

# MEET OUR NEW PRIMARY CARE STAFF

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# MICHELE IS OUR WHISTLEBLOWING CHAMPION



NHS Forth Valley has a new Whistleblowing Champion, Non-Executive Board member Michele McClung. The Whistleblowing Champion has a critical role in ensuring that whistleblowing arrangements are working effectively. Michele will also work closely with relevant staff, HR representatives, governance committees, NHS Board members and the Independent National Officer to ensure any investigations are handled fairly and effectively.

Copies of NHS Forth Valley's Whistleblowing Arrangements can be found on HR Connect.



## MEET OUR TWO NEW BOARD MEMBERS

Two new Non-Executive Board members were recently appointed to the Board of NHS Forth Valley following the departure of former Board members Fiona Gavine and Joanne Chisholm.

**Allan Rennie** worked as a journalist on a variety of newspapers including the Stirling Observer, and edited the Sunday Mail and Daily Record. Latterly, he was Managing Director of Media Scotland responsible for two national titles, Business Insider magazine, an events division and 17 regional newspapers. As the former head of the nation's largest publisher, Allan brings a wealth of communication and management knowledge to the role. Allan also ran campaigns with charities such as CHAS and partnered with the Scottish Government on the Scottish Health Awards.



**Stephen McAllister** is a former senior police officer, with extensive experience in leadership, governance and performance management. During his career, Stephen was a police hostage and crisis negotiator, which allowed him to develop excellent active listening and influencing skills. Stephen was the Police Divisional Commander in Forth Valley prior to retiring. Since leaving Police Scotland, he has built up Non-Executive Board experience in both the voluntary and public sector and as a consultant in mental health improvement and negotiation.



# ACT OF KINDNESS IN MEMORY OF THEO

Two young boys undertook a special mission recently in the Children's Ward at Forth Valley Royal Hospital with an Act of Kindness in memory of a baby who died aged just three weeks. Nine year old Sam Fleming and his brother Luke made get well cards for the youngsters in the Ward and donated books together with Thomas the Tank Engine Lego.

The donation celebrated what would have been the 10th birthday of a friend's baby boy, Theo Welsh. To mark the occasion friends and family chose to carry out ten Acts of Kindness over the year – Sam and Luke's donation was one of them. Their Mum, Lynn Fleming, is a personal assistant with NHS Forth Valley and is based at Stirling Community Hospital.



## FAREWELL TO FRIES

**Young patients at Forth Valley Royal Hospital are now able to tuck into healthier and more nutritious food following the introduction of a new menu specifically created for the Children's Ward.**

Devising new menu options has involved NHS Forth Valley dietitians, speech and language therapists, paediatric nurses, a play leader, paediatricians and catering staff from Serco, who have worked together with parents and children.

Chips and chicken nuggets no longer feature on the

menu and instead there is a wide range of tasty dishes including breaded baked fish and a selection of salads and baked potatoes with toppings.

Focus groups were held for children and their parents or carers to test out the recipes. These events were huge fun and the feedback from both children and adults was extremely positive.

Serco Catering Manager, Anne Davidson, said: "This menu is designed to encourage healthier eating and surprisingly, food such as chicken nuggets were never the first choice for kids. We welcome feedback from patients



Catering Manager, Anne Davidson (left) is pictured with Children's Ward housekeeper Lynn Davidson and Fletcher Barr aged 4.

and families and continue to offer a range of options for children with specific dietary requirements."



# GENEROUS GIFT FOR RHEUMATOLOGY



Mr Dewar (third from right), Rheumatology Consultant, Dr Sara Else (far right) and NHS Forth Valley Chairman, Alex Linkston (third from left) celebrate the arrival of the new scanner with local staff and members of the Friends of Stirling Community Hospital.

**Another generous donation from the Friends of Stirling Community Hospital is set to make life a little easier for local rheumatology patients. They have recently donated around £65,000 to NHS Forth Valley and almost half of this has been used to purchase a new ultrasound scanner for the Rheumatology Department.**

The new ultrasound scanner was officially presented to local NHS staff by Allan Dewar, Chair of the Friends of Stirling Community Hospital who said: "We are very pleased to have been able to purchase this equipment, particularly for Stirling. The Friends have been going for 70 years and over that time have gifted many items to a total of £850,000."

Until now, local patients from the Stirling area had to travel to Forth Valley Royal Hospital to receive a scan which required an additional visit to hospital. Now the majority of local rheumatology patients who require an ultrasound scan can have it carried out at the same time as their clinic appointment.

The remaining funds have been used to purchase a new retinal screening scanner which will be used to support patients with diabetes who require regular eye checks. A special pop up display called a RemPod has also been purchased for the new Bellfield Centre where it will be used to support reminiscence activities with people who have dementia. Staff opted for the display based on a traditional tea room and are looking forward to sharing memories over a welcome cuppa.



## SPECIAL DELIVERY

A special delivery to the Children's Ward at Forth Valley Royal Hospital arrived in the shape of two prams, kindly donated by Victoria Houston Pram and Nursery, Falkirk. They were a replacement gift after a pram went missing from the ward!

# BECOME A GLOBAL HEALTH CITIZEN

Health and social care professionals in Forth Valley are being encouraged to promote global health and global citizenship.

It follows the launch of the Scottish Global Health Co-ordination Unit, which helps support existing projects and identify opportunities for new partnerships and volunteering. Many projects are already under way, including links between Scottish NHS Boards and hospitals in Africa, and elsewhere to support training, research and donations of equipment. Collectively this work is making a positive difference to healthcare in developing countries.

Best practice and networking opportunities were shared at a recent conference in Glasgow at the Royal College of Surgeons, and anyone in Forth Valley interested in global healthcare or volunteering should contact our local champion, Dr Paul Woolman on 01324 616057 or email [paul.woolman@nhs.net](mailto:paul.woolman@nhs.net)

Paul also recently organised a meeting for staff to discuss ways to become involved and find out more about the central support available.

To find out more visit [www.scottishglobalhealth.org](http://www.scottishglobalhealth.org) or [www.scottishglobalhealth.org/funding](http://www.scottishglobalhealth.org/funding) for details of funding available.



## MUSICAL MONEYMAKER FOR UROLOGY

Picking up a bass guitar after almost 40 years proved a money spinner for John MacPherson from Alloa. He joined forces with a former band member to organise a fundraising gig at a local pub which raised £500 for the Urology Department at Forth Valley Royal Hospital and £500 for the charity Melanoma Me.

John's donation was in appreciation of the "excellent care and treatment" he received from staff in the Urology Department. He is pictured handing over a cheque to Consultant Urologist Gavin Lang and some of the wider team.

John used to jam with band The Citroens in the 1960s. He says the recent fundraising event was so enjoyable there's the chance of a repeat performance.



# ORGAN DONATION REGISTRATION BOOST

The number of people signing the organ donation register in Forth Valley has increased substantially. More than 35,000 people have added their names over the past three years and a further 3,000 signatures would bring the percentage who have signed up to the national average of 51%.

The success comes on the back of events in Forth Valley Royal Hospital and Stirling and Falkirk Community Hospitals to support

national Organ Donation Week. They were supported by Jane Hall, a former NHS Forth Valley Emergency Department nurse who carried out her husband's wishes to donate his organs.

Jane Hall invited people to have a special 'heart' cup cake and hear how talking about organ donation with her husband, prior to him suffering a catastrophic brain haemorrhage, helped make the decision to donate his organs easy.

Consultant Anaesthetist and Intensivist, Dr Helen Tyler, who is

the clinical lead for organ donation in NHS Forth Valley, said: "We have been making a concerted effort in Forth Valley to increase awareness of the importance of organ. Although more than 800 people in Scotland had an organ transplant last year there are still more than 550 people waiting. We want to encourage people to discuss organ donation with their family and friends to help ensure their views are known."

To sign up to the organ donor register visit [www.organdonationscotland.org](http://www.organdonationscotland.org)



# McCoo MAKOVER IN ICU

The artist behind the popular 'McCoo's', Steven Brown, popped into Forth Valley Royal Hospital recently to officially open two family rooms in the Intensive Care Unit which have undergone a colourful makeover. His visit followed a decision to display some of his paintings as the centrepieces of a scheme which has transformed a clinical atmosphere into a blaze of colour and comfort, with comfy chairs and cushions.



The £5,000 upgrade was supported with funding from Organ Donation Scotland and local donations to the Unit.

Steven Brown, who chatted to staff, promised to send them more items from his collection for the rooms including coasters, cushions and clocks. He said: "I was delighted and honoured to be asked to help here. It's critical that we have an area like this and sitting here with all these colours makes you feel a little easier."

The decision to flood the rooms with vibrant blues, reds, yellows and greens, was the brainchild of Kimberley Kirkbright, Senior Clinical Nurse in ICU, who stressed the makeover was very much a team operation.

She explained: "The rooms were previous very clinical looking and it wasn't welcoming for the families who are often brought

here for difficult conversations and sometimes for breaking bad news. We wanted people to feel comfortable and create a gentler atmosphere. Coming into one of these rooms now doesn't signal bad news – that's the crux of the whole vision.

"Some people also have associations with certain colours but by providing so many here the rooms will hopefully please everybody."

As well as comfy chairs and cushions the rooms also feature tea and coffee making facilities which were not available previously.



## REMEMBERING PAT BEAUSANG

A memorial plaque was recently unveiled in the Lecture Theatre at Forth Valley Royal Hospital in honour of Dr Pat Beausang who died in intensive care on August 18th 2009 from leukaemia. Dr Beausang was a Consultant Physician in Ageing and Health and had worked in Forth Valley for nine years. He was described as a larger than life character with a lovely disposition which greatly endeared him to all those who worked with him as well as those in his care during his time at NHS Forth Valley.

His family subsequently presented a watercolour to the Intensive Care Unit, which reflected his love of running up to Stirling Castle and along the Carse. Now a memorial plaque has been installed to record the names of the speakers who have given the Pat Beausang Memorial Lecture which has become an annual event.

His wife Cat Beausang said: "I'm really excited it's happening and people will get to see the legacy he left behind." Her sister-in-law Hilary Beausang echoed her thoughts. "I thought people would have forgotten him



Cat Beausang and sister Hilary Beausang (left) are pictured together with Dr Catherine Calderwood, the Chief Medical Officer for Scotland who gave this year's memorial lecture.

but it's so lovely they haven't."

Dr Catherine Calderwood, Chief Medical Officer for Scotland, gave this year's memorial lecture which focussed on Realistic Medicine and the need for patients to be more involved in decisions about their care and treatment.



# NEW FILMS SUPPORT CONVERSATIONS ABOUT DEATH

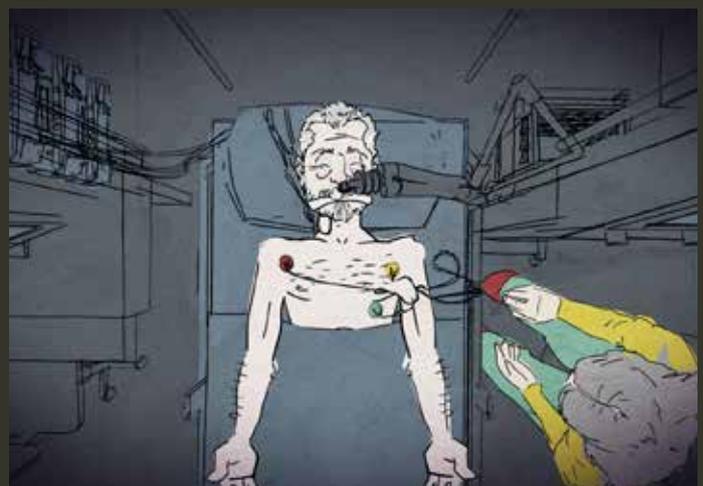
Five new animated films have been produced by NES Scotland to support staff providing end of life and bereavement care. Each animation deals with a different topic related to resuscitation, death, dying, end of life care and bereavement. The animations demonstrate how clinicians and other health and social care professionals can lead potentially difficult conversations with patients and families with more confidence.

Although the films are openly accessible they were not designed for the general public so the Support around Death website also provides links to alternative sources of information and support.

The animations, which cover topics such as resuscitation and talking to people who have experienced a bereavement, are designed to address any gaps in training provision in supporting patients, families and carers.

All of the films can be accessed from the Support around Death website [www.sad.scot.nhs.uk](http://www.sad.scot.nhs.uk)

- Withdrawal of Active Treatment in an Intensive Care Setting
- Talking and Being with People who are Bereaved
- Stories for Education: Living with Death
- Supporting Families around the Resuscitation of a Baby or Child
- Supporting Families around the Resuscitation of an Adult Family Member



# DEATH CERTIFICATION TRAINING FOR DOCTORS

**Doctors in Scotland are being encouraged to complete two e-learning modules on death certification.**

The modules, which have been produced by NHS Education for Scotland (NES) in partnership with Healthcare Improvement Scotland's Death Certification Review Service (DCRS), are designed to support certifying doctors to complete Medical Certificates of Cause of Death (MCCDs).

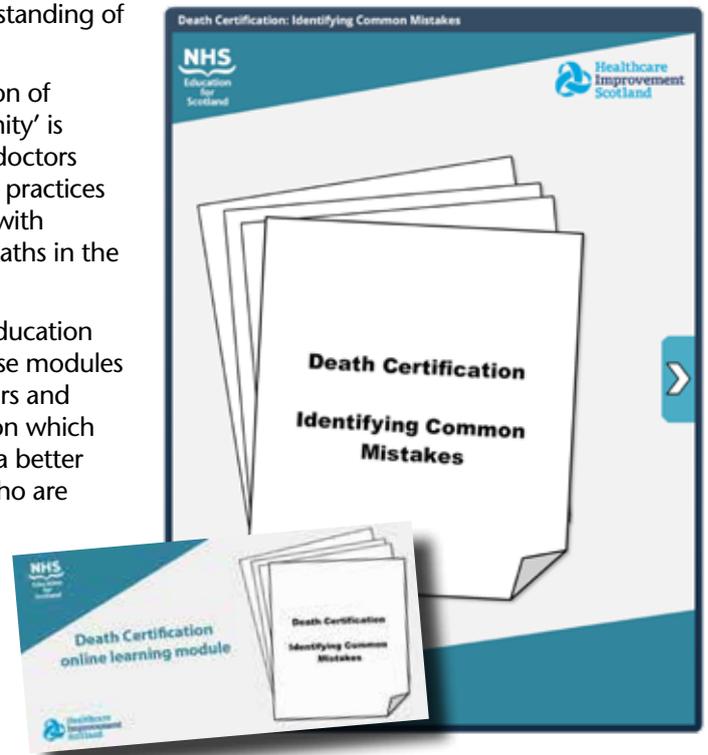
**Module 1 - 'Death Certification: Identifying Common Mistakes'** is intended for doctors who are completing MCCDs in Scotland or doctors who have finished a training module on death certification and wish to confirm

or improve their understanding of the subject.

**Module 2 - 'Certification of Deaths in the Community'** is primarily intended for doctors who are working in GP practices and may need to deal with sudden or expected deaths in the community.

Janice Turner of NHS Education for Scotland said: "These modules will help to reduce errors and improve communication which will ultimately provide a better experience for those who are bereaved."

**The modules are available at: [www.sad.scot.nhs.uk/atafter-death/death-certification](http://www.sad.scot.nhs.uk/atafter-death/death-certification)**



## FIRST FOR DUNBLANE MEDICAL PRACTICE

Dunblane Medical Practice has become the first health centre in Forth Valley to be awarded a dementia friendly certificate. The award was presented by NHS Medical Director Andrew Murray who is pictured with practice manager Sue Lawson, chair of Dementia Friendly Dunblane, Breda Seaman and Patient Participation Group member Richard Duckworth, together with practice staff.

All practice staff have undertaken the online Dementia Friends Scotland training and an environmental audit of the premises has resulted in new flooring, brighter lights, redecoration of patient areas, signage and a key-pad assisted door.

According to Breda Seaman, who has also helped set up the Braeport Memory Cafe in the town, many people with dementia, especially those with Alzheimer's, have difficulty in interpreting what they see. "For example, they may think that a shiny floor is wet or slippery. They may also struggle to understand unfamiliar environments so providing simple, cost effective dementia friendly



design features will help reassure them whilst they are in the health centre."

NHS Forth Valley Medical Director Andrew Murray added: "The proportion of people with cognitive problems and dementia accessing primary care services is increasing. If health centres are designed to be dementia friendly it can significantly improve the experience for people with dementia by reducing agitation and maximising their independence and engagement in their care."

More than 90,000 people in Scotland have dementia with more than 5,000 of them living in Forth Valley.

# SUPPORTING EACH OTHER

Working in the NHS can be enormously rewarding. But sometimes the stresses and strains of dealing with those who are unwell takes its toll on staff. Now, if the going gets tough, help is at hand from the Staff Support Group. Set up by staff for staff, it aims to show that employees are valued and that everyone matters.

The Group had its beginnings around 2012 when two departments separately approached Occupational Health. A number of consultants in the Women and Children's Directorate were looking for ways to support staff especially after an adverse event or difficult experience. At the same, a GP trainee working in the Emergency Department ran a survey on work-related stress and anxiety, which revealed staff had quite significant levels of symptoms and 87% also said they wanted additional support in the workplace.

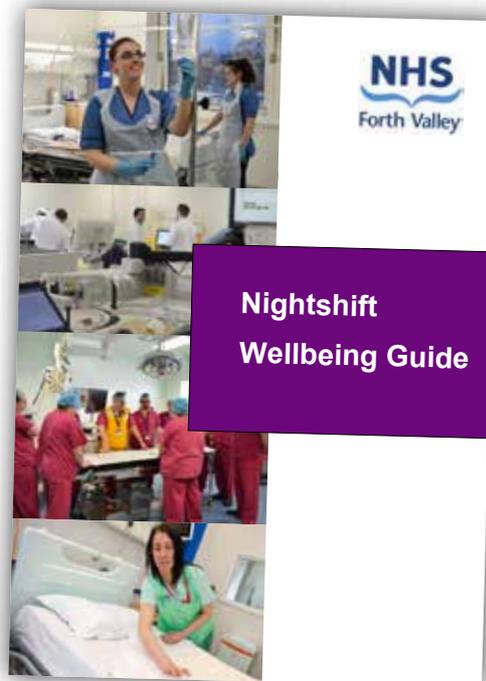
From this small group of staff from the Emergency Department, Paediatrics, Obstetrics and Gynaecology, working together with Occupational Health,

the Staff Support Group was born. It has gradually grown to have representatives from Medicine, Surgery, Anaesthetics, Intensive Care, General Practice, Nursing, Trainee Doctors, Health Promotion, Spiritual Care, Medical Education and Organisational Development. The group meets about four times a year to share and spread ideas about staff support and it is hoped that eventually, it will embrace everyone.

The past seven years have seen great progress and resources developed include:

- Leaflets: 'Dealing with Everyday Pressures of Life and Healthcare Work' and 'Night Shift Wellbeing and Rest'
- LearnPro modules, for example 'Psychological First Aid' and 'Introduction to Trauma'
- Wellbeing books section in the library
- Excellence Reporting/Appreciation schemes in departments and across Forth Valley Royal Hospital
- Yoga Classes

Short courses are also available, led by Susan Ramsay, Clinical Psychologist



in Occupational Health. 'Staying Well' focuses on the everyday risks to psychological wellbeing, normal reactions to stress and trauma and knowing when to seek specialist help. 'Supporting Your Colleagues' provides an introduction to peer support, how to recognise and manage stress, anxiety, depression and trauma, and how to signpost to services.

The Staff Support Group has also shared examples and raised awareness of other topics including rest spaces, cold debriefs, wellbeing events and medical peer support.

If you would like to know more about the Group or the work it is undertaking please contact Susan Ramsay at [susan.ramsay@nhs.net](mailto:susan.ramsay@nhs.net)

## A WARM WELCOME TO MARGARET

Meet our new Head of Organisational Management, Margaret Kerr.

Margaret joins us from NHS Greater Glasgow and Clyde and brings with her a wealth of experience in organisational development, leadership consultancy and redesign.

Although based in the Learning Centre at Forth Valley Royal Hospital, Margaret will also work from Carseview House and community services in Stirling.

She is currently out and about getting her bearings and meeting people across the organisation.



# RECENT SUCCESSES

Look out for the new Leadership and Management Development Programme for 2019/20 which will be out soon. In the meantime, here are some recent successes recorded by Organisational Development and Learning.

This is the number of **School Placements** we organised during 2018.

## 102

The number of staff who attended a course the team delivered or procured for the 2018/19 Leadership & Management Personal Development Programme.

## 503

Staff Awards nominations processed last year.

## 560

Here is a close estimate of the number of staff trained as eSS Oracle Learning Management System (OLM) Learning Management Administrators (LMA's).

## 85

Medical Appraisal was monitored and administered for this number of clinicians.

## 302

Teams in NHS Forth Valley supported to participate in iMatter last year.

## 486

The number of elearning module launches on LearnPro last year was

## 215,222

Successful bursary awards allocated.

## 19

Last year we achieved Investors in People Gold and Investors in Young People Award thanks in part to interviews with this number of staff.

## 204

Turas Appraisal awareness sessions delivered.

## 584

Here is the number of Coachees we worked with during 2018.

## 55

Contact us on: **FV-UHB.**  
[training-centre@nhs.net](mailto:training-centre@nhs.net) or  
by phone on 01324 567390.

## COACHING FOR ALL

Coaching provides space for reflection and a rare opportunity to focus on you. It is a far more optimistic way of engaging with a person than most of us are accustomed to. It encourages us to suspend limiting beliefs about people, including ourselves, abandon old habits and liberate ourselves from redundant ways of thinking.

It can make a real difference if you are looking for the next career move or trying to understand why you

are having difficulties working with specific members of your team. Any member of staff can apply for coaching and you will be matched with a coach who will meet with you and have a discussion about whether coaching is the right thing for you and, if it is, will arrange to meet with you again, usually for an hour at a time for up to six sessions.

More information on how to apply for coaching can be found on the OD pages of the staff intranet.



# iMatter UPDATE 2019



We are now running our new distribution of iMatter for 2019 with our first Health & Social Partnership in Clackmannanshire and Stirling included. Key dates are:

Timescale	iMatter Stage	Action Required
27/05/19 – <b>21/06/19</b>	Team managers receive email request to confirm team details	Managers should check all team members are accounted for and that email details are correct, make any amendments required and confirm team details on iMatter portal.  <b>IMPORTANT: All Teams in a Directorate require to be confirmed by 05/04/19 or the whole Directorate fails to run.</b>
<b>Plan your iMatter Team Action Plan meeting date</b>	<b>Team Action Plan meeting date, allowing time for uploading to portal by 05/08/19</b>	<b>This should be arranged as soon as possible after receipt of Team Reports to ensure that all team members have ample opportunity to participate in creation of a Team Action Plan.</b>
24/06/19 – <b>15/07/19</b>	Questionnaire goes live for 21 days	All staff members should be encouraged to participate in iMatter by <b>15/07/19</b> . Questionnaire takes no more than 10 minutes to complete.
<b>29/07/19</b>	Team reports published	For all teams of four or more who reach 60% response rate and all teams of four or fewer who reach response rate of 100%, Team Reports are emailed directly to staff who completed the online questionnaire and to team managers. Managers are required to print and distribute copies to team members completing on paper.
<b>21/10/19</b>	Team Action Plan to be uploaded on to Webropol iMatter Portal	All Team Action Plans are required to be uploaded into iMatter portal to be included in the statistics for NHS Forth Valley in the Scottish Government Health and Social Care Staff Experience Report 2019.

## WHAT ELSE IS NEW?

Check out the new national iMatter website which has a lot of support material on it. NHS Forth Valley have two iMatter team stories on the site so please have a look; we'd love to hear from you if you have an iMatter success story to share: <https://www.imatter.scot/>

For more help:

- [fv-uhb.imatter@nhs.net](mailto:fv-uhb.imatter@nhs.net)
- [Anne.benton@nhs.net](mailto:Anne.benton@nhs.net) Tel: 01324 567384
- [Ann.dalgleish@nhs.net](mailto:Ann.dalgleish@nhs.net) Tel: 01324 567383
- <http://staffnet.fv.scot.nhs.uk/a-z/staff-experience-project/>



# INCREASING CAPACITY AT FORTH VALLEY ROYAL HOSPITAL

Work is moving on apace to deliver a new £17m investment plan designed to increase capacity and reduce waiting times. A new MRI scanner, the second to be purchased for the hospital, has been ordered and is due to be installed in July 2019. This will deliver around 8,000 additional scans each year.

The number of operations carried out in the existing 14 theatres has increased and there are plans to open the two additional theatres in June and November 2019. Extra staff are being recruited to support this work and the first tranche should be in place in April 2019. The relocation of day medicine to the ground floor has also freed up space to expand the day surgery department.

Work is underway to identify the number of additional inpatient beds required and determine where the new inpatient ward will be located.



Jeane Freeman, Cabinet Secretary for Health and Sport met with staff in the Radiology Department to discuss plans to increase diagnostic capacity.

## IMPROVEMENT IN ACTION

**A pilot project involving the Surgical Directorate has helped a range of staff to acquire the confidence and capability to make improvements to the way services are delivered.**

Two cohorts of staff from a range of job families including nursing, medical and business administration, were each given training which comprised of seven one hour weekly sessions, two project surgeries and an allocated mentor. Each

participant was supported to identify and develop their own improvement idea and translate learning into action. At the end of the programme everyone involved designed and presented their own poster, describing their idea, what approaches they had taken to make an improvement and what they had learnt.

Posters can be seen on the Learning for Improvement section of the staff intranet.

Some of the posters are also displayed around Forth Valley Royal Hospital to inspire other staff



Cabinet Secretary for Health and Sport, Jeane Freeman MSP, met staff working in theatres during a recent visit to Forth Valley Royal Hospital.

to learn more about delivering improvements.

The programme was designed collaboratively between the EPQI & QI teams with clinical

support from Catherine Labinjoh, NHS Forth Valley's Lead for Realistic Medicine. For further information contact john.smith34@nhs.net



# NEW TARGET TO DELIVER VIDEO CONSULTATIONS

NHS Forth Valley recently secured £100,000 from the Scottish Government to carry out outpatient appointments via video links. The funding, from the Technology Enabled Care Programme, will support the use of Near Me, a new service to deliver video consultations as an alternative to face-to-face appointments. The aim is to deliver 12,000 appointments using this method by December 2019.

Video consultations have many benefits including reducing travelling time and inconvenience for patients and their carers. They may also be preferable to a face-to-face consultation for certain patients including prisoners, people with anxiety disorders, disabilities which prevent people from leaving their house and people living in remote and rural locations who may find it harder to access health services. They can also help specialists provide support and



advice to other health and care staff without the need to travel.

A number of services including gastroenterology, community outpatients (MSK physiotherapy, orthotics, dietetics and podiatry), adult and older people's mental health, cardiac rehabilitation and adult speech and language therapy have already expressed an interest in using video consultations.

Further specialties will also have the opportunity to participate over the next year.

If you are interested in finding out more please contact Beverley Finch, Corporate Programme Manager, [Beverley.finch@nhs.net](mailto:Beverley.finch@nhs.net) or Colin McGregor, eHealth Project Officer, [colin.mcgregor@nhs.net](mailto:colin.mcgregor@nhs.net) who will be happy to answer any questions or arrange a demonstration.

## REDUCING CARDIAC ARRESTS

The great strides that Scotland has made to reduce the number of deaths from Sepsis is now well documented – as is the impact of the Scottish Patient Safety Programme (SPSP) which recently celebrated its 10th year of driving improvements in patient safety. Less known, but no less important, is the growing progress we're making in reducing cardiac arrests.

Thanks to the vigilance of staff, there's been a big reduction in the number of cardiac arrests in Scotland's acute hospitals. Since 2013, a 27 per cent drop has been recorded in 16 hospitals, including Forth Valley Royal which is continuing to show a sustained reduction in cardiac arrest rates of 58%. This means that on average, there are 22 fewer people per month suffering from this harmful and distressing experience in hospitals.

Key actions contributing to this improvement include

implementation of the National Early Warning Score (NEWS), improving the response to a deteriorating patient and more timely treatment for patients with Sepsis.

The Scottish Patient Safety Programme has also developed educational cards and posters to support clinical staff alongside an online module to increase awareness and understanding of NEWS.

For more information: [www.scottishpatientsafetyprogramme.scot.nhs.uk](http://www.scottishpatientsafetyprogramme.scot.nhs.uk)

# APPROACH TO JOINT PROBLEMS IS



A pilot project called 'Best in Class', which has been operating in Clackmannanshire over the past year, is now set to be rolled out across the Forth Valley area. It involves discussing with patients diagnosed with osteoarthritis, what sort of treatment they would like to try to help avoid or delay surgery along with a tailored exercise programme to help reduce pain.

Hip and knee information sessions, led by a physiotherapist, take place at a number GP practices and local health centres where emphasis is placed on a daily exercise regime to improve the muscles linked to the knee, hip and pelvic area. Patients can also attend special exercise classes specifically for lower limb problems which



take place at a range of community venues throughout the area. Health professionals report that even if a joint does eventually have to be replaced, exercising prior to surgery supports a quicker recovery.

Patients described the exercise programme as invaluable and life changing. One woman who eventually needed surgery said attending classes helped her recovery enormously as just a day after surgery she was able to move around with two walking sticks.

## DOUNE HEALTH CENTRE TAKES SHAPE



This picture, captured by a drone from McNiven Construction, shows the structural steelwork in place for the new £2.7m Doune Health Centre. Underground drainage has been completed and the concrete floor slab laid. Work is now under way on the building itself, which is due to open later this year.

The new health centre replaces a smaller building which has become overcrowded due to the growing population of the village. It will see a wide range of services delivered locally.

These include physiotherapy, podiatry and support for people with long term conditions such as diabetes, dementia and COPD (a common respiratory disease). In addition, there will be more opportunities to help patients improve their own health by providing extra support and advice on diet, exercise, managing medicines and giving up smoking. Also included are improved facilities for the existing GP Practice as well as accommodation for a range of visiting outpatient and services such as antenatal and child health clinics. Around £200,000 is being invested in new equipment, furniture and fittings.



# TRANSFORMING THE SHAPE OF T

**Major changes are being prescribed to the way GP practices will provide care. More than 200 additional healthcare professionals are being recruited by NHS Forth Valley to become part of new multidisciplinary teams within medical practices, ensuring that patients are directed to the right care at the right time. This includes mental health nurses, pharmacists, physiotherapists and advanced nurse practitioners who will help free up GP time to deal with more complex cases.**

The new way of working is in response to some of the requirements of the new GP contract. One in four GP posts in Scotland is currently vacant and these changes are designed to share the care and workload currently being experienced by family doctors. In Forth Valley 20 pharmacists have started working in practices in Falkirk town centre and North West Stirling, and work is underway to recruit another ten pharmacy

posts for Stenhousemuir, Denny and Bonnybridge. The pharmacists will undertake medicine reviews, deal with repeat prescriptions and ultimately hold clinics.

Mental health nurses have already been offering support for patients with mild to moderate mental health problems in several GP practices across Clackmannanshire and Falkirk West. They have been providing treatment for mental health problems commonly treated in a GP practice, meaning patients have ready access to professionals with specialist knowledge and skills without always having to see a doctor. This scheme is now set to expand and more than half of the area's medical practices will have mental health nurses in place by the end of the year.

More than 70 healthcare professionals were recently welcomed to NHS Forth Valley as part of an induction day to promote team working within GP practices.

Lesley Middlemiss, Programme Manager for Primary Care Transformation, said: "This is a really

good news story. The key issue for patients is that there will be a broader range of expertise available at their local GP practice, helping with both diagnosis and the management of a wide range of conditions, medicine reviews and urgent appointments for new and existing illnesses.

"It's a really positive move towards greater team working and making sure patients are directed to the right care at the right time. This is not about replacing GPs, who remain at the heart of primary care, but easing pressure and making sure that patients get the best help where they need it most."

The employment of mental health nurses and pharmacists forms part of six workstreams highlighted under the Primary Care Improvement Plan. Others include the appointment of ten advanced nurse practitioners who are currently under training, advanced physiotherapists, care home support nurses and practice nurse trainees. They will join the practice nurses, district nurses, health visitors, podiatrists and physiotherapists who already work together at GP practices



# PRIMARY CARE - THINGS TO COME

to provide the best level of primary care.

The Improvement Plan also brings about a major change in the way immunisations are delivered. The first step of this will see a new immunisation team deliver childhood vaccinations in a range of community facilities. A pilot scheme in Clackmannanshire has seen children under five immunised at centres in Sauchie and Tillicultry, an approach which is set to expand across Forth Valley.

NHS Forth Valley's Associate Medical Director, Dr Stuart Cumming, said: "A lot of work has gone into developing the Primary Care Improvement Plan as we need to increase capacity to respond to the ever increasing demand for healthcare in our communities.

"It's important to acknowledge the hugely valuable work that our GPs do but also to recognise that many health issues can be managed using the skills of other professionals working alongside our existing Practice teams. Developing larger and more diverse primary care teams will help provide the best possible care for local patients and I'm pleased that the initial response to our recruitment drive has been very encouraging."

NHS Forth Valley's Primary Care Improvement Plan is supported by additional investment from the Scottish Government to enable NHS Boards and Health and Social Care Partnerships to deliver the priorities set out in the new GP contract.

A number of information evenings and events were organised to allow local clinicians to help shape the Plan which has been jointly developed and agreed by NHS Forth Valley, the two local Health and Social Care Partnerships and the Local Medical Committee.



# TRAKCARE GOES LIVE

By the time you read this article TrakCare, the new patient administration system, should be live.

Trakcare replaces three key systems within our organisation – Topas, eWARD and eDIS and therefore impacts on staff and services across just about every area. More than 3,000 users have had to transfer across to the new system.

The main user training is based on a blended approach of a mandatory eLearning module plus role specific classroom modules. The eHealth training team have already trained a number of Superusers across the organisation and will continue to provide training and support to staff in the coming months.



For more information visit the TrakCare pages on the staff intranet.

## TACKLING BLOOD BORNE VIRUSES

New advances in treatment for the Hepatitis C virus together with an update on HIV, drug-related deaths and how the NHS, primary care and third sector services can increase testing and awareness of blood borne viruses were just some of the topics to come under the microscope at a stakeholder education day arranged by the Sexual Health and Blood-Borne Virus Managed Care Network.

Around 90 delegates heard from a number of speakers including Prof John Dillon, Consultant Hepatologist and Gastroenterologist, NHS Tayside, Dr Kirsty Abu-Rajab, Sexual Health and HIV Consultant, NHS Forth Valley, Bibiana Zirra, African Health Project Worker, Waverley Care and Jardine Simpson, ASC Recovery Community.

The afternoon sessions involved workshops focusing on three themes:

- Vulnerable young people and their sexual health.
- The recent HIV outbreak in people



who inject drugs (PWID) within the homeless population in Glasgow.

- Men who have sex with men (MSM) and Chem-sex.

The event ended with a round-up of

the day and the way forward by Dr Pete Bramley, the MCN Clinical Lead, who highlighted the need to think outside the box, test and treat patients outwith normal clinical settings, such as in recovery cafes, and reduce stigma around blood borne virus testing.

# WIN A PERSONAL TRAINING SESSION

Ever fancied having your own personal trainer? If the answer is yes then why not enter our latest competition for a chance to **win a free 45 minute taster session with Ryan Yule**, a personal trainer, based in the Falkirk area. In addition, Ryan is offering a **20% discount for ALL NHS Forth Valley staff**.



Ryan is a fully qualified freelance personal trainer and offers one-to-one and group training for anyone interested in making a difference to their health and lifestyle. He has eight years personal experience, four of which were spent in the Royal Air Force.

His services include helping people with weight loss and weight gain, strength training, flexibility and mobility.

Most of his personal training sessions take place at the Ship Shape Gym near Falkirk Police Station but he also arranges home sessions as not all clients like a gym environment.

To be in with a chance of winning just answer the following question

**What is the name of the biggest muscle in the human body?**

Send your answer along with your name, job title and base to [nhsfvcomms@nhs.net](mailto:nhsfvcomms@nhs.net) (subject Staff News Competition) or by mail to NHS Forth Valley, Communications Department, Staff News Competition, Carseview House, Castle Business Park, Stirling, FK9 4SW. Deadline for entries is Friday 10th May 2019.

Staff who are interested in the 20% discount can contact Ryan direct by email at [r.yulept@gmail.com](mailto:r.yulept@gmail.com) or [facebook.com/RyanYulePT](https://www.facebook.com/RyanYulePT)

To claim discount, use the code NHS19 on your initial message and provide NHS identification when attending for a consultation.

The winner of our last competition, afternoon tea for four at the White Ivy Club in Stirling, was Amanda Stephen, Health Records Assistant, Outpatient Area 3 at Forth Valley Royal Hospital. The winning answer was Wella.

# Celebrating LONG SERVICE

Around 70 NHS Forth Valley staff, with a total of 2080 years service between them, received a Long Service Award after achieving 20, 30 or 40 years service. They attended a special award ceremony at Forth Valley Royal Hospital to celebrate their long careers working for the NHS. The event was hosted by NHS Forth Valley Chairman, Alex Linkston and Chief Executive Cathie Cowan and each member of staff received a specially designed certificate and pin badge.

Two short videos, available on the multimedia section of the NHS Forth Valley website, together with a presentation from a 30 year award winner helped highlight the varying careers and experiences of staff across the organisation.



40 year service awards.

The 40 year award video showed Irene Warnock, former Head of Community Nursing reflecting on her years in the NHS. She remembers receiving a letter at the start of her career asking her to report for duty with two pairs of brown shoes, brown tights and white Kirby grips to keep her hat in place!

Sandra Campbell, Macmillan Nurse Consultant for Palliative Care in Forth Valley, celebrating 30 years service with the NHS, spoke about her commitment to cancer care. A national award winner, she has led the development of a number of partnerships which have resulted in many successes, including the Macmillan benefits service in Forth Valley and the One-to-One service which offers support and advice to people who have recently undergone treatment for cancer.



30 year service awards.

The 20 year award video featured Consultant Physician Dr Jeykumar Selwyn. Dr Selwyn, who cares for older patients, started singing at the tender age of five when he was a choirboy at St John's Cathedral, Nazareth in the diocese of Totcorin, India. Today he continues to make music, in the company of his wife, son and daughter who have formed a gospel group known as the Sunbeam Singers which has raised thousands of pounds for charity.



20 year service awards.

NHS Forth Valley Chairman Alex Linkston said: "It was a pleasure to present these awards to staff and they gave me the opportunity to say a personal thank you for their long and dedicated service to the NHS. The staff who attended this year's award ceremony came from many different backgrounds and it was fascinating to listen to their personal stories and hear about some of the changes they had witnessed during their long NHS careers."

A total of 72 staff received long service awards - 12 for 40 years service, 40 for 30 years service and 20 for 20 years service. The largest proportion were from the nursing and midwifery department.

# EXCELLENCE AWARD FOR MENTAL HEALTH TEAM

**Helping people with severe and enduring mental health difficulties to live a longer and more fulfilling life has resulted in a practice excellence award for a team based at Livilands Mental Health Resource Centre in Stirling.**

The award, from the Mental Health Nursing Forum Scotland, was for a programme which includes master classes in art, sporting activities including bowling, badminton and football, and education about diet, smoking, and substance misuse.

Research shows that side effects from prescribed medication and negative symptoms of the illness can lead to increased risks of long term health conditions and impact on life expectancy. Because of this, people with severe and enduring mental health problems could have a life expectancy of 15-20 years less than the general population. Staff in the Mental Health Resource Centre say they refuse to accept that this needs to be the case and have developed ways to try to address inequalities.

Senior Charge Nurse, Heather Tainsh, explained: "Many of our patients have had significant episodes of relapse in early adult life and have missed the opportunity to learn the skills of socialising, cooking, maintaining employment and generally all the things which bring quality to our life experience. At Livilands Resource

Centre we decided to try to do something about this."

Activities arranged over the past year have included garden parties, one specifically for the 70th anniversary of the NHS and a 10 mile walk. A gardening group has been established to enable patients to grown their own vegetables and a Young Person Group has been created with the support of local staff.



Staff from the Livilands Resource Centre are pictured receiving their award.

## FORTH VALLEY FIRST FOR SHARON OSWALD

**Many congratulations to Consultant Nurse Sharon Oswald who has become the first Doctor of Nursing in NHS Forth Valley. Her thesis: 'A retrospective case note analysis of the recognition and management of deteriorating patients prior to critical care admission' provided an overview of the care patients receive before they are admitted to critical care and highlighted areas for improvement to help prevent delays.**

Many of these improvements have now been implemented as Sharon explained: "Early Warning Score (EWS) charts are updated regularly and are now more accurate. Any unplanned critical care admissions are

reviewed and any learning is shared with the clinical teams. Consultant level engagement in the management and decision making of deteriorating patients has also vastly improved."

Sharon began her nurse training in 1990 and worked in acute medical receiving, general medicine and in a combined intensive care/coronary care unit. An instructor in Advanced Life Support, she gained a BSc in Specialist (cardiac) Nursing and after becoming an education facilitator, moved back to clinical practice as a clinical support nurse.

The ensuing years have seen her involved in several innovative roles to improve patient experience and safety and, in 2006, as part of a pilot in Advanced Nurse Practitioner (ANP) education she undertook a course run by the Royal College of Physicians which had previously been limited to



medical staff only. She then gained her MSc in Nursing in 2009.

Sharon has been working with the University of Stirling and clinical staff to set up a clinical module focussed on primary care where advanced practice nursing is growing fast but the academic clinical decision-making education was not available.

# MARGARET-ANN RECEIVES PRESTIGIOUS QUEEN'S NURSE AWARD

**A health visitor working with NHS Forth Valley was recently awarded the prestigious title of Queen's Nurse.**

Margaret-Ann Williamson was one of 21 community nurses selected to take part in a nine-month development programme run by the Queen's Nursing Institute Scotland (QNIS).

The Health Visitor Team Lead for Clackmannanshire was nominated by managers for providing high quality, compassionate care to people in her community and for providing support which makes a real difference to local families.

She said: "I was told when I started in health visiting

that you are part of the most important journey of people's lives, and I still believe that.

"Playing a role in the community where you help parents at the very beginning of their journey as a family is something I have always got great fulfilment from.

"Being part of the Queen's Nurse programme was an amazing experience as it brought together a group of passionate people who want to make a difference."

Queen's Nursing in Scotland dates back to the late 19th century, when nurses completed specific training which allowed them to work as district nurses. They provided



healthcare and health promotion to people in their own homes and became well respected figures within their community. Following the introduction of a national certificate for district nursing, QNIS

ceased training, awarding the Queen's Nurse title for the final time in 1969.

However, the decision was made to reintroduce Queen's Nurses to Scotland in 2017.

## ROSEMARY IS OLDER VOLUNTEER OF THE YEAR

**A 'weel kent' face in Forth Valley Royal Hospital, Rosemary Fletcher was recently awarded the Older Volunteer of the Year Award, marking the 30th anniversary of the Retired and Senior Volunteer Programme (RSVP)**

After 41 years as an occupational therapist in NHS Forth Valley, Rosemary is still giving up her time to the NHS by coordinating the volunteers that provide an invaluable boost to patients and staff. This includes providing support and comfort to patients but also keeping family and friends informed while their

loved ones are receiving treatment.

Rosemary, formerly Head Occupational Therapist for acute services, retired in 2011 and is now in charge of recruiting and deploying local RSVP volunteers across NHS Forth Valley. She has developed a number of new projects and now has over 80 volunteers assisting in various departments across our hospitals.

Rosemary explained: "People over 60, like me, haven't come to the end of their life. They've still got a lot to offer and it's about how we can fit these people into roles that they are going to enjoy as well as giving back to the NHS."



# CHRIS OPENS THE BOX ON RETIREMENT

As retirements go, it was something of a surprise – a large cardboard box! But a peep inside revealed a cornucopia of goodies much loved by the recipient, Consultant Neurologist Dr Chris Neumann, who discovered, amongst other items, champagne, his favourite biscuits and a potted plant. He also was presented with gift vouchers.

Dr Neumann trained in neurology in Germany, worked in the Middle East and came to Forth Valley in 2004, planning to spend two years here before returning to Germany. He stayed, and for the past 15

years his work has included a first fit clinic for seizures, a headache service in Lothian and caring for patients with Multiple Sclerosis. When he arrived only 12 patients were on disease modifying therapy but that number has since risen to over 200.

Dr Neumann plans to use some of his free time on his allotment and develop his love of cooking.



# FULL SPEED AHEAD TO RETIREMENT FOR GERALD

After clocking up almost a quarter of a million miles in his long career with NHS Forth Valley, Transport Manager Gerald Ferrie has retired.

With nearly 40 years service under his bonnet, Gerald started in 1980 as General Services Manager leading the administration function and was responsible for the retail unit at the former Royal Scottish National Hospital (RSNH) before becoming Transport Manager when services at Bellsdyke and RSNH merged. His latest role saw him take on a wider strategic oversight of fleet management, clinical waste and car leasing for two health boards, NHS Forth Valley and Fife.

Paying tribute to Gerald, Director of Facilities and Infrastructure, Jonathan Procter, said he was outstanding in a crisis, and always willing to go the extra mile. In the big freeze of 2009/10 he dug staff vehicles out of the car park at Bonnybridge Hospital where transport was then based, and last year, when the Beast from the East arrived, he walked

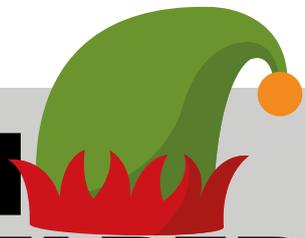


Gerald (far right) celebrated his retirement with colleagues.

through snow from Redding to Falkirk Community Hospital to help drivers deliver food to community hospitals.

Gerald, who is also described as 'a bit of a shark on the golf course' intends to spend part of his retirement touring France with his caravan.

# SWANSONG FROM SANTA'S LITTLE HELPER



Clinical Co-ordinator Cathy Johnston celebrated her retirement from the NHS by singing a few lines from *The Sound of Music*. She ended with a poem she wrote, which looked back over her 43 years service with the NHS, with a few bars from 'So long, farewell, auf weidersehen, goodbye.'

Cathy started her NHS career in 1975 as a cardiology technician in Ninewells Hospital before training as a nurse. She worked in orthopaedic theatres then moved to the University of Amsterdam Hospital as an anaesthetic and theatre nurse, becoming fluent in Dutch.

Cathy returned to Scotland in 1985, working in Glasgow and Dundee as a theatre staff nurse and then as ophthalmology theatre sister. This was followed by a period as theatre charge nurse in private sector theatres, but missing mince and tatties and Dundee pehs (pies), Cathy came back to Stirling Royal Infirmary in 2003 as a Clinical Co-ordinator in the Surgical Unit.

With restructuring, she moved to the Medical

Directorate, redesigning rotas and supporting trainee doctors.

Wearing her other hat Cathy gained a reputation in the festive season as Santa's Little Helper, dressed in an elf suit and handing out gifts. She now plans to spend more time with her family.



# A BALLSY RUN

Running 5k every day for a whole month in mostly miserable weather has paid off handsomely for Healthcare Assistant Paul McCaffery, who works in Ward 2 at Forth Valley Royal Hospital. Paul was diagnosed and treated for testicular cancer in 2015 and his subsequent grit and determination to run a total of 150k has raised more than £1,000 for Cahonas Scotland, a charity dedicated to raising awareness about male cancers (testicular, breast and prostate cancer).

Paul started the month running a 5k in 37.49mins and finished his last run with a time of 30.43, losing 6kg in the

process. He said: "I am completely humbled by the outpouring of support and love from everybody. The fact that they gave money to a fat man running about talking bollocks is amazing!"

Paul, who had an orchidectomy and needed two rounds of chemotherapy to make sure all the cancer cells were destroyed, says he owes his life to Cahonas Scotland, who gave him the information and technique to check himself properly. Paul explained: "We need to reduce the stigma and embarrassment surrounding male cancers and provide support and vital information about men's health issues. Early detection means more effective treatment so it's important to get men to talk freely about their health and to highlight the importance of checking their testicles."

Paul's recovery journey was completed several months ago when his partner gave birth to a happy, healthy baby girl.

For more information on Cahonas visit [www.cahonasscotland.com](http://www.cahonasscotland.com)





# M IS FOR MAKATON... AND MUMMY!

**Signing in Makaton has led to several TV and radio appearances for NHS Forth Valley's Linda Macleod, and more media exposure could be in the pipeline. But as NHS Forth Valley's Makaton Co-ordinator explained to Staff News, her success is due to a personal journey which began with the birth of her daughter.**

Linda Macleod's appearances on BBC 2 Timeline and the Kaye Adams programme on BBC Radio Scotland were sparked through the story of a deaf six year old boy's response to actor Rob Delaney using Makaton to tell a bedtime story on CBeebies Tom McCartney from Larbert, who has complex medical needs, waved his arms and stood up in his chair in excitement as he watched the programme, enthralled to see a story told in his own language – Makaton. Linda, who takes referrals from speech and language therapists, had been working with Tom's parents and grandparents to help them find new ways of communicating with Tom.

Tom's reaction to Rob Delaney signing went viral and had more than three million viewings on Twitter alone. His Mum Laura McCartney said Tom's reaction left her in tears, a sentiment shared by Linda who's own experience with Makaton opened up a whole

new world for her severely disabled daughter. She explained: "At the age of two my daughter couldn't communicate but whilst attending my local speech and therapy service they told me about Makaton. I went on an NHS course, came home and started to sign the word Mummy. Before then my daughter could only make different noises to express her wishes but after a few weeks of me signing Mummy she started to sign the word herself and that's when I fell in love with Makaton."

Linda has now been a Makaton tutor for more than 20 years working initially for Stirling Council and then as a Makaton Co-ordinator for NHS Forth Valley. She also runs Makaton workshops where entire families come along and success happens when they all start using Makaton to communicate.

She says the BBC has embraced Makaton and laughs when she

remembers her husband's reaction to her appearance on the BBC 2 Timeline programme. "The programme went out live and he came home, had to make his own dinner and then sit down to eat watching me on the telly!"



Linda has now been approached by Visit Falkirk to possibly sign in Makaton for a bid they are submitting to Visit Scotland to encourage more visitors to tourist attractions like the Kelpies and the Falkirk Wheel.

Reflecting on her work she said: "I love what I do. I love my job. If you see someone with a child who had learned to sign I love you or Mummy, you can tell it means the world to them and it's wonderful to be part of that."

**Makaton** is a simplified version of British Sign Language and the name Makaton comes from the names of the Speech and Language Therapists who developed it in the 1970s - Margaret Walker, Kathy Johnston and Tony Cornforth. It has now been adapted for use in more than 40 countries across the world. It is particularly useful for children and adults with a learning disability, those on the autistic spectrum or with a speech delay and some children where English is their second language. Signing for the word More is particularly popular – more biscuits, more chocolate!



## STUDENT NURSES SAY THANK YOU

Student nurses at the University of Stirling said a big thank you to our nursing staff for providing exceptional support and advice throughout their degree course. They nominated 164 nurses from various departments including mental health, acute, care homes and community nursing services.

Around 90 mentors attended a celebration event at Forth Valley Royal Hospital where they were joined by Prof Angela Wallace, Director of Nursing, Kathleen Duffy, Practice Educator (Nursing and Midwifery), NHS Education Scotland and representatives from the University of Stirling.

## RAISING MONEY FOR CHAMP1

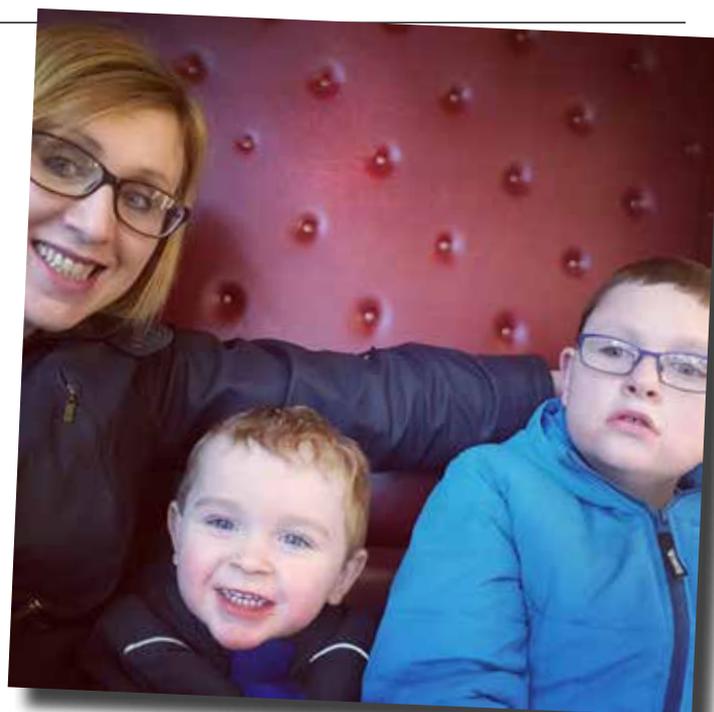
Local Surveillance Data Manager, Stacey McPherson is hoping to raise £1,000 for research into a rare genetic condition known as CHAMP1, which affects her son Calum. The condition causes severe speech difficulties and there are only 51 cases in the world. Of these five are in the UK and Calum is the only one in Scotland.

After his diagnosis nearly three years ago, Stacey created a CHAMP1 Facebook group which connects 45 of the families. Now a CHAMP1 Research Foundation has been established and a CHAMP1 conference is being organised in Florida in Summer 2019.

Stacey has been busy appealing to local businesses for donations for a prize draw and says she hopes her target figure of £1,000 will help support more research into the condition and how it can best be managed.

She explained: "There are potential researchers available if our Foundation has funding to cover their costs. This research would help to fully understand the function of the CHAMP1 gene in order to develop effective treatments and a potential cure for CHAMP1 disorders."

Calum has already managed to speak with the help of smartphone app Proloquo2Go.



Stacey, who works in Infection Prevention and Control, recalled: "Our proudest moment was when Calum started to use this new app on the smartphone which turned him from a non-verbal frustrated child to a little boy who was able to use a device that opens up his whole world. Finally everyone knew what he truly needed and he was so happy."

"When I downloaded the Scottish accent in the settings, he was overjoyed to hear himself sounding just like his mummy and daddy when he pressed his words. I had tears in my eyes. I could list many proud moments but nothing compares to seeing your child being able to communicate."

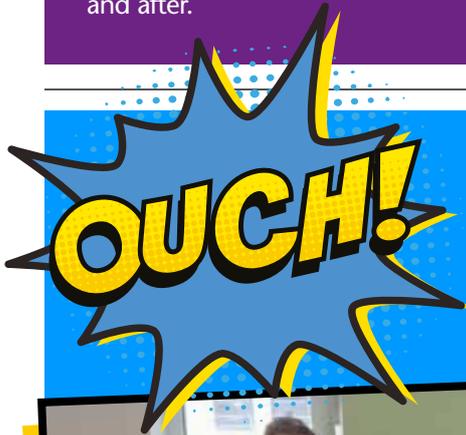
If you are interested in supported the work of the Foundation please contact Stacey on 07731 807475 or visit [www.champ1foundation.org](http://www.champ1foundation.org)

# BRAVE THE SHAVE FOR CANCER SUPPORT



Three nursing assistants in Ward B11 at Forth Valley Royal Hospital recently braved the shave to raise £1,500 for Macmillan Cancer Support.

Barbara Spiers, Lorryne Smith and Irene Addison had their locks shorn in front of a large crowd in the atrium at Forth Valley Royal Hospital. They are pictured, before and after.



## - GARY LEARNS THE HARD WAY



Another type of hair removal also raised a substantial amount for charity, £660 for Sraithcarron Hospice. But it was a more painful experience for Gary Bennison, Clerical Officer in Radiology Appointments.

Whilst on a tea break he scoffed at the pain females endure for waxing and was then asked to give it a go to see if he could handle it. Assistant Carol Campbell had the pleasure of waxing both his legs and, watched by lots of staff in the department, he apologised for being wrong!!!

# IN THE SPOTLIGHT



## Dr Claire Copeland, Consultant in Ageing and Health and Stroke Medicine

### Tell us a little about your job

I'm a Consultant Geriatrician - my day job is in stroke but I have a keen interest in delirium and medical education.

My clinical work is varied and never dull. I can start the day in the Emergency Department assessing a person with an acute stroke for thrombolysis, then it's back to the ward to see my patients and catch up with the staff there. I also have clinics, relatives to see and assessments to carry out for patients who are very frail and those who may have experienced a stroke.

In the last 6 months I've taken on the role of Clinical Director for Ageing and Health. It's a shift away from the clinical work with the aim of influencing and shaping services for older people in Forth Valley.

### Ageing and Health is sometimes seen as a less glamorous specialty - what made you opt for this?

Many reasons really but the main one is to advocate on behalf of older people for consistent high quality care and standards. That includes the full spectrum of ageing from the frail and incapacitated to those living well but who happen to be 'old'. Aside from that I love their chat - they tell great stories and it's a privilege to listen to them.

### You also specialise in the treatment of delirium, what progress have you made with treatment?

The main thing about delirium is early recognition and assessment. The

symptoms, changes and underlying causes of delirium are hugely complex and not well understood so trying to develop specific treatments is a long way off. Often there are many different things driving the delirium so good interdisciplinary, holistic care is key.

We know that at any one time around 1 in 5 people in hospital have a delirium which is associated with an increased mortality so it's vital that all healthcare professionals are trained in the assessment and management of delirium.

### You Tweet as @Sparklystar 55 - is there a story behind this?

When I first registered my twitter handle I had no clue how to use Twitter. I have a thing for sparkle and glitter so it seemed a good idea to use that. I remember my colleague and I were trying to tweet at a British Geriatrics Conference ten years ago but we found out that we were just tweeting each other so decided to abandon it!

It didn't occur to me to change it when I started tweeting more 'professionally'. People know me as that now so it's kind of stuck. I did think about changing it to my actual name but to be honest it's not as memorable....

### What book are you reading at the moment and why?

The Library Book by Susan Orlean. It takes you through an account of the huge fire that destroyed much of the Los Angeles Central Library in 1986. Sounds a little dry but it also goes into the history of libraries across the world and the role they play. It's fascinating.

Libraries are a special place for me. From early childhood they were a place that opened up new worlds and allowed my imagination to take flight. They fed my curiosity and were a safe place in which to take refuge when the outside world failed to make sense at times.

### Are you a MasterChef or a takeaway aficionado?

I like cooking and baking and I usually put on music to sing along to - much to the despair of my family!

### What makes you laugh and cry?

My daughter - she's the light in my life.

### If you had an unlimited budget where would you travel to?

Space. Of course that's predicated as NASA and others are making advances to the point where it would only take hours to travel to the end of universe. How amazing would that be to see all those stars and visit different planets?

### What would you tell your 16 year old self?

Slow down and have more fun.

### Glass half full or glass half empty?

Half full of course!

### Greatest wish?

Nothing specific. I am grateful every day for everything I have so to wish for more seems selfish. Perhaps for people to better understand each other and their situations. There'd be more happiness and less angst in the world if we all did that.

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