

CELEBRATING OUR WINNERS

(P15-17)



STAY HEALTHY AT WORK P8-9



BECOME A LIFE SAVER P13



WIN LUNCH FOR TWO P18

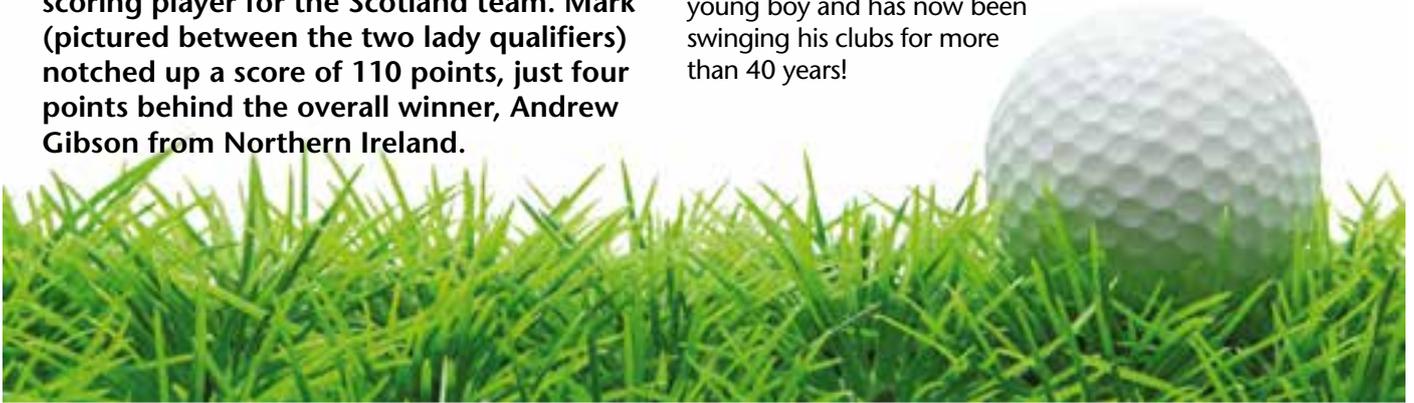


MARK PLAYS A MASTER STROKE

Mark Gilmour, a Quality Manager in the Labs, had some amazing rounds in the NHS 4 Nations Golf final to end up the top scoring player for the Scotland team. Mark (pictured between the two lady qualifiers) notched up a score of 110 points, just four points behind the overall winner, Andrew Gibson from Northern Ireland.

The event was won by Northern Ireland. Wales was second, Scotland third and England fourth.

Mark first started playing golf as a young boy and has now been swinging his clubs for more than 40 years!



Pictured L-R, Emma Thompson from Parkinsons Youth Group and Medical Education Services Administrator Mary Malarkey.

DANCING THE NIGHT AWAY!

Thank you to everyone who attended this year's Forth Valley Summer Ceilidh at the Inchyra Grange Hotel. The event was a sell-out with a fantastic £1089.44 raised for Forth Valley Parkinson's Youth Group. Thanks to Mary Malarkey, Medical Education Services Administrator and Dr Sarah Brown for organising the event. The 2017 Ceilidh has been organised for Friday 28th July 2017 at the Inchyra Grange Hotel and tickets will go on sale in January 2017.


Forestry Commission Scotland
 Coimisean na Coilltearachd Altna

Lowlands & Fife



HALLOWEEN Lost in Larbert

Meet at Lochview Car Park
(Bungalows), off Stirling Road
Friday 28th October
5.30pm - 7.30pm



FUN FOR ALL
THE FAMILY

Join us for scary tales, Halloween games and broomstick making.

Parking available at Bungalows, then follow the pumpkin lanterns to find your way.

Adults to be accompanied by children
Price £1 per child
Booking advised call
0300 067 6700

For further information contact:
Tel: 0300 067 6700
scottishlowlands@forestry.gsi.gov.uk

www.forestry.gov.uk

PUBLIC HEALTH MINISTER MEETS STAFF

Minister for Public Health and Sport Aileen Campbell is pictured (right) meeting staff and patients in the Children's Ward at Forth Valley Royal Hospital, before chairing the Annual Review of NHS Forth Valley's performance during 2015/16.

Accompanied by Chairman Alex Linkston and Chief Executive Jane Grant, she heard about the 'What Matters to Me' programme which gives children the opportunity to highlight issues that matter most to them, both in hospital and at home. It also helps staff learn about the child's life, providing common ground to support communications.

Later in the day, more than a hundred patients, staff and members of the public attended the Annual Review where Chairman Alex Linkston highlighted the key achievements and challenges for NHS Forth Valley over the past year. Future plans outlined in the new healthcare strategy were also discussed and members of the public who attended had the opportunity to ask questions.

You can find out more about the Annual Review on the publications section of our website or watch a video of the public meeting on the multimedia section. www.nhsforthvalley.com/multimedia



RAISE YOUR VOICE

A tremendous 85 singers from various choirs in Forth Valley, including some members of our staff, gathered in the atrium at Forth Valley Royal Hospital for a brilliant performance, including well-known numbers from Bob Dylan and John Lennon.

They raised their voices to mark World Mental Health Day 2016 and the Scottish Mental Health Arts and Film Festival.

The impromptu sing-along was organised by Emily Stewart, the Activity Coordinator for Falkirk's Mental Health Association, FDAMH. Emily and two choir members were invited to speak live on air with Jim Prentice from Radio Royal.



The event raised £300 for FDAMH and highlighted the immense wellbeing effects of singing together.

KNITTING FOR BABIES

Staff and patients passing through the atrium at Forth Valley Royal Hospital were fascinated to see a group of women wielding wool and needles as part of a Knitathon arranged by local charity So Precious.

Joining experienced knitters and those picking up needles for the first time, Communications Manager Kate Fawcett managed to cast on 50 stitches and knit 28 rows in rib to

make one of the 173 baby hats knitted on the day. Another 148 hats joined the pile of finished products, courtesy of a Canadian knitter, the aunt of Alison Kilgour, one of the So Precious founders.

One of the knitters, Karen Flint from Linlithgow, said: "It's been great. I was in my local knitting shop and they spoke about the Knitathon and I thought I'd give it a go. I knit a lot and I have always got baby knits in the cupboard so some of them will now be coming to So Precious."

Around 3,500 babies a year are born in Forth Valley Royal Hospital, which equates to approximately 290 births per month – the target number of hats for the Knitathon. Research shows that keeping newborns warm is paramount to the baby's wellbeing, and wool is a far better insulator than any cotton product.

The hats, in sugar almond colours, come in a variety of shapes and sizes, and every baby born in Forth Valley Royal receives one at birth.



PRECIOUS GIFT

Lisa Hague, the fiancée of Celtic star Kriss Commons, arrived at Forth Valley Royal Hospital to present a cuddle cot to two members of the Bereavement Team, Alana Harrower and Catriona Addison.

The cuddle cot is essentially a cooled mattress that allows babies to stay with their parents for as long as they can before they have to say goodbye. Giving this gift of time is priceless which is something Lisa wishes she had had with her first child Lola.

The couple subsequently founded the Lola Commons Fund for

SiMBA and are dedicated to providing support for bereaved families.

"I wish I had held Lola just one time. Kris was such a huge support to me but that still remains one of my biggest regrets." said Lisa "Kriss and I want anyone who has suffered the loss of a baby to have access to a Cuddle Cot and ideally to a family room too, and we are working very hard to make sure that happens."

This latest donation brings the number of cuddle cots in Forth Valley Royal to four – one in neonatal and three in obstetrics.



MONEY FOR MACMILLAN.

Well done to all our staff and patients who raised money for Macmillan by hosting coffee and cake events. Lochview raised an amazing £834 and the fun-filled afternoon included a raffle, tombola and a cake competition as well as a cake and candy stall.

A fabulous effort by HR Workforce and HR Medical Workforce raised a combined total of £919. A Macmillan cake day at Forth Valley Royal Hospital across the front door, AAU and ED, supported by the Scottish Ambulance Service and Serco, netted £415. Another £193 was also raised by the inpatient unit at Stirling Community Hospital. These are just some of the fundraising efforts by NHS Forth Valley staff. All in all, a wonderful response.



SUCCESSFUL OPERATION



The Scottish Centre for Simulation and Clinical Human Factors at Forth Valley Royal Hospital recently hosted its first Doors Open Day, with great success.

Tucked away on the second floor of the hospital and usually off-limits to the public, the centre was one of the more unusual venues for this year's National Doors Open Scheme. Normally used for training medical staff, members of the public were able to 'become a doctor for a day' and learn more about the hi-tech robotic mannequins at the national centre.

People of all ages took the opportunity to perform tests on 'patients', hone their resuscitation skills, listen to their heartbeat with a stethoscope or test their reflexes.



NHS Forth Valley's Communications Assistant Lindsay Hathaway, who was one of the many people who attended, said: "It was really interesting to see inside the Simulation Centre and get up close to the mannequins, they really are hi-tech. One woman got a fright when she peered down for a closer look at 'Stan' and he blinked at her! Besides blinking, Stan also has a pulse, his chest moves up and down and he reacts when lights are shone into his eyes.

"I got to try out my operating skills, in a way, by using surgical tools to transfer 'polo mints' from one post to another, I also tried (and failed) to tie a knot in a piece of string using only the tools. My Mum also had a go at retrieving swallowed items from the throat of one of the mannequins with special forceps. There was also a CPR demonstration, something I've done before, but skills well worth re-visiting in case of emergencies."

PARTICIPATION PROBLEMS THE FOUR P'S POLITICS PROFESSIONALISM

Doctors from all specialties attended a guest lecture at Forth Valley Royal Hospital by Professor David Galloway, president of the Royal College of Physicians and Surgeons of Glasgow.



Professor Galloway spoke about four P's – Participation, Problems, Politics and Professionalism. He explained why the College was relevant to clinicians and touched on the failures and learning from incidents like the Vale of Leven inquiry and the College's response.

In his section on participation he highlighted his surgical experience at a remote bush hospital in rural Zambia where he said that standard conditions such as peritonitis and fractures in sub-Saharan Africa were responsible for four times as many deaths as what people believed to be the main killers – malaria, HIV and tuberculosis. His final topic – Professionalism – urged clinicians not to be bystanders in cases such as bullying or disrespectful behaviour.

The meeting was organised by Consultant Physician Dr Jey Selwyn and Consultant Surgeon Mr John Camilleri-Brennan, and co-ordinated with the help of postgraduate administrator, Mary Malarkey and the Royal College's Catherine Lorimer.



This multidisciplinary team from Ward A11 entered into the spirit of 'It's a Knockout' at Holyrood Park in Edinburgh, and raised well over £1,300. The nine-strong team of five nurses, three physiotherapists and an occupational therapist, went as the 118 118 advert men but changed the tee shirts to 11A 11A as part of the fancy dress.



LESS NEED FOR NEEDLES

Research carried out at Forth Valley Royal Hospital by one of our surgical specialists Dr Subodh Seth and colleagues Dr Raj Burgul and Dr Archana Seth, has shown that the number of painful and invasive breast biopsies in younger women can be halved – without the risk of missing cancer.

Dr Seth presented his findings to the Royal College of Surgeons in Edinburgh, his audit showed that breast lump needle biopsies could be reduced by more than 50 per cent following national evidence-based guidelines and using state-of-the-art imaging techniques. This approach helps quell the fear associated with this procedure as well as side effects such as pain, bleeding or bruising. It also reduces costs.

Dr Seth said: "Finding a breast lump is very distressing for women and having to then undergo a painful and traumatic biopsy just increases this distress. By reducing the need to take breast lump samples in certain groups of women, we can improve their healthcare experience, without the risk of missing any cancers."

The first study analysed results for almost 900 cancer cases during a five-year period in the Forth Valley area, and a second study was carried out during 2013 involving 117 patients.

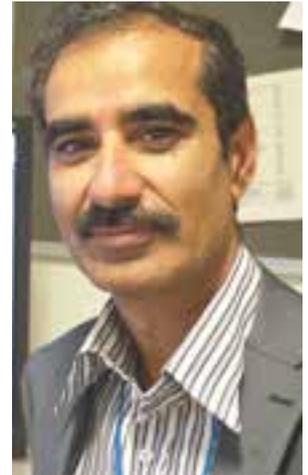


These concluded that a biopsy was not always needed in younger patients presenting with a solid lump. It stated that if any malignant features were discovered, these would be evident on clinical examination or imaging – so routine core biopsies should not be advocated to rule out malignant cancer in younger patients.

Previously, triple assessment was advised for the assessment of breast lumps – clinical assessment, imaging like a mammography or ultrasound and then a breast biopsy. So all women presenting with a breast lump were recommended for a needle biopsy. However breast cancer for women younger than 25 is extremely rare therefore breast needle biopsies were not always necessary.

According to Dr Seth: "The quality of X-rays and ultrasounds now is so much

better. The quality is so good that you can tell easily if a lump is benign. Of course, if there is any dubiety, then a biopsy is carried out."



Reducing the number of biopsies benefits not only patients but medical professionals too. The number of medical professionals involved in taking and analysing the samples is vast. Surgeons and radiologists take the biopsies which pathologists analyse. Surgeons then meet with patients to deliver the results. And, of course, there are additional administrative costs too, such as writing and sending confirmation letters.



BRAVE THE SHAVE

Well done and congratulations to two of our staff who 'braved the shave'.

Karen Kerr, housekeeper in Ward 1 at Clackmannanshire Community Healthcare Centre, raised a fantastic £700 (and counting!) for Macmillan Cancer Support Scotland.

Seven hundred pounds was also raised by neurology nurse David Thomson for the Huntingtons Association.



Healthy Working – WORKING FOR



What do YOU know about Healthy Working Lives? You may have noticed an invitation on the Intranet to take part in the Big Health Quiz of 2016. Or you may have heard colleagues talking about Healthy Working Lives for which NHS Forth Valley has already achieved bronze and silver status.

But are you really aware of what the Healthy Working Lives programme is all about?

Healthy Working Lives is all about creating a safer, healthier and more motivated workforce. It aims to increase staff motivation, reduce absences, increase productivity and make staff feel valued and supported, encouraging them to continue working for NHS Forth Valley. It is also designed to reduce work-related ill health and promote social responsibility and care for the environment.

According to Chief Executive Jane Grant: "Workplaces have a key role to play in improving our nation's health and quality of life. The initiatives which we have undertaken through the programme are an acknowledgement that NHS Forth Valley sets high standards for health, wellbeing, safety and corporate responsibility."



Here are some of the ways NHS Forth Valley is supporting the health and wellbeing of local staff:

- Car club scheme
- Cycle to Work scheme
- Discounted gym membership at Stirling University
- NHS Credit Union
- Staff lottery
- Discounted bus travel
- Discounted cinema tickets
- Occupational Health support
- Free podiatry
- Free physiotherapy
- Stop smoking support
- Flexible working
- Childcare voucher scheme
- Union membership
- Spiritual care support
- Healthy food/ drink options
- Step challenges
- Flu immunisation
- Choose to lose website
- Braveheart staff walks in hospitals
- Staff stress control sessions





There are 43 Healthy Working Lives notice boards throughout various buildings and departments across Forth Valley, promoting health, wellbeing and safety information. If you have any ideas, comments or suggestions,

please get in touch with a member of our Planning Group who meet several times a year. Throughout 2017 we'll be carrying regular items in Staff News, Staff Brief and on the Intranet front page.

NHS Forth Valley HWL Planning Group members –

| Name | Job title | Role in the group | Email address | Telephone no |
|----------------------|---|-------------------|------------------------------|--------------|
| Hazel Meechan | Public Health Specialist | Chair | hazel.meechan@nhs.net | 01786 457267 |
| Shirley Hamilton | Senior Health Promotion Officer NHS | Member | shirleyhamilton1@nhs.net | 01324 673525 |
| Dorothy Bell Sneddon | Head of Occupational Health Service | Member | dorothy.bell-sneddon@nhs.net | 01786 566663 |
| Amanda Young | Occupational Health Adviser | Member | a.young8@nhs.net | 01324 566662 |
| James O'Kane | Health & Safety Adviser | Member | james.okane@nhs.net | 01786 454563 |
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| Mark Craske | Travel Manager | Member | mark.craske2@nhs.net | 01324 566399 |
| Catriona Beveridge | Unison Union | Member | catrionabeveridge@nhs.net | 01324 618341 |

CENTRALISED BOOKING FOR LANGUAGE SERVICE

A streamlined service for patients who require language support when attending community or outpatient appointments, or those coming into hospital, has been redesigned in NHS Forth Valley.

The new service can provide interpreters, either face-to-face or by telephone for people whose first language isn't English, or arrange British Sign Language, Deafblind Manual, Lipspeakers and Notetakers for those with a sensory loss. Four companies supply minority language assistance, whilst another supplies language service professionals for British Sign Language etc. All interpreters are qualified and work to a code of ethics.

Bookings are made through the Disability Equality and Access Service who then process the request and assist to make the most appropriate arrangements. The information is captured in a specially designed data base which allows details of all interpretation appointments being undertaken across the various departments to be seen live and available immediately. This includes appointment area, service user details and appointment time, language required, who booked the service and for how long, and which interpreter and company is undertaking that booking.

The team is managed by Charlene Condeco assisted by Administrative Co-ordinator Stacey Gourlay and Disability

Audrey Harris,
Charlene
Condeco,
Stacey Gourlay,
Annette McInnes



Equality Advisor Annette McInnes. Capturing patient details including contact telephone numbers, allows a demographic picture to be built up. Recording contact information also enables patient reminders to be sent in the service user's native language. It is hoped this will reduce the number of missed appointments and offer service users the opportunity to identify any difficulties they may have in attending.

Interpretation and translation information is currently being cascaded to health teams across

Forth Valley, including GPs, dental, prison health, community and hospital services. The information includes a booking flow chart, language identification card, guide for using telephone language line and a staff handbook which has lots of information about working with an interpreter and best practice.

In the past three years the number of service users requiring interpreters has grown from just over 200 to 3,000 plus. Currently the most popular language requested is Polish followed by Arabic, Hungarian, Mandarin, Punjabi, Lithuanian and Russian. Other languages are also requested but in much lower numbers.

**To book the service contact: 01324 590886,
24 hours a day, seven days a week.**



LISTENING TO DEAF PEOPLE

Deaf people in Forth Valley are getting an extra helping hand, thanks to Administrator Co-ordinator Stacey Gourlay, who works with the Disability Equality and Access Service.

Skilled in British Sign Language (BSL) and with a long career working with sensory-impaired people, Stacey has developed a range of new services including drop-in sessions at Forth Valley Sensory Centre, 'face-time' BSL signing calls and text messaging updates.

Face-time signing calls enable Deaf BSL users to call the Disability, Equality and Access Service during office hours. Stacey explained: "People



can sign directly to me. This may be to ask questions regarding a health appointment, or confirm or cancel an appointment they can no longer attend. I will also be sending

out further information about contactScotland, a Government funded service which connects Deaf BSL users to public authorities via a video relay service. This allows them, for example, to contact GPs to make an appointment or get in touch with NHS 24 for health information – options which have not been available until now."

Stacey, with the support from our webmaster, has also introduced BSL video clips on the NHS Forth Valley website including information about the Disability Equality and Access Service, Accessing Interpretation Services and the 'Know Where to Turn To' leaflet which is also provided in six minority languages.

NEW FACES

Look out for some new faces, with the next intake of Modern Apprentices due to start shortly. It follows a successful programme in 2015/16 when 14 apprentices were recruited to work in NHS Forth Valley.

This year, a total of 24 young people between the ages of 16 and 24 are being recruited to work in business and administration and healthcare assistant roles across the organisation. In addition, one apprentice has been employed in a construction post in the Estates and Facilities Department.

The scheme is delivered in partnership with Forth Valley College and the move supports a target by the Scottish Government to reduce levels of youth unemployment by 40% in 2021.

Alison Richmond-Ferns, NHS Forth Valley's Associate Director of HR, said: "Traditionally apprenticeships were closely associated with trade and technical posts. However, the approach of working and learning at the same time is relevant to a wide range of areas, and in NHS Forth Valley Modern Apprenticeships are being offered in various departments including Health Records, Finance, Information Governance, Transport, Estates and Nursing.

"Taking on Modern Apprenticeships within NHS Forth Valley not only helps provide valuable work experience and training for local young people, but also gives us the opportunity to recruit the workforce of the future."

The new NHS Modern Apprentices will also work on the job towards an SVQ qualification which is provided by Forth Valley College. Many of the educational frameworks will be completed in the workplace on a full-time basis with assessors visiting on a monthly basis to review progress and the training plan throughout the one year scheme.



TALKING STRATEGY

A series of short video clips have been produced to raise awareness of our new Healthcare Strategy. The videos, which feature interviews with some of the lead managers and clinicians involved in the Clinical Services Review, highlight the work undertaken during the Review which has helped identify the key themes and priorities for the next five years.

You can watch the videos on the Shaping the Future section of the NHS Forth Valley website www.nhsforthvalley.com/shapingthefuture



Dr Paul Baughan discusses some of the key health issues affecting frail older people and the delivery of end-of-life care

NEW HEALTH AND SAFETY MANAGEMENT SYSTEM

A new online health and safety management system has been introduced to simplify the process for any staff who manage health and safety. Named the 'Control Book' it replaces the previous electronic system known as eRSM and will improve access to up-to-date health and safety information for staff within their specific work areas.

The new Control Book is hosted on the 'Safeguard' system, alongside other Health and Safety modules, such as Risk Register, Alerts and Adverse Events. Although the old eRSM system is now officially obsolete it will be accessible until 31st December 2016 to allow information to be moved (downloaded) and saved onto the new system.

For more information see the Risk Management section of the Staff Intranet

<http://staffnet.fv.scot.nhs.uk/index.php/a-z/risk-management/risk-safety-management-systems/>

MEDICAL WARDS SWITCH ON TO HePMA

Six medical wards at Forth Valley Royal Hospital have become the latest areas to successfully rollout HePMA, a new electronic prescribing system.

HePMA (Hospital Electronic Prescribing and Medicines Administration) is a system which has strong patient safety benefits. It removes any problems with deciphering handwriting, a problem with the former paper-based Kardex system, and ensures that information can be easily accessed and updated by all relevant staff. It also makes it easier and quicker to order medicines by removing the need for duplicate paperwork and reducing the number of steps in the ordering process.

Following the successful implementation of the system in the Acute Assessment Unit (AAU) at Forth Valley Royal Hospital earlier this year, it has now been rolled out to six medical wards (A12, A22, A31, B12, B32 and Cardiology). Work is now underway to prepare for roll-out to ICU and Capacity Area 3, Theatres, Day Surgery and Endoscopy from the beginning of November 2016 and the remaining



inpatient wards at Forth Valley Royal Hospital over the rest of the year.

Training resources have been developed for staff using the new electronic system, including LearnPro modules as well as hands-on training courses for clinical staff.

For more information visit the HePMA intranet page (which can be accessed under H in the A-Z section of the Staff Intranet or email the HePMA Project Team at (FV-UHB. HePMAProjectTeam@nhs.net).

LEARN ABOUT LIFE SAVING SKILLS

Dave Williams is the new Lead Resuscitation Officer at NHS Forth Valley, bringing with him a wealth of experience from his previous roles as a Critical Cardiac Nurse and Resuscitation Officer at two large teaching hospitals in Yorkshire, as well as his lengthy clinical service within a voluntary aid organisation.

Here Dave explains his role, and his hopes for increased training in life-saving skills.

What does a Resuscitation Officer do?

Resuscitation Officers are a valuable clinical and educational resource. Yes, we teach vital CPR in the classroom, but we are also involved in debriefing incidents, reviewing standards to produce new policies and undertaking in situ simulation to test capabilities. One of our major roles is to help improve patient safety and reduce avoidable deaths.

Having been involved in work to reduce avoidable 2222 calls as part of the Deteriorating Patient faculty in Leeds, the Quality Improvement work that is taking place here at Forth Valley is familiar territory. Emergency teams will always be needed within hospitals, but the frequency of avoidable cardiac arrest calls can be reduced greatly through awareness and education.

'High quality CPR' or 'Basic Life Support'?

In my previous job, the term 'Basic Life Support' was discouraged as it risked trivialising this vital skill.

High quality CPR is fundamental in the treatment of all cardiac arrests and we are emphasising that through the training here in Forth Valley.

I would like all staff, not just those in a clinical role, to be

empowered to know how to help in an emergency, and would like to see a culture change in how mandatory training is sometimes viewed within healthcare organisations.

I don't see CPR training as a tick box exercise to be completed annually, but view it as an opportunity to develop fundamental knowledge, skills and confidence that can make a real difference for the patient. Within a hospital, as people are more likely to come across a victim of a cardiac arrest than a fire, it is important for resuscitation education and training to also be given a high priority. It would be great if legislation ensured the defibrillators were as widely available as fire extinguishers, so they can be deployed quickly to increase the likelihood of survival from cardiac arrest.

Evidence shows that high quality CPR increases the chance of survival and this is a concurrent theme throughout all the training we deliver.

What advances have you made since arriving in post?

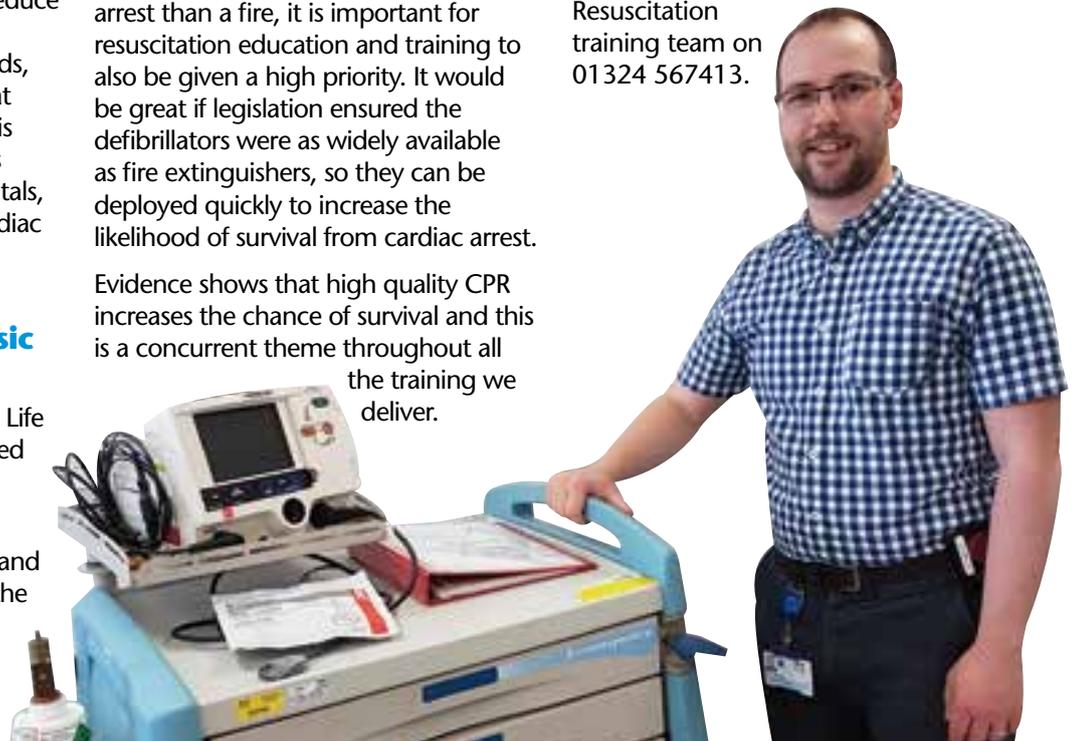
I have already increased the availability of in-house training and am looking to invest in new mannequins that provide performance-monitoring and real-time feedback to the user, thus enhancing practical learning and bringing a focus back onto the fundamentals of life support.

Further improvements are also in the pipeline following a review of the equipment and checklist documentation on the Emergency Trolley to ensure we are fully on board with the 2015 Resuscitation Guideline updates.

So what's new in in-house training?

A wider range of resuscitation courses are now available to book via LearnPro, including paediatric resuscitation.

To deliver Resuscitation Council (UK) Courses such as ALS, the team require great support from instructors who often use valuable study leave or volunteer in their own time to be a faculty member. If you have recently joined NHS Forth Valley and are an existing Resuscitation Council (UK) Instructor please contact the Resuscitation training team on 01324 567413.



For further information about resuscitation training or equipment.

Email: FV-UHB.Resuscitation.training@nhs.net

Website: <http://nhsforthvalley.com/health-services/az-of-services/resus-training/>

Telephone: 01234 567413

DIETETIC HONOURS

Two NHS Forth Valley dietitians have been honoured by the British Dietetic Association at their 2016 annual awards ceremony in Birmingham. Nicola Henderson and the late Pamela McIntosh were both awarded the BDA Ibox award for professional achievement.

Nicola Henderson received the accolade in recognition of the work she has undertaken in her own time over the last 8 years as a member of the BDA Specialist Group for the nutrition of older people. Nicola has chaired this group for the last four years and previously won the BDA Specialist Group of the Year 2014 award.

Pamela's posthumous Ibox was in recognition of her work with the BDA Mental Health Specialist Group, her contribution to obesity guidelines and being at the forefront of dietetics for Prader Willi learning disabilities.

Nicola attended the award ceremony dinner in Birmingham together with Janie Faulkner, Learning Disabilities Dietitian, who collected Pamela's award.



Left-Right:
Nicola
Henderson and
Janie Faulkner

SERCO WINS GOLD

Serco has once again been recognised for outstanding health and safety performance at Forth Valley Royal Hospital, with a prestigious Gold Medal Award in the Royal Society for the Prevention of Accidents (ROSPA) annual occupational health and safety awards.

Pictured receiving the award is Serco General Manager Sandra West.

Serco, who manage a range of support services at the hospital, including cleaning and catering, were presented with the accolade during a special ROSPA diamond anniversary award ceremony in Glasgow. This is the fifth gold award the company has received for work to improve health and safety.



MENDING HEARTS FROM EVERY ANGLE

The Cardiology team at Forth Valley Royal Hospital has been awarded the Royal College of Physicians of Edinburgh's inaugural William Cullen prize for excellence in service innovation.

The team, led by Dr Catherine Labinjoh, Consultant Cardiologist/Speciality Lead, and Carolyn Probert, Senior Charge Nurse, were praised for developing a supportive learning environment and providing excellent care to acute cardiac patients.

Awarding the prize, Dr Dan Beckett, Assistant Director of Standards, Royal College of Physicians of Edinburgh, said: "This ward has brought together teams from different clinical environments to create and provide a service that is providing high standards of patient care for cardiology patients and their relatives. The Royal College of Physicians of Edinburgh has Members and Fellows all over the world, but this prize particularly recognises



excellence at a local level in Scotland."

Patients commented that the team were "mending hearts from every angle" and "staff do their job with all their heart."

ACCOLADES GALORE

STAFF AWARDS HUGE SUCCESS

The cheerfulness and kindness she has shown to patients in the Intensive Care Unit at Forth Valley Royal Hospital has earned housekeeper Nadine Sinclair the Unsung Hero Award in the NHS Forth Valley 2016 Staff Awards.

A total of 35 nominations from patients and colleagues from the Intensive Care Unit where she works, described how Nadine is always a ray of sunshine in the mornings and remembers patient preferences for meals and the amount of sugar they like in their teas and coffees, all of which adds a personal touch.

Colleagues referred to her as “the

glue that binds the ward” and an “integral part of the team” noting that she is always prepared to go the extra mile for everybody, providing cuppas without being asked to relatives who are grieving or distraught or making sure that visitors find their way around the department.

Another colleague wrote: “Nadine is a consistent and excellent hard worker. This has a noticeable effect upon all in the department from helping patients to smile and allowing staff to be assured that no jugs of water are ever empty at the bedside. She really does help make a busy, and at times stressful, department flow efficiently and effectively – an unsung asset in our Intensive Care Unit.”

Forty four nominations were submitted for Ward A31 at Forth Valley Royal, which received the Top Team Award. Patients spoke of how staff made them laugh when they felt like crying and gave hugs when people were down. One referred to them as “amazing people who deserve every bit of praise they get” and dubbed them “Angels!”

Alex Linkston, Chair of NHS Forth Valley, said: “The response to this year’s awards has been fantastic and I’d like to thank everyone who took the time to put forward nominations.

These local awards are really important as they help demonstrate how much the efforts of our staff are really appreciated by colleagues and patients alike.”



More than 400 nominations were received for the NHS Forth Valley 2016 Staff Awards

The AWARD WINNERS are:

OUTSTANDING CARE AWARD:

Winner: Camelon Medical Practice District Nursing Team, Falkirk

"A shining example of what community nursing is about"

"A highly effective compassionate and professional team who excel in palliative and end of life care, pulling out all the stops to make sure patients and loved ones are cared for with love and compassion."

"Nothing is ever too much trouble."

First Runner Up: Tricia Young, Staff Nurse for Schools

"The most empathetic, efficient, understanding and dedicated nurse who has a life changing impact on families."

Second Runner Up: Day Medicine, Forth Valley Royal Hospital

"All the staff are so kind and helpful, can't do enough for your comfort."



INNOVATION AWARD

Winner: ALFY – telephone advice service for older people

"The team offer a telephone support service for people 65 and over and are continuously building a bank of knowledge and services that are available locally to support individuals to stay at home wherever possible and avoid unnecessary admission to hospital."

First Runner Up: Community Pharmacy Development Team, Falkirk Community Hospital

"The service has been recognised nationally as a 'model for the future.'"

Second Runner Up: Kevin McCloskey, Senior Staff Nurse, Fracture Clinic, Forth Valley Royal Hospital

"Kevin was the architect behind the now well established and successful virtual fracture clinic. This required tireless and selfless dedication and hard work."



VOLUNTEER AWARD

Winner: NHS Forth Valley Mental Health Volunteers

"Tremendously inspiring role models and peer supporters."

"Provide empathetic and responsive volunteering within this challenging area."

"They are a true inspiration to all who come into contact with them."

First Runner Up: Jean Weir, RVS Cafe, Forth Valley Royal Hospital and Clackmannanshire Community Healthcare Centre

"Delightful and caring and an absolute pleasure to work with."

Second Runner Up: Morag Mason, Public Partnership Forum Representative

"Morag is 100% committed to her role to ensure that the public voice is heard and listened to."



INSPIRATION AWARD

Winner: Consultant Paediatrician, Dr Una MacFadyen

"Throughout her long service she has maintained an unequalled level of dedication and enthusiasm towards the care of sick children."

"Her work with children suffering from life-limiting respiratory disorders is exemplary."

"Her devotion to her staff and families in her care is unrivalled and she always goes above and beyond her role."

First Runner Up: Ruth Murray, Senior Charge Nurse, Clackmannanshire Community Healthcare Centre

"Takes time to coach, empower and motivate team members, leads by example."

Second Runner Up: Morag Ogilvie, Dietitian, Forth Valley Royal Hospital

"Brings enthusiasm, knowledge and pragmatism, gets fully involved and is very person centred."



TOP TEAM AWARD

Winner: Ward A31, Forth Valley Royal Hospital

"The dedication of the team astonished me and the care was of the highest order."

"Great kindness, always cheery and very efficient."

"Each and every member integrates fully in the team by supporting, listening, guiding, being helpful and patient."

First Runner Up: Cardiology Ward, Forth Valley Royal Hospital

"These people are looking after hearts and they're pretty amazing at that!"

Second Runner Up: ReACH Team, Falkirk Community Hospital

"Without their care, kindness and expertise, my wife wouldn't be with me at home."



CHAIRMAN'S AWARD

Winner: Karen Kane, Personal Assistant, Stirling Community Hospital

"Having achieved an amazing weight loss Karen has made us all more aware of our health and wellbeing and has even inspired other girls in the office to take up running."

"A true inspiration to team members encouraging them to look after their own health and wellbeing and ensuring that they too are able to lead by example in supporting patients in this area."

"Due to Karen's enthusiasm, I myself have lost five and a half stone so far."



UNSUNG HERO AWARD

Winner: Nadine Sinclair, Housekeeper, Intensive Care Unit, Forth Valley Royal Hospital

"Makes a difference every day."

"Has the best CAN DO positive, bright and cheery attitude."

"Nadine champions patient-centred care and nothing is every too much trouble."

First Runner Up: Fiona Matheson, Administrator, Complex Care, Stenhousemuir Health Centre

"Makes coming to work enjoyable – quite amazing how one person can have such a positive ripple effect on everyone."

Second Runner Up: Nursery Nurses Ward 8 and Neonatal Unit, Forth Valley Royal Hospital

"Work tirelessly to support women and their babies, supporting mothers to achieve the best start for their babies."

WIN LUNCH FOR TWO AT HOTEL COLESSIO

As part of our on-going flu awareness campaign, Staff News has teamed up with the Flu Immunisation Team to offer one lucky staff member a chance to win a two course lunch for two in the grill room at Hotel Colessio in Stirling.

Part of the award-winning Aurora Hotel Collection, Hotel Colessio is situated in the heart of Stirling on the site of the original Stirling Infirmary and, more recently, NHS

Forth Valley's former Board headquarters. A magnificently transformed landmark, Colessio exudes opulence and style, with designer finishes throughout. The Grill Room features a striking palette of black and white, the monochrome theme continues throughout the Hotel. High-quality locally sourced produce and seasonally inspired dishes are the backbone of the restaurant, infused with ingenious touches from their award-winning Executive Chef.

In the grid below are 16 of the 17 flu-related words listed. All you have to do to be in with a chance of winning is find them – the word missing from the grid is your answer!

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| H | Z | U | Y | S | N | E | E | Z | I | N | G | M | E | C |
| F | E | G | B | Y | L | G | L | M | M | Y | P | M | F | P |
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| E | B | M | J | P | I | E | E | S | U | S | H | I | C | N |
| R | Z | M | L | T | C | E | U | N | N | G | A | R | O | U |
| A | F | I | F | O | T | R | S | Z | I | J | I | U | L | E |
| C | L | Q | K | M | I | E | S | Q | S | C | D | F | D | S |
| H | U | I | P | V | N | L | E | F | A | A | C | L | T | V |
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| L | Y | L | I | H | E | W | L | V | I | K | F | W | V | J |
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| E | Y | V | N | M | G | L | I | R | N | E | J | U | Y | E |
| H | J | I | N | T | Y | K | I | R | R | L | J | E | Z | N |
| W | W | F | Q | X | H | B | V | M | Z | K | M | K | I | S |
| F | Q | G | A | J | L | H | S | B | J | G | G | Q | C | M |

- | | | | | | |
|---------|--------------|------------|---------|----------|-------|
| Flu | Vaccine | Bug | Virus | Cough | Fever |
| Winter | Immunisation | Healthcare | Illness | Cold | Germs |
| Symptom | Jag | Staff | Hygiene | Sneezing | |

Send your answer to FV-UHB.StaffNewsCompetition@nhs.net or by post to Communications Department, Carseview House, Castle Business Park, Stirling FK9 4SW by 28th November 2016. Good luck!



The winner of our Summer Staff News competition was Mary Forsyth, Ophthalmology Secretary, Falkirk Community Hospital who won a farmers meat box. The correct answers were 1) PORK LOIN CHOP 2) CHICKEN PAKORA 3) RIBEYE STEAK 4) PULLED PORK 5) ROAST BEEF 6) BUTCHER PACK 7) CHICKEN BREAST 8) FARMHOUSE STEAK PIE congratulations Mary!

Chief Executive Jane Grant and members of the flu immunisation team highlight the new posters



FIGHT FLU

GET VACCINATED

A major campaign is under way to encourage our healthcare workers to get vaccinated against flu. New myth-busting posters featuring staff members have been widely distributed and this year, immunisation staff are visiting wards and clinical areas across Forth Valley to offer vaccination. This new approach is designed to make vaccination much more accessible when staff are busy and is in addition to the regular drop-in vaccination clinics in the Occupational Health Department at Forth Valley Royal Hospital.

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 25% of frontline staff and 44% of general staff which averaged 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.

More information about flu and details of local staff vaccination clinics can be found on the Staff Intranet.

I've had my flu jab, have you?

NHS Forth Valley

Did you know?
Unvaccinated health care workers (HCW) are 3 times more likely to get flu than vaccinated HCW.

* A study estimated that 18.7% of health care workers who weren't vaccinated got flu, compared with 6.5% who had received the jab. (Kuster et al. 2011)

Protect your patients, your family, colleagues and yourself - be a flu fighter and get the flu jab. See the staff intranet for details.

PIONEERING PHYSIOS

Physiotherapy Practitioners working in two GP practices in NHS Forth Valley are proving a great success with patients, and freeing up more time for GPs to see complex cases.

Based in the Kersiebank Medical Practice in Grangemouth, and at Bannockburn Medical Practice in Stirling, they form part of a wider multidisciplinary team created to support local GPs after NHS Forth Valley took over management of the two GP Practices. Feedback from

patients on the new physiotherapy service has been extremely positive with most saying they had confidence and trust in their practice physiotherapists. People also reported being given enough time at their appointment, said they were listened to, treated with care and concern and tests and treatments had been explained.

Catherine McRitchie is one of two NHS Forth Valley physiotherapy practitioners based at Bannockburn Medical Practice. She explained: "We decide on the best pathway for the patient following a detailed assessment. This will vary

depending on the individuals needs of the patient. Some patients may require to be referred to orthopaedics, pain or rheumatology clinics and others may require information, advice and exercises to help manage their condition. We are able to arrange for further investigations such as X-rays and blood tests and we can all do steroid joint injections as well."

The initiative is part of an 18 month pilot and will be reviewed on an ongoing basis as part of the development of future primary care services across Forth Valley.



(left to right)
Catherine McRitchie (Bannockburn)
Helen Turner (Kersiebank)
Fiona Downie (Bannockburn)
Wendy Monteith (Kersiebank)

EVELYN GOES ON CAMERA

One of our Health Visitors, Evelyn McCubbin, who works at the Meeks Road Surgery in Falkirk, has been asked to take part in a short film for the Alcohol Focus Scotland website. Evelyn has been at Meeks Road for the past seven years following a nine-year stint in Grangemouth, and has been nursing for 26 years.

One of the Health Visitor roles is supporting

families with issues with alcohol and identifying what sort of help they need. Evelyn explained that once clients recognise they have a problem, and are motivated to try to do something about it, she is able to refer them (in confidence) to an agency best suited to their needs. It may be that Health Visiting support is enough to help parents, but she explained: "Alcohol can be so destructive, and part of our role is to try and get the best outcome for the parent and child, and help their wellbeing."



A GREAT NURTURER OF STAFF

A senior nurse, described by colleagues as a 'great nurturer of staff' has retired after 37 years with the NHS in Forth Valley. Norma Pringle began her working career in 1979 as a student nurse and her first post was in medical services at Falkirk and District Royal Infirmary. There, together with others, she was instrumental in setting up procedures for the acute assessment of patients.

Norma continued to work in medical

services and in the late 2000s went back to university to complete her degree, which was quite a challenge. She wanted to study because she felt it would be better for patients in the receiving unit if she could practise advanced care. She was asked to take on an Advanced Practitioner role but she missed working with patients and staff, who she regarded as her family, so returned to the acute assessment unit.

Norma was presented with a voucher from staff to help purchase a ring which she had seen in a jewellers.



Her other retirement gifts included champagne along with an inflatable walking stick and a zimmer frame!

A PASSION FOR CLEANLINESS

Colleagues have said farewell to Lorna Henry, Service Manager, Medical Directorate, who has retired after 41 years in the NHS. Lorna started her career as a nursing auxiliary at Bellsdyke Hospital and subsequently began student nurse training in mental health. After completing post registration training in general nursing, she moved to medical intensive care and then the night duty team.

One of her first assessments described her as "an excellent staff nurse with a down to earth approach and a good deal of common sense. She is cool and sensible, has the ability to work under pressure and is someone with above average initiative."

Over the years, Lorna worked as a sister in medicine and took up various posts at Falkirk and District Royal Infirmary, before becoming Clinical Coordinator in the Medical Unit in 2001. Two years later she moved into an acting role as Medical Unit Nurse Manager before taking up the post of Service Manager.

More recently, Lorna has been responsible for ageing and health and community hospital services. With a passion for cleanliness it was no surprise when community hospitals in Falkirk and Stirling were the only ones at the time in Scotland to receive an exemplary report.

Lorna now intends to spend her time looking after her granddaughter Lucy, visiting her family in Canada and holidaying with friends.



MARGERY MOVES ON

Integrity, compassion, dedication and the ability to see the bigger picture, non-judgemental, selfless, always giving, strong and brave. These were just some of the words used by Nurse Director Professor Angela Wallace, speaking at the 'retirement' of the Rev Margery Collin, Head of Spiritual Care.

Margery, who helped develop and shape the spiritual care service in 2006, was a primary school teacher in Edinburgh for 20 years. She then developed ME and was confined for a time to a wheelchair. During her illness she noticed that although people would ask how she was, with the best will in the world they didn't really want to hear her story. She vowed if she got better she would listen to those who were sick. She subsequently trained as a counsellor, undertook a Divinity degree in Edinburgh and began working six hours a week at Falkirk and District Royal Infirmary – two three-hour days with a rest on the day between – as she still had little energy.

Margery also works at Strathcarron Hospice, where she is increasing her hours in a part-time post. She is on the national executive of the

Association for Hospice and Palliative Care Chaplains, published research at Strathcarron in 2012 and is a contributor to a book on palliative care due to be published next year.

Margery, who was presented with flowers, chocolates and money, said it had been a privilege to spend time helping people cope with whatever difficulties they were facing.



ALISON GOES WALKIES!

Golf and holidays are often on the agenda for retirees. But Vaccination Project Manager Alison Morrison, who has stepped down after 42 years with the health service, may also be getting a dog – thanks to her three daughters.

Her NHS career began in North Shields as a pharmacy technician. She subsequently moved to the Highlands and worked in a psychiatric hospital before taking a break when she had her first child.

She returned to Raigmore Hospital in 1983 as Senior Pharmacy Technician and moved to Forth Valley in 2001 to work in the community and pharmacy department. For the last three years she was seconded to the Public Health Department in Board Headquarters at Carseview House in Stirling.

Throughout her career, immunisation has been her main focus and she was appointed chair of the Vaccine Holding Centre. Alison recalls her time in the Highlands having to deliver vaccines to far flung places including Skye and



Alison is pictured enjoying tea and cakes with colleagues just before leaving.

north of Wick. These had to be properly packaged and Alison became involved in an audit on the best ways of transporting vaccines.



NEW SPECIALTIES FOR SPECIALIST NURSE

Specialist nurse Linda Malone, who has retired after 39 years with the NHS, is planning to become proficient in three new specialties – bridge, bowls and Spanish!

Linda started her career in nursing in 1977 at Stirling Royal Infirmary where she qualified, in 1980. Once qualified she worked in ward 5 with urology and general surgery patients. In 1984, she left to have her family – a son and a daughter – but was persuaded to come back the next year to do night shift which she did for 10 years!

In 1995, she moved to days, then in 1998, she secured the Clinical Nurse Specialist post in Urology where she worked until she retired.

In her retirement Linda plans to help look after her niece and nephew. Her son has plans for her to assist him on his farm, whilst her daughter is looking forward to ladies who lunch!



GOODBYE BENJAMIN BUTTON!

A member of staff who colleagues referred to as NHS Forth Valley's answer to Benjamin Button – she gets younger every year! – celebrated her retirement recently after 43 years with the NHS.

Clinical Nurse Manager for Eating Disorder Service/Substance Misuse Services, Annette Gilmour, who started her career as a mental health nurse on the Bellsdyke site in 1973, was described as having a 'genuine passion for all her patients.'

She subsequently moved to Edinburgh to train as a general nurse, but in 1979, returned to mental health nursing and became a community psychiatric nurse at Woodilee Hospital. In 1985, she came back to Forth Valley and since then has worked in a variety of roles. She has been a Community Psychiatric Nurse, Liaison Nurse Specialist, Clinical Nurse Manager within Stirling Community Mental Health Services, Team Leader for Stirling DBT Service, Clinical Nurse Manager and Clinician



for the Eating Disorder Service and latterly the Clinical Nurse Manager for Substance Misuse Services.

Annette, known to be the life and soul of the party wherever she goes, received messages of congratulation from several colleagues unable to attend her farewell lunch, including good wishes from as far afield as Tenerife, Germany and Zambia.

A much deserved thank you was extended to Annette for her commitment to NHS Forth Valley Mental Health Services.

IN THE SPOTLIGHT



IN THE SPOTLIGHT – Drummond Gardner, Imaging Team Leader

Tell us about your job

I am in charge of the Nuclear Medicine section of the Radiology Department at Forth Valley Royal Hospital. This involves injecting patients with a radioactive tracer allowing us an insight to the functional anatomy of the body.

As part of my clinical duties I have carried out a reporting course in Nuclear Medicine and often discuss cases with my Consultant, as well as taking part in joint reporting sessions where possible. My reporting duties look likely to expand into bone densitometry (DXA) in the near future.

I also have team leader responsibilities such as monitoring mandatory training within the Department.

How did you end up in radiology?

After several temporary jobs in my late teens, including turf accountant and debt recovery for the water board, I had almost forgotten that I had enquired into careers in the Army Medical Corp. I first became interested in health care after a summer job as a domestic/porter in a local hospital, hence decided why not give it a go. I really wanted to be a physiotherapist, but they weren't recruiting at the time, so I decided to go for radiography.

After qualifying from the Joint Services School of Radiography in Woolwich, I had several postings to X-Ray Departments in Germany, Cyprus and Belize as well as in the UK. Towards the end of my 14 years in the Army I did a post graduate diploma in Nuclear Medicine and shortly after was offered voluntary redundancy which I reluctantly accepted (with both hands!). Next problem was to find a job having

the right qualifications but no NHS experience, the solution was spending four years in the private sector in Glasgow until the right opportunity arose in Stirling in 2000. Apart from a two year stint as acting Departmental Manager in Falkirk (although I far prefer being directly involved with patients), I have been hands on in Nuclear Medicine in NHS Forth Valley ever since.

Most prized possessions?

Would really be in the bad books if I didn't mention my wife Jayne (who is a nurse on Ward 6) and two grown up children, Allister and Jessica. The usual things really like good health, a roof over my head and a 'boys' car.

If I was really pushed for a material thing it would have to be my Pioneer stack system, modern stereos aren't the same, and I do have a rather large music collection in various formats.

What song means the most to me?

Believe it or not, like many ex-forces personnel, I am drawn towards anti-war protest songs, Forgotten Sons or White Feather by Marillion spring to mind. I do have a wide-ranging collection however, and just about anything from Bowie, Jagger, Queen or even Elton would fit the bill.

Figure from history to buy a pint or go for a meal with?

Would have to be a drink with Winston Churchill, I believe he liked a wee nip or two and was great with the banter.

Anything people don't know about you?

I am a pretty open person and most people are aware of my Forces past. I'm

afraid what happened in the Mess stays in the Mess as they say!

I was however a fairly decent hockey player in my youth which probably shows in my unorthodox golf swing. In the past, I was a fairly accomplished caver, being brought up near to the Yorkshire Dales. I was also in the Round Table (including a year as President) for many years until I got flung out for being too old!

Unfulfilled ambitions?

I love travelling to new places and enjoy a good long city break. There are still large parts of eastern Europe that have escaped me, and I would love to go to Australia and Canada someday.

How I would like to be remembered?

A good soldier who made the most of life on the outside and hopefully made a positive difference to every Department I have worked in. I would also like to be remembered as a loving, caring parent.



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www.nhsforthvalley.com

Staff News is produced by NHS Forth Valley's Communications Department. If you have a story or suggestions for a future issue please contact Kate Fawcett, Communications Manager on 01786 457236 or Julie Wilson/Lindsay Hathaway on 01786 457243.