

On Top of The World!

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STARRING ROLE FOR FORTH VALLEY STAFF

Staff leaving Forth Valley Royal Hospital were amazed to see the faces of some of their colleagues projected onto the front of the building which, for one night only, became a giant cinema screen. Showing was a film 'One Hundred Blinks' which starred a number of staff, patients and visitors.

The film, which was created by artist Lindsay Perth's during her residency with NHS Forth Valley, was shown on a space measuring almost 40 by 30 feet, and aims to reflect the human experience by showing a number of changing faces. It progresses through the ages as each face changes, ending with the blink of a 100 year old woman which then reveals the face of a new born baby.

Filmed in slow motion at 200 frames per second, Lindsay Perth attempted to slow down time and provide the opportunity to gaze and celebrate each age and face. Feedback on the film has been extremely positive.

Comments include:

- A fantastic idea, mesmerising, very moving, beautifully shot
- Wonderful, very powerful
- An inspirational look at humanity

NHS Forth Valley Charitable Arts and Wellbeing Coordinator Babs McCool said: "This was something of a test piece for NHS Forth Valley. This wall space has tremendous potential for digital projects and messages. It would be great if we could use it in future to deliver health information in a novel way to the local community. This could be the start of something really exciting."

SUPPORTING THE FIGHT AGAINST BREAST CANCER

NHS Forth Valley has joined an innovative bra recycling scheme to help raise funds to fight breast cancer. The scheme, which is run by the national charity Against Breast Cancer, provides eye-catching pink bra banks in a number of locations where unwanted bras can be deposited.

Recycling bras prevents them from being dumped into landfill and the charity recovers £1000 from every tonne donated. The scheme also directs bras to Africa where they are sold on and is helping create jobs in the UK through the sorting and packing process.

Wendy Taylor Hill, Director of Against Breast Cancer said: "We have received very positive feedback from retailers adopting the scheme and great warmth from the public for an idea that helps the environment as well as charity."

Funds received from the scheme are put to work by the charity to support the research they are conducting into breast cancer, which now affects around 1 in 8 women in the UK.

Anyone wishing to find a local bra bank or who wishes to use the postal recycling scheme for bras, mobile phones and ink cartridges can visit www.againstbreastcancer.org.uk for further information, or call Wendy at the charity on 01235 534211. NHS Forth Valley's Bra Bank is located in the Oncology

Department Waiting Area at Forth Valley Royal Hospital.



WATCH THE BIRDIE

The children's ward at Forth Valley Royal Hospital has a new look – thanks to a makeover which includes bird boxes for children to peer into, and the chance to spot hidden nests in corridors en-route to theatre.

It's the result of a creative collaboration between visual artist Sharon Quigley and designer Andrew McGregor, who sounded out dozens of youngsters and their families, together with staff, to find out how they would like to see the ward transformed.

Gone are Peppa Pigs, Thomas the Tank Engine and Hello Kitty stickers to be replaced with colourful imagery drawn directly from the woodland surrounding the hospital. It features clouds, leaves, and the sound of birdsong, a clever combination of real birds tweeting and children playing.

For seven year old Rocco Falcone (pictured) the lure of this bird box was too good to miss. "It looks like chocolate eggs inside – it's really cool!" he said. Other birdboxes contain kaleidoscopes.

Designer Sharon Quigley said the new designs, which cover walls and doorways, were going down a storm. "We've seen kids run out of the lift and they say 'wow, we want that in our bedroom.' To see a reaction like this is great."

The makeover is the first of a series of commissions in Forth Valley Royal Hospital, funded by endowments – the charitable arm of NHS Forth Valley.



THE GREAT VALENTINE'S BAKE OFF



Love sweet love was all around for the Great Valentine's Bake Off on the ground floor of the Women and Children's Unit at Forth Valley Royal Hospital. The baking skills of paediatric secretary Fiona Sinclair produced this wonderful cake for the prize draw, and the lucky winner was

medical secretary Liz Cherry.

The event raised £350 to be shared between the Forth Valley branch of the Royal College of Midwives and a nominated charity. The organisers would like to thank all who helped with the organising of the sale, those who donated goodies, bought the goodies and purchased tickets for the delicious cake.

NHS CREDIT UNION TURNS



The NHS Credit Union has just celebrated its 15th birthday in fine style.

The organisation's Annual General Meeting heard that membership, loans and savings were all at record levels. Members are to share in a dividend payment of over £50,000, or 0.5% applied to savings accounts.

Addressing the AGM, Chairman Hugh Sweeney said: "The start of this financial year saw the NHS Credit Union pledge to overhaul our loan policy and invest in improved online services for members. These

targets have both been achieved and, despite the challenging economic climate, we have also managed to return an operating profit of more than £221,000.

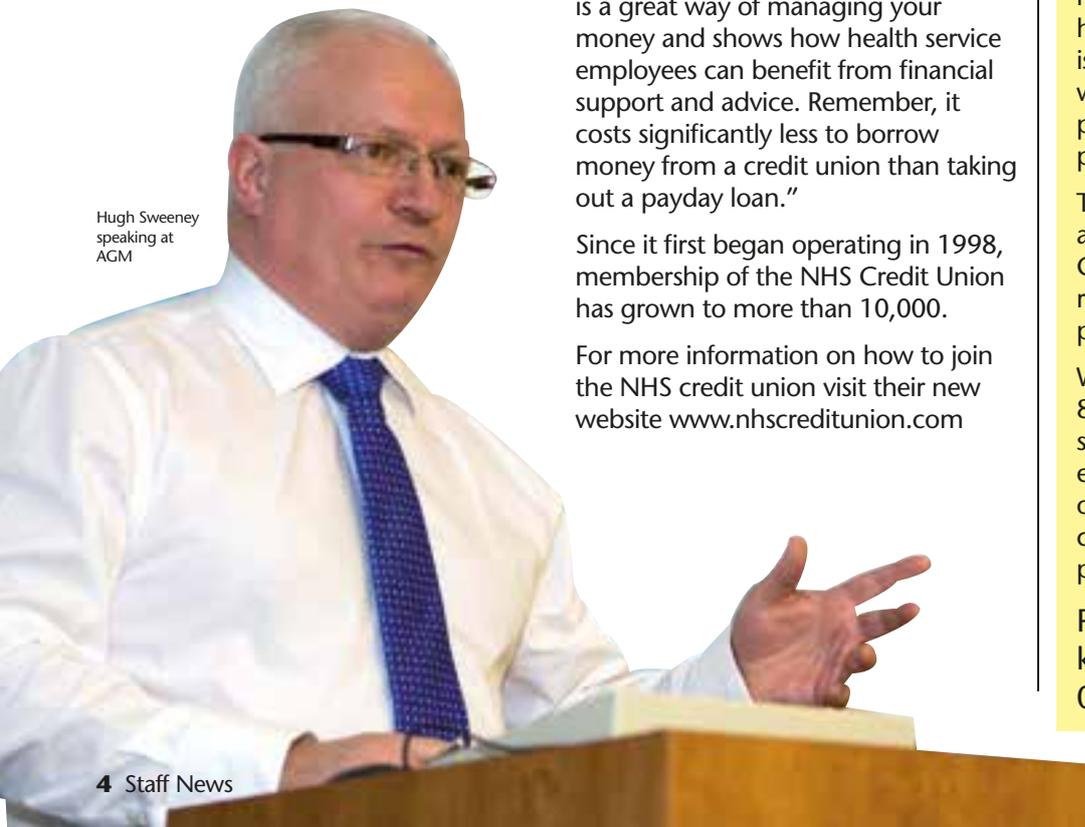
"We are delighted that more than 20% of that annual operating profit is to be returned to members in the form of an annual dividend, while we continue to invest in product and service enhancements and underpin our capital/reserves position."

NHS Forth Valley Employee Director Tom Hart added: "These results are excellent news. The NHS Credit Union is a great way of managing your money and shows how health service employees can benefit from financial support and advice. Remember, it costs significantly less to borrow money from a credit union than taking out a payday loan."

Since it first began operating in 1998, membership of the NHS Credit Union has grown to more than 10,000.

For more information on how to join the NHS credit union visit their new website www.nhscreditunion.com

Hugh Sweeney speaking at AGM



MAKING EVERY CONTACT COUNT

Working for NHS Forth Valley we are in a perfect position to influence the health and wellbeing of our patients, families and friends.

Lifestyle behaviours are complex, vary from person to person and may include multiple unhealthy behaviours, like smoking, heavy drinking or drug use.

Over the past few years training in how to support people with these problems has been delivered on an individual topic basis and releasing time for staff to attend has presented a challenge. But now, thanks to our Health Promotion Team, a new Health Behaviour Change training package is available, which applies to everyone's working practice.

It aims to help you promote positive health messages with every patient contact, understand health behaviours and your role in supporting change and know where to access information and support from local services.

The first stage is an eLearning module which will take about an hour of your time. The second level is a half day training session which will give you the opportunity to put your knowledge and skills into practice.

The training is one of many approaches the Scottish Government is using to address and reduce health inequalities within our population.

We have a workforce of around 8,000 staff. If one person alone spoke to ten people this would equate to an extra 80,000 opportunities to influence behaviour change amongst the Forth Valley population.

For more information contact kate.tedcastle@nhs.net on 01324 673524.

MODERATOR'S VISIT



Picture courtesy of Falkirk Herald

The Moderator of the Church of Scotland, the Rt Rev Lorna Hood, called in to the Women and Children's Unit at Forth Valley Royal Hospital while on a visit to the Falkirk area. The Moderator was once a chaplain in the maternity unit at the Royal Alexandra Hospital in Paisley and chatted to our staff about her experiences there.

She is pictured with midwives (back l-r) Sharon Young, Julie Donald and Susanne Mercer; and (front l-r) team leader Rhoda Donaldson and department manager Mairi Whitfield.

SMALL CHANGES SAVE MONEY

Bright ideas from staff have helped save money and deliver services more efficiently. These include savings made from purchasing different medical supplies, reductions in GP prescribing costs and changes to the way we organise and deliver services. Collectively these savings have also helped us meet our financial targets and come in on budget for 2013/14.

This year, the Scottish Government has increased our budget by 3.6% and while this uplift is welcome, we still face financial challenges. We currently spend over £4 million per year on fuel to heat and light our hospitals and health centres, equivalent to £650 for every member of staff each year! Although our printing costs have dropped in the past year, we are still spending more than £1m annually.

Small changes make a difference so please:

- switch off photocopiers, computers and monitors when not in use
- switch off lights in rooms which are not being used
- only use colour copies when really necessary as they cost up to seven times more than black and white
- use second class for non-urgent mail and address mail correctly - including internal post

More tips and advice can be found on the Energy and Utilities pages on the Facilities Department section of the Staff Intranet.

HOSPITAL VISITING TIMES EXTENDED

Staff and visitors have welcomed the move to introduce more flexible visiting times in Forth Valley hospitals. It is thought the change will aid the recovery process and lead to improved access to parking facilities.

From the end of March 2014 people will be able to visit their loved ones in general acute wards at Forth Valley Royal Hospital and inpatient wards at our four community hospitals – Falkirk, Stirling, Clackmannanshire and Bo'ness – from 11.30am until 8.00pm, ever day.

The decision to allow extended visiting follows a pilot in three wards at Forth Valley Royal Hospital – neonatal, medical and gynaecology - and one ward in a community hospital. Patients and carers were invited to complete a questionnaire and feedback has been extremely positive. Comments have included 'for visitors travelling a long distance this is very helpful' and 'thank you so much for the flexi hours otherwise my husband could not have come at visiting times.'

NHS Forth Valley Senior Charge Nurse Catriona Addison who works in gynaecology said: "Overall, this has not caused us any problems. People have been very appreciative of the extended hours and patients, some of whom are distressed, have felt much better that members of their family have been able to be with them throughout the day."

Under the change people are being asked to limit the number of visitors to two at a time, although, in certain circumstances, staff will be happy to discuss allowing more people at the bedside.



Senior Charge Nurse Catriona Addison

EXCELLENCE MAINTAINED

The Clackmannanshire Integrated Mental Health Service – a partnership between NHS Forth Valley and Clackmannanshire Council - has again been recognised for its excellence. Following a two day inspection, which included meeting staff in all parts of the service and a broad range of customers, the service has retained CSE (Customer Service Excellence) accreditation which they have held since 2010.

As well as being fully compliant in each of the 57 elements inspected, the external assessor has also awarded Compliance Plus status in three categories. Compliance Plus is awarded where the assessor feels there is something that stands out, promotes good practice and could be used by other services.

To achieve the award, the service had to provide evidence that they had in-depth knowledge of their customers,

a culture of public service, excellent standards of public information and access, and high standards of service delivery and customer care.

The integrated service, which specialises in the treatment of mental health problems, was established in April 2003, and employs around 50 staff with a wide range of skills and professions.

FEEDBACK (WHAT THE ASSESSORS SAID)

'Strong policies and procedures remain in place to promote top class customer service.'

'Senior managers and staff wholeheartedly display huge pride, quite justifiably, in delivering this level of service.'

'Initiatives for hard to reach customers, such as travelling people, are very effective.'



KIS IN CARS



MOBILE TECHNOLOGY IMPROVES PATIENT CARE

When the shutters come down, offices are locked and phones transferred, it's the GP Out-of-Hours service that takes the reins, together with NHS 24, to care for Forth Valley's 280,000 patients in the evenings and overnight.

A group of doctors, nurses and paramedics provide care from three centres, in Larbert, Stirling and Alloa. The service provides consultations in clinics, by telephone and in the patient's own home.

Since July 2012, doctors visiting

patients have used iPads to receive referrals from NHS 24 and take clinical notes while in the patient's home. This allows the doctor to send referral letters directly to the hospital when arranging admission.

Now, by working with Adastra, the developers of the Out-of-Hours system, doctors have access to components of the Key Information Summary (KIS) while working from the iPads. KIS contains information about patients with long-term conditions and palliative care issues which are uploaded by a GP with a patient's consent. This latest advance means Out-of-Hours doctors can access the

summary in their car; previously it was only accessible in an Out-of-Hours centre.

Dr Duncan Lamont, one of NHS Forth Valley's E-Health Clinical Leads, said: "This is all about person-centred care. Many times people with long-term conditions prefer to stay at home rather than go into hospital. If they have talked to their GP about this and have given permission for us to access the Key Information Summary, we are more able to provide the care that best suits their wishes."

NHS Forth Valley remains the only Out-of-Hours service in Scotland using iPads, which enables staff to send referral letters directly from the patient's home to the hospital. These now contain special notes from the KIS, improving the safety of handover from Out-of-Hours to hospital care.

Positive Feedback for local Out-of-Hours Services

NHS Forth Valley has received a lot of feedback recently from patients praising the doctors and nurses who supply our Out-of-Hours service. Here are some of the recent comments:

"@NHS Forth Valley the doctor on out of hours last night is a credit to you! Very pleasant and helpful." - Feedback from @Nicola3_ via Twitter.

"Our kind thanks also to Out of Hours doctor Dr Borrows, CAU and AAU staff during my father's

admission." - Feedback from Mary McDermott

"A huge thank you to @NHSForthValley out of hours team who phoned me tonight. What a fantastic service. Thank you very much for your help." - Feedback from @bettyhobags on Twitter.

"Just been to @NHSForthValley out of hours, lovely Dr, daughter felt at ease, explained what he was doing. That's person centred care. Thank you." - Feedback from @PaulineMarland on Twitter.



LEADING THE WAY IN INFECTION CONTROL

The recent cases where patients in Lanarkshire and Lothian contracted Hepatitis C whilst in hospital have highlighted the importance of infection control. Although these incidents are extremely rare, it is a daily battle against more common infections such as norovirus and C-difficile.

Here in Forth Valley, thanks to the work of our infection control team, we have one of the lowest rates of norovirus and C-difficile infections in Scotland.

Some of this is due to a proactive approach to help prevent infections occurring but we have also made changes to the way we manage patients with infections which has made a real difference.

Lesley Shepherd, Lead Nurse Infection Control, explained: "In the past when patients in hospital became infected



with norovirus it was normal practice to close the whole ward. A few years ago however, we decided to care for these patients in a separate bay with their own dedicated nursing team. This effectively quarantines the bay but enables the rest of the ward to operate as normal.

"Simple changes like giving staff protective masks to cover their mouths have also helped as, although these don't protect you from the bugs which cause norovirus, they stop you from inadvertently touching your

mouth – one of most common ways of transmitting the virus. Although we sometimes have to temporarily close mental health wards when we have cases of norovirus, because it's not always possible to restrict patients to certain areas, the rates within our general acute wards are at an all time low."

Our infection control team carry out regular ward audits and inspections and work closely with Estates staff to assess the layout and design of any new or refurbished areas. In addition, patient representatives carry out cleaning audits with staff at Forth Valley Royal Hospital.

NHS Forth Valley is also unique in monitoring infection rates for six common surgical procedures – rather than just the two which are mandatory. We also carry out surveillance for a wider range of bacteria, not just SABS.

IF THE SLIPPER FITS!

It might not have been Prince Charming with a glass slipper, but Staff Nurse Cheril Bretenoux was making sure the right size fitted when she kitted out patient Margaret Rankin in Forth Valley Royal Hospital.

Margaret is one of a couple of hundred elderly people who are being supplied with free slippers, courtesy of the Friends of Forth Valley Royal Hospital. Also pictured is Friends chairman Bob Ness, who said the pilot project, which has cost £1500, is being used as part of the falls prevention programme.

He explained: "Our policy is concentrated on helping older people throughout the hospital. We noticed that some elderly patients were coming into wards with slippers that had slippery soles and could be dangerous. The ones we have chosen are comfortable but have soles with an excellent grip. The Friends are delighted to be able to help with this important approach which could be extended if proved successful."

NHS Forth Valley AHP Consultant for Older People's Services, Lesley Yarrow, added: "There is strong evidence which suggests that ill fitting footwear or footwear in poor condition can contribute to falls in older people. As part of our approach to falls prevention in hospital in Forth

Valley we try to encourage older people and their carers to bring in their own well fitting shoes or slippers. However, this is not always possible for carers or relatives, as older people may come into hospital as an emergency and accessing their own footwear at home can sometimes be difficult.

"Lack of suitable footwear can then result in longer periods of immobility while in hospital and this can make rehabilitation more difficult and cause older people to lose confidence. With this in mind we wanted to be able to offer suitable footwear to those patients who could not otherwise access their own. This would then allow early mobilisation and rehabilitation."

The scheme is being rolled out across four wards - A11, A32, B21/22 and B23 - on a trial basis, and the Friends have initially supplied 240 pairs of slippers, ladies and gents, in a range of colours. Supplies of slippers will be monitored and patients asked for feedback.



TEAM APPOINTED TO HELP TEENAGE MUMS

Child Protection Nurse Advisor Lorraine Newbigging has been appointed to lead a team which has been set up to support teenage Mums in Forth Valley.

The Family Nurse Partnership – a US inspired scheme - aims to help first-time parents aged 19 and under give their babies a "healthier start to life".

Under the scheme expectant mothers are visited by a specially trained nurse every couple of weeks during pregnancy and throughout the first two years of their baby's life. The nurses support mothers in areas such as child development, preventative health measures, parenting skills, breastfeeding, and give advice on diet, education and employment.



WIN A LUXURY OVERNIGHT STAY AT THE 5-STAR CAIRN LODGE & HOTEL, NEAR GLENEAGLES

With the cold weather, rain and gale force winds showing no signs of letting up any time soon, Staff News has teamed up with the Cairn Lodge & Hotel to give you the chance of winning a fabulous getaway prize - an overnight stay in a deluxe room at the stunning 5 star Cairn Lodge & Hotel in Auchterarder, including dinner in The Grill Room and full Scottish breakfast the following morning!

The Cairn Lodge & Hotel in Auchterarder, near Gleneagles is part of the award-winning Aurora Hotel Collection, and opened to great acclaim just two years ago, following a multi-million pound makeover. Since then it has scooped a number of accolades, including 'Scotland's Sexiest Hotel' and 'Style Hotel of the Year.'

The beautiful Victorian hunting lodge has been transformed into a luxury boutique

hotel featuring ten exquisite bedrooms, a chic bar & grill, an outside terrace and five-bedroom lodge house. Perfectly manicured gardens and a stunning outside terrace wrap around the hotel, offering the ideal location for al fresco dining - and there's plenty to explore nearby. www.cairn lodge.co.uk

All you have to do to be in with a chance of winning is name the sporting event being hosted at Gleneagles in September this year.

Send your answer to FV-UHB. StaffNewsCompetition@nhs.net or by post to Communications Department, Carseview House, Castle Business Park, Stirling FK9 4SW by Friday 25th April 2014. Good luck!



The winner of our Winter Edition's 'Win £150 voucher at Torpedo Hairdressing' competition was CHP Team Administrator Heather Doyle! The answer to the question 'Rudolph may be the most famous, but what were the names of Santa's 8 other reindeer?' was Dasher, Dancer, Prancer, Vixen, Comet, Cupid, Donner & Blitzen. Congratulations!

SPECIAL OFFERS FOR STAFF NEWS READERS

- Enjoy a special rate of only £49.50 per person per night, including a bottle of Prosecco & chocolate dipped strawberries in room on arrival and full Scottish breakfast before you depart the following morning. Valid Sunday to Thursday until 30th June 2014. Based on two sharing a double/twin room, subject to availability and allocation.

Call 0844 800 4000 and quote 'NHS Staff News'.

- Free bottle of wine when you dine – receive a complimentary bottle of wine when two people spend £60 in The Grill Room when you dine Sunday to Thursday before 30th June 2014. Call 01764 662634 and quote 'NHS Staff News'. Subject to availability. Selected wine only.

Terms & Conditions: Prize for two people must be taken by 30th September 2014 and is subject to availability. Offers are valid until 30th June 2014, subject to availability and allocation. Only one offer can be used at any time.

Check out the NHS Staff Benefits website for more great offers from The Cairn Lodge & Hotel at www.nhsstaffbenefits.co.uk

MIDWIVES PROVIDE A WINNING SERVICE



FORTH VALLEY CHAMPS!



An AHP Lead and a Staff Nurse have become the latest Forth Valley colleagues to become Dementia Champions, bringing the total to 13.

Rachel Roberts and Sandra Adam were part of the fourth cohort to complete the national Dementia Champions Programme, which aims to bring about improvements in the experiences and outcomes of care and treatment for people with dementia.

The programme involves five and a half days of face-to-face training, online learning and work-based activities over the space of five months culminating in assessments. It was developed by the University of the West of Scotland and Alzheimer Scotland.

If you would like to become a Dementia Champion, contact audrey.melrose@nhs.net.



Picture courtesy of Falkirk Herald

Congratulations to the maternity team at Forth Valley Royal Hospital who were awarded the Mothercare 'Maternity Service of the Year' at the prestigious Royal College of Midwifery Awards in London.

The team were originally shortlisted along with two other maternity units - Downpatrick Maternity Department, Northern Ireland & East Lancashire Hospitals Maternity Team, England – but judges were so impressed with each nomination that they awarded the accolade to all three!

The Forth Valley department's nomination cited their consistent and constant approach to service development with women, children and families at the very core of

everything they do. It added that NHS Forth Valley's Head of Midwifery Gillian Morton has 'always encouraged her team to strive for that bit extra and provides an environment which encourages learning and innovation.'

Judges said they were impressed with how the unit responded to the challenge of reconfiguration and the results demonstrated the importance of good strong leaders who take teams with them.

BIG HEARTED PAIR

Two members of the nursing staff from Psychiatric Services embarked on a 10k run for the British Heart Foundation and raised a tremendous £3,845.

Staff Nurse Duncan Westall and Nursing Assistant Paul McCaffery put in hours of training for the event following the sad passing of Duncan's close friend Bob Mason from cardiomyopathy.

The route was designed to cover local places significant to Bob and his family. This encompassed various Falkirk landmarks including Falkirk Community Hospital, the Steeple in the town centre, the site of the old Brockville Football Stadium and the Forth and Clyde canal, which leads back around to Camelton.

Paul (far left) and Duncan (second row, second right) line up for the start of the run.



A MARK OF QUALITY

The oncology department at Forth Valley Royal Hospital has been recognised for the high level of support and care they give to people affected by cancer. Staff have been awarded the prestigious Macmillan

Quality Environmental Mark (MQEM) and former department manager Liz MacMillan says she wants to say a huge thank you to Evelyn, Jennifer and Karen for all their work in helping to achieve this.

The MQEM is a groundbreaking award that all public, voluntary and private health and social care providers would be proud to attain. The assessment process took place over five hours and was carried out by external assessors.

The award will be displayed in the reception area and will be reassessed every three years to make sure high standards are maintained.

every one matters

2020 Workforce Vision

Dear Colleagues

Over the past 18 months we have been working hard to make sure that as many of you as possible are aware of the Everyone Matters: 2020 Workforce Vision. Launched by the Scottish Government, the plan follows a Scotland-wide conversation with more than 10,000 staff and stakeholders and focuses on the things which staff said needed to change and be done better. It is committed to valuing the workforce and treating people well.

Here in NHS Forth Valley we picked

up pace immediately in terms of how we engage with staff and involve you in decision making. Many of you participated either in person or by completing online/paper surveys sharing your views on what the 2020 Workforce Vision for Forth Valley should look like. You told us what needed to be worked on now to make sure we have the workforce we need to deliver the Vision.

This is our chance to say a huge thank you to all those members of staff who have contributed so far. We also thought it would be a good time to bring together some of the key projects people have been working on and share them in this special four-page supplement so all staff will be able to get a sense of what has been happening and what else you have been telling us about.

We saw the launch of the new Staff Governance Standard in June 2012 which we shared with you. We also informed you of the results of the 2013 National Staff Survey and what was said here in Forth Valley - the summary is contained overleaf. This supplement also contains details of the core values which you identified, and what we are doing to support each other at work and provide better care for our patients.

NHS Forth Valley also played a major role in the pilot of the new national iMatter Staff Experience Framework which saw a large number of staff involved in the design, testing and evaluation of a survey to measure levels of staff engagement and experience in the workplace. For this we would also like to say thank you.

We will keep you updated on all that is happening so watch out for more information in the

Summer edition of Staff News, or keep yourself informed by checking out the Everyone Matters section on the Staff Intranet.



Scotland's Health Service aims to provide safe, effective and person-centred care. Our Vision is that by 2020 everyone is able to live longer healthier lives at home, or in a homely setting.

Our promise:

- We will respond to the needs of the people we care for, adapt to new improved ways of working, and work seamlessly with colleagues and partner organisations.
- We will continue to modernise the way we work and embrace technology. We will do this in a way which lives up to our core values.
- Together we will create a great place to work and deliver a high quality healthcare service which is amongst the best in the world.



WHAT YOU SAID...

Last summer, more than a third of you (34%) completed a staff survey, well above the national average of 28%. Whilst many of the comments were positive, some areas were highlighted for improvement.

It was gratifying to learn that 86% of those who responded were happy to go the 'extra mile' at work when required, and 83% agreed they are clear about their duties and responsibilities. 77% of staff acknowledged they get help and support from colleagues and 74% confirmed they still intended to

be working within Forth Valley in 12 months time.

However only 21% of staff who completed the survey thought they were consulted about change at work, and just 24% believed there were enough staff to do the job properly. Two thirds of responders felt unable to meet all the conflicting demands on their time and 11% reported experiencing bullying and harassment with 67% of these saying they hadn't reported incidents for a number of reasons.



L-R Marian McCorkall - Nursing Auxiliary, Alex Linkston - Chairman, Jane Grant - Chief Executive, Michael Matheson - Minister for Public Health, Tom Hart - Employee Director and Lindsay Scott, Senior Cardiac Rehabilitation Physiotherapist are pictured at the national launch of the Staff Survey results at Forth Valley Royal Hospital

WHAT WE ARE DOING NOW...

This was the first time responses were collated on a Unit basis so each area is now able to identify and address their own priorities with support from HR and Partnership colleagues.

The formal launch of NHS Forth Valley 'Values' and the new 'Dignity and Respect Policy' will help address concerns about bullying and harassment.

Staff will continue to be updated on actions taken as a result of the findings and the outcome of the survey will also inform our local Staff Governance Action Plan.

STAFF GOVERNANCE STANDARD - What is it?

The Staff Governance Standard sets out what NHS Boards must do to manage and develop staff, ensure they have a positive experience as an employee and feel motivated and engaged with their job, team and organisation. It is a two way process.

NHS Boards must ensure staff are:

- Well informed
- Appropriately trained and developed
- Involved in decisions
- Treated fairly and consistently with dignity and respect, in an environment where diversity is valued
- Provided with a continuously improving and safe working



environment, promoting the health and wellbeing of staff, patients and community

Staff must:

- Keep themselves up-to-date with relevant changes within the organisation

- Commit to continuous personal and professional development
- Adhere to a standard set by regulatory bodies
- Take part in discussions which affect them via their trade union/professional organisation
- Treat all staff and patients with dignity and respect whilst valuing diversity
- Make sure their actions promote the health, safety and well being of staff, patients and carers

To make sure staff interests are fully represented there are a number of key groups, including the Area Partnership Forum.

VALUES MATTER

Remember that little card you received, asking you to identify the three key values that would contribute to our success as an organisation? What emerged was:

- Be person centred
- Be respectful
- Have integrity
- Be ambitious
- Be supportive
- Be a committed team member

These values will now be embedded in leadership and management competencies, recruitment processes, people policy and procedures, our induction, our learning education and training programme, the KSF personal development plan and the forthcoming staff recognition scheme.

Leaflets and posters are being produced and will be widely distributed. More information is available now on the Everyone Matters section of the Staff Intranet.



EMPLOYEE ENGAGEMENT AND INVOLVEMENT GROUP (EEI)

Looking After Staff....

For the past two years we have been focussing on the priorities for staff and making sure we support wellbeing across the organisation. We have sought feedback on what is going well and where we need to improve, and, as a result, the group has developed an EEI Framework. We will continue to seek your views and if you want to keep up to date you can check out the Everyone Matters section on the Staff Intranet.

Recognising Our People

You told us staff needed to feel valued so we are developing a values-based Staff Recognition Scheme. This will allow staff to be recognised for their contributions and achievements. There will be individual, team and group awards and anyone can be nominated. Further details will be circulated as soon as plans are finalised.

KSF/eKSF Review

You told us you don't always have an Annual Review and Personal Development Plan so we are looking at how we can improve this and what we need to do to support you. It is about making sure you have dedicated time with your



reviewer to look at achievements and agree a development plan for the next year. We are currently seeking views from people about how to make this process better.

Staff Engagement Events

You told us you wanted to be more informed so over the year we plan to organise a series of events on the key issues and topics which emerge. We hope you will become involved in some or all of these events and in taking forward the actions agreed. Detailed session dates will be announced in the online Staff Brief and on the Staff Intranet.

WHAT ELSE IS HAPPENING AND HOW CAN I FIND OUT ABOUT IT?

Coaching – what’s in it for you?

Coaching is available to all NHS Forth Valley staff. Here are some of the common benefits people have said they experienced:

- improved sense of direction and focus
- increased confidence and motivation
- better resourcefulness and resilience
- improved self awareness
- greater ability to relate to and influence others
- improved personal effectiveness

For further information and an application form contact lizwalker@nhs.net or see the Occupational Development pages on the Staff Intranet.

Health and Wellbeing at Work

The Occupational Health Service is once again collaborating with Scottish Slimmers to provide 70 members of staff the opportunity of FREE CLASSES for six weeks. Staff with a BMI of 27 or above are invited to apply for this campaign which will be advertised through payslips and the Staff Intranet.

Occupational Health is on the second floor of Forth Valley Royal Hospital and is open Monday to Friday, 8.30am to 5.00pm (except public holidays).



Healthy Working Lives

NHS Forth Valley Healthy Working Lives Award Group works to promote a safer and healthier workforce through developing health policies, training, activities and raising awareness of health issues.

We currently have discounted gym memberships available at half price for both The Peak and Active Forth - 8 weeks for the price of 4 with a further 20% discount for the next 4 months. If you would like to know more please contact:

Maureen Walsh m.walsh@nhs.net – Falkirk, 01324 673520

Kathleen Gilmour kathleen.gilmour@nhs.net – Stirling, 01324 673521

COMING SOON...KSF/EKSF REVIEW

Many members of staff across NHS Forth Valley are involved in the Knowledge and Skills Framework (KSF) Personal Development Review and Planning process and we are gathering feedback on how this is working for you.

We have been conducting an online survey and members of staff have been invited to participate in Action Learning Groups. Some of the anonymised survey



results will be shared to encourage further discussion about what we need to keep doing and what we need to start doing or to improve. Results will be published in the summer edition of Staff News. For more information contact Anne Benton or Morag McLaren on 01324 567384

Staff Recognition Scheme – watch out for details on our Staff Intranet, Staff Brief and the summer edition of Staff News.

Looking After Yourself at Work

Remember Everyone Matters and the next issue of Staff News will include a feature on looking after yourself at work. You can also check out these sections of the Staff Intranet for more information:

- Occupational Health
- Healthy Working Lives
- Health Promotion

ANGELA REACHES THE TOP

Director of Nursing Angela Wallace is feeling on top of the world, after reaching the summit of Kilimanjaro and personally raising £6,357 for Macmillan Cancer Support.

At 19,341 feet (5,895 metres), Kilimanjaro is the tallest mountain on the African continent. Although requiring no technical climbing or mountaineering experience, the biggest challenge and danger is the high altitude; indeed climbers are more likely to die from altitude sickness, rather than falls. Angela was on the mountain itself for seven days, and thankfully kept well. Some of her team members, however, were affected by sickness and didn't manage to make it to the summit.

The preparation, fundraising and planning for the venture took 18 months and Angela was guided and supported by Macmillan, Discovery Adventure, friends, family and NHS colleagues. But as she explained, the trip threw up some unexpected challenges:

"The size and scale of Mount Kilimanjaro, and meeting 29 strangers, three crews and 70 porters. Then there was the lack of oxygen to contend with, not to mention wet clothes, fellow hikers being unwell, no



toilets, no washing facilities and no Diet Coke!"

Angela's group raised £200,000 in total – enough to fund a Macmillan nurse for over three years.

For anyone thinking of climbing Kilimanjaro Angela's advice is "Just Do It." She's now admitted to having caught the fundraising bug so watch this space for future challenges!



MENTORING

Ever thought about VSO? Oncology Triage Project Nurse Fiona Galbraith had wanted to volunteer since qualifying in the 1990's. Ambition now achieved, she offers these reflections on her experience as Clinical Instructor in Trinity College of Nursing and Midwifery in the Nsanje district of Southern Malawi.



"Described as the 'warm heart of Africa' Malawi and Scotland share strong links. The more I researched my offer of a VSO placement, the more I heard wonderful stories from friends, friends of friends and colleagues about a country which thrives on a sense of community, faith, and a relaxed lifestyle. Indeed there are only three times of day in Malawi; morning, afternoon and evening!

"The appeal of Trinity College of Nursing and Midwifery was its real need for healthcare professionals, and

its rural location; the college is five hours drive along a dusty dirt track from the city of Blantyre, the nearest place for western-style shopping and decent red wine! In collaboration with the Principal Tutor I managed to get funding from the Tropical Health Education Trust (THET) to provide the first mentorship scheme to run from the college. This was a week-long residential course using the programme developed by NES (NHS Education for Scotland) and was attended by fifteen delegates from the surrounding rural hospitals and health centres. I also managed to secure funding for an extra laptop for classroom teaching to allow all students access to a computer at any one time!

"My other focus was community midwifery. Many women in Malawi



IN MALAWI

die through childbirth. Some can't afford to get to hospital, others can't travel the distance as the winter rains lead to collapsed bridges and river crossings become inaccessible. And it's not unusual to see a woman in labour arriving at the hospital either by wheelbarrow or on the back of a bike!

"A second cohort of community midwifery students who undertook a Joyce Banda initiative to reduce mother and child mortality rates also recently graduated. I taught them nursing skills such as vital signs, bed bathing, NG tube insertion, catheterisation, and oxygen and drug administration, and was able to follow them through their module which included socio-economic health issues, and neglected communicable disease, all of which was a real learning curve for me. Once



qualified the midwives will be placed in villages to be able to reach their patients more speedily.

"Although there is real poverty in Malawi, I perceived very little depression, stress or anger. Village children have a freedom and imagination that we have lost long

ago with the advent of technology and fear. The kids made my year extra special and I have learned skills in bakery (weekend treats of chocolate cake and mandasi) and in nursery nursing (everyone wants a plaster for a scraped knee or cut toe). On the downside I was expecting lack of resources such as bed linen, medication and dressings, but I did not appreciate how little life is valued.

"It was a fantastic year and a great opportunity to experience life in a 'different world.' There is a common myth that we go to developing countries to impart our knowledge and skills but it is definitely a two way process. I learned just as much, if not more, than I was able to give."

For more information on VSO
www.vso.org/uk



BOARD MEMBERS BOW OUT

Two non-executive members of the NHS Forth Valley Board have stepped down after eight years in office.

Vice Chairman, Dr Vicki Nash, is pictured receiving flowers from Charitable Arts and Wellbeing Co-ordinator Babs McCool, following her final meeting as chair of the Arts Strategy Group. Dr Nash also chaired the Performance and Resources Committee, and has undertaken a range of Board roles with great skill, commitment and tact.



Also leaving is Brendan Clark, who most recently chaired the Staff Governance Committee, and offered significant support in driving the staff governance and workforce agenda forward. Brendan has been an extremely



willing Board member engaging across the range of Board business.

Chairman Alex Linkston thanked both for the excellent contribution they had made to NHS Forth Valley and said that their input will be missed.

As of 1st May 2014 Jim King will takeover as Vice Chairman and John Ford will be appointed as a new member of the Board.

CELEBRATING RETIREMENT

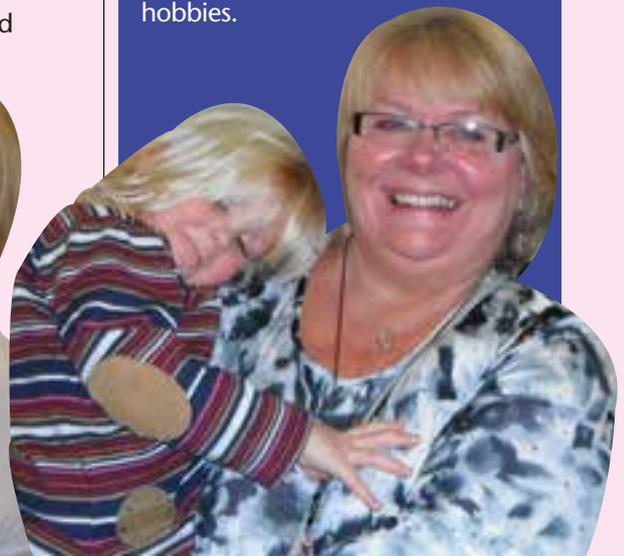
Margaret Orr, who worked in Quality Improvement, has retired after more than ten years with NHS Forth Valley. Margaret worked initially at RSNH before transferring to Euro House. Over the years she arranged numerous events and conferences including 'Celebrating Success' and guideline launches for the Managed Clinical Network. She also supported audit and improvement work in Primary Care.

Her gifts included a Kindle and a handbag and, apart from enjoying reading, Margaret also plans to spend more time with her grandchildren and take up new hobbies.

IN MEMORY OF SHONA

Many of the staff at Board headquarters decided not to send Christmas cards last December but to give money instead in memory of a much loved colleague Shona Moore, who died earlier in the year after a long battle with cancer.

The idea was mooted by Emma Bloy, PA to the Chief Executive, and pictured is Irene Graham, PA to the Medical Director, who presented around £300 to the Oncology Ward.



GREGOR TAKES CONTROL

Former police officer Gregor McFarlane is back on the beat again – but this time he’s advising people, rather than sticking to the letter of the law. For Gregor has been hired as NHS Forth Valley’s new tobacco control officer and is busy patrolling hospital grounds throughout the area, asking people to stub out their cigarettes and directing them towards services to help them quit.

Every morning at eight o’clock, Gregor begins his task of trying to educate people about the dangers of smoking. Although he’s based mainly at Forth Valley Royal Hospital, his area also includes Falkirk and Stirling Community Hospitals and Clackmannanshire Community Healthcare Centre.

He said: “To go across to people and say Oi! You! is definitely not the right approach when we are trying to raise awareness that people should not be subjected to second hand smoke. All smokers know that tobacco is not good for them, but neither is it good for all the patients, staff and visitors who have to battle against a fug of smoke from people standing near hospital and ward entrances.”



Gregor worked for Central Police for 30 years, latterly as Community Sergeant in Callander. He was responsible for the day to day running of Operation Ironworks – a campaign to discourage anti-social behaviour in the Loch Lomond and Trossachs National Park.

Patrolling the shores of Lochs Lomond, Vennacher, Voil, Earn and Lubnaig, he encouraged campers to respect the countryside, behave responsibly by not dropping litter and warned them of the dangers of fire risks. He also offered friendly advice on how to enjoy the National Park.

It was Operation Ironworks and his love of working with the public, which helped hone his skills for his current appointment: “What attracted me to

apply was probably being able to be out and about, rather than stuck in an office in front of a computer. I intend to work a shift pattern eventually, including backshifts and weekends, because a hospital doesn’t operate from nine until five. People can light up in the grounds almost round the clock.”

To date, Gregor has generally found patients, visitors and staff, receptive to his request to stub it out. He said: “I’ve have had a couple of people who have just turned their back on me and walked away. Others have argued that by asking them to put their cigarette out I am breaching their human rights. My answer to that is that by smoking, they are infringing other people’s human rights – the right to fresh, clean air.” The Government plans to make all hospital grounds across Scotland smoke free by March 2015, and Gregor hopes in future to be able to hand out cards with contact details for local pharmacies where nicotine replacement therapy is available. He will also use an iPad to log about whether people want to quit, and what sort of responses he is getting to his suggestions about smoking cessation services. This information, when analysed, will provide valuable information to help shape local services.



HEALTHCARE SCIENCE



QUALITY IS KEY



The NHS Forth Valley medical physics team, who were nominated for a National Healthcare

Science award, have once again been successful in attaining BSI accreditation.

Investment in staff training has seen them taking on additional equipment maintenance in house, providing faster more cost-effective support for specialist anaesthetic and ventilation equipment. Other service improvements include an online equipment inventory and online fault reporting system.

Bryan Hynd, Head of Service, is keen to acknowledge the excellent work and effort that staff put in to ensure all equipment is safe, accurate and effective, for patients and staff alike.

The service has also come in for praise from the National Lead for Physics, David Gow. Based on his recent visit from the Scottish Government he said: "In my liaison work throughout Scotland, I was very impressed by the innovative and well organised nature of the Medical Physics service in Forth Valley."

FLYING THE FLAG FOR FORTH VALLEY



Healthcare scientists from NHS Forth Valley were well represented at the annual meeting to celebrate all things science in NHS Scotland.

Our Lead Healthcare Scientist Stephanie Doody, who is also National Lead for Clinical Physiologists, was one of the main speakers, and Associate Audiologist Louise Whitelaw won the Scottish Healthcare Scientist Support Workers Award. Louise was nominated by her Head of Service, Jennifer Pow

for her dedication as one of the first advanced healthcare support workers in physiology, and for her assistance to the team and users of the audiology service.

Other Forth Valley nominations included the Medical Physics team for their innovative approach to service and equipment management, and Joan Benson, Lead Cytologist for her rise to the challenge of leading a new national cervical screening programme.

REMEMBERING BARBARA



It is with great sadness that we learned of the death of Chief Respiratory Physiologist Barbara Oatway, who retired due to ill health in 2012.

Barbara worked with NHS Forth Valley for over 20 years. Her first role was with the Falkirk & District Royal Infirmary respiratory lab, where she

rose to the post of Lead Respiratory Physiologist.

She was heavily involved in the development of the Forth Valley pulmonary function service, overseeing the opening of an additional lab in Stirling Royal Infirmary and then the move to the new Forth Valley Royal Hospital lab based in Outpatients. She was also a supporter and member of the NHS Forth Valley Healthcare Science Forum since its creation in 2009.

Barbara was very proactive within the profession, and was the Scottish Secretary for The Association for Respiratory Technology and Physiology as well as a national assessor for training of new physiologists. She passed away at Strathcarron Hospice and is greatly missed by friends and colleagues.

Kevin Hay (Lead Respiratory Physiologist & Stephanie Doody, Lead Healthcare Scientist NHS Forth Valley)

HELPING SAVE LIVES

A cup of tea and a biscuit is helping to save lives, according to Staff Nurse Barbara Page who works with drug users and their families.

Barbara has become something of a champion in distributing a medication called Naloxone which can reverse the effect of an overdose whilst waiting for an ambulance. She believes providing light refreshments when meeting clients helps break down barriers, and makes it easier for her to suggest that people take away the pocket-sized kit.

Barbara makes up the packs herself which, in addition to the medication, include instructions on how to give CPR and how to administer Naloxone.

To date, she has handed out several hundred packs and she also provides

a certificate to everyone who has completed Naloxone training.

This work not only raises awareness but could also save lives. Barbara explained: "It's important that people know how to recognise the early symptoms of an overdose. Danger signs can include loud snoring, lips turning blue and shallow breathing. Families are often unaware of these signs so having a supply of Naloxone at hand is vital to help reduce the number of drug-related deaths across Forth Valley."



160 YEARS OF CARE

The emergency department at Forth Valley Royal Hospital has said goodbye to four emergency nurse practitioners, who between them notched up 160 years with the health service.

Jackie Banks, Sheena Hastie, Anne McCulloch and May Forsyth (pictured left-to-right) all retired at the end of 2013.

Before finally working together, the women had very different beginnings. Jackie started at Stirling Royal Infirmary A&E department in 1975, while Sheena began her career in 1969 as a registered nurse, went on to train as a midwife, and in 1992 joined the team as a staff nurse at Falkirk and District Royal Infirmary.

Anne started in the Orthopaedic Department at Stirling Royal Infirmary in 1969 and in 1994 joined the A&E team in Stirling Royal Infirmary. May too began working for the health service in 1969, firstly in Ward 8 at Falkirk and District Royal Infirmary. She then moved to coronary care, followed by the children's ward and finally to A&E.

Along with friends and colleagues the four women celebrated their retirement at the Park Hotel in Falkirk, and spent an enjoyable evening reminiscing about the past and looking forward to the future. Senior Charge Nurse Glynis Fotheringham (pictured far right) said they would all be missed.



IN THE SPOTLIGHT



Anne Finlay,
Healthcare Assistant,
Emergency Department

What do you like best about your job?

Firstly, I must say the people I work with. Over the years I have made many lasting friendships and work with many of my best friends. I like working with the public and helping others, so after 29 years there must be a few good things that keep me here.

How did you end up in the Emergency Department?

I began working in Falkirk Royal Infirmary in 1984. At the time I only did nights and did not have a permanent ward therefore we met in a specific place and were allocated a ward to work in for the night. Following this I got a permanent positing working between short stay and the Emergency Department and ended up working in the Emergency Department full time.

A pressured job how do you cope?

The way to get through a difficult shift is to just get on with it. Within the Department I feel we always manage to see the funny side of things whether this be at the end of the shift

or the next day, but laughter is the best medicine.

Is it like Casualty?

Couldn't say as I do not watch it. But I can categorically say there are no relationships going on in the cupboards!!!

What do you do to relax and unwind?

I like spending time with my friends and family. Childminding seems to always be a priority. Also a few days away every other month... a couple of days to Spain visiting some of the major towns and cities and relaxing on the beach.

Greatest Achievement?

Working for the NHS for 30 years. It's the longest thing I have ever done.

Funniest moment?

Halloween and I dressed up as Chuckie and jumped out at a few colleagues. The expressions on their faces were priceless and there were a few choice words passed. In Falkirk

many years ago I lay in an empty crutch box and jumped out at the unsuspecting members of staff who had gone to collect crutches. It also works well in pillow boxes. Being small – 4ft 9ins - has its advantages!

Ideal night out?

Ladies only night. Good food, good drink, good music and good company.

What makes you laugh out loud?

A bit of banter and a wicked sense of humour. Also my best friend's driving (you know who you are Avril Morrison!).

Your one wish?

To visit St Lucia for a month for a totally chilled holiday! Oh and world peace!

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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.