

VOYAGE OF HOPE

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MEET OUR WINNERS
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Thank you for looking after me

A patient in the Cardiology Unit at Forth Valley Royal Hospital has raised an amazing £757.50 in appreciation of her care. Janet Robertson has been treated in the unit for a number of years and invited family and friends to a prize bingo in Grangemouth to say thank you to staff.

Joanne Cusack, Head of Cardiac Investigations, said: "Janet has raised such a fantastic amount for the Cardiology Unit and we really do appreciate it."

Joanne and Cardiology Secretary Lynn Turnbull presented Janet with a bouquet of flowers as a token of their gratitude. Over the years Janet has been raising money for a number of different causes including Falkirk and District Royal Infirmary and Forth Valley Royal Hospital. Her grand total is a staggering £10,000.

Joanne Cusack, Head of Cardiac Investigations, Janet Robertson and Lynn Turnbull, Cardiology Secretary.



FORTH VALLEY STAFF HELP PROMOTE NHS CAREERS



Two members of staff with NHS Forth Valley feature on a new careers website to highlight the wide range of jobs and careers available in NHS Scotland. Lorna Dougans, a physiotherapy team leader, works with adults with learning disabilities, and Fiona MacLeod-Neil is an occupational therapist assistant practitioner in a community mental health team for older people.

Both appear in short film clips discussing what their jobs involve and what they enjoy most about their work.

Lorna describes her job as very rewarding but also very challenging. She explained: "A learning disabilities person might not necessarily be able to tell you where they're in pain and may not understand what has happened to them. We help patients manage their conditions by educating them and showing them what they can do to get better."

Fiona normally sees people who have been referred to the team by their GP after their family has noticed problems such as forgetting to eat or getting confused.

She said: "You need to be a people person, I think. You need to have really good communication skills. Not just talking, but you have to listen as well. Sometimes when it's older people, they've maybe not had someone to listen to them for such a long time.

"I really, really enjoy meeting people and we're privileged to meet lots of different people from different walks of life. That's the thing in my job that I really enjoy."

For more details visit <http://www.careers.nhs.scot>



CELEBRATING 100 YEARS OF NURSING

Nurses gathered in the atrium at Forth Valley Royal Hospital to celebrate the 100th birthday of the Royal College of Nursing. The event, on International Nurses Day, was marked with a special cake. On display was a timeline of nursing through the ages – from long dresses and frilly caps to the current uniform of tops and trousers.

The timeline charted hospital development in Forth Valley – from Falkirk Cottage Hospital in 1889, Stirling Royal in 1874, Bannockburn in 1894, and an infectious diseases hospital in Sauchie in 1895. In addition, the pictorial record captures the opening in May 1863 of the then Scottish National Institution for the Education of Imbecile Children, later to become the Royal Scottish National Hospital, and in 1869 the opening of Bellsdyke Hospital, originally called Stirling District Lunacy Asylum.

Moving through the ages it ends with important datelines such as 2010 when nursing became a degree profession, and the introduction this year of a new revalidation process to maintain registration and professional standards.



SETTING SAIL ON MERCY MISSION

Nurse Sue Swift, now a counsellor in primary care, is one of a team of four from Clackmannanshire who set sail to help provide healthcare to isolated communities in Tanzania. Sue volunteered,

along with three doctors - GPs Gillian Clark, Morag Reid and Claire Russell, to work with a Scottish charity, the Vine Trust.

The quartet spent time on the Jubilee Hope, working alongside local staff in a converted Royal Navy tender now equipped with a small operating theatre and dental surgery. The boat, which is a little like a floating GP practice, sails along Lake Victoria visiting remote island communities who have no other access to healthcare.

Sue said: "Vine Trust's medical work began in the Amazon over ten years

ago and has made a significant difference to the health of river communities in that area. Two of us volunteered in Peru in 2011 and 2014 but this was our first trip to Tanzania.

"The charity recruits volunteers for two week trips, enabling health care staff to use annual leave to work in remote areas."

On their return the group held a feedback night in Tillicoultry Baptist Church where they talked about their mission and showed pictures of their trip.

For more information visit www.vinetrust.org



INSPECTION UPDATES



CLACKMANNANSHIRE COMMUNITY HEALTHCARE CENTRE

Clackmannanshire Community Healthcare Centre has been given a clean bill of health following an inspection which resulted in no requirements or recommendations.

The Healthcare Environment Inspectorate (HEI) met with patients and staff during an announced visit earlier this year. They also visited a number of wards and departments to assess standards of cleanliness and infection control procedures.

Jacqui Macrae, Head of Quality of Care for Healthcare Improvement Scotland, said: "This was a good inspection and all the staff we spoke to demonstrated a clear understanding of their roles and responsibilities in the prevention and control of infection. We also saw evidence of a strong commitment to reducing the risk of healthcare associated infection. For example, hand hygiene trainers on each ward provide practical demonstrations for staff and training in hand washing technique."

Feedback from patients interviewed during the inspection was also very positive with many commenting on the high standards of cleanliness across the healthcare centre.

The full inspection report is available to read on the HEI website <http://www.healthcareimprovementscotland.org>



SERVICES FOR CHILDREN AND YOUNG PEOPLE IN FALKIRK

The Care Inspectorate recently published a report on services for children and young people in the Falkirk area following a joint inspection carried out at the end of 2015.

The inspection covered a range of partners who have a role in providing services for children, young people and their families and focussed on how well services are working together to improve their lives. This included Falkirk Council, Police Scotland, NHS Forth Valley and the third sector.

Overall the Inspectors are 'confident that the experienced and dedicated workforce is having a positive impact on the experiences of children, young people and families in Falkirk' and all of the nine quality indicators were rated either good or adequate. The

Care Inspectorate also identified a number of areas which required further improvement. This included the need to improve the use of information and data to inform service planning and to establish

a collective vision for corporate parenting. You can read a copy of the full report on the publications section of the Care Inspectorate website <http://www.careinspectorate.com>



YVONNE ENCOURAGES PLAYLIST FOR LIFE

One of NHS Forth Valley's Dementia Champions, Yvonne Cairns, is encouraging families who care for a relative or friend with dementia, to create a 'Playlist for Life' for their loved one featuring some of their favourite music.

Research has shown that listening to music can help alleviate dementia symptoms such as anxiety and agitation, reduce the need for medication and help people reconnect with those around them. Music linked to experiences and memories can also improve mood and awareness and assist with a sense of identity and independence.

Yvonne explained: "We are already using the 'Playlist for Life' scheme in a number of our inpatient wards but we are aware that some people stop using it when they go home.

"As a nurse working in older people's care I have seen first-hand the impact that music can have on patients with dementia. We have seen people who have previously been very withdrawn become animated and keen to talk about their memories."

Further information, including tips and guidance on how to create a Playlist for Life, is available at www.playlistforlife.org.uk and you can also see a short video featuring a local patient who has benefited from the scheme on the video section of the NHS Forth Valley website www.nhsforthvalley.com/multimedia



A WALK IN THE SAND



Trekking through the sand dunes of the Sahara Desert and camping under the stars in the Moroccan wilderness is the latest challenge for Consultant Pathologist Dr Katie Robertson.

Her journey this autumn is designed to raise funds for the Royal College of Pathologists global health work and Katie has set herself a target of £2,500. She said:

"I am an unexpected and reluctant runner (!), cyclist and, most recently, a triathlete. I have trekked in the High Atlas Mountains of Morocco twice but have yet to venture into the desert. The Marathon des Sables will always be out of my reach but I can and will do this eight day trek. Please follow me on my journey there and support me in any way you can. If only I could raise a penny for every grain of sand

that will no doubt end up in my boots I'd be happy..."

The College's global health work includes:

- Sending volunteer pathologists overseas to mentor and train laboratory staff in low income countries
- Providing education bursaries to overseas doctors and scientists to allow them to undertake a period of specialist training, research or study either within their country or externally
- Working with others to rebuild the laboratory systems in countries where the health system has been weakened as a result of a humanitarian disaster or emergency situation.

For more on Katie's progress: <https://mydonate.bt.com/fundraisers/katierobertsonsaharatrek2016>

OFF TO BUCKINGHAM PALACE!

Sheila Marshall, who is a Specialist Biomedical Scientist in the labs at Forth Valley Royal Hospital, recently travelled down to London with nine other members of Girlguiding Forth Valley to attend the patron's lunch at Buckingham Palace as part of celebrations for The Queen's 90th birthday.

The group met with other Guiding members from all over the UK as they were given complimentary food hampers from Marks and Spencer, entertained by processions of bands and dancers and got to see The Queen and Prince Phillip as they drove past.

Everyone had a great weekend and Sheila, who is also a leader with Bonnybridge Brownies and Carron Division Senior Section, would like to say thank you to Girlguiding UK, Girlguiding Scotland and Girlguiding Forth Valley for funding.



Sheila Marshall (middle back row) is pictured with the group who attended the special lunch.

LONDON TO PARIS BY BIKE!

Cycling from London to Paris is a tough call by anyone's standards. But staff nurse Paula McIntosh and paramedic Debbie Brown pedalled almost 300 miles to raise £2,700 for MS Scotland. They were joined on the journey by Paula's brother's girlfriend, Catherine Ronald.

The three women, who trained hard for several months before they set off, were supported along the way by family and friends driving a motorhome, which became their accommodation for the week.

Paula has been a staff nurse for 16 years and has spent the last five years in Ward A12 where she regularly sees patients with various stages of MS. Debbie has a friend with MS and Catherine's aunt also suffers from the disease.

The money is being shared between the Falkirk branch of MS Scotland and the Campbeltown branch, which is where Catherine is originally from.



CONQUERING A FEAR OF HEIGHTS FOR STRATHCARRON

For someone with a fear of heights, hiking up the Ochil Hills would be viewed as a great achievement. But Arlene Smillie, Physiotherapy Co-ordinator for Women and Children's services, overcame her phobia to take on a mega-challenge in aid of Strathcarron Hospice by trekking up Mount Toubkal, the highest peak in the Atlas Mountains of Morocco.

Arlene's sister is a nurse at the hospice and Arlene is very aware of their fundraising campaigns. So when she saw a seven day trek advertised on Facebook she went to see the fundraiser and got signed up. Her pledge was to raise £1,500 for Strathcarron – her total so far now stands at more than £3,200.

Arlene's first foray into hill walking was a trip to Dumyat, where two NHS colleagues held her hands as she made her way up the hill. Since then she has undertaken spin classes, yoga, and strengthening classes to build up her stamina. She also started trekking with the three men and eight women who formed the group going to Morocco.

The culmination of their seven day adventure was waking up early to start a eight hour trek to the summit of Mount Toubkal to watch the sunrise. Arlene, who is asthmatic,



almost reached the top of the 13,671 ft peak but suffered breathlessness and had to cross the mountain 2,000 ft below.

To get into the swing of things she dyed her hair pink, and department staff held a 'dressed-in-pink day' to support her fundraising efforts. Before leaving Arlene did confess to feeling nervous but described the journey as amazing, inspiring and scary at times. She is now looking around for her next big challenge!

To find out more or donate visit Arlene's Just Giving page www.justgiving.com/fundraising/Arlene-ROSS3

IN THE FOOTSTEPS OF HADRIAN

Colleagues in speech and language therapy, dietetics, psychology and community nursing received a special award at this year's Royal Garden Party at the Palace of Holyroodhouse. They were presented with a Duke of Edinburgh Diamond Award in recognition of a fundraising effort in memory of Specialist Learning

Disabilities Dietitian, Pamela McIntosh who passed away last October.

Pamela was a member of a staff walking group but sadly ran out of time to walk Hadrian's Wall. However, other members took up the challenge on her behalf and have raised more than £4,500 for Strathcarron Hospice, where, they say, Pamela was cared for with dignity.



MARATHON MAN

Teacher Allan Macdonald donned his running shoes to take part in the Edinburgh Half Marathon, netting more than £800 for the Emergency Department at Forth Valley Royal Hospital.

Allan works for the staff bank and has often spent time in Emergency as an auxiliary. He says he was prompted to undertake the challenge because he believes emergency department staff do a fantastic job and any money raised helps buy extra items for the ward.

Allan, who is also an Army reservist, had set himself a target of 3hrs 15 mins, and spent many weeks plodding away training. He crossed the finishing line with a time of 3hrs 27 minutes 19 secs. He says he got fantastic backing from military colleagues.



Allan Macdonald presented his cheque to Glynis Fotheringham, Senior Charge Nurse and Emergency Dept colleagues

FIONA HANGS UP HER HAT

The Emergency Department in NHS Forth Valley has said goodbye to one of its longest-serving members of staff, Fiona Thomson, who has taken early retirement.

Fiona started nursing in February 1978 at Inverclyde College of Nursing and Midwifery (before Inverclyde Royal Hospital was built!) but finished her training there in 1981 and worked on a general surgical ward for four years, in charge of the ward for the last 8 months.

Her next move was to St Mary's, Paddington, first in orthopaedics and then Admissions, before transferring to A & E. From there she headed back to Scotland, working as a staff nurse at the Western in Edinburgh until the department closed. She then spent six years in A & E at Edinburgh Royal Infirmary.

In 1998, Fiona took up a post in the Emergency Department at Stirling Royal Infirmary, remembering her time there with affection, before moving to Forth Valley Royal in 2011.

According to Fiona she worked there 'until her old bones could no longer cope' and enjoyed a night out with colleagues to say farewell to the NHS.

Fiona (left) pictured with Senior Charge Nurse, Emergency Department, Glynis Fotheringham



EDITH CONTINUES TO CARE

Retiring after 39 years with the NHS, most members of staff have a bucket list which includes travelling. With trips planned to countries including Canada and Hawaii, staff nurse Edith Todd is no exception. However, her other retirement pursuits will include helping the homeless and volunteering in soup kitchens.

Edith began her career as an auxiliary nurse at the Royal Scottish National Hospital then moved to urology where she was a staff nurse and then a ward sister. She latterly worked in surgical specialties ward B31 which she enjoys, but says her happiest memories are from Stirling Royal Infirmary.

She explained: "We had an excellent medical team and worked with patients for a long time so built up a good rapport with them and their families. I remember one patient who was 21 and had just got engaged when he was diagnosed with testicular cancer. Fortunately he

recovered and when I met him years later he thanked me for my honesty, telling me I was the only one who warned him that the treatment would not be pleasant."

Edith says she feels privileged to have worked with such excellent colleagues. However, Senior Charge Nurse Lynne Paterson says the NHS is privileged to have had Edith as a member of staff. She said: "Not only has Edith been an integral part of urology but she's a 'well kent' face and always on hand to help out in other wards if they need her expertise. She will be very much missed, not only for her extensive knowledge and professionalism, but also for the support she has provided to younger members of staff, encouraging them to maintain her high standards.

Edith was joined in her retirement celebrations by partner Graham, daughters Lisa and Elaine, grandson Cameron and her many friends and colleagues.



100,000 CHILDREN LATER!

Nursery nurse Linda Mellon has headed 'Down Under' after 23 years with NHS Forth Valley, where she has cared for more than 100,000 children and their families. Staff in the Children's Ward at Forth Valley Royal Hospital said goodbye with flowers, personal gifts and some Australian dollars.

Among well-wishers was a message from one of Linda's first patients, now aged 25. Using social media the woman, who has a long-term condition, said she was pleased that Linda had waited until now to emigrate to Australia as today's technology would enable them to keep in touch electronically across the miles.

It has taken Linda from Sauchie and her husband Ron, two years of form filling to gain entry to Australia where they have a son and daughter living in Perth, and another son lives near Melbourne. A qualified nursery nurse, Linda began her NHS career as a play leader in the old Ward 2 at Stirling Royal Infirmary and then applied for a nursery nurse post.



Linda is pictured with (left to right) Sister Karen McFarlane, Ward Manager Fiona Cook and Sister Margaret Rooney.

Reflecting on her career she said: "I've really enjoyed my time in Forth Valley as I've worked with a great bunch of people who are not only colleagues, but like a wider family who I can trust and depend on."

Linda's daughter is a pre-school teacher at Perth University and Linda hopes to undertake supply work there.

CELEBRATING DIETITIANS WEEK

Dietitians and catering staff at Forth Valley Royal Hospital recently celebrated Dietitians Week 2016, with a week long programme of special events.

The focus of this week was to highlight the professional role of dietitians and promote good nutritional care in hospitals. Displays were organised to raise awareness of the importance of good hydration, staff health and showcase the varied work of acute dietitians in clinical areas such as stroke, cancer and renal disease.

People had the opportunity to calculate their BMI and see and sample a range of snacks, supplements and tube feeds used in the hospital to support good nutrition.

Fresh dairy samples, including yoghurt and ice-cream, accompanied by the first local strawberries of the season, were handed out by Serco catering staff and local supplier Graham's Family Dairy.

The dietitians work closely with Serco catering staff, who offer sixteen different patient menus to ensure that meals are well balanced and meet national nutritional standards, as well as being fresh and tasty.



OPENING UP ORTHOTICS

Staff in the orthotics department have mounted a campaign to tell patients more about what they do, and encourage feedback to make the service even better.

Orthotist John Smith, who has introduced a patient blog, says a lot of people haven't heard of orthotics and don't know that orthoses include things like shoes, insoles, sprints and knee braces which improve activity and independence and help to reduce pain. And even those who are aware of what orthotics entails, can find the thought of using such medical devices quite daunting.

John explained: "Our patient opinion blog gives people the opportunity to tell us about their experience so that we are more equipped to help others in the future. It also allows them to say what we are doing well and what we could potentially do better. I believe feedback from the people who use our service is invaluable and must be captured and used to further improve the service."

Listening to what patients say has already resulted in changes:

- A new workshop has been provided within the hospital so that patients can bring their orthosis to the hospital to be repaired, rather than sending them away for long periods of time.
- A larger stockroom means more people can take their orthoses away on the same day as their appointment, rather than having to return a few weeks later to have them fitted.

John believes that, despite information systems which may be used to flag up all kinds of data, nothing replaces the most valuable source of information – opinion from patients themselves.



iMatter UPDATE

Thank you to all of you who have already been involved in the roll out of iMatter across NHS Forth Valley. The employee engagement and experience programme launched in March 2015 and we are well over the half way mark. Some teams are currently involved in the creation of

their first Team Action Plans, others have yet to start and some of the early teams are now into year two.

Wherever you are in the journey, the figures below show how we are doing locally against results across Scotland.

NHS Forth Valley - Dec 2015	NHS Forth Valley Jan-June 2016 (62% rollout stage)	NHS Scotland - Dec 2015	NHS Scotland - April 2016
No of staff 2868	No of staff 802	No of staff 33,701	No of staff 22,166
Response Rate 67%	Response Rate 77%	Response Rate 68%	Response Rate 66%
Employee Engagement Index (EEI) 73%	Employee Engagement Index (EEI) 76%	Employee Engagement Index (EEI) 74%	Employee Engagement Index (EEI) 70%

Here's what the information you have provided is telling us already:

6 Highest Scoring areas from iMatter

6 Lowest Scoring areas from iMatter

	NHS Forth Valley (iMatter)	NHS Forth Valley Survey	NHS Scotland (iMatter)
I am clear about my duties and responsibilities	89%	86%	87%
My direct line manager is sufficiently approachable	84%	N/A	86%
I have confidence and trust in my direct line manager	81%	80%	82%
I feel my direct line manager cares about my health and well-being	81%	N/A	83%
I would recommend my team as a good one to be a part of	81%	59% (workplace)	81%
I understand how my role contributes to the goals of the organisation	81%	78%	81%

	NHS Forth Valley (iMatter)	NHS Forth Valley Survey	NHS Scotland (iMatter)
I feel involved in decisions relating to my organisation	54%	28% Consulted re Changes	56%
I feel senior managers responsible for the wider organisation are sufficiently visible	57%	51%	61%
I have confidence and trust in senior managers responsible for the wider organisation	61%	N/A	63%
I am confident performance is managed well within my organisation	61%	N/A	62%
I am given the time and resources to support my learning and growth	65%	79% Health & Safety Training	69%
I feel my organisation cares about my health and wellbeing	66%	N/A	70%

We would like to hear about any changes your team has made as a result of your iMatter discussions and action plans. Please contact the iMatter Team on 01324 567383/567384 to discuss.

Further information is available on the iMatter section of the Staff Intranet: <http://staffnet.fv.scot.nhs.uk/index.php/a-z/staff-experience-project/>

CUSTOMER SERVICE CHAMPIONS

Twenty staff members are part of the first cohort of two new customer services programmes, which includes acting as 'learning buddies' for participants.

As part of Everyone Matters, a short life working group was set up to identify what training was currently available in customer service skills and to look at the best way of providing different levels of knowledge and skills training for staff across NHS Forth Valley who have a role in delivering high quality 'customer service'.

The programmes will initially run as pilots and there are two options currently available. The first involves delegates participating in a one day face-to-face interactive Values Based Customer Service Skills programme delivered by Kay Training. The

programme has been designed with NHS Forth Valley and providing the pilot is successful, it is anticipated that we can deliver this in-house via designated Customer Service Champions.

The second option works with Customer Service Professional (CSP), through Renfrewshire Council, to offer two levels of online customer service skills training. Candidates will complete an online accredited programme, supported by a Workplace Buddy, at either Award (SCQF Level 5, SQA Level 2) or Certificate (SCQF Level 6, SQA Level 3) level.

NHS Forth Valley is one of the first local boards to pilot this programme. An induction day took place at Forth Valley Royal Hospital where the staff members were introduced to the course by Chairman Alex Linkston, who is a keen advocate of excellence in customer service, and also Michael Moran and Stacy Hays, from Renfrewshire Council who are the course facilitators.

More information about these programmes will be available on the Values Based Customer Service Skills website.

<http://staffnet.fv.scot.nhs.uk/index.php/learning-zone/customer-service-skills/>



LEADING THE WAY

Congratulations to the latest delegates who have successfully completed the Introduction to Leadership programme in NHS Forth Valley. Pictured with them are the facilitators (front left) and Morag McLaren, Head of Organisational Development (far right).



The feedback on the programme has been very positive and included the following comments:

“I have learned so much about myself and others and I am convinced that my journey as a leader is going to be very interesting”

“I have thoroughly enjoyed the programme and gained a lot from this”

“Enjoyed the course and will take a lot of the learning into my role.”

GOING FOR GOLD!



With an Investors in People Silver Award already under our belt, NHS Forth Valley is now going for gold.

This will involve the Investors in People (IIP) assessor visiting NHS Forth Valley for three days and meeting with randomly-selected staff members to discuss their experience of how the organisation invests in the development of its staff and services. This feedback is then assessed against the IIP standard to consider whether or not we can demonstrate that we are able to meet, or exceed, the nine key indicators outlined below.

We are undertaking our review over three years from 2016-18 and, following the Assessor's visit, we will get feedback on what YOU think is working well and what the organisation needs to improve. Over the next few years we will try to address the issues raised to help us achieve the gold standard.

The review plan is:

- Year 1 2016 – Acute Services
- Year 2 2017 – Community Services
- Year 3 2018 – Corporate and Support Services

For further information visit the IIP and OD pages on the Staff Intranet

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

<http://staffnet.fv.scot.nhs.uk/index.php/a-z/organisational-development/>



LISTENING TO STAFF

Issues raised by staff are to be given a higher profile at the Area Partnership Forum (APF). Until now the emphasis at the Forum, which meets four times a year, has been largely HR driven, with attendance management, finance, working conditions and workforce planning high on the agenda. But following a 'time-out session' last year, it was agreed that future discussions should concentrate on a mix of issues with greater emphasis on staff side involvement.

So how do you raise issues or ideas?

Three partnership forums – Acute, Facilities and Community Services Directorate – feed into the Area Partnership Forum. Their members are trade union representatives from various staff side organisations, senior managers and HR colleagues, together with full time union officials who act in an ex-officio capacity. So if you have any issues or ideas which you wish to raise, then speak to your staff side representative.

What type of issues would the Forum be able to act upon?

Health and safety issues, shift patterns, working environment, staffing levels, and harassment and bullying are all able to be raised at the Area Partnership Forum. Members are also keen to hear suggestions and ideas on any changes or improvements which local staff would like to see.

How can I find out more?

The first port of call would probably be a staff side rep who can raise an issue for you. You could also attend a local union meeting. Each organisation holds meetings at different times and locations. Members of the Forum are also willing to visit individual departments if requested and the APF intranet pages are also being developed to help keep staff updated.



Partnership Members

JANETT SNEDDON – Co-Chair Acute Partnership Forum, Steward Royal College of Midwives.

A midwife since 1979, Janett's first foray into becoming a staff side rep happened when she began working in Leicester, where a pay dispute was ongoing. The arguments did not involve her personally, so she was able to take an unbiased view. She speaks from 30 years experience.

"I think the staff side work very well together. When we first had the Partnership there were acute hospitals in Stirling and Falkirk and

the reps didn't know each other. Sometimes we were treading on eggshells. But now we are a true partnership and contact each other for advice.

"People should be coming to us with their problems whether it be sickness absence issues, disciplinaries or advice about terms and conditions. I am concerned that some people don't realise what support they can get from our members. For example a union rep can accompany you to discussions about sickness absence and will be able to highlight policies

you may not be aware of.

"We belong to the Forum hopefully to improve services for staff. But it is a volunteer role and we would like more staff to contact their reps if they have concerns or suggestions. We cannot make things better unless we know about them!

"Not only do staff side reps support staff but they are also able to talk to management and to HR too. This joint approach can often de-escalate what can turn into a tricky situation. It can also avoid embarrassment on all sides."

FLU VACCINATION PILOT RESULTS PUBLISHED

Details of a pilot project to vaccinate school children across Forth Valley at weekends and after school, have been published in the *British Journal of School Nursing*. The article focused on Falkirk schools and was written by members of the Falkirk school nursing team, locum doctor Calum Robertson and Dr Kathleen Stoddart from the University of Stirling.

The model was designed to minimise disruption to the school curriculum and provide a more family-friendly service.

Most sessions took place in schools on a Sunday although one small rural school held their immunisation session alongside a parents evening which led to a 76 per cent uptake against an average of 64.5 per cent.

Although many families reported immunisation out-of-hours suited them it did not work for everyone, particularly children with autism who attended mainstream schools within the defined pilot area. Different models and approaches have been piloted across Scotland and these will continue to be reviewed and adapted to meet the needs of children and their families.



COMING TO A PLACE NEAR YOU

With the flu season approaching, the NHS Forth Valley immunisation team will be visiting wards and community hospitals offering flu jags to staff. This new approach is designed to make vaccination much more accessible when staff are busy and is in addition to the special clinics which are organised by Occupational Health.

The new campaign will also feature presentations to staff, new myth-busting posters and competition prizes.

Public Health Consultant Dr Henry Prempeh said: "It's a commonly held belief that the flu vaccine will give you flu but this is not the case as the vaccine given to health workers is NOT a live vaccine. It not only helps prevent you from getting flu, but also protects you from spreading the virus to your patients."

Last year around 29% of staff in NHS Forth Valley took the opportunity to be vaccinated against flu, with the Scottish Government hoping for 50 per cent. This year's strategy therefore aims to boost numbers locally.



FIGHTING EXTREMISM

Recent terrorist events have highlighted the need for people to be constantly on their guard against extremists. The UK Government has placed a statutory duty on NHS Boards to try to prevent people being drawn into extremism and a number of measures have now been put in place across NHS Forth Valley. So what are we doing, and how can you play a part in keeping colleagues and patients safe?

Unfortunately it's a fact of life that extremists often target and radicalise vulnerable people and they represent a sizeable section of our patient groups.

So what do you look out for?

The following signs may indicate that someone is being radicalised

- Accessing extremist material online including through social networking sites
- Use of extremist or hate terms to exclude others or incite violence
- Evidence of literature, leaflets

or artwork promoting violent extremist messages or organisations

- Requesting unusual patterns of leave such as urgent/unplanned leave
- Patients voicing opinions drawn from extremist ideologies
- Parental/family reports of changes in behaviour, friendships or actions, and requests for assistance
- Fascination with violence, weapons and uniforms

These signs shouldn't be viewed in isolation; use your judgement to determine whether you feel any out-of-the-ordinary behaviour could be a threat. And if you do believe someone may be at risk, flag up your concerns, discussing them initially with your line manager. If there is an immediate risk or threat then contact **Police Scotland on 999**.

The new campaign is based on four strands, often known as the four P's – Pursue, Prevent, Protect and Prepare. The PREVENT programme within NHS Forth Valley complements our



Safeguarding people and communities

Think Prevent

existing work alongside child and adult protection, hate incidents and HR policy frameworks.

Some staff, dependent on role, will complete a **Prevent e-learning module** available on LearnPro which outlines our responsibilities in protecting vulnerable patients and staff.

Others will also complete a Home Office core awareness-training product which is being delivered locally – **Workshop to Raise Awareness of Prevent (WRAP)** to help recognise warning signs.

Information and advice for all staff can be found on new PREVENT pages of the Staff Intranet <http://staffnet.fv.scot.nhs.uk/index.php/a-z/preventing-extremism/>

RECOGNISING OUR LOCAL HEALTHCARE HEROES

NHS Forth Valley is gearing up for its Annual Review on Tuesday 30th August 2016 and a separate Staff Awards ceremony which will also take place later this year.

The NHS Forth Valley Staff Awards aim to highlight the hard work, care and commitment of local staff and volunteers across the organisation. There are six categories to choose from along with a special Chairman's Award.

Further information on; our Annual Review and Staff Awards is available on our website www.nhsforthvalley.com



INVESTING IN NEW EQUIPMENT

A new state-of-the-art CT scanner is to be provided at Forth Valley Royal Hospital as part of a five year capital plan to improve healthcare premises and replace medical equipment across NHS Forth Valley.

Other equipment such as ultrasound scanners, defibrillators and blood pressure monitors which enable results to be sent directly to a patient's electronic record will also be purchased over the next year, along with new beds for community hospitals.

In addition, work will be undertaken to improve outpatient facilities at Stirling Community Hospital and build a new healthcare centre in Doune. These plans form part of an

ongoing programme to maintain and improve primary care, hospital and health centre facilities across Forth Valley.

NHS Forth Valley's Head of Medical Physics, Bryan Hynd said: "The new CT scanner will be able to produce high resolution pictures of any organ in a few seconds and provide sharp, clear, 3D images, including detailed views of blood vessels, in an instant. It will not only be suitable for routine diagnostic work but also more complex examinations including oncology, musculoskeletal and cardiac imaging.

"The speed of the image processing means quicker scan times which will increase the number of patients who can be seen each day and help reduce waiting times."



AAU SWITCHES ON TO HEPMA

The Acute Assessment Unit at Forth Valley Royal Hospital has become the latest area to successfully introduce HePMA, a new electronic prescribing system.

HePMA (Hospital Electronic Prescribing and Medicines Administration) is an exciting initiative with strong patient safety benefits. It removes any problems with deciphering handwriting, a problem with 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 reducing the number of steps in the ordering process.

The system has already been implemented in the mental health and children's wards and there are now plans to roll it out to the rest of the inpatient wards at Forth Valley Royal Hospital over the next year.

Training resources have been developed for staff using the new electronic system, including LearnPro modules.

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).

LOOK OUT FOR NHSMail2

Email users in NHS Forth Valley are migrating to the NHSmail2 service.

The service will provide an improved email service including a larger mailbox and instant messaging features. Migration began in May 2016 and is expected to last for approximately three months. The transition is being carried out on a user-by-user basis so some staff may transfer over to the new email service while their colleagues are still on the old service. This will not, however,

affect your ability to share calendars etc. Users will receive an email notifying them that their account is scheduled for transition. This will be provided at least one week beforehand.

After migration any users with shared folders will need to set up access for colleagues and will receive a link with instructions on how to do this.

A User Transition Guide and other useful material for NHSmail2 can be accessed via the NHSmail support site.

NEW PATIENT REMINDER SYSTEM

A new patient reminder service is being trialled for outpatient appointments in gastroenterology, neurology and dermatology. It involves patients receiving a recorded phone message seven days beforehand which asks them to either confirm they can attend, request a change of appointment or speak to a member of staff.

NHS Forth Valley Health Records Services Manager Emma Hamilton said: "The introduction of this new reminder system should help reduce the number of people who fail to show up for an appointment because they have either forgotten or they can no longer attend. Enabling patients to pick a date and appointment time which suits them will also help especially for those with specific work commitments, holidays or transport issues."

A text message reminder will also be sent to mobile phone numbers a few



days before the appointment date as an additional reminder and, a local telephone number will appear on caller display (01324 566249) to help avoid any potential confusion with unwanted sales or marketing calls.

Similar systems are already being used in several other Health Boards in Scotland and if the initial trial is successful, the plan is to roll out the reminder system for all outpatient appointments at hospitals across Forth Valley.

WINNING POSTERS

NHS Forth Valley won two of the six poster categories at the recent NHS Scotland Event at the SECC in Glasgow and was also a finalist in a third category.

Suzanne Millar, Senior eHealth Project Officer and team won the 'Infrastructure' category with their poster 'Using eHealth to help patients understand their cancer care: The development and implementation of an electronic cancer treatment summaries system (Tsum)' while Beverley Finch, EPQi Programme Manager and team won the 'Person-Centred' category for 'What's it all about ALFY?' which highlights a new local telephone advice line for older people. This poster was a double winner with Beverley and the team also winning the 'People's Choice Award.'



The poster winners are pictured with Paul Gray, Director General Health and Social Care and NHS Scotland CEO.

Dr Chris Hunter, a GP at Viewfield Medical Practice and colleagues, was a finalist in the Effective Care Category for his poster 'Should I keep taking the tablets Doc?' which highlighted work undertaken to reduce the number of hypnotic and anxiolytic

drugs prescribed to treat anxiety and insomnia.

Congratulations to all the staff involved in preparing and presenting the 14 posters which were submitted by NHS Forth Valley at this year's national event.

FOR SHE'S A JOLLY GOOD FELLOW



Congratulations to our Director of Nursing Professor Angela Wallace who received an RCN Fellowship award at the 2016 RCN Congress which took place in Glasgow.

RCN Fellowships are awarded to UK registered nurses who have made an outstanding contribution to the advancement of nursing and/or health care, and the RCN often calls on the expertise and experience of Fellows to help with projects.

Prof Wallace is pictured with (L-R) Michael Brown, Chair of RCN Council and RCN Scottish Board; Cecilia Anim, RCN President and Janet Davies, RCN Chief Executive and General Secretary.

Angela celebrated her award with members of the NHS Forth Valley Nurses Choir who had been invited to sing during the opening ceremony.

NHS Forth Valley also scooped the People's Choice Award in the RCN Care on Camera competition, held to celebrate 100 years of the RCN. It attracted almost 900 entries across the UK and the picture, snapped by a

member of the Communications team, was voted the most popular from a shortlist of 50.

The NHS Forth Valley successes were featured widely on Twitter and Facebook.



WIN A MEAT BOX



Staff News has teamed up with Falleninch Farm Butchers to offer one lucky staff member a chance to win a Farmers Meat Box worth £50.

Falleninch Farm is located in Stirling and is a third generation traditional family farm with sheep and cattle grazing in the fields. The farm's butcher shop, which opened in 2014, offers a wide range of great value fresh meat packs and products.

Order online or pop into the shop to see what's on offer - there's plenty of free parking too! The shop is open Monday to Friday 5am to 5pm and Saturdays 9am to 3pm.



For illustration purposes only. Actual box will differ

To be in with a chance of winning, all you need to do is solve the following anagrams (Hint all these items can be found on the Falleninch Farm website www.falleninchfarm.co.uk)

1. PORCH INK POLO
2. EACH PAIR KNOCK
3. BEAR EYES KIT
4. DOLL PERK UP
5. BOAT FREES
6. CRAB KETCHUP
7. SCAB NICK THREE
8. A FEARSOME SPIKE HUT

Send your answers to FV-UHB.StaffNewsCompetition@nhs.net or by post to NHS Forth Valley Communications Department, Carseview House, Castle Business Park, Stirling FK9 4SW. The closing date for entries is Monday 22nd August 2016.

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FalleninchFarm.co.uk
Or visit our Farm Shop on Dumbarton Rd, Stirling FK8 3AB

Find us on Facebook

The winner of our Spring Staff News competition was Amanda Young, Occupational Health Adviser at Forth Valley Royal Hospital, who won a family pass for Briarlands Farm. The cow was on page 15, congratulations Amanda!

'STEP' TACULAR STAFF

Walking around the world 4 times may sound like an impossible feat to many; however, local staff from across NHS Forth Valley have managed to do just that and walk the equivalent in just 6 weeks as part of this year's Step Challenge.

The challenge saw 103 teams, each with five members, register to take part, with 83 teams making it through to the end. An amazing 194,818,734 steps were submitted as part of the challenge, which equates to approximately 97,409 miles. The distance around the equator is 24,901 miles.

Following the completion of the challenge, an awards presentation took place at Forth Valley Royal Hospital where the top teams were presented with certificates by Helen Kelly, Director of HR. Each winner also received a step challenge mug and a fruit hamper.

The Fit 5, a team from ICT in Forth Valley Royal Hospital, walked the most steps, 3,538,335 in total, which is roughly

1,769 miles. Lost in Pace from Stenhousemuir Health Centre and Heart Racers from Cardiology in Forth Valley Royal Hospital won awards for continuous improvement and the best team name was Scrambled Legs, a team of health visitors from Kersiebank Medical Centre in Grangemouth.

Two members of staff were also given awards for being an inspiration to others. Kirsty Barnes, Forensic Team Leader and part of the Forensic Floozies based at Falkirk Community Hospital, was nominated by her team leader as she went from being a non-stepper to the top stepper in her team and also lost an impressive three stone in weight since the start of 2016. Margaret Gallacher, complex care sister and part of the Lost in Pace team from Stenhousemuir Health Centre, recently underwent a knee operation but embraced the challenge to help improve her fitness.

Thank you to everyone who participated in the 2016 Step Challenge and good luck to all the staff who are currently taking part in the 500 mile Challenge with the aim of walking this distance between May and November 2016.



SPANISH SUCCESS!

Congratulations to Dr Stuart Cumming, Associate Medical Director for the Community Services Directorate, whose presentation on Anticipatory Care Planning was shortlisted at the recent International Congress for Integrated Care in Barcelona.

The Living Well in Communities, Anticipatory Care Planning Team (LWiCs ACP) was chosen and invited to deliver a one hour workshop which was very well received and resulted in many international contacts.

The project, which was presented by National ACP Clinical Leads Stuart Cumming and Janette Barrie, also made the top 10 shortlist for the overall Integrated Care Award 2016 award.

ANNE'S COOKING ON GAS!

A 'well-kent' face in the restaurant at Forth Valley Royal Hospital, Catering Manager Anne Davidson, has been crowned 'Facilities Management (FM) Professional of the Year' in the British Institute of Facilities Management (BIFM) Scotland Awards 2016.

The award recognises outstanding performance and the judges praised Anne's creative outlook and dedication to her role, particularly the frequent visits by her and her team to patients in the acute and community hospitals to whom 3,500 meals are supplied daily.

Anne's nutritional work with dietician colleagues and her support of work experience initiatives at the hospital were also awarded a special mention.

Anne said: "I'm thrilled to have received such a prestigious award and to know that my team and I are making such progress in healthcare facilities management."



(L-R) Alastair Bokla, e-foods promoting World Health Day with Serco's Head Chef Yvonne Buchanan, Catering Assistants Heather Frame & Janette Allan and Chef Linzi Ferguson



Landward presenter Sarah Mack interviews Catering Manager Anne Davidson for a feature on hospital food

CATERING COMMENDED

The quality of the food served to patients, staff and visitors in our hospitals was highlighted in a recent episode of Landward – BBC Scotland's food and farming programme.

The team filmed some of the local producers who supply fresh food to the hospital kitchens and interviewed some of the local catering staff and patients.

Every day the catering team produces 3,500 meals for patients, staff and visitors. Anne Davidson, Serco's Catering Manager at Forth Valley Royal Hospital said:

"The whole team is very proud of that the fact that 100% of our fresh produce is sourced within 50 miles of the hospital and we are committed to supporting local businesses."

Restaurant staff at Forth Valley Royal Hospital also joined local producers to mark World Health Day with a give-away bonanza.

The hospital's catering team helped dish out fresh fruit, vegetable and juice samples to patients, visitors and employees, along with supporting information on the importance of maintaining a healthy lifestyle.

QUEEN'S AWARD FOR LONG SERVICE



Two familiar faces, Head of Occupational Health Dorothy Bell-Sneddon (right) and Lead Nurse Susan Dawson, are pictured receiving their Queen's Nursing Institute Award for long service having notched up over 21 years! The awards were presented at a NHS Scotland Occupational Health Nurses' Symposium at the Golden Jubilee National Hospital.

ROYAL APPROVAL

Head of Family Child Psychology, Dr Lorraine Johnstone, has been presented with an award from the Butler Trust by HRH The Princess Royal, in recognition of her work to support young people.



Dr Johnstone is involved with a ground-breaking national project working with some of Scotland's most difficult and troubled young people. The Interventions for Vulnerable Youth (IVY) project which she founded, is open to 12-18 year olds and is a national resource for children who perpetrate serious offences and who are often marginalised and find it difficult to access resources.

Dr Johnstone explained: "The Butler Award was really special because it was borne out of an idea I had working with young people who often fell through the gaps in service because it was difficult to meet their

needs. A wide range of colleagues helped support the project so this award reflects the efforts of the whole team."

NHS Forth Valley's Child and Adolescent Mental Health Service awarded part of its Mental Health Innovation Fund to IVY to ensure that children in the local area who need help are seen quickly.

The project, which is based at the University of Strathclyde, has already worked with more than one hundred of Scotland's most disadvantaged and concerning young people, and evaluations of its impact have been very positive.

LEADERS IN THEIR FIELD



(left to right) Debbie Forbes, Julie Donald, Charlotte Hallows and Alana Harrower

Well done and huge congratulations to the midwifery team at Forth Valley Royal Hospital who won the Best Start Leadership Programme at an event held by NHS Education Scotland. The event was organised to celebrate the success of midwives and looked after children's nurses across Scotland.

IN THE SPOTLIGHT



Bryan Hynd, Head of Medical Physics

What does your current job entail?

My current job as the Head of Medical Physics, is to manage the medical physics team who are responsible for the maintenance, repair and procurement of medical equipment throughout NHS Forth Valley.

How did you arrive at your present post?

I left school to work for a local medical equipment company who put me through and also funded my qualification in mechatronics. I was there for five and a half years before being made redundant. I then took up a temporary post in the Medical Physics Department at Falkirk Royal Infirmary. After a few months this was made permanent and I've been working for the NHS ever since - 15 years and counting!

How much does being innovative play a role in the workplace?

Lots. In the last five to six years the department has changed greatly. We've brought a lot of work that was previously carried out by the equipment manufacturers back in-house. We've become more active in managing the equipment rather than just fixing it when it breaks down. All equipment now has a planned replacement date, there is greater standardisation and a new equipment tracking system has been installed in Forth Valley Royal Hospital which was shortlisted for an Advancing Healthcare Award. These changes have improved efficiency and helped reduce costs.

What might people not know about you?

Outside work I pay solo cornet for the Buckhaven & Methil Miners Brass Band and I'm a keen wildlife and landscape photographer. The band practices twice a week as well as playing concerts and taking part in competitions throughout the year.

In terms of your musical career, what has been your biggest moment?

A few years ago the band were asked by Tower Records to record a track for a CD featuring some of the top colliery bands, including Grimethorpe Colliery (the band from the film *Brassed Off*). At first we thought it was one of the other local bands being funny but it turned out to be genuine and we have a recording of the march *Bayview* on the album "Music Lives on Now the Mines Have Gone – Best of Colliery Bands". The Album briefly made it into the top 20 albums chart!

How do you spend a weekend?

My weekends are usually spent with family. I have a 6 year old daughter so I like to spend time with her. I usually try (and often fail) to play golf at my local course in Cairneyhill. If the weather, time and my wife allows it I like to



get out and try to get some decent photographs. The Fife coast is one of my favourite spots.

Favourite food?

Steak and chips.

Funniest experience?

Getting picked up in a wedding car along with my police officer brother to go and get married and my brother realising that he had charged the driver a few days earlier for being over on his taco graph!

Worst nightmare?

Airport check in. Is it really too much to ask for people to have their tickets and passports ready when they get to the front of the queue?

What would you do if you won £1million?

I'd pay off the mortgage, buy a holiday home in Fuerteventura and buy lots of lenses for my camera. Oh and maybe a sports car or two.....

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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.