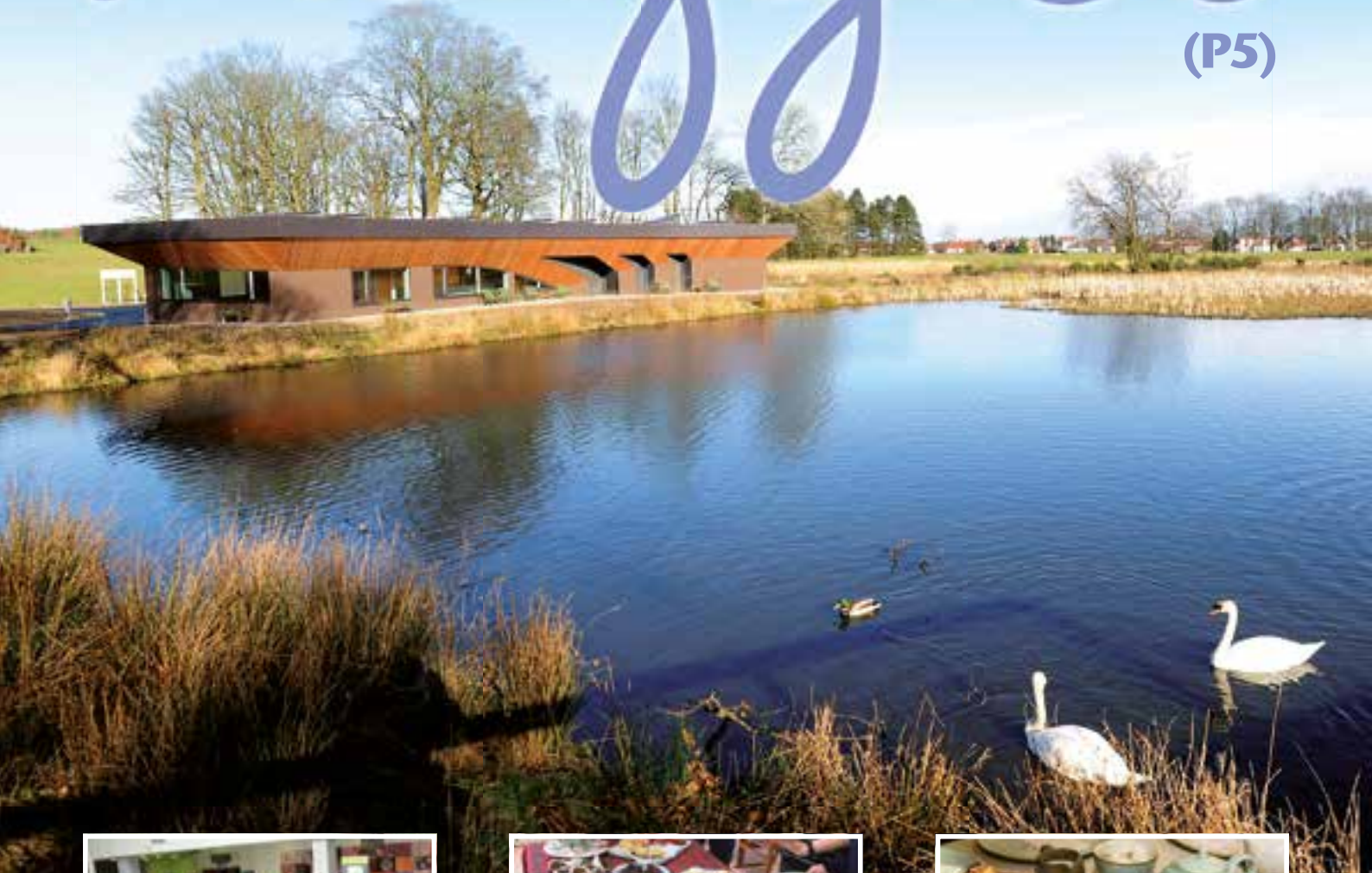


Welcome to maggie's

(P5)



**SHOWING
WE CARE P16**



**CAKES FOR
KILIMANJARO P7**



**WIN AFTERNOON
FOR TEA P21**



ANY IDEAS ON HOW WE CAN SAVE MONEY?

Like most NHS Boards across Scotland, we are looking at ways to reduce costs and deliver our services more efficiently. This year we need to find savings of £24 million to meet our financial targets for the year ahead. That's around 5% of our annual budget.

Work is already under way to look at ways of reducing costs across the organisation as a whole, but this is at an early stage. We also undertake a continual review of prescribing costs, supplies and use of bank and agency staff.

However, we know that some of the best savings ideas and suggestions come from you, our staff, and are asking you to share your thoughts on what could help save money or reduce costs. Suggestions received will be shared with the Area Partnership Forum and local directorates.

If you do have a brainwave, please let us know through a short online submission form on the staff intranet. You don't need to submit your name or your email address.

Just go to: <http://staffnet.fv.scot.nhs.uk/blog/2017/03/08/share-your-savings-ideas/>

FOOD FOR THOUGHT



Engaging parents through food activities and using redistributed food to make cooking groups more successful, were just some of the topics on offer at a recent food activities celebration event in Camelon.

The event was hosted by NHS Forth Valley's Nutrition and Dietetic Health Improvement team as an opportunity for those involved in community based food activities to showcase their work and celebrate the successes and achievements of local groups and organisations.

Following a lunch, those attending the event got to hear presentations from various delegates, including start up Stirling and Carriden Community Volunteer Group, who shared their very different experiences of food work across Forth Valley. Local organisations taking part included the Forth Valley Sensory Centre, Tullibody Fruit Barra, Bo'ness Academy and Cyrenians Good Food, who all had stalls at the event to allow people to find out more about their work.

The NHS Forth Valley Nutrition Team works with partners from across the voluntary, local authority and health sectors to support healthier food choices through improved knowledge, skills and access to resources and training.

WELCOME TO OUR NEW MODERN APPRENTICES

Following a successful recruitment campaign for our Modern Apprenticeship Scheme, 15 trainees have recently taken up posts in the following departments across NHS Forth Valley:

- Finance
- IT
- Health Records
- Oncology Department
- Women & Children's Directorate

- Corporate Services
- Public Health
- Estates and Facilities - Transport
- Community Services Directorate

As well as gaining valuable work experience, all trainees are currently undertaking a programme of study with Forth Valley College to gain a SVQ Level II in Business & Administration.



SPREADING THE WORD

Staff from Liaison Psychiatry set up information stands at Forth Valley Royal Hospital as part of a campaign to spread the word about recognizing and treating delirium. They were supporting World Delirium Day and were active in the atrium, the acute stroke ward (A22) and the integrated care ward (B21).

Delirium is sometimes referred to as 'acute confusion'. It is a condition that can affect people of all ages but is seen most commonly in older people. It can make a person sleepier or become very agitated. They can also experience frightening hallucinations. It fluctuates so, while the person may seem back to normal, the confusion returns a short while later.



(left to right) Tracey Gow, Margaret Anne McCafferty, Julie Reilly, Ela Hamer

Lots of things can cause delirium; these include infections, medications and constipation. It is also a very common condition with 1 in 5 older people having it during a hospital admission.

It can be treated but, like most health problems, the earlier you diagnosis it the more likely the person will get better.

You can find more information at www.idelirium.org or www.scottishdeliriumassociation.com

KNIT ONE, PURL ONE TO RECOVERY



Nursing assistant Marlene Honeyman has been passing on her knitting skills to patients in the mental health unit at Forth Valley Royal Hospital, to help them on the road to recovery.

A keen knitter, she has taught several people how to knit, starting with a simple cast on, then plain and purl. Together they have already produced 75 baby hats for the hospital's neonatal unit and have now begun their second batch.

Marlene has been a lifelong knitter, but has had to put aside her needles due to tendonitis in her hands. However, she has managed to pass on the basics to patients, and says one young woman in particular is able to sit and knit at her leisure. Together they have made squares for a dog blanket for the woman's two pets which she will take with her when she is discharged.

Marlene explained: "I am teaching two patients just now and it is wonderful to see the harmony between them. I see a difference in one in particular. She is much more relaxed and speaks more to staff and fellow patients. Before she would be in her room all day and that would be her."



In the past Marlene has cared for the elderly, and also spent many years in Russell Park before transferring to the inpatient mental health unit in Larbert. She says she is delighted with her latest project especially as the initial reaction from patients when she suggested knitting was "we cannae do that." Now it's plain sailing.

MICHELE JOINS THE BOARD

A new non-executive member has been appointed to the NHS Forth Valley Board.

Michele McClung has over 20 years of public sector experience in a policy and research environment. She has worked in both Stirling Council and Falkirk Council and is now employed by Education Services within Glasgow City Council, where she leads a team providing strategic support to the Directorate.

Michele has been a member of Falkirk and Central Scotland Samaritans for the last 12 years and between 2013 and 2016 was Chair of the branch. Eighteen months ago she was appointed to the national board of Trustees for Samaritans and, along with other trustees, is responsible for the governance of all 201 Samaritan Branches throughout the UK and Republic of Ireland.

Michele's key areas of interest include mental health, poverty and inequality and she intends to use her skills and knowledge in these areas to inform the work of the Board.

The Cabinet Secretary for Health and Sport also announced the re-appointment of non-executive Board Member Julia Swan for another four years. Julia Swan is now retired, but has worked in a range of education services since 1971, most recently as Director of Education in Falkirk.

Julia has also been confirmed as the new vice-chair of the NHS Forth Valley Board, replacing Jim King who stood down at the end of March 2017 after serving as a non-executive Board Member for 8 years.



NEW PHARMACY CHIEF

Scott Mitchell has been appointed as the new Director of Pharmacy for NHS Forth Valley. Scott was previously Chief Pharmacist at the Golden Jubilee National Hospital in Clydebank, where he led a wide range of initiatives to increase medicines efficiency and improve the quality of patient care.

A WARM WELCOME TO LESLEY

Lesley Thomson has been appointed as NHS Forth Valley's new Head of Nursing in the Community. Lesley, who previously worked as a Clinical Nurse Manager with NHS Tayside, has extensive experience in community nursing services and is looking forward to working with local staff and primary care colleagues across Forth Valley.



New *maggie's* Centre Opens

The new Maggie's Forth Valley Centre has opened its doors and welcomed its first visitors.

Maggie's Forth Valley offers a unique programme of support to anyone affected by any type of cancer, as well as their family and friends. This includes drop-in sessions with cancer support specialists, nutrition workshops and relaxation classes.

The Centre was officially opened by the former First Minister of Scotland and Maggie's supporter, Lord Jack McConnell, alongside Walk the Walk Founder and Chief Executive Nina Barough CBE and Maggie's Chief Executive Laura Lee. In a total surprise for Nina, the new Centre was named 'Maggie's Forth Valley – The Nina Barough Building', in recognition of her and Walk the Walk's vital donation of £3 million to build the new facility.

Throughout the development, Maggie's worked closely with local NHS Forth Valley staff and this partnership is set to continue, supported by the appointment of Liz MacMillan, the former Oncology Manger at Forth Valley Royal Hospital, as the Centre Head for Maggie's Forth Valley.

Each year, over 1,900 people in Forth Valley are diagnosed with cancer and around 15,000 people in the area are estimated to be living with cancer. Demand for the services offered by Maggie's is therefore expected to be high and



Photo courtesy of Bill Fleming

the Forth Valley Centre is gearing up to receive around 3,000 visits in its first year.

The Forth Valley Centre, which is located in the grounds of Forth Valley Royal Hospital, was designed by acclaimed architects Garbers & James and is built in a lovely peaceful and picturesque setting, overlooking a lochan and natural woodland.

Maggie's Forth Valley is open from 9am – 5pm Monday to Friday. For more information visit the Maggie's web site <https://www.maggiescentres.org/our-centres/maggies-forth-valley>

MEET **ROBO KID**

THE LATEST HI-TECH TRAINING AID

He's the latest addition to the family of manikins who 'live' in the Scottish Centre for Simulation and Clinical Human Factors at Forth Valley Royal Hospital. Meet the robotic kid, who plays a starring role in a new Paediatric Immediate Life Support (PILS) course, delivered by the NHS Forth Valley Resuscitation Training Team.

The first PILS course was delivered last year; five further courses have been run since then, training a total of 40 members of staff. The new course is appropriate for all healthcare professionals working in a paediatric clinical environment, such as the Children's Ward, or where there is the potential to deal with paediatric patients, including the Critical Care

Unit, Emergency Department and theatres.

The course lasts a full day and teaches the knowledge and skills required to help prevent cardio-respiratory arrest and provide initial treatment to children in respiratory or cardio-respiratory arrest, until specialist support arrives.

Lead Resuscitation Officer, Dave Williams explained: "It is important that our department is able to deliver resuscitation training for staff who work with patients of all age ranges and PILS is a fundamental requirement for some healthcare professionals. Forth Valley is now also a European Paediatric Advanced Life Support (EPALS) course centre, and will be running its first course later in 2017."

Staff who need to complete PILS



as part of their annual mandatory resuscitation training can access a list of course dates via learnPro, by emailing FV-UHB.Resuscitation-training@nhs.net or by calling the new department number 01324 567477.

Additional information is available from the intranet page: <http://staffnet.fv.scot.nhs.uk/a-z/resus-training/> and you can find out more about courses at www.resus.org.uk

BACK ON THE BIG SCREEN

Staff have once more been able to view themselves on the big screen outside Forth Valley Royal Hospital as part of a 50 minute film showcasing health messages and wellbeing. Their appearance on what is known as the 'Wall of Wellbeing' – a space measuring almost 40ft by 30ft on an exterior wall of the hospital - highlights the excellent work carried out by the winners of the recent NHS Forth Valley Staff Awards.

Showings have been taking place from dusk until 8.00pm. The film, which is on a continuous loop, also features stills and video clips, including an interview with Sir Alex Ferguson chatting to NHS Forth Valley Employee Director Tom Hart.

NHS Forth Valley's Charitable Arts and Wellbeing Coordinator Babs McCool, who worked with a production company to produce and edit the film, said: "This wall space has tremendous potential for all kinds of digital projects and messages. It's great that we are able to deliver health information in a novel way to the local staff, visitors and patients. It is really exciting and

we know that the viewing last year was a huge success. Many people commented on how much they had enjoyed it, particularly if they were waiting at nearby bus-stops."

The initiative is a partnership between NHS Forth Valley's Arts and Wellbeing programme, Health Promotion service and Artlink Central.



RAPID RESPONSE FOR DEMENTIA

A new rapid response team has been established by NHS Forth Valley to support patients with dementia. Staffed by four specialist nurses and two community care assistants, it provides support to people in their own homes and, where possible, avoids hospital admissions.

The Dementia Outreach Team (or DOT for short) is based at Stirling Community Hospital but provides a service across Forth Valley for local people with a diagnosis of a dementia and their families.

Around 4,700 people in Forth Valley are estimated to have some form of dementia and this number is set to increase year-on-year with the growing elderly population.

The new team, which can be accessed through local GPs, say they hope to respond within two working days



after the initial contact. The outreach nurses will carry out a comprehensive assessment and provide advice, practical assistance and support to patients, family members and carers.

NHS Forth Valley Dementia Outreach Nurse, Alister Edmond, explained: "The team takes a holistic and proactive approach, where they are able to work with the family to avoid what could become a crisis situation

and ultimately prevent the patient having to be admitted to hospital."

Intensive support will be offered initially for 6 weeks and the care and support will then be reviewed. Throughout, DOT will work closely with other local support services including social work and local Enhanced Community Teams.

CLIMBING WITH COMPASSION

Facing tough weather conditions and the possibility of high altitude sickness, Forth Valley physiotherapist Lyndsey Rollo joined a team of climbers from across the UK to trek to the summit of the world's highest free-standing mountain. At 19,341ft, Mount Kilimanjaro is the fourth highest of the world's Seven Summits.

Lyndsey was helping raise money for the child sponsorship charity Compassion. Here she recounts her journey, which began with a bake sale in Stirling Community Hospital which netted £200.

Climbing Kilimanjaro was on my bucket-list! It had been there for a few years and when I heard that Compassion were doing a sponsored climb, myself and two friends who

also sponsor children, decided that we would like to take on this challenge whilst raising money for a great cause. There were 20 climbers in total on our trip (the other 17 we hadn't met before, but we bonded great within such a short space of time).

Our trip was 10 days long and the day before the climb we were able to visit a local village and meet about 300 kids who are being sponsored by the charity. We played games with the kids, sang and danced with them, and visited some of families. This gave us great motivation for our climb ahead. The climb itself was 6 days in length (4.5 days up, 1.5 days down).

On the day we reached the summit we left at midnight with our head torches glowing and butterflies in our bellies! After seven and a half tough hours, I reached the summit at 7:40am. I remember there were



two times during the summit night when I wondered if I would make it - it was so cold (about minus twenty degrees and then the wind chill on top of that). The air was so thin that it made us breathless. However, there was a great team spirit and I knew that we were being well supported from home and had lots of people praying too!

THE CHARITY

Compassion is a child sponsorship charity, helping children in third world countries with food, clothes and education. I personally have two sponsorship children and love receiving letters and pictures from them throughout the year.

This climb was to support children infected by AIDS, living with the HIV virus, or who are living with parents or siblings who are HIV positive or infected by AIDS. Compassion used our donations to provide:

- Education that prevents the spread of HIV
- Transportation to clinics for treatments
- Treatment with antiretroviral therapy (ART)
- Nutritional support for children who are infected with HIV
- Education and medication for the prevention of mother-to-child transmission

THE BAKE SALE

This was a great team effort! My colleagues in the office were so keen to help out and we knew how much people loved a bake sale, so we thought it would go down a treat. The cakes were made by colleagues in the ReACH Stirling team, orthotics, dietetics and ReACH Forth Valley. The sale, during lunch break, was very well supported. People were so generous and there was a great buzz in the room. I would like to thank everyone for their support, their generosity and encouragement for the climb. Because of people's contributions, children's lives have been changed. I love that what we do here can make a difference to people elsewhere.



DRAMATIC IMPROVEMENT IN WAITING TIMES FOR YOUNG PEOPLE

Thanks to a series of changes in the way services are delivered, a dramatic improvement has been recorded in waiting times for children and young people with mental health problems. Latest statistics for the last quarter of 2016 show that the number being treated within the 18 week target now stands at 94.8%, exceeding the national target of 90%.

NHS Forth Valley Child and Adolescent Mental Health Services (CAMHS) Department Manager, Jacqueline Sproule, said: "The excellent results are the culmination of hard work and a recovery plan that made many small improvements in the way we work. Putting these together has really paid off along with the recruitment of extra specialist staff in all areas of the service.

"Our team has worked very hard to reduce waiting times as no-one wants to see children having to wait for help, especially those who are particularly vulnerable."

Over the last two years, with the help of additional national investment,



Jacqueline Sproule, NHS Forth Valley Child and Adolescent Mental Health Services (CAMHS) Department Manager

the service has implemented an action plan to increase capacity. Staff numbers have increased by more than a third and another three specialist mental health posts are being created. The funding also supported the appointment of two intensive treatment nurses to provide support to children and young people in crisis, additional child psychology posts and a specialist speech and language therapist.

Jacqueline Sproule says the team is particularly keen to further develop improvements to ensure that children get the best service possible. This includes work to review referral pathways for neurodevelopmental difficulties and eating disorders, increase engagement with local GPs and school nurses and develop closer partnerships with local education departments and social work services.

NHS Forth Valley Child and Adolescent Mental Health Services (CAMHS)



TAKE NOTICE FOR A HEALTHIER LIFE

Check out the Healthy Working Lives notice boards for details of special offers from gyms and swimming pools across Forth Valley. In May 2017, the focus will be on cycling with information and tips to help you get back in the saddle.

Both these initiatives were spurred by responses to last year's Big Health Quiz. One of the winners was Health Visitor Lesley Mackenzie.

She said: "I never win anything so I was delighted to receive two weeks of small group personal training sessions with Rezults in Falkirk. They have a variety of indoor small group personal training sessions, outdoor sessions in Dollar Park, kettle bell classes and a nutrition group to support weight loss. Everyone is very supportive at the groups and happy to offer advice. Even after two weeks I could feel my fitness level increase and clothes fitting better so I continued with their rolling eight week programmes. I have now signed myself up for a few obstacle courses this year, joining the team at Rezults for Tough Mudder in June 2017."

Don't have easy access to a Healthy Working Lives notice board? Contact Health Promotion Officer Aileen Schofield on 01324 673523 for details.

HEALTHY ACTIONS YOU SAID – WE DID

Following on last year's successful Big Staff Health Quiz, the Healthy Working Lives Planning Group has put together an action plan, using feedback collated from the quiz. This information will be shared with key groups and staff across NHS Forth Valley for their consideration, feedback and action.

Your role in promoting healthy lifestyles to patients

You told us:

77.26% of staff who answered this question, agreed that they have a role in promoting healthy lifestyle to patients, however they also noted various barriers which prevent them from doing so.

What we are doing:

A lot of the barriers that staff identified can be alleviated if staff complete health behaviour change training. The Health Promotion Service will provide Health Behaviour Change Level 2 half day training sessions and publicise these through the monthly training bulletin, the Health Promotion Service training brochure and Directorate Unit meetings.

Staff exposure to second-hand smoke at work

You told us:

24% of staff who answered this question, agreed that they were exposed to second-hand smoke while at work.

What we are doing:

Throughout 2017, we will keep all staff informed of the work taking place at a national level 'The Regulations on Smoking outside Hospital Buildings' and how this will be implemented locally.

Gyms

You told us:

20% of staff who answered this question do 150+ minutes of moderate physical activity each week.

82% of staff who answered this question are sitting for 2+ hours per day.

You want free or cheap access to on-site gym facilities.

What we are doing:

We are working with local partners to promote opportunities for staff and their families to be more active. We will also publicise local gym and swimming facilities, costs and discounts available to local staff.

GOING FOR GOLD

With a silver level already achieved, NHS Forth Valley is working towards an Investors in People (IIP) 'Gold' award. Our assessment is spread over a three year period from 2016 and the Year 2 assessment will take place in June 2017 – exact dates have yet to be confirmed and further information will be available on the IIP pages of the staff intranet:

<http://staffnet.fv.scot.nhs.uk/index.php/learning-zone/general-information/investors-in-people/>

Our services in scope for the assessment are as follows:

The IIP Assessor, Lesley Banks, will meet with an agreed percentage of randomly selected members of staff from our Community Services Directorate, either one-to-one or in small groups, and ask about your experience in relation to how you feel/think NHS Forth Valley supports you in relation to achievement of the principles and indicators of



the Investor in People Standard. Further information is available on the IIP website, however, some areas you may be asked about during your short, confidential discussion are:

Organisational Values & Behaviours, Involvement in Decisions, Continuous Improvement, Reward and Recognition, Celebrating Success, Access to Learning, Education, Training, Health and Wellbeing at Work, Equal Opportunities, Communication and Engagement, iMatter, and what you do that makes a difference and helps achieve NHS Forth Valley objectives.

If you are selected to meet with Lesley Banks, please take time to attend. This is not a quiz and there are no trick questions. Just be yourself and share your honest experience.

iMATTER GO-LIVE DATES ARE CHANGING

You will notice that the go-live date for your annual iMatter questionnaire is changing and this may be brought forward a little during 2017. This is due to NHS Forth Valley deciding to go for a single go-live date for the whole organisation by April 2018. This means staff across every Directorate will be invited to participate in iMatter on or around the same date each year. Next year we will all be invited to participate in the iMatter questionnaire from Monday 9th April 2018.

COMING SOON - eESS LEARNING

The roll-out of the national Employee Support System – eESS - continues in NHS Forth Valley and now that the core HR functions are rolled out, next to go live will be eESS Learning.

The eESS Learning part of this online system will allow staff to view a catalogue of forthcoming training events, book an event and, where appropriate, obtain approval to attend. Managers will be able to view which events or training staff plan to undertake and, where relevant, approve or reject applications. From July 2017, all face-to-face training events will be hosted on eESS Learning.

Training will begin soon for all staff and more details will be circulated shortly. Please watch out for more information or go to the eESS pages on the HR section of the staff intranet: <http://staffnet.fv.scot.nhs.uk/a-z/human-resources/eess-electronic-employee-support-system/ess-user-guidetraining/>



SEE i Matter RESULTS ONLINE

Staff will now be able to see the results of their iMatter team report online. This will be available when necessary response rates are achieved to generate a report –60% for teams of five or more and 100% for teams of four or less. A copy of the team report will be sent to all named team members electronically from

Webropol. The only criteria is that a valid email address must be entered to allow this to happen. Please note that staff can continue to complete their survey on paper if preferred.

Team managers must continue to send copies of the report to staff who do not have a current email address.



i Matter DROP-IN SESSIONS FOR MANAGERS

The iMatter Staff Experience and Engagement Continuous Improvement cycle continues to be rolled out across NHS Forth Valley, with all Directorates now live.

To support the Action Planning stage of the process, the iMatter team is offering team managers the chance to attend a one hour Action Planning drop-in session to help you with your iMatter journey. Dates will be communicated directly to

managers by email and will also be available on the iMatter page of the staff intranet (under staff experience).

<http://staffnet.fv.scot.nhs.uk/a-z/staff-experience-project/>

LEADING LIGHTS

NHS Forth Valley was delighted to present another successful group of staff who recently completed the Introduction to Leadership programme.

Pictured (left to right) are: Kimberley Begg, Gail Wintersgill, Madeleine Steele, Lorna Perry, Nicola Griffin, Joanne Herd, David T Gray, Graham Crow, Helen Law, Sam Longstaff, Senga Currie and Paul Ginnell together with Anne Benton, OD Advisor and Morag McLaren, Head of Organisational Development who presented their certificates.



WHAT MATTERS TO YOU

Coming into hospital, is for many people, an extremely stressful experience. During the time they spend with us, we have a duty of care to make their visit as pleasant and smooth as possible. Many are frightened and need reassurance; others want to be informed fully about their treatment and the support available once they return home. Person Centred and Patient Experience Co-ordinator Pauline Marland explains how we are putting patients at the centre of everything we do.



Patient Activity


Every year NHS Forth Valley sees around


221,000  **outpatients**

another

10,000  **are treated as day cases**

More than  **3,000** **babies are born**

and nearly  **50,000** **people are admitted to hospital**

More than  **80,000** **people are seen in the Emergency Department and 16,000 at the Minor Injuries Unit**

Patient Experience

Patient experience is very important to us. We continually gather feedback and suggestions from our patients and service users using a wide variety of methods. These include weekly inpatient surveys, a patient relations service which also deals with complaints, online feedback received via email, Twitter, Facebook, the NHS Forth Valley website (www.nhsforthvalley.com) and Patient Opinion (www.patientopinion.org.uk) an independent website where patients can share their experiences of healthcare and health services. A feedback card has also been introduced which is widely available in wards and clinics across the organisation, including one designed specifically for the Children's Ward.

We listen to what patients say and where we can, make changes to improve their experience.

This is what we found from recent feedback

Top 3 Areas for improvement - November 2016

1. **12%** of patients said that they were unhappy with the food or drink
2. **9%** of patient said that they didn't know who was in charge of the ward
3. **8%** of patients said that staff talked in front of them as though they were not there.

Top 3 Positive Results – November 2016

1. **92%** agreed that they were welcomed on arrival to the area/ward/dept
2. **90%** agreed that they felt staff listened carefully to what they had to say
3. **87%** agreed that nurses knew enough about my condition and treatment

YOU MATTERS TO US



What people told us..... we've listened..... and responded

Issue Raised

A number of patients made comment about introducing open visiting hours on the maternity wards, as it would make it easier for loved ones to visit.

Feedback from patients and relatives about the importance of informing patients of delays in the outpatients clinics.

Action Taken

Following the feedback, open visiting has been introduced to ward areas..... this has been trialled and will be reviewed over the coming months.

Staff have been reminded to inform patients if clinics are running late. Posters have also been designed to be displayed in all waiting areas of OPD, asking patients to inform staff if they have been waiting longer than 30 minutes.

What we have done well

Hundreds of patients have told us about their positive experiences. Here are just a few examples.

"My husband and I have been delighted with the standard of care both in the community and Forth Valley Royal. The midwives are so professional yet they feel like friends and I am so happy to have such a positive experience at what can be such a scary time for first-time parents."

"I had a nine day stay in the hospital after having a stroke. I can honestly say I was in the best hands possible. I applaud you and thank you guys, for all that you do."

"I just wanted to thank the whole team who looked after

me during my recent operation. I felt the staff showed true dedication and commitment to making this a positive experience for me, and although they were evidently overworked at times they did not let this affect their professionalism and care.

"I wish to comment on the help that my husband was given at the Nuclear X-Ray department. The nurse Sandra realised how exhausted my husband was and managed to arrange for our following Tuesday X-Ray appointment all to be done all on the one day. My sincere thanks to all at the department."

However we have also received feedback on areas for improvement.

What needs to be better?

We also received feedback on areas for improvement including the areas highlighted below.

More volunteers on the wards, encourage more young people to volunteer
More disabled parking spaces
Allow pets to visit wards
Too long to wait in discharge lounge to get home due to waiting for medication to come from pharmacy
Newspapers or magazines available for patients in the waiting areas in the outpatient's department
Choice of hot food for breakfast
More colour in the rooms in the children's ward, pictures on the wall, bring warmth to the rooms.
DVD's and games, toys and books for older kids on the children's ward
Touch sensitive bins in the rehab ward

Where do we go next?

Patient Opinion really matters and it's vital that staff encourage people to feed back comments and concerns. Over the coming months we plan to raise awareness in wards and departments across the organisation. Those who already use Patient Opinion will be supported to increase uptake. Patient Opinion will also be introduced to one new department or ward per month through training and promotional material.

Over the last three months we have focused on ambulatory care, older people's services and dermatology and work is underway to roll it out to the Emergency Department, Minor Injuries Unit, cardiology and outpatients departments.

To see recent feedback on local services visit www.patientopinion.org.uk.

HEPMA ROLL OUT KEEPS ON MOVING

HePMA – the new electronic prescribing system - has now moved to community hospitals. Stirling and Falkirk Community Hospitals are now live, which enables information on patient medicines to be easily shared between acute and community settings.

Maternity wards went live at the end of March 2017 and the system will be introduced in the Neonatal Ward at the beginning of May 2017 – completing the implementation across all inpatient areas in Forth Valley Royal Hospital.

During May 2017, the HePMA team will also be working with community mental health centres and complete Bo'ness and Clackmannanshire Community Hospitals by mid June 2017.

HePMA will deliver many benefits as it removes any issues with deciphering handwriting, a problem with the former paper-based Kardex system, and ensures that information can be easily accessed and updated by all relevant staff. It also makes it easier and quicker to order medicines by removing the need for duplicate paperwork and reduces the number of steps in the ordering process.

Training opportunities will continue to be available for new and existing staff. For more information visit the HePMA intranet page (which can be accessed under H in the A-Z section of the Staff Intranet or email the HePMA Project Team at (FV-UHB. HePMAProjectTeam@nhs.net).

Staff engagement throughout

the roll out has been excellent and the HePMA team would like to pass on their thanks to all the staff involved.



WARPIT - Look how far we have come!

Big savings have already been achieved thanks to a new system known as Warp It, which was introduced in NHS Forth Valley in September 2016. Warp It makes it easier for staff in NHS Forth Valley to loan or give surplus items to other staff.

This is all about saving you time and money and being smarter with our resources.

Gerald Ferrie, Transport & Waste Manager, who leads on Warp It, said: We had a flurry of activity at the outset with a number of items and equipment being found a new home rather than being disposed of. Staff looking for items are beginning to put requests on the system so we now want more staff to register and use it

routinely."

So far on the system we have saved:

- £3,552
- 361 kg waste
- 1,453 Kg CO2

So, if you have an item that is taking up space that you do not need, put it on Warp It or if you are looking for an item check Warp It before you buy new!

What items can be reused through Warp It?

Any surplus furniture, electrical equipment, fixtures and fittings, office consumables (such as stationery and ink jet cartridges) and other non-clinical items.

Medical equipment and IT equipment **should NOT** be included, but should be referred to the Medical Physics or ICT departments, as appropriate.

How do I register?

Visit our homepage here: www.warp-it.co.uk/nhsfv Make sure you book mark it. Hit the big green button which says 'register' now. Once you register you will receive further instructions. You can then browse items on Warp It by hitting search button.

Need help?

Contact Gerald Ferrie
Email: gerald.ferrie@nhs.net
Tel: 01324 614336

SMILES ALL ROUND

CREATING MORE CAPACITY TO CARE IN ORTHODONTIC AND UROLOGY SERVICES

In the last issue of Staff News we featured the role of a 'virtual clinic' which is being trialled in arthroplasty as part of the 'Creating Capacity to Care Challenge'. The scheme is designed to help release valuable appointment time and free up inpatient beds.

Since then, other departments, including orthodontics and urology, have taken up the challenge.

Wearing a dental retainer after orthodontic treatment helps keep teeth straight, but can also take some time for a patient to get used to. For example, clicking the brace in and out with the tongue can cause the brace to break.

Patients are usually monitored for two years after orthodontic treatment before being discharged to a dentist. This is achieved through six-monthly check-ups in outpatient clinics at Forth Valley Royal Hospital. Now however, trials are being undertaken to help people avoid having to make the journey to hospital.

Following a pilot study in 2016, around 15 patients were sent a letter advising them to expect a telephone consultation. People contacted by phone were asked by a nurse if they still wore the retainer regularly, did it still fit well and was it broken or cracked. Only two or three of the 15 felt they needed to come into hospital for a face-to-face appointment.

Orthodontic Consultant Craig Dunbar said feedback from the study was positive and further 'virtual clinics' are planned.



Craig McIlhenny, Consultant Urological Surgeon

Within the Urology Department, people with kidney stones who need six-monthly or annual follow-up checks are being sent a letter asking them to pop in for an X-ray within a two week

time frame. The X-rays are then viewed and only those who need further treatment are being given a hospital appointment.

Consultant Urological Surgeon Craig McIlhenny says around 80 patients have been contacted and very few have needed to be seen face-to-face. He explained: "The plan is that instead of being able to see 15 patients a session, I will be able to see up to 40. It means patients will no longer have to come into an outpatient clinic, then be sent for an X-ray, and have to come back so I can view the result. Now they can have an X-ray at a time convenient to them."

To find out more about the Capacity to Care Challenge or register your project visit the staff intranet

<http://staffnet.fv.scot.nhs.uk/systems/campaigns/capacitytocare/>



Craig Dunbar,
Orthodontic
Consultant



'WE CARE' - OUR NEW NURSING AND MIDWIFERY STRATEGY

What makes a nurse or midwife extra special when caring for patients? A new Nursing and Midwifery Strategy has just been launched which sets out criteria to help deliver the excellent care for which the profession is recognised. Following a recent launch at Forth Valley Royal Hospital, the new Strategy will be widely shared with local nursing and midwifery staff at events across Forth Valley over the next year, including staff working in community hospitals and prisons.

The Strategy has been developed by engaging with and listening to nurses, midwives, theatre staff and healthcare support workers across Forth Valley. It is intentionally ambitious, describing the commitment of every nurse and midwife to provide compassionate, safe and respectful care for patients whilst being mindful of the needs and wishes of families and carers.

NHS Forth Valley's Director of Nursing Professor Angela Wallace, who is encouraging staff to sign up to a pledge reflecting this promise, said: "We are a profession who are proud and passionate about the service we provide, with patients at its heart, inspiring confidence and trust within the communities we serve, but open to challenge, scrutiny and a commitment to continual improvement."

An annual report from the Directorate of Nursing will share information about progress, highlight successes and set out plans for any identified areas for improvement.

You can read the new Strategy on the publications section of the NHS Forth Valley website www.nhsforthvalley.com/publications



BETTER EVERY DAY

Work is underway across the organisation to help make NHS Forth Valley one of the safest and caring organisations in the NHS. That's the aim of our new Quality Improvement Strategy which sets out five key aims to improve the care and experiences of local patients across Forth Valley.

A number of priorities have been identified for 2017/18, including work with staff and families to:

- Reduce falls and falls with harm
- Identify and respond effectively to patients whose condition is deteriorating
- Reduce harm, including infections from invasive devices such as urinary catheters and peripheral venous cannulae
- Provide the highest possible standards of care for older people and people with dementia

One new initiative, which is currently being piloted within the mental health unit, is already improving services for local patients. This sees Mental Health Nurse Practitioners



Back Row Left to Right: Anne Cook (Clinical Nurse Manager), Fiona Mitchell (Nurse Practitioner), Karen Storey (Nurse Practitioner), Robert Jack (Nurse Practitioner). Front Row Left to Right: Carol Wallace (Nurse Practitioner), Helen Barclay (Nurse Practitioner), Rhona Mackie (Nurse Practitioner), Jackie Maher (Senior Charge Nurse/Team Leader)

working with the Duty Doctor overnight to improve the emergency mental health service out-of-hours. As a result, patients referred from the Emergency Department and GP out-of-hours services can be seen more quickly for an emergency assessment.

The pilot also represents a significant step toward developing a nursing service for the future, supporting and up-skilling mental health nursing staff for advanced practice roles, in line with national directives.

Lorraine Robertson, Head of Mental Health Nursing commented "I am proud that we are moving forward and carving out models for advanced practice within NHS Forth Valley. I sincerely believe that this pilot will be a success in improving



the quality of service we provide for our patients and supporting our nurses to become Advanced Nurse Practitioners."

Updates and improvements being made through the Quality Strategy will be showcased in future editions of Staff News to keep staff updated on progress. You can read the Strategy on NHS Forth Valley website (under Publications - Health and Strategic Plans).

PATIENT FLOW PROGRAMME UPDATE

NHS Forth Valley is one of four health boards in Scotland which has been working with the Boston based Institute of Healthcare Improvement (IHO) on a pilot programme to understand and improve the way patients move through our hospitals. Initial work focused on defining admission, transfer and discharge criteria, to help ensure patients are on the correct pathway and can reach the most appropriate area in Forth Valley Royal Hospital, with minimal delay. Over the course of the programme there has been an improvement in the number of bed days saved and also time in which patients are being discharged home.

In Autumn 2017, detailed data and information was submitted to the IHO to analysis our current practice and the configuration of our inpatient wards. The initial analysis

has confirmed that the current medical ward configuration within Forth Valley Royal Hospital is appropriate. A number of areas for potential development were also identified, including weekend discharging, and there are plans to extend the programme for a further year so that these can be explored.



PRESCRIPTION FOR SUCCESS



NHS Forth Valley's hospital pharmacy team once again did us proud, by reaching the finals of the annual Scottish Pharmacist Awards. The

event offers a platform to showcase success and achievements in Pharmacy across Scotland over the past 12 months.

The Forth Valley Royal Hospital team were shortlisted in the Hospital Pharmacy Team of the Year category. This outstanding team has worked effectively to deliver a highly complex change in an accelerated timescale, to improve medication safety for all patients, through the implementation of an electronic prescribing and medicines administration system, HePMA. This is the first accelerated roll out of HePMA in Scotland and is to be published as part of national lessons learned.

The team were one of finalists and the winner was the Medical Assessment Unit pharmacy team from NHS Borders.

ACCOLADE FOR JANETT

Congratulations to Senior Midwife and Clinical Co-ordinator Janett Sneddon who was shortlisted for a Members' Champion Award at the recent Royal College of Midwives (RCM) annual awards.

Janett is a steward for the Forth Valley RCM branch and always willing to help people with problems whether it be sickness absence issues, disciplinary proceedings or advice about terms and conditions.



FIRST RATE COMMUNICATORS

A round of applause for the NHS Forth Valley Communications Team who scored notable successes in the NHS Scotland Communications Awards.

NHS Forth Valley won the Best Health Website award (nhsforthvalley.com), Communications Assistant Lindsay Hathaway was a finalist in the Young Achiever category and the Communications Team were also finalists for best event (promoting the NHS Forth Valley staff awards) and best publication (Healthcare Strategy summary).



David Anderson, NHS Forth Valley Webmaster received the Best Health Website Award from Jason Leitch, National Clinical Director for the Scottish Government (left) and Andrew Wilkie, Head of Corporate Communication, Scottish Government.

QUEEN'S NURSE TITLE RETURNS TO FORTH VALLEY

One of our senior community nurses has been selected to take part in a special professional development programme to become a Queen's Nurse.

Joan Gracie, Team Leader for school nursing in Clackmannanshire and Stirling, is one of 20 nurses that have been chosen to take part by The Queen's Nursing Institute Scotland (QNIS). On completion of the course they will be the first nurses to receive the title in Scotland for almost 50 years.

Joan, who is based at Clackmannanshire Community Healthcare Centre, said it was an honour and a privilege to have been chosen.

The modern Queen's Nurses, drawn from Health Boards and other independent organisations across Scotland, aim to promote health improvement and deliver quality care in local communities across Scotland.

QNIS was established by Queen Victoria in 1889 in honour of her Golden Jubilee. Historically, the Queen's Nurse Title was awarded to nurses who completed training that equipped them to work in the community. The new Queen's Nurses will take part in a nine-month programme, developing and honing their existing skills and capabilities, culminating in an Awards Ceremony in December 2017.

NHS Forth Valley Director of Nursing, Professor Angela Wallace explained: "The shift towards providing more care closer to people's homes offers exciting opportunities for the further development of community nursing. The return of Queen's Nurse Title is a very welcome mark of professional excellence."



SHINING EXAMPLE

The work carried out by Sandra Campbell, our local Macmillan Nurse Consultant for Cancer and Palliative Care, has been singled out for praise by an accredited learning representative from the Royal College of Nursing.

Andrew Tumilson from Northern Ireland shadowed Sandra through an RCN sponsorship scheme and wrote:

"I cannot emphasise enough the exceptional care, compassion, knowledge and leadership that Sandra brings to your organisation, the nursing profession and indeed your patient population. Sandra is an asset to the nursing profession, your country, region, and is an outstanding practitioner within this sensitive and specific field of nursing."

Mr Tumilson, himself a senior nurse, also said he had been particularly impressed by NHS Forth Valley policies in relation to anticipatory prescribing at end of life care, including the 'just in case boxes'. In a letter to Director of Nursing Professor Angela Wallace, he added that she should be exceptionally proud of Sandra and the various teams he worked alongside. He also said local staff were friendly, polite, compassionate and very welcoming and described his time with NHS Forth Valley as a fantastic learning opportunity.



PRESTIGIOUS AWARD FOR ONCOLOGY UNIT

The Oncology Unit in Forth Valley Royal Hospital has been recognised by Macmillan Cancer Support for the high-quality environment it offers to patients.



Following a recent successful reassessment, the Unit has retained its Macmillan Quality Environment Mark (MQEM), which recognises good practice and high standards.

Assessors noted that the team of volunteers who provide support, refreshments and a friendly ear to patients were a wonderful asset and had worked hard to raise awareness of the Unit within the wider community.

NHS Forth Valley Director of Nursing, Professor Angela Wallace, said: "We are delighted to receive recognition for the way we care for our cancer patients. This is a really prestigious award and reflects the high standards provided by our staff. In addition, people really appreciate the excellent work carried out by our volunteers; a cup of tea and a shoulder to lean on can work wonders for patients undergoing treatment."

The Macmillan Quality Environment Mark has been developed in collaboration with people living with cancer and organisations, including the NHS. The award aims to help ensure that people affected by cancer are treated and supported in physical environments of uniformly high quality.

CELEBRATING 3,000 YEARS OF SERVICE



Around 120 of our staff, with a total of 3070 years service between them, recently received a Long Service Award after achieving 20, 30 and 40 years with the NHS.

They were invited to an award ceremony at Forth Valley Royal Hospital to receive a specially designed certificate and pin badge.

A series of short videos were also made to highlight the experiences of some of the staff who received awards.

These included Ian Aitken, General Manager for the Medical Directorate, who received a 40 year award. Ian has spent all his working life in Forth Valley, starting as a nursing assistant in the former Royal Scottish National Hospital in Larbert, a site now occupied by Forth Valley Royal Hospital.

The video highlighting 30 years featured Dr Isabel Scougal, Consultant Physician in Ageing and Health, who works between Forth Valley Royal Hospital and Falkirk Community Hospital.

The 20 year award video focused on Hannah Miller, Senior Pharmacy Technician, who works at Forth Valley Royal Hospital.

Alex Linkston, Chairman of NHS Forth Valley, said: "It was a great pleasure and a privilege to present these awards to staff and to have the opportunity to personally thank them for the contribution they have made to the NHS during their long and dedicated service."

In total nine staff had notched up 40 years service, 55 had served 30 years, and 53 had worked in the NHS for 20 years. To see the videos visit the multimedia section of the NHS Forth Valley website www.nhsforthvalley.com/multimedia



INTRODUCING OUR LATEST DEMENTIA CHAMPIONS

Another five Forth Valley nurses recently graduated as National Dementia Champions.

Sarah-Jane O'Donnell - Ward B23, Nicola Green - Acute Assessment Unit, Jennifer Johnston – Ward A22, Gillian McCoustra - Acute Assessment Unit at Forth Valley Royal Hospital and Isla Woods, Ward 3 – Stirling Community Hospital, had all expressed an interest in improving the care of people with dementia and their families. As part of the programme, the nurses had to work in a community setting for a day and describe the improvement work they were undertaking in their ward for patients with dementia.

The National Dementia Champions programme, which is delivered by NES, University of West of Scotland and Alzheimer Scotland, aims to train staff to act as advocates for people with dementia and be a source of information and support for co-workers.

This graduation event brings the total of champions in NHS Forth Valley to 26 and a total of 710 across Scotland.

Ongoing work in NHS Forth Valley has included education for 170 domestics and housekeepers in dementia awareness and we are the only Board in Scotland to carry out this training.

Five members of staff (three registered nurses and two healthcare support workers) are now part of an eighth cohort to become National Dementia Champions and we wish them the best of luck over the next year.



WIN AN AFTERNOON TEA FOR TWO WITH FIZZ AT CALLENDAR HOUSE

NHS Forth Valley's Staff News has teamed up with Falkirk Community Trust to offer one lucky staff member a chance to win an afternoon tea for two with champagne at Callendar House in Falkirk.*

Their newly refurbished tearoom offers superb views of Callendar Park – spectacular at any time of the year – with new soft furniture alongside contemporary flooring and bespoke lighting to compliment the listed building's existing wood panelled 'Morning Room' décor and elaborate leather walls.

The new menu, developed by Chef Greta Mooney, includes choice Scottish produce as well as daily made scones, cakes and tray bakes. Their afternoon teas (with or without fizz)

are very popular so booking is essential to guarantee a table. You could also combine a visit to the tearoom with a bracing walk around the park to help burn off those extra calories!

For more information head to <http://www.falkirkcommunitytrust.org/venues/callendar-house>



To be in with a chance of winning, all you need to do is find the teapot that has been hidden somewhere in Staff News and tell us the page number.

Send your answer to FV-UHB.StaffNewsCompetition@nhs.net or by post to NHS Forth Valley's Communications Department, Carseview House, Castle Business Park, Stirling FK9 4SW by Friday 19th May 2017. Good luck!

*Subject to availability, booking is essential.



The winner of our Winter 2016/17 Staff News competition was Jerri-Lee Neil, Health Records Assistant who won a spa day for two. The answer was Belgium. Congratulations Jerri-Lee!

NAVIGATING TO THE FUTURE

Colleagues from across Forth Valley met up to say farewell to Dr Mark Holliday, who has retired from his post as Consultant Chemical Pathologist in the Forth Valley Royal Hospital Labs.

Originally from Coventry, Mark studied medicine in Bristol before deciding on a career in Chemical Pathology and Clinical Biochemistry. He worked in several hospitals across England, including Leicester Royal Infirmary, where he met wife-to-be Aileen, who also works for NHS Forth Valley, before moving to Forth Valley in 1990.

A keen orienteer, Mark is looking forward to having more time to spend on the sport and has already got plans for an orienteering break in Nairn, much to the delight of his wife, who was hoping for a more exotic trip! When asked what else he plans to do with his retirement, Mark has often said he is going to become a concert pianist!



MARGO MOVES TO RETIREMENT - AFTER 38 YEARS WITH NHS FORTH VALLEY

A Stenhousemuir lass, Margo Campbell began her nursing career in March 1979, working as a nursing assistant within Bellsdyke Hospital in Larbert. She then began to train as an enrolled nurse completing her Pupil Nurse Training in April 1981.

Margo has had a wide variety of nursing experience within older people's services, including

working in the villas at Bellsdyke Hospital (Zetland, Ochil and Stenhouse), the Windsor Unit at the former Falkirk and District Royal Infirmary and Ward 2 at the former Bonnybridge Hospital before moving to Unit 4 at Falkirk Community Hospital in 2011.

Margo will be greatly missed within the Unit for her wisdom and years of nursing experience. Staff in Unit 4 wish her a long, healthy and very happy retirement spent with her husband Charles and her close family and friends.



NOREEN LOOKS FORWARD TO A BUSY TIME

Friends and colleagues gathered recently to say a fond farewell to Noreen Winchcole after more than 39 years in the NHS.

Noreen started her NHS career at Stobhill hospital in Glasgow in 1978 and held a variety of posts throughout her long nursing career. She spent the majority of her service

in orthopaedics, which was her true passion, and latterly worked in ward A32 at Forth Valley Royal Hospital.

Far from putting her feet up, Noreen is looking forward to a busy retirement visiting friends in Spain, touring New England with her husband, caring for her mother and helping her sister with her grandchildren!



WARM RECEPTION FOR JANIS

One of the best-known voices in NHS Forth Valley has hung up the phone and headed for retirement. Janis Wyllie, former receptionist at the Board Headquarters, intends to spend more time in the sun, with visits to Turkey and Gran Canaria.

Janis joined NHS Forth Valley in 1990. She began in the sewing room, transferred to the stores and then became receptionist at the Royal Scottish National Hospital before moving to Carseview House.

Presenting her with gifts including a handbag and flowers, Senior Business Administration Manager Jackie McEwan recalled: 'It's never been boring working with Janis. When you asked her for something it was always in a safe place but took

us two days to find it because she couldn't remember where the safe place was! She also had a Rolodex at reception which only she could decipher. Look for Royal Mail for

example, and it came under P – for post!"

Janis has promised to keep in touch with colleagues and hopes to pop in between her overseas travels.



IN THE SPOTLIGHT



Mary Anne Burgoyne, Healthcare Chaplain

Tell us about your job

I am a Healthcare Chaplain and that involves providing support to patients, relatives and staff. Every day is different and every encounter is different. The job can be very challenging, but also is a privilege and very rewarding. It can involve supporting people who have been given a very bad diagnosis, supporting people and their families at the end of their life. It can mean supporting parents when a baby has died and also providing bereavement support.

How did you arrive at your present post?

I have worked in healthcare for many years. I trained as a nurse and then worked in many different areas; general nursing, drug rehabilitation, prison nursing and occupational health. I had worked as a chaplain to people who worked in Stirling city centre, for several years, before coming to work as a chaplain here at Forth Valley Royal Hospital almost four years ago. I felt very much at home returning to work in a hospital environment.

Most memorable moment?

A part of my job that I really enjoy is supporting staff, I had been supporting someone through a particularly difficult time - after he was back at work and much better he told me that I had been the light at the end of a very dark tunnel. That makes it all worthwhile.

What song means the most to you?

One of my favourite songs is Hello by Adele; I think she has a beautiful voice. My daughter gave me a gift of tickets for her concert; we are going to see her at Wembley in July 2017.

What might people not know about you?

I have a very good sense of humour and enjoy a good laugh. I think a sense of humour is invaluable for getting through life. I also enjoy travelling and have spent time in New Zealand, Thailand, India and Pakistan.

How do you spend a weekend?

At weekends I like to spend time with friends and family. The job I do is a constant reminder that we never know what a day will bring, so it's good to really value your friends and family.

Favourite food?



Indian, but I like it fairly mild! I enjoy Chicken Korma with a nice Peshwari Nan.

Greatest Achievement?

Having my children, Katie, Jamie and Matthew.

How do others see you?

I hope they see me as caring, compassionate, friendly and approachable.

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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 or Julie Wilson/Lindsay Hathaway on 01786 457243.