

**SPECIAL AWARDS ISSUE P18 – 22**

# WELL DONE EVERYONE!



**BE HEALTH-WISE  
THIS WINTER P2**



**EBOLA  
MISSION P12-13**



**COMPETITION  
WIN A HAMPER P10**

# BE HEALTH-WISE THIS WINTER

Look after your  
own and your  
family's health.



Winter is always the busiest time of the year for NHS staff so it is vital that you stay well and healthy and look after yourself properly as your patients and colleagues really need you. To help do this you can:

**Flu:** Protect yourself, your family and your patients from flu this winter by getting a free flu vaccination. Any member of staff who has received a vaccination through their own GP practice is asked to let the Occupational Health Department know by either e-mailing FV-UHB.

OHSadmin@nhs.net or telephoning the department on 01324 566663.

**Colds:** Always carry tissues and bin them as soon as possible when you have used them, as germs can live several hours. Wash your hands regularly. This destroys bugs that you may have picked up from touching surfaces used by other people such as light switches and handles. Patients too, are more likely to be sniffing and sneezing, so to avoid catching their germs it is well to remember these handy hints.

**Norovirus:** also known as the winter vomiting bug, is extremely infectious. If you do become ill with vomiting and diarrhoea, remember to let your manager know, drink plenty to avoid dehydration and stay away from work for 48 hours after you become symptom free. Stay away from others.

**Eat healthily:** Have a hearty breakfast, porridge is ideal and helps you to boost your intake of starch and fibre to give you more energy. It's also important to maintain five portions of fruit and vegetables a day, even if the temptation when it's cold is to fill up on comfort food. And don't forget to drink more milk to make sure your immune system is in tip top condition.

**Regular exercise:** This improves the blood flow, strengthens the heart, helps beat the bulge and increases the feel-good hormone 'endorphins' that help lift our mood. This can be as simple as a lunchtime walk.

Remember your patients and colleagues need you, so try to stay well and use the services which are available to you. If you do become ill follow the local Attendance Management procedures and get help as early as possible.

## FLU DROP-IN CLINICS FOR STAFF ARE STILL AVAILABLE

in the Occupational  
Health Department  
at Forth Valley Royal  
Hospital.

Monday 2.00pm - 4.00pm  
(except public holidays)

Tuesday 9.00am - 12 noon

Wednesday 9.00am - 12 noon

Thursday 2.00pm - 4.00pm

Friday 9.00am - 12 noon

Your NHS Scotland Pension Scheme is changing!



sppa

Information on how this will affect you can be found at the Scottish Public Pensions Agency website.

www.sppa.gov.uk

## CHANGES TO THE NHS PENSION SCHEME

The NHS Pension Scheme, in line with other public pension schemes, will change from 1 April 2015. All those joining the scheme for the first time along with members of the current arrangements who do not fall within the protected group

will transfer to this new Scheme.

You can find out more how the changes will affect you on the SPPA website at [www.SPPA.gov.uk](http://www.SPPA.gov.uk). Information is also available on the Staff Intranet and guides on the new scheme are expected to be available from early 2015.

## IT'S TIME FOR A WEE CHAT ABOUT ORGAN DONATION

Do you know how your family feels about organ donation? Do they know your wishes? If not, it's time for a wee chat.

Just saying the seven words 'I'd like to be an organ donor' could save up to seven lives.

41 per cent of Scots have already made their wishes known by joining the NHS Organ Donor Register, but it's vital you tell your family to ensure your wishes are carried out should anything happen to you.

Making the positive decision to be an organ donor and sharing that



decision with your family can help save lives.

In Scotland, around 550 people are currently waiting for a transplant that will give them a second chance at life and three people in the UK die every day waiting on a transplant.

It only takes a couple of minutes to have a chat with your loved ones. Make time for it today.

To find out more about organ donation and to join the NHS Organ Donor Register, visit [www.organdonationscotland.org](http://www.organdonationscotland.org)

# NEW YEAR NEW YOU

For those who tend to pile on the pounds over Christmas there's the offer of a brand new start in the New Year. Community dietitians are running a campaign linked to the NHS Forth Valley website 'Choose to Lose' which will encourage people wanting to shed weight to keep a diary.

Called 'Diet Diaries Go Digital' it will be launched on January 26<sup>th</sup> 2015. Evidence suggests that keeping a diary is one of the first steps to successful long term weight loss and anyone accessing the site can either download the free diary or explore some of the mobile apps that can help track food intake on the go!

The dietitians will also be setting up a stand in the atrium at Forth Valley Royal Hospital on January 27<sup>th</sup> 2015 where they'll have food displays and be on hand to answer questions.

Staff, together with patients and the public will be encouraged to fill in an online quiz. A winner will be selected on Valentine's Day and the healthy prize is a seasonal fruit hamper.

Information packs with Choose to Lose resources are being distributed throughout NHS Forth Valley premises, including Euro House, Carseview, Central Supplies, Falkirk, Stirling and Clackmannanshire Community Hospitals and Forth Valley Royal Hospital.



# NO BYSTANDERS



L-R (back row) Mike Parsons, Equality and Diversity Officer for Police Scotland Forth Valley Division; Kevin McCloskey, Senior Staff Nurse for NHS Forth Valley, and Celia Sweeney, Corporate Policy Officer for Falkirk Council (front row) Kay Hills, Education Officer for Clackmannanshire and Stirling Council; Fiona Dawson, Policy Administrator for Falkirk Council, and Lorraine Simpson, Student President for Equality and Diversity for Forth Valley College.

**NHS Forth Valley has joined partner organisations in pledging support for a new campaign which highlights the damaging effect discriminatory language can have in the workplace.**

The 'No Bystanders' campaign is the brainchild of Stonewall Scotland, a charity which works to achieve equality and justice for lesbian, gay, bisexual

and transgender people in schools, the community and workplaces.

Organisers are calling on individuals and organisations to commit to challenge bullying and discrimination wherever they see it, and stand up for fairness and kindness.

Representatives from the health board, together with Clackmannanshire Council, Falkirk Council, Forth Valley College and Police Scotland Forth

Valley Division have signed up to show that we are organisations committed to tackling discrimination in its many forms, including homophobia, biphobia and transphobia.

NHS Forth Valley's Equality and Diversity Manager Lynn Waddell said: "This promotes our continuing zero tolerance approach to discrimination, so that staff can see the support from their colleagues who have made both a personal and professional commitment to challenging bullying and unfair treatment."

The associated social media campaign '#NoBystanders' is also being supported by public sector colleagues in a bid to encourage others to 'take the pledge' and sign up to end discrimination. You can take the pledge at <http://nobystanders.org.uk/>.

In Forth Valley, public sector partners are members of the Multi Agency Hate Response Strategy (MAHRS) group and deal with all reported hate crimes. For further information on the MAHRS Group go to [www.stophateincentralscotland.org.uk](http://www.stophateincentralscotland.org.uk).

If you wish to report any Hate Incident or Hate Crime you can contact the police on 101 or via [www.scotland.police.uk](http://www.scotland.police.uk)

# YOU ARE *NOT* TO BLAME

The attention of staff, passing through the atrium at Forth Valley Royal Hospital over Christmas and into the New Year will no doubt be drawn to a series of paintings on one of the walls. The artists are young people from Falkirk and District Women's Aid and the paintings depict their views on domestic violence and the impact it has had on them.

The Wall also has photos demonstrating staff and the public's commitment to raising awareness on ending domestic violence. It will highlight 16 key facts on partner and sexual violence against women.

The display is in support of 16 Days of Activism Against Gender Violence and

Lynn Waddell, Equality & Gender Based Violence Manager, says the level of incidents on our doorstep here in Forth Valley may surprise or shock people.

"During 2013 there were over 3500 cases reported to the Police in the Forth Valley area alone".

" NHS Forth Valley staff are working all year round in partnership with the police, local authorities, Women's Aid and other groups to support people experiencing abuse. It is not easy to seek help; people may feel alone, frightened, ashamed, and guilty or feel they have nowhere to turn. However our staff can help by being someone to talk to, who listens and understands you.

"You are not to blame. You can get help."



# PLAY IS GOOD FOR YOUR HEALTH

Staff in the children's ward at Forth Valley Royal joined in the fun when a host of sports enthusiasts and entertainers dropped in as part of National Play Week in Hospital. Representatives from Active Stirling encouraged kids to take up exercise by playing a type of bowls known as bocchia, used 'beanie' animals to encourage co-ordination, and showed the youngsters how to juggle.

Other treats included face painting fairies who brought lots of glitter and sparkle to the ward and a visit by Monster Mania who invited some very special friends along – Peppa Pig, Dora the Explorer, Mickey Mouse



and Super Mario! Mr B Loon was also on hand to entertain the children, parents and staff with his amazing magical balloon creations from Minions to Mickey – you name it he can make it!

Seonad Hopkins, NHS Forth Valley Play Specialist at Forth Valley Royal Hospital said: "Being in hospital can be a particularly daunting and

sometimes stressful experience for children. By planning weeks like this we can create an excellent distraction, whilst promoting positive health and some of the best kind of medicine – a dose of fun and laughter!"

National Play in Hospital Week is an annual event organised by the National Association of Health Play Specialists (NAHPS) a charity which promotes the physical and mental well being of children and young people who are patients in hospital. It is seen as an opportunity to celebrate and raise awareness of the importance of play and activity and this year's theme was 'Play is good for your health.'



## PREMIER PROJECTIONS



A film first premiered on the outside walls of Forth Valley Royal Hospital has been projected onto the Scottish National Gallery in Edinburgh, to mark the opening of the 117th Annual Open Exhibition of the Society of Scottish Arts at the RSA.

One Hundred Blinks was made during the residency at Forth Valley Royal Hospital of artist Lindsay Perth. It is a collection of faces, including those of patients, visitors and staff and progresses through the ages as each face changes, ending with the blink of the 100 year old.

Filed in slow motion at 200 frames per second Lindsay Perth successfully attempted to slow down time and provide the opportunity to gaze and celebrate each age and face.

The Edinburgh showing was looped over four hours and the projection was 16 metres wide on the side facing Edinburgh Castle. In a separate initiative, images from a national 'FAST' campaign were projected onto the side of Forth Valley Royal Hospital to mark World Stroke Day and help people react quickly to the early signs of a stroke.



# STAFF SERENADED BY PERSONAL MUSICIAN

The well-known adage ‘there’s many a good tune played on an old fiddle’ became a reality recently at Forth Valley Royal Hospital, thanks to a 93 year old patient. Staff and patients were serenaded daily by violinist Alan Cairney from his bedside in Ward 31.

A semi professional musician, his repertoire ranged from ‘Mairi’s Wedding’ to ‘We’ll Meet Again’ and his musical renditions not only set feet tapping but proved to be a great hit..

Alan, who was born in Prestwick and subsequently moved to Glasgow, took up his bow when he was nine or ten years old. He said: “I thoroughly enjoyed playing except when my

mother told me to practice. In those days coal was scarce and we didn’t always have a fire in the room. If my parents wanted to listen to the wireless I had to go into a cold room and it was really difficult to play the violin with frozen hands.

“I remember sailing up the Clyde on the Jeanie Deans paddle steamer and my parents made me play on the boat. That was purgatory for me – I was just a young lad, 10 or 12, and a very shy boy.”

Alan was a classically trained musician, gaining ALCM in violin. But his real love was traditional jazz and he switched to double bass when he played in the first band set up by Kenny Ball.

Alan then became a gigging musician, playing with the likes of Acker Bilk and Terry Lightfoot. His violin was brought into play again – as a doubling instrument for the tango.

He says he was prompted to bring his violin into hospital when he mentioned to someone that he could play. When asked how he thinks staff and patients have enjoyed being serenaded he said: “I think they ran away and got their ear plugs – no, I’m only joking. They all seemed keen to hear me play; being a Glasgow boy I know I am good!”

NHS Forth Valley Nursing Auxiliary Allison Cowie agrees. She said: “We encouraged him to play. He was absolutely brilliant and it cheered us all up. It was great having your own personal musician on the ward.”

(left to right) NHS Forth Valley nursing auxiliaries Allison Cowie, Ellen Swan and Maureen Gibson with virtuoso violinist Alan Cairney (93)



# DRIVEN TO SUCCEED

Thanks to new ways of working by our team of NHS drivers, patients across Forth Valley are getting a better service. The team has won the NHS Scotland Facilities Innovation Award for changes made under a programme 'The Generic Worker: The Drivers Journey' which has led to additional specimen uplifts at 51 health centres and the delivery of pharmaceutical supplies within Forth Valley Royal Hospital at weekends, which is freeing up clinical staff.

NHS Forth Valley Linen and Transport Manager Karen McKay said staff were delighted with their success. She explained: "Evidence suggested that traditional ways of working weren't making the most effective use of time and talent. We reviewed the drivers' rota and, as a team, looked at systems and training needs. This led to the

birth of the generic worker role. Not only have staff played an active role in modernising health services for the benefit of patients, but they too have benefitted in terms of their own personal development."

All drivers are now equipped with trackphones and routes have been re-drawn to maximise efficiency. The new ways of working has also substantially reduced the use of external transport providers with NHS Forth Valley drivers now taking pharmaceutical supplies to community hospitals at weekends and transporting health records between sites. They are also making direct deliveries of health records to the Acute Assessment Unit at Forth Valley Royal Hospital, ensuring that the most urgent case notes are in the right place at the right time for the right patient.

In addition to providing a better service, the redesigned routes have also led to a reduction in fuel

consumption and Co2 emissions from the fleet of around 60 vans and lorries.



Pictured receiving their award are: (left to right) Karen McKay, NHS Forth Valley Transport and Linen Manager; Scott Davidson, VAX (award sponsors); Brenda Finnegan, NHS Forth Valley driver; Paul Gray, Chief Executive, NHS Scotland; John Watson, NHS Forth Valley driver



# INTO THE WOODS

Eleven 5<sup>th</sup> year pupils at Balfron High School have been working with our health promotion staff to become peer educators. The programme focuses on increasing self esteem, confidence, communication skills and health and wellbeing and is being run in conjunction with the school, Stirling Youth Team and Stirling Voluntary Enterprise.

The process began with a week-long residential team building course in the Trossachs and Loch Lomond National Park and all eleven pupils have now successfully completed their John Muir Discovery Award – a UK-wide scheme that encourages people to connect with, enjoy and care for wild places.

Tasks included visiting Inchmahome Priory on the Lake of Menteith by boat, learning about the history of the island and the Priory on it, and noting animal, bird and insect life. Several challenges were set in the Callander hostel garden such as problem solving, and making mosaic herb pots and leaf lanterns. Preparing the week's meals to budget and learning recycling techniques were also on the agenda.

NHS Forth Valley Health Promotion



Pupils view some of their work

Officer Elaine Cochrane said: "The John Muir Award scheme is an excellent means of improving mental wellbeing and this was certainly borne out during our week in the National Park. We've gained an appreciation for wildlife on our doorstep and understand better how we can help look after it. Taking part in the John Muir Award has helped build teamwork as well as increase pupils' self-confidence and communication skills. I am now looking forward to working with

the Balfron pupils to enable them to carry out peer education within their school."

As part of the 'sharing' part of the award the young people arranged an evening at Balfron High School, where they showcased their experiences to family, friends and the organisations, that helped them. During the event one of the pupils, 16 year old Sarah Oswald became the 100,000<sup>th</sup> recipient of the John Muir Award in Scotland.

# TOP TOES FOR OVER 50s

**Our podiatry service is now getting a helping hand from volunteers, who have been in training to provide a valuable service to people over the age of 50 who can't manage it themselves - cutting their toenails.**

Mobility and age-related health problems can hinder people's ability to clip their own toenails, but the volunteers from Top Toes, a registered charity, are now offering help at Falkirk Community Hospital in Westburn Avenue on Monday, Tuesday and Thursday mornings.

The project began after a pilot by Age Concern for people over 50 with no underlying health medical conditions.

"It's rare that you can have a simple idea that makes such a difference to the day to day lives of our older population," said volunteer co-ordinator Fiona Wilson.

"Our clients are very appreciative of our service, and while we are focused on building up the service in Falkirk Community Hospital we are working towards being able to provide the service more locally in communities throughout the area."

Taking care of your feet is important



at any age but is essential in later years and improves mobility, comfort, confidence and independence, giving a better quality of life.

# NEW PHYSIOTHERAPY HUB

A specialist team of administrators are now based at Euro House where they are running a centralised booking system for all physiotherapy sites that deal with muscles and joints.

Known as the Musculoskeletal (MSK) Hub, the team are taking calls about appointments. They also deal with referrals and self referrals initiated through GP practices.

Paul McGuire MSK Redesign Project Manager said: "The Hub launch is a major milestone in the continuing MSK redesign project within NHS Forth Valley. Its key aims are to improve access, efficiency, quality and patient experience as part of the Scottish Government's initiative on transforming outpatient services. MSK is one of five strands of that overall project which is designed to make sure that patients are seen by the right person at the right time and in the right place."



The service have also produced clinical pathways for the treatment of hand, hip, shoulder, knee, foot and ankle, which have been written by a team of clinicians and led by Dr Lesley Dawson, Extended Scope Physiotherapist.

Paul adds: "We would like to take this opportunity to thank the staff involved in the set up and day to day running

of the Hub, and the staff involved in creating clinical pathways, for their hard work and continued support.

If you would like more information or have any questions on the MSK redesign project please contact Paul McGuire MSK redesign project manager at [p.mcguire@nhs.net](mailto:p.mcguire@nhs.net).

## REAL PROGRESS WITH ELECTRONIC PATIENT RECORDS

A keen interest in the electronic patient record system (EPR) was evident when more than 100 people turned up for the latest update in the Learning Centre at Forth Valley Royal Hospital. A broad range of professionals listened to a summary of progress to date and heard about some innovative ways clinicians have adopted EPR to support paperlight processes.

A key example was given by Dr Elaine Turner, Renal Speciality Doctor, who explained how using Clinical Portal in conjunction with existing systems, including the West of Scotland Renal system, SERPR, meant the service no longer required access to paper case notes for return clinic patients. This

could all be gained electronically and paper case notes are only requested for new patients.

Dr Henry Robb, eHealth Clinical Lead, demonstrated how much progress has been made already. Talking through an uncomplicated surgical journey he highlighted where electronic solutions are already in place, what is under development, and concluded that there are two key areas outstanding which are 'out of area' and 'internal informal' communications.

Staff were able to see examples of systems already in place including Portal, Order Comms and EDMS workflow and mobile devices were available to try and offered an opportunity to view and test the emerging eForms.



The EPR Programme is a collaborative involving Clinicians, eHealth, ICT, Information Services, Health Records and Information Governance.

The presentations, posters and videos from the recent update event, along with other EPR information, can be found at <http://staffnet.fv.scot.nhs.uk/index.php/a-z/ehealth-programme-office/epr-project-update/> or alternatively you contact us to request support via [FV-UHB.EPRAdmin@nhs.net](mailto:FV-UHB.EPRAdmin@nhs.net)

# WIN A NEW YEAR HAMPER WORTH £100

## AND SECOND AND THIRD PRIZES OF A £50 HAMPER

These are the fantastic prizes being offered by Marks and Spencer Simply Food to celebrate the New Year.

Staff will be familiar with the store in Forth Valley Royal Hospital which is operated by manager Graeme Young and is located near the main entrance on the ground floor. The store, as well as offering a superb range of sandwiches, confectionery and drinks also offers a range of 'evening dining' and 'top up shopping' products, from ready meals, fruit and vegetables to jars of coffee and teas.

The store has healthy alternatives across most of the product range as well as the M&S award winning 'Count on Us' and 'Balanced for You' ready meal ranges.



To win a hamper, all you have to do is name the location in Leeds where Marks and Spencer began with a Penny Bazaar.

Terms and Conditions: These prizes are non-transferable and no cash alternative will be given. The closing date for entries is February 2nd 2015.

Send your answer to [FV-UHB.StaffNewsCompetition@nhs.net](mailto:FV-UHB.StaffNewsCompetition@nhs.net) or by post to Communications Department, Carseview House, Castle Business Park, Stirling FK9 4SW

Hamper pictured is for illustration purposes only, actual hamper will vary.

*Good luck!*

## Autumn 2014 Competition Winner

The winner of our Autumn edition competition, a luxury overnight stay at Hotel Colessio in Stirling, was Sharon Lyall, Ward Administrator, Ward 1 & 2 Bo'ness Community Hospital.

The correct answer was Bank. Congratulations Sharon!



# FROM LEDGERS TO LEISURE

After 22 years with NHS Forth Valley, Accounts Payable Officer Audrey McKerracher has closed her final ledger and headed off into retirement. Audrey started in the Central Stores Department and moved to Finance in 1999. She received gifts of a Tiffany necklace, flowers, store vouchers and a celebration cake.

Audrey loves to bake and also enjoys line dancing. She is looking forward to spending more time with her husband and her Mum and Dad.



## MOVING ON

A couple of 'selfies' taken at a send-off for Joanne O Suilleabhain who's moving from her Stop Smoking Co-ordinator role to Principal Public Health Officer for Stirling and Clackmannanshire Community Health Partnership.

Joanne is pictured (left) with Deirdre Coyle, head of information governance and (right) with Gillian Bruce, Stop Smoking Co-ordinator.

A qualified dietitian with a Masters in health promotion, Joanne will job share her new role with Anne Currie. The post reflects partnership working and the remit includes tackling health inequalities, supporting employability and dealing with mental health issues.



# IN FULL VOICE

Practising in the atrium at Forth Valley Royal Hospital, the Nurses Choir were in full voice in preparation for a series of appearances throughout the festive season.

The previous week they had visited Stirling Community Hospital where patients joined a sing-along of Christmas carols and songs.

Three wards, 2, 4 and 5, were entertained and choir members said at times it was quite emotional, when frail elderly patients began singing too. The visit was extremely well received.



# EBOLA FOR FORTH VALL

**There'll definitely be no snow this festive season for Emergency Medicine Consultant Dr Roger Alcock, who will be working in temperatures of 30°C, treating Ebola victims in Sierra Leone.**

Dr Alcock, who's based at Forth Valley Royal Hospital, was among the first group of NHS volunteers to fly to Freetown on 22nd November 2014. He appeared not only on Channel 4

news, national radio and on various websites, but his reasons for taking on the challenge were quoted in newspapers the length and breadth of Britain.

Before setting off, the group underwent training at a specialist Ministry of Defence Unit. The drill included learning the different stages of assessment, suspected and confirmed cases of the disease, and spending 24 hours in a simulator in

30 degree heat to fully prepare for conditions in the field! The volunteers were also trained in the correct use and removal of protective equipment - including using UV lights to check for contamination - and practiced performing routine tasks such as taking blood to get used to moving around in the suits.

Dr Alcock also attended seminars including Creole language training and cultural awareness sessions. He



The replica medical camp based in York. Photo Courtesy: PA

# MISSION

## KEY CONSULTANT

said: "I recognised people needed help and assistance. They're fairly under-developed countries and the Ebola crisis has made things very difficult for them.

"This is a medical humanitarian crisis and urgent medical help is required. It is important that we control and contain the virus to prevent its spread out-with West Africa. I have the training and experience to be able to go to Sierra Leone and have received tremendous support from colleagues, friends and family."

No stranger to working overseas, Dr Alcock was chief medic with Raleigh International in Namibia and has worked as an Expedition Doctor for Across the Divide expeditions in Cuba, Peru, China, Nepal, Tanzania and throughout the UK and Europe including Arctic Norway. He has previously been in Malawi as part of a project funded by the Scottish Government to develop and support emergency medicine in an emergency department in Blantyre. Earlier in 2014, he worked in Kurdistan delivering medical training and simulation in conjunction with the UN and the World Health Organisation.

Asked if he had any concerns about travelling to Sierra Leone, he said: "I wouldn't be human if I didn't have concerns because Ebola is a serious disease. However, I have had world class Ebola-specific training and have been deployed as part of a well-resourced and experienced British military and civilian partnership team."

Dr Alcock will return to work early in 2015 after a break and satisfactory health screening by specialists in tropical medicine in Liverpool.



UV lights will be used to check for contamination Photo Courtesy: PA

# STAFF GET STARRY EYED FOR CHILDREN IN NEED



ZZ Top, Sonny and Cher, Sporty Spice, Adam Ant, Kenny Rogers and Dolly Parton – just a few of the look-alikes from Health Records who were dressed to the nines to raise money for Children in Need.

Their theme 'Pop Stars from the Decades' proved a winner and helped raise a total of £1,278.75. This was the fourth year the department had taken part in Children in Need appeal, bringing their grand total to £4,289.55.

## MR 'NICE GUY' BOWS OUT

**Colleagues across NHS Forth Valley said goodbye to a man not only noted for his patience but also his ability as a world-renowned expert for dealing and defusing difficult situations!**

Dr Peter Murdoch, who for the past year had been interim Medical Director, received an array of gifts including a stay at a five star hotel, a watch, golf vouchers and a car sticker bearing the words 'Retired and Loving It'.

The official version of his medical life – in a slide presentation given by Chief Executive Jane Grant – listed Consultant Geriatrician, Medical Manager, Board Member and 'certainly not boring or quiet.'

Dr Murdoch joined Falkirk and District Royal Infirmary as a consultant physician in geriatric medicine in 1983. He had earlier been medical superintendent at a Presbyterian hospital in Nigeria. Other accomplishments have included being chair of the Scottish branch of the British Geriatric Society and a trustee of the Dementia Services Development Trust at the University of Stirling.

Apart from 'youthful good looks and the patience of a saint', Dr Murdoch is a dab hand at the trumpet, and was 2<sup>nd</sup> trumpet in a performance of the Pirates of Penzance!

He is pictured at his retirement celebration with (left) Chief Executive Jane Grant, and his wife Sarah.

Jane Grant thanked him for his massive contribution to the patients of Forth Valley and to the NHS Board. "He has been unfailingly loyal and supportive in challenging situations. He is irreplaceable and will be sadly missed."

Responding, Dr Murdoch said he had no specific plans for his retirement but thought it was time to go when elderly patients were no longer tapping him on the head and calling him 'laddie.'



More flowers at a special retirement dinner... presented by NHS Forth Valley chairman Alex Linkston



# NHS FORTH VALLEY SETS HIGH STANDARDS

**The Royal College of Nursing has praised NHS Forth Valley for its use of a dashboard system to improve patient care. Their comments followed a visit to Forth Valley Royal Hospital by Former Health Secretary Alex Neil, who said the NHS in Scotland is to roll out new ways for nurses to review care across the wards.**

The RCN said nurses in Forth Valley are to be congratulated on the at-a-glance visual dashboards which display levels of cleanliness, hand hygiene details and the status of pressure injuries in each individual ward. Ellen Hudson, Associate Director at RCN Scotland said all other health boards now needed to step up to the mark and make sure they have similar systems in place.

"In this way patients and the public can be assured that any problems in delivering safe, effective and

person-centred care are recognised immediately and can be dealt with there and then."

The national roll-out will build on work pioneered through the Scottish Government's quality strategy, to support senior charge nurses to be clinical leaders and guardians of safety and quality, and Scotland's unique patient safety programme.

All health boards have been tasked to implement a quality assurance process for nursing care that suits their services. The Scottish Government's Chief Nursing Officer will work with local Nursing Directors to bring this forward as soon as possible.

Mr Neil said: "The changes already delivered through the world-leading Scottish Patient Safety Programme means that our NHS is now safer than ever before.

"We have already developed clear standards and continue to support strong clinical leadership for Scotland's

nurses. We will build on that by continuing to recruit the best people, and giving every nurse the support and training they need."

The dashboard – which is just one type of quality assurance tool – is already enhancing services in Forth Valley. It is motivating the team at Forth Valley Royal Hospital to strive for excellence in care by being more open and flexible in their approach."

Professor Angela Wallace, Director of Nursing NHS Forth Valley added:

"Nurses in Forth Valley have been at the forefront of developing and implementing this important system which provides accurate and up-to-date information on a number of key quality and safety measures. It helps us to monitor our performance on a day-to-day basis and supports a wide range of work to improve the care and experience of patients within our hospitals."



# SOMEONE TO TALK TO

Dark nights and cold, damp weather, can often cause people to feel down. This is why it's good to talk and all staff have access to the Employee Counselling Service which is open to anyone at any time. For many years NHS Forth Valley has commissioned an external company to provide this service and they are now offering counselling either face-to-face, over the telephone, by Email or Skype.

It's worth remembering that this service is completely confidential. Although Occupational Health are made aware of numbers attending, it's a strict case of no names, no pack drill! People can self refer or in some cases, your manager may suggest that it would



be worth you contacting them. If you'd rather talk to someone over a tea or coffee, there are clinics available in Forth Valley or alternatively you may be seen more quickly in Glasgow.

HR Director Helen Kelly said: "This is an excellent service. We want you to feel well and supported at work. Sometimes we can feel as though everything is getting too much and that's when it can be good to talk with an independent service."

A helpline is available and there's lots of information on the website [ecs@empcs.or.uk](mailto:ecs@empcs.or.uk) plus useful links.

To arrange an appointment call 0800 435 768

The helpline number is 0800 389 7851 and is open 24 hours 7 days a week for advice, information and support.

## GOING FOR GOLD

You may remember that in 2011, NHS Forth Valley received a Silver Award for Healthy Working Lives. To maintain this award we are reassessed annually and, following a recent review, we have been successful again.

The assessment reviews HR policies, our commitment to Occupational Health and Safety, and health improvement.

Although we are currently continuing with our silver portfolio, going for gold is definitely the next goal.



# i Matter GET READY FOR SPRING 2015 LAUNCH

## Q. What is iMatter?

Designed by staff across NHSScotland, this online system is designed to help individuals, teams and Health Boards understand and improve staff experience. It will be launched

in NHS Forth Valley during March 2015 and will support the local delivery of the **Everyone Matters: 2020 Workforce Vision**.

## Q. What is staff experience?

This is a term used to describe the extent to which employees feel motivated, supported and cared for at work

and is reflected in levels of engagement, motivation and productivity.

## Q. When will this happen?

Each NHS Board in Scotland has been tasked with producing a roll out plan. The plan for NHS Forth Valley is shown below. It will be rolled out in six phases and you

can see when your area/service/directorate is scheduled to participate.

iMatter Roll out Overview - NHS Forth Valley - March 2015 - Sept 2017											
Area	Chief Executive Officer	Human Resources Director	General Manager Surgical Directorate	Director of Public Health & Planning	General Manager Medical Directorate	Medical Director	General Manager - Women, Children & SH Directorate	Director of Nursing & Midwifery	General Manager CHPs/ Health & SC Partnerships	Director of Estates & Facilities	Director of Finance, IM & IT
Roll-out Cohort	1 16th March, 2015		2 27th July, 2015		3 7th December 2015		4 18th April 2016		5 29th August 2016		6 19th Jan 2017

## Q. As a member of staff, what do I need to do?

You will be asked to complete a short online or paper questionnaire which will ask about your experience of

working for NHSScotland, in your own team and in NHS Forth Valley.

## Q. As a manager, what do I need to do?

You will be asked to attend an awareness raising session and a managers' support/development workshop to ensure that you understand your role in encouraging your team to participate. You will also be introduced to the tool and subsequent team report which is to be shared with all of

your team members and following whole team discussion, a Staff Experience Action Plan will be developed. A schedule of events, which will be advertised on the staff intranet, to support the roll out plan.

## Q. What are the benefits?

There are benefits for everyone – staff members will have the chance to feedback and influence change and improvement in the workplace, evidence shows that

patients and their families benefit from improved experience when staff are engaged and motivated and Boards will be able to assess the culture of their organisation.

## Q. Where can I find out more information?

Check out the Everyone Matters page: <http://staffnet.fv.scot.nhs.uk/index.php/a-z/everyone-matters/>

# SEVENTEEN HUNDRED YEARS OF HELPING PATIENTS

Almost 70 people, with a total of 1,710 years service between them, attended the first of two award ceremonies to celebrate their long careers working for the NHS. The event was hosted by the Chairman of NHS Forth Valley, Alex Linkston and Chief Executive, Jane Grant at Stirling Community Hospital and each member of staff was presented with a pin badge and a specially designed certificate.

Among those present were three members of staff who had each notched up 40 years service – NHS Forth Valley Employee Director Tom Hart, Operational Service Manager Helen McCabe and Administrative Officer Linda Thomson.

Tom Hart started his career in 1972 as a nursing assistant at the former Royal Scottish National Hospital in Larbert and then became a student nurse. He was subsequently a staff nurse, a charge nurse and a care leader before he took on the role of Employee Director in 2004.

Helen McCabe has been employed continuously in the pharmacy department since 1971. She has worked at Stirling Royal Infirmary, Bellsdyke Hospital, Falkirk and District Royal Infirmary and is now based at Forth Valley Royal Hospital.

Linda Thomson provided administrative assistance to the Board of Management for Stirling, Falkirk and Alloa Hospitals at Gladstone Place between 1973 and 1978. She then moved to the NHS Board's former headquarters in Spittal Street in 1982 and for the past 32 years has worked in



Jane Grant Chief Executive, Administrative Officer Linda Thomson, Chairman Alex Linkston, Operational Service Manager Helen McCabe and Employee Director Tom Hart

the physiotherapy department at the former Stirling Royal Infirmary, now Stirling Community Hospital.

You can view short video clips of Tom Hart (40 years NHS service), Jessie-Anne Malcolm, PPF Development Co-ordinator (30 years NHS service)

and Mary Cameron e-health Manager (20 years NHS service) on the multi-media section of the NHS Forth Valley website [www.nhsforthvalley.com](http://www.nhsforthvalley.com) Photographs from the first long service award ceremony are also available on the Staff intranet.



Long Service Awards - 20 Years Service



Long Service Awards - 30 Years Service



# Staff Awards

## Recognising our people

# FANTASTIC RESPONSE TO NEW STAFF AWARDS

The compassion showed by the intensive care unit team to a colleague diagnosed with a serious medical condition, has earned them the Chairman's Special Award in the first ever NHS Forth Valley Staff Awards.

The nomination, which described the team as incredible, paid tribute to their efforts to help a fellow member of staff by shaving their heads in support, raising £2,500 for charity, and accompanying the colleague to

appointments.

Presenting the trophy at the inaugural NHS Forth Valley staff recognition awards ceremony, chairman Alex Linkston said the team believes that the caring environment they provide is reflected in positive staff attitudes towards one another.

He explained: "The team believes they make a difference to patients and their loved ones, and this nomination is an

example of how caring they are. I am proud of what they achieved during this challenging time for one of their colleagues."

The Chairman's Special Award was one of seven new awards presented to recognise the work of individuals, teams and volunteers across NHS Forth Valley. In total more than 350 nominations were received.

Chairman's Special Award



## TEAM AWARD:



Top Team Award Joint Winners Emergency Department Team and Acute Receiving Unit Team

### JOINT WINNERS: Emergency Department Team and Acute Receiving Unit Team

*'an excellent bunch of people who work*

*hard every day trying to make patients better and their experience of being in hospital more pleasant'*

*'dedicated compassionate people who work together in a collaborative way to improve patient care and experience and provide safe and effective quality care'*

*'the service provided was first class. Friendly, helpful, caring and cheerful staff'*

### 1st Runner Up: Day Surgery Team

*'a superb example of highly skilled dedicated caring professionals'*

### Joint 2nd Runner Up: Child Protection Team

*'they deal with very difficult and emotionally challenging circumstances with such maturity of thought, courage and dedication'*

### Joint 2nd Runner Up: Oncology Breast Clinic

*'work cohesively to provide outstanding care and a level of cohesive team work that I have never witnessed previously'*

## UNsung HERO AWARD:



Unsung Hero Award Winner Jane Kaney, Supervisor, Medical Records

### Winner: Jane Kaney, Medical Records

*'patient, supportive, works and acts with integrity'*

*'a very good role model, makes the*

*work place a better place'*

*'always goes the extra mile to help'*

### Joint 1st Runner Up: Mary McMeekin, Healthcare Assistant, West CPN Team

*'her kindness and patience so often makes a connection to individuals when everything and everyone else has failed'*

### Joint 1st Runner Up: Elaine Fraser, Healthcare Support worker, Westbank Day Hospital

*'works above and beyond, well worthy*

*of recognition'*

### Joint 2nd Runner Up: Margaret Thomson, Ward Clerkess, Acute Assessment Unit

*'has excellent rapport with patients, professionalism first class, a thoughtful sympathetic and caring individual'*

### Joint 2nd Runner Up: Angela Park, Clinical Support Nurse, Cardiology

*'quick to smile, never complains despite a very busy schedule and being on her feet all day'*

## INSPIRATION AWARD:



Inspiration Award Winner Sharon Oswald Consultant Nurse, Acute Care

### Winner: Sharon Oswald, Nurse Consultant Acute Care

*'dedicated enthusiastic consultant*

*nurse with a passion and commitment to advanced nursing practice'*

*'a shining example of a nurse today'*

*'an invaluable source of support and encouragement to junior nursing staff'*

### Joint 1st Runner Up: Pamela McIntosh, Senior Dietitian

*'epitomises inspirational behavior and always prepared to help, go that extra step to support clients, carers and colleagues'*

### Joint 1st Runner Up: Nicola Doonan, Charge Nurse B21/22

*'transformed her team to one that is proud to say they work in that ward'*

### 2nd Runner Up: Caroline Gill, Senior Nurse/Line Manager, Lochview

*'an excellent employee, committed to making things better every day, caring and compassionate'*

## OUTSTANDING CARE AWARD:



Outstanding Care Award - WINNER - Dee Melia Health Visitor, Callander Health Centre - (Centre)

**Winner: Dee Melia, Health Visitor Callander**

*'Dee always makes us feel safe*

*and that she truly cares for us'*  
*'kind, genuine and an all round wonderful person'*

*'really cares about people'*

**1st Runner Up: Ward 2, Bo'ness Hospital**

*'a positive upbeat, can-do team, staff bring fun and enjoyment to the ward'*

**Joint 2nd Runner Up: Anne Begg, Senior Sister, Maternity**

**Ward, FVRH**

*'works tirelessly to improve care for bereaved families, a tower of strength'*

**Joint 2nd Runner Up: Kathleen Macleod, Community Psychiatric Nurse, Westbank**

*'has been a total godsend, gave me confidence to pull through bad times*

## INNOVATION AWARD:



Innovation Award Winner Theatre Team

**Winner: Theatre Team**

*'the innovative and collaborative culture within the operating theatres and drive and commitment of staff ensure*

*patient safety is a constant focus'*  
*'a credit to Forth Valley'*

*'display a level of innovation that is admired by colleagues out-with Forth Valley'*

**1st Runner Up: Pre-operative Assessment Team**

*'provide an excellent service to both the anaesthetic and surgical departments'*

**Joint 2nd Runner Up: One to One Macmillan Project Team**

*'this work will demonstrate and*

*model the way for the future to support people living with cancer'*

**Joint 2nd Runner Up: Sharon Coggins & Jennifer Szotek, Midwife Practitioners**

*'quality improvement project to improve post natal discharge process, a development which has not only assisted the maternity unit but also health visitor colleagues and families'*

## VOLUNTEER AWARD:



Volunteers Award Winner Roy Gordon, Volunteer, Emergency Department

**Winner: Roy Gordon, Volunteer, Emergency Department**

*'Roy gives a smile to everybody he meets'*

*'is a treasured member of the team'*

*'always cheery, pleasant and kind, a treasured member of the team'*

**Joint 1st Runner Up: So Precious Charity – Alison Kilgour & Lorna Blue**

*'So precious have revolutionised funding, raised over £150,000 in 3.5 years'*

**Joint 1st Runner Up: Oncology Volunteer Team**

*'a group of caring people, they*

*put patients at ease by offering a friendly smile, tea or coffee and biscuits, provide an invaluable service'*

**2nd Runner Up: Forth Valley Information Group Volunteers**

*'demonstrated commitment and effort, breaking down the barriers for people with learning disability'*

You can view short video clips of the awards and more pictures of the runners upon the multi-media section of the NHS Forth Valley website [www.nhsforthvalley.com](http://www.nhsforthvalley.com)

# TOP OF THE TREE – MEET OUR SCOTTISH HEALTH AWARD WINNERS

Two of our staff scooped top awards at the Scottish Health Awards 2014 in recognition of their invaluable contribution to Scottish healthcare.

Babs McCool (3rd Right), Charitable Arts and Wellbeing Coordinator, was awarded the Support Worker Award for her work at Forth Valley Royal Hospital and Catherine Mondoia (2nd Right), Consultant Nurse at Forth Valley Royal Hospital, was awarded the Healthier Lifestyle Award for her work as part of the Cardiac Rehabilitation team and for her voluntary role as President of the Healthy Hearts Club.

Babs has managed to secure significant external funding and the services of internationally renowned artists from as far afield as the USA. Her innovative ideas include installing wall panels in the labour suites to make women more relaxed during labour and a complete makeover for the children's ward.

The overarching aim of the Cardiac Rehabilitation team and the Healthy Hearts Club is to enable people with heart disease to maintain a healthy lifestyle and achieve their health goals. Working across both teams, Catherine sees patients from the crucial early days after heart attack through to rehabilitation and the first steps back to normality. When formal cardiac rehabilitation is complete, the Healthy Hearts Club acts as a support network for patients and their families, providing education and mutual support.

Alex Linkston, Chairman of NHS Forth Valley, said: "I am delighted to congratulate Babs and Catherine on winning



Scottish Health Awards. It's fantastic that their dedication and commitment to enhancing our services has been recognised in this way. They are both perfect examples of the good work carried out every day by staff across NHS Forth Valley."

Other finalists from NHS Forth Valley were:

- **Therapist Award:** Pamela McIntosh, Learning Disabilities Team, NHS Forth Valley
- **Top Team Award:** Anne Cairns and the Domestic Services Team, Falkirk Community Hospital
- **Quality Champion of the Year Award:** Catherine Labinjoh, Consultant Cardiologist
- **Volunteer Award:** So Precious - Alison Kilgour and Lorna Blue, Women and Children's Unit, Forth Valley Royal Hospital

## FORTH VALLEY PHARMACISTS ARE CREAM OF THE CROP



(left to right) Associate Medical Director/GP Dr Stuart Cumming, Jill Nowell, NHS Forth Valley Lead Pharmacist for Medicines Utilisation & Pharmaceutical Public Health, joint winner Joan Macleod, Aberdeen CHP and Alex Hutt, Napp Pharmaceuticals, the award sponsors.

The prescribing efficiency team from NHS Forth Valley snapped up a top award when almost 400 pharmacists, industry members and their respective guests attended the 12th annual Scottish Pharmacy Awards. The team, who were joint winners in the Innovations in Prescribing, Quality and Efficiency category, had devised more efficient ways of prescribing at several GP practices.

The awards, which are hosted by Medical Communications Ltd, the publishers of Scottish Pharmacy Review, provide an opportunity to not only showcase the great work that's currently being done in the pharmaceutical industry across Scotland, but also gives hospital and community pharmacists the opportunity to share best practice.

# 242 DAYS AND **STILL COUNTING!**

Staff and patients in Ward 6 at Forth Valley Royal Hospital tucked into this splendid cake, as a reward for recording the most days free of ward-acquired pressure ulcers. At the end of September 2014 they had achieved 242 clear days. The cake was donated by 3M Healthcare and presented by Lorraine Wright, the Tissue Viability Lead Nurse, to Charge Nurse Catriona Addison and her team.

The event was part of the international Stop Pressure Ulcer Day and the Tissue Viability Team set up a stand in the restaurant at Forth Valley Royal Hospital. The day was judged a great success.



## EXCELLENT REPORT FOR MEDICAL PHYSICS

The work of our Medical Physics Department at Forth Valley Royal Hospital was praised following an assessment in November 2014.

No corrective or preventative actions were raised and the Auditor was very complementary about the department, highlighting that it not only met, but in fact exceeded the British Standards Institution (BSI) requirements in many areas.

## MONEY RAISING CAKES

Resembling a scene from the Great British Bake-Off, dozens of tasty cakes were supplied by staff to raise money for Macmillan Cancer and the Forth Valley branch of the Royal College of Midwives. The sale, which also included a tombola, was held in the Women and

Children's Unit at Forth Valley Royal Hospital and raised a whopping £532 which was shared between the two organisations.

Clinical Co-ordinator/Senior Midwife Janett Sneddon said she wanted to thank everyone who attended and made the sale so successful.



# IN THE SPOTLIGHT

## How did you arrive in your current job?

No road map or compass, but lots of amazing jobs in the NHS en route and inspirational people who have encouraged me to learn new skills and take on new challenges.

I joined the NHS after studying for an MA Honours degree at Edinburgh University and have had operational, project and planning management posts in Forth Valley, Lanarkshire and Greater Glasgow and Clyde. I was lucky enough to be sponsored by West Glasgow Hospitals Trust to do a part time MBA at Strathclyde Graduate Business School, where I was privileged to study alongside managers from a wide variety of public and private sector backgrounds. My most recent post was as a Senior Planning Manager in Forth Valley where my remit included regional planning, cancer and acute service planning.

## What are your biggest challenges in your work life?

Balancing the competing demands of very disparate work streams. However, at the same time I thrive on the wide variety of work which Regional Planning takes on. It can also be a challenge, working with extremely busy clinical and management colleagues in the West of Scotland NHS Boards to engage them in supporting regional work streams – this requires tact, diplomacy, leadership, enthusiasm and if all else fails, cookies!

## Do you find time for any hobbies and if so, what?

I love to sing. I have sung in choirs since I was 10 years old and I am

currently with the Falkirk Festival Chorus. Singing has given me incredible opportunities. I have sung with professional orchestras and conductors in most of the major concert venues in Scotland and have also sung in more unusual locations including the Howgate shopping centre, the Glasgow Garden Festival and the Helix Park!

Over the years I have also been invited to perform as a soloist and last year I fulfilled a dream to sing the soprano solo "Pie Jesu" in a performance of Gabriel Faure's Requiem. I am usually very professional and well prepared in my approach to singing, however last year I made a recording with my choir of "In the Bleak Midwinter" which I had sung many times before. Complacency had obviously set in as I completely messed up the words in the solo verse and the choir fell about laughing. Take 2....

As a family, we love to eat out, visit the theatre and travel to Historic Scotland and National Trust sites (my 16 year old daughter disagrees with the final point)

## What's in your fridge?

Several varieties of cheese (we are a family of cheeseaholics), chutney, salad and salad dressings (to go with the cheese, obviously!) and homemade strawberry jam. There are a few olives lurking at the back with some elderly marinades keeping them company!

## Where would you like to go for your dream holiday?

Alaska. I love lakes and mountains and Alaska has them large. The wildlife would also be spectacular.



JANETTE FRASER Director of Regional Planning

## Pet Hate?

Bullies. I cannot tolerate bullies in any environment – school, workplace, politics or sport. The behaviour of the new breed of cyber bullies is truly horrifying with often devastating effects on those being bullied and their loved ones.

## Proudest moment?

Seeing my daughter sing a solo for the first time at a primary school concert.

## What makes you laugh?

I am a sucker for what I call a sitcom. My current favourites are Not Going Out, Miranda, Citizen Kahn and the Big Bang Theory. I also find Michael McIntyre hilarious – I am sure he has based some of his jokes around my spice cupboard and my husband's man drawer.

## Biggest regret in life?

Je ne regrette rien, or at least nothing I am admitting to!

## If you had one wish....

We would live in a more harmonious collaborative society (I was bound to use a music analogy) and the bullies would be banished.

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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.