

The meal with my now partner Catherine on our first date 5 years ago. I was expecting lunch but she, less sure about me, was only committing to a cup of tea and a cake.

How do you spend a Sunday

I've got three little girls from 6 months to 6 ("and three-quarters" she would want me to add) years old. Sundays

start early and we usually end up pottering in the garden, going for lunch in Glasgow and visiting one of the National Trust for Scotland places. One weekend in six I am resident nights in the hospital and those Sundays are spent in bed.

Outstanding schooldays memory



My older brother being asked to kick down the door to the teachers' staff room as they'd locked themselves in. He was a bit of a wild child and was torn between leaving the teachers locked in and the joy of authorised destruction. He smashed the door in.

What's your worst nightmare

It's a tie between privatisation of the NHS in Scotland along the lines of what is happening south of the border, and growing old lonely.

Burning ambition

To leave the world a better place than I found it.

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Staff News is produced by NHS Forth Valley's Communications Department. If you have a story or suggestions for a future issue please contact Kate Fawcett, Communications Manager on 01786 457236.