

# MEET OUR NURSES

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Everyone Matters -  
5 Page Special



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# PRIORITIES FOR THE NEXT YEAR

An Annual Plan for 2014/15 has been produced which sets out our key plans and priorities for the year ahead.

The plan is divided into 15 separate sections and describes how we will meet the national health priorities set out in the Scottish Government's 2020 vision. These include early years, integration and person centred care.

This year, for the first time, the plan includes details of how we will support work being undertaken by each of our

council partners through the existing community planning partnerships. It also includes a summary of the key strengths and challenges facing primary care services across Forth Valley following a recent assessment.

This important work will also help inform the development of our new healthcare strategy which will set out what we need to do and review over the next five years, not only to meet the 2020 vision, but also to ensure we keep pace with future demand, live within our budget and consistently meet key

local and national targets.

The Annual Plan also sets out the financial plans for the next three years. These show that while the plans for 2014/15 are challenging but achievable, we face additional pressures in the following two years for a number of reasons. These include increased employer National Insurance and pension contributions, rising energy bills and increased drug costs. It will therefore be important to do as much as we can over the next 12 months to help ensure the organisation is in the best possible position for the financial challenges ahead.

For more information see 'Health Plans' under the Publications Section of the NHS Forth Valley website - [www.nhsforthvalley.com](http://www.nhsforthvalley.com)

## PLANNING AHEAD FOR DEMENTIA

Final year nursing student Kirsty Swords, has scored considerable success with her ideas on advance care planning for people diagnosed with dementia.

Kirsty, who is undertaking an adult nursing course at the University of Stirling, produced a poster called 'The Future - Thinking Ahead,' which is being given out to service users in old age psychiatry and is also being used as a teaching aid with Strathcarron Hospice. In addition, she has been invited to present at a senior charge nurse forum at Forth Valley Royal Hospital.

Kirsty's interest stemmed from a placement in the

dementia ward at Forth Valley Royal Hospital. She explained: "Caring for people with dementia can be difficult at times but very rewarding. I feel advance care planning is a good way to help people and their families to have more control and choice of their future. There is so much support out there and I think some admissions could have been prevented had people known what was available."

NHS Forth Valley Quality Improvement Manager Oonagh Cameron added: "I think the importance of dementia is that its prevalence is continually increasing and nearly every nurse is going to come across it. I think to recognise the challenges of dementia so early in your training, as Kirsty has done, is commendable."

Kirsty's poster covers topics such as what advance care planning is, the benefits, how to start a care plan, where to seek support from both a health and local authority perspective, and how to contact outside organisations for additional information.



# SHINING THE LIGHT ON HAND HYGIENE

The Infection Control Team hosted an event to tie in with the World Health Organisation's Hand Hygiene Day.

Over two study sessions at Forth Valley Royal Hospital, hand hygiene trainers were given updates on current hand hygiene issues, with a

focus on the role of hand hygiene in combating Anti-Microbial Resistance (AMR). Those who attended were also given the opportunity to win prizes – and see just how clean their hands really were by putting them under the light box!

MRSA Screening Project Manager and Infection Control Nurse Eliza Jenkins was pleased with the turnout:

"We were delighted to see so many of our Hand Hygiene trainers attend this event. In addition to the trainers being updated, it also gave the Infection Prevention and Control Team the opportunity to thank them for their hard work ensuring staff were compliant with hand hygiene and up-to-date with their training.



## LOOSE CHANGE ADDS UP

Staff using the restaurant at Forth Valley Royal Hospital are among the many customers who help raise money for charity, by popping their loose change into collecting boxes at the main tills.

The latest recipient of their generosity is the children's ward where recent work with teacher Lissie Faulks had revealed she was keen to provide more technology for her pupils. Lissie, (pictured left) was presented with a cheque for £267 by Serco General Manager Lorraine Beattie (right). Also present were two patients from the ward, Abbiegail Hearn and John Milligan, and play leader Lisa Ross.

Expressing her gratitude to Serco and customers for collecting the money, Lissie Faulks said: "To me it is an example of positive partnership between Serco, NHS Forth Valley and Falkirk Education Services. This kind of partnership allows us to develop positive outcomes for children and young people." Lorraine Beattie added: "At Serco, we are delighted to support the children's ward fund this new technology."



The money will be used to purchase computer accessories and the remainder will go towards a new tablet.



# GIVING PEOPLE WITH COMMUNICATION DIFFICULTIES A VOICE

## What our service users say...

*"I would like to say a big thank you to NHS Forth Valley's Speech and Language Therapists for all the help they gave to my son and me, he speaks so much better now. I'm now happy to send my son to school."*

*"The NHS Forth Valley Speech and Language Therapists were very good, professional and informative. They were also very supportive and willing to take the time to assess and give advice. I am surprised at how much impact it has had on people's health and wellbeing."*

*"If my son had not had the input of a local Speech and Language Therapist I do not believe he would have made the progress he has made. He is a confident and social little boy who is constantly questioning everything around him. Whilst we never doubted his abilities or intellectual capacity we were concerned that he would not be understood at school and that he would be unhappy when he could not engage fully with his peers and in classroom discussions. Thanks to Speech and Language Therapists this never happened. They helped provide my son with the speech that most people take for granted, but he had to work really hard to master and acquire these skills."*

NHS Forth Valley's Speech and Language Therapists supported the 'Giving Voice' campaign earlier this year by holding two all-day events - one at Forth Valley Royal Hospital and one at Clackmannanshire Community Healthcare Centre.

The 'Giving Voice' campaign aims to ensure the needs of patients, carers and families

are met, while highlighting that communication difficulty can lead to poor educational achievement, which can ultimately prevent people lifting themselves out of poverty.

The events were designed to showcase the positive impact Speech and Language Therapy Services can have, not only to people who have communication difficulties, but to their families and wider society.

# SING A LULLABY

The Women and Children's Unit at Forth Valley Royal Hospital is bursting into song. More than 20 members of staff are now giving voice to their musical talents with the formation of a choir. The varied repertoire has included three, four and five part harmonies, performances in African and Latin, and of course – in keeping with their *raison d'être* - a lullaby.

The choir was formed by Sister Midwife Ann Clubb and inspired by a parody of the Twelve Days of Christmas which staff deemed great fun.

Choir member Gillian Morton, General Manager for Women and Children's Services, said: "I have a loud voice but I love singing. This is about bringing people together and having fun. And come Christmas, we hope to be able to sing to our patients."



## NEW HOSPITAL PASSPORT SCHEME



An innovative Hospital Passport scheme developed by psychologists at the Royal Hospital for Sick Children in Glasgow has been rolled out in Forth Valley Royal Hospital.

Consultant Psychologist Dr Jennifer MacDonald and Play Leader Lisa Ross (pictured) set up an information stand at Forth Valley Royal Hospital to give staff and visitors information on the scheme, which is designed to help children combat their fear of being in hospital by using a 'passport' to collect a variety of stickers and stamps as they go through various treatments, or 'travel' to different departments.

# NEW MEDICAL DIRECTOR

Tracey Gillies has been appointed as the new NHS Forth Valley Medical Director. She is currently Medical Director of Acute Services at NHS Lothian and will join us in September 2014.

NHS Forth Valley Chief Executive Jane Grant said: "I am delighted that Tracey has accepted the post of Medical Director. She has an outstanding record in health service delivery and is committed to ensuring the delivery of safe, effective, person-centred care. Tracey believes that the needs of the patient are paramount in any service redesign and I look forward to working with her to build on the many successes she has achieved during her career with NHS Lothian."

Tracey joined the NHS in Bristol in 1989 and moved to Scotland in 1994 to take up the post of Research Fellow in Vascular Surgery at Edinburgh Royal Infirmary. Appointed a Consultant in General Surgery in 2004 she has since held several senior managerial posts within NHS Lothian including Clinical Director for Surgery, Associate Divisional Medical Director for Surgical Services and a secondment as Divisional Medical Director.



Tracey has chaired the regional cancer planning group and been involved in the development of an electronic patient management system that delivers benefits to both patients and clinicians. She also helped set up a dedicated space to see surgical referrals and admissions which helped relieve pressure on the Emergency Department.

Commenting on her new appointment, Tracey Gillies said: "I am thrilled to be coming to NHS Forth Valley and look forward to working with all the staff to enhance the delivery of patient care as we move forward with integration between health and our local authority partners."

## RCN FELLOWSHIP FOR SANDRA



Congratulations to Sandra Campbell - NHS Forth Valley's Nurse Consultant for Cancer and Palliative Care – who has been recognised for her work with prisoners in Forth Valley with a Fellowship from the Royal College of Nursing (RCN).

The Fellowship is one of the highest awards the RCN can bestow and is awarded to registered UK nurses who have made exceptional contributions



to nursing and healthcare, through clinical innovation, leadership, research or practice development.

Sandra has played a prominent role in raising the profile of prisoner and national palliative and end-of-life care. Her work has significantly improved prisoner services and ensured, where possible, that their wishes are met and they are afforded a dignified death.



### QUEEN'S BIRTHDAY HONOURS

Catherine Mondoia, Consultant Nurse Cardiology, has been awarded a British Empire Medal for services to nursing and the Forth Valley Healthy Hearts Club in The Queen's Birthday Honours.



# HUSH a Bye Baby

## DONATIONS TO NEONATAL UNIT HELP SMOOTH THE JOURNEY HOME

Babies in the neonatal unit at Forth Valley Royal Hospital can now get used to travelling in a car before they leave hospital – thanks to the gift of a 'Mamaroo' which simulates the movement of a vehicle. The special chair also plays sounds similar to those babies hear in the womb, and Mums can plug in an i-Pod so the infant can listen to music played during pregnancy.

Donated by Jan Stewart Pram and Nursery in Falkirk the Mamaroo was presented to the ward by Claire Hamilton who said the chair was proving extremely popular. She said: "Mums are raving about it. They say it's absolutely fantastic. I had twins in the neonatal unit and I think the staff do an absolutely wonderful job so it's nice to be able to give something back."

Two week old Alistair Dornan from Stirling is pictured snuggling into the chair. His Mum Amanda was impressed. She explained: "It's really good, it seems to be working. He's actually due his feed but it seems to be keeping him quiet."

As well as the Mamaroo, the Unit also took delivery of a special star projector from Greig Melville HR, which lights



up the ceiling with a shower of stars and shimmering clouds.

Alison Melville commented: "Greig Melville HR has always believed in supporting community causes and this gift of a star projector to the neonatal unit reflects this. It is particularly meaningful for me as a former nursery nurse and I now have several nurses as clients."

The gifts were received by NHS Forth Valley Neonatal Ward Sister Heather Clark.

## STARRING ROLE FOR PAULA

A Forth Valley pharmacist is the star of a new campaign to encourage people on repeat prescriptions to look again at the medicines they take to make sure they are getting the best possible care.

The 'Let's Talk Medicines' campaign, which features Paula Harvey who lives in Polmont and works in the Tesco pharmacy in Stirling, encourages people to speak to their pharmacist or GP if they have any questions or concerns about their medication.

The campaign was developed in partnership with health professionals from across the West of Scotland. Paula appears in posters displayed in community pharmacies across Scotland and the campaign is also supported by local press and radio advertising.



# FORTH VALLEY WELCOMES THE WORLD

Staff can hardly have failed to notice that NHS Forth Valley has been welcoming a large number of overseas visitors. In fact we have become something of a global magnet, attracting delegations from as far afield as New Zealand, Papua New Guinea and Zambia.

Two senior staff from the Veneto region of Italy - Director of Planning, Dr Simone Tasso, and Director of Nursing, Monica Cecchin – recently visited Forth Valley to look at the role of the advanced nurse practitioner. They also met the Programme Director for the University of Stirling to examine academic programmes which support this role.

Senior leaders from across the Commonwealth also headed to Forth Valley Royal Hospital at the end of March 2014 as part of a UK study tour. The CSC Leaders tour included delegates from as far afield as Papua New Guinea, Trinidad and Tobago and Zambia. During the visit to Forth Valley Royal Hospital, which focussed on the use of technology, delegates visited the Scottish Clinical Simulation Centre where two volunteers were invited to take part in a training scenario to



help an injured 'man' who required CPR. They also visited the basement corridors underneath the hospital to meet the fleet of delivery robots which transport food and supplies to and from the wards.

This was closely followed by a masterclass of 18 front-line clinicians and managers from New Zealand. They heard NHS Forth Valley Chief Executive Jane Grant explain the Forth Valley integrated healthcare strategy and were also briefed on the successful Scottish Patient Safety Programme. Touring Forth Valley Royal Hospital they saw the pharmacy robots in



actions, and visited the paediatric, cardiology and frailty units. They also visited Clackmannanshire Community Healthcare Centre to find out more about the wide range of services being delivered in the community.



# WEST HIGHLAND WAY

*- in a Day!*

The West Highland Way is a 96 mile route that starts at Milngavie, passes through Mugdock Country Park, follows the shores of Loch Lomond, passes Ben Lomond, through Glen Falloch, crosses Rannoch Moor, climbs the Devil's Staircase, descends to sea level to cross the River Leven, enters Glen Nevis and finishes at Fort William.

On average, it takes a week to walk - with plenty of rest stops along the way - but NHS Forth Valley Emergency Nurse Practitioner Andrew McAviney, along with his friend Mark Foley, cycled the infamous route in just 21 hours, 30 minutes recently to raise awareness of Aspergers and Autism!

The idea came to Andy after his 12 year old son gave a talk to his whole class on World Autism Day about what it was like to have Aspergers - the good parts and the difficult parts. When Andy asked what he felt people could do to help he just said one word: "Respect."

"I want to tell people about Aspergers and Autism so that they will be able to respect their differences," Andy explains. "The National Autism Society helps to provide coping strategies for all involved, including me. Chances are that someone we know finds life difficult and may be on the spectrum - that's why Mark and I put ourselves through this massive task, because no matter how hard it was it wasn't going to be as difficult as a wee boy with social problems getting up in front of the whole class and expressing who he is!"

Andy and Mark encouraged people to support them by visiting the National Autism Society website to find out more or by giving donations. So far the duo have raised £800 and you can still support their cause by visiting <http://www.justgiving.com/Andy-McAviney>.



## HAIR TODAY, GONE TOMORROW!

Energy and Environment Assistant Tracy Gwynne had a close shave recently, when she decided to chop off her locks to raise money for the new Maggie's Forth Valley!

So far Tracey has raised £492 and you can still donate to a worthy cause by clicking <http://justgiving.com/Tracy-Gwynne2> or, if you prefer the old fashioned way, she has a sponsor sheet you can sign - just contact her on 01786 460064.



Tracy is pictured while the clippers were in action

Maggie's Cancer Caring Centres are warm and welcoming places built alongside NHS hospitals, which provide the emotional, practical and social support that people with cancer and their family and friends need.

# WIN A YEAR'S FREE GYM MEMBERSHIP!

Sunshine or no sunshine, it's officially Summer, and that means the Commonwealth Games are coming to Scotland! With that in mind, Staff News has teamed up with The PEAK to offer a sporty prize – a year's 'Gym & Swim' Membership worth £426!

The winner will have access to the Stirling Sports Village's brand new gym, with 10% more equipment than ever before and the very latest treadmills, cross trainers, strength machines, lifting platforms, free weights and bikes. Newly designed 'fitness zones' have been created



to help you get the best results out of your training, and an expert team of fully qualified gym instructors are on-hand to give one-to-one advice and help create a fitness programme that works for you. Not only that, this membership will also give you access to the PEAK's 25 metre swimming pool – perfect for a cool down.



**Terms and Conditions of Prize**

This prize offers a 12 month single adult gym and swim membership. Winner must first complete a gym induction before membership can begin – this must be done within six months of winning the prize. Prize is non-transferable and no cash alternative will be given.

In the grid below are 16 of the 17 Commonwealth Games sporting events listed. All you have to do to be in with a chance of winning is find them – the sport missing from the grid is your answer!

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

- Aquatics
- Cycling
- Lawn Bowls
- Squash
- Wrestling
- Athletics
- Gymnastics
- Netball
- Table Tennis
- Badminton
- Hockey
- Rugby Sevens
- Triathlon
- Boxing
- Judo
- Shooting
- Weightlifting

Send your answer to [FV-UHB.StaffNewsCompetition@nhs.net](mailto:FV-UHB.StaffNewsCompetition@nhs.net) or by post to Communications Department, Carseview House, Castle Business Park, Stirling FK9 4SW by 15th August 2014. Good luck!



The PEAK also has some fabulous fitness and dance studios, and offers over 100 classes held each week including Les Mills, Body Attack, Body Combat, Insanity (not for the faint hearted!),

Metafit, Yoga and Pilates. 'Pay As You Go' classes are priced between £4 and £6 for each session and must be paid and booked seven days in advance, at reception or online if you have a registered account. A Gym, Swim and Fitness Class monthly membership is £44.



Their tailored personal training programmes include sessions at the strength and conditioning gym at Forthbank Performance Sport Centre and The PEAK gym in Stirling

Sports Village. Prices are from just £13.75 per person based on a group session of two people, with one-to-one personal training from only £27.50 for a 60 minute session.

If you are interested in a Gym and Swim Membership at The PEAK, prices start from just £35.50 per month. Alternatively you can use the gym on a 'Pay As You Go' basis for £6 per session, although a gym induction would still be needed first.

**For more information call 01786 273555 or visit [www.the-peak-stirling.org.uk](http://www.the-peak-stirling.org.uk) . You can also find The PEAK on Twitter @thepeakstirling or on Facebook, at [www.facebook.com/thepeakstirling](http://www.facebook.com/thepeakstirling)**



The winner of our Spring Edition's Cairn Lodge & Hotel competition was Auxillary Nurse Maxine Whitefield! The answer to the question 'Which sporting event is being held at Gleneagles in September this year?' was the Ryder Cup 2014. Congratulations!

# NATIONAL AWARD FOR ONCOLOGY DEPARTMENT

**Congratulations to the oncology unit at Forth Valley Royal Hospital who have recently been awarded the prestigious Macmillan Quality Environmental Mark (MQEM).**

The award is the first of its kind in the UK which recognises and rewards good practice and high standards within the physical environment of a cancer care building.

The scheme is open to any healthcare providers from the public, voluntary or private sectors that operate cancer care buildings. The assessment process took place over five hours and was carried out by external assessors.

Pictured are former department manager Liz MacMillan, Jennifer Wilson and Evelyn Paterson receiving the award which will be displayed in the reception area and will be reassessed every three years to make sure high standards are maintained.



## DIETETICS 'IT' GIRLS – PUTTING THE IT INTO DIETETICS!

**Two NHS Forth Valley dietitians have won a prestigious award for their use of desktop software to increase patient-facing time. Nicola Henderson and Caroline Ritchie received the Dame Barbara Clayton Award for Innovation and Excellence in Dietetic Practice for their work in increasing dietetic patient facing time with renal patients undergoing dialysis.**

The Trustees of the British Dietetic Association's (BDA) General and Education Trust Fund created this new award - which was presented to the winners at an event in Birmingham in June 2014 - specifically to recognise innovation and excellence in dietetic practice.

On being awarded the Dame Barbara Clayton Award, Nicola Henderson said: "I feel really honoured to have won this prestigious award and I would like to thank the BDA for recognising our work. We looked at the patient journey, identified where

it could be simpler and through the innovative use of computer software, we have improved the quality and efficiency of our service to patients."

Fellow award winner Caroline Ritchie added: "It is a privilege to have our work acknowledged and rewarded in such a way. Our database enables us to spend more time with patients face-to-face.

"I am overwhelmed with all the positive feedback we have received so far and I am very grateful to the BDA for this esteemed award. Hopefully our success will inspire others to develop and demonstrate new innovative ways of working."

Nicola, who Chairs the BDA Nutrition Advisory Group for Older People, also won the 'Specialist Group of the Year' award.



# OUR VALUES



Remember receiving a little card asking you to identify your key values at work? The six most popular were being person-centred, a committed team player, respectful, ambitious, supportive and acting with integrity. Now these core findings have been highlighted in a colourful leaflet which has been distributed to every member of staff.

The booklet also touches on the behaviours and conduct which you didn't want to see. Examples include ignoring concerns raised by others, using intimidating or aggressive behaviour, talking to people in a disrespectful or derogatory manner, and blaming others when things go wrong.

To help ensure everyone feels supported and confident these values will now be embedded in recruitment processes, relevant policies and



procedures, induction, the learning, education and training programme, leadership and management competencies, the KSF personal development plan system and the new staff recognition scheme (see below).

It's important for us all to demonstrate our values in the way we work, the way we treat each other and the way we identify and deal with behaviours that don't live up to our expectations. By doing this we can develop a culture where we can hold each other to account to consistently behave in a

way that reflects the values and the things which matter most to staff, patients and visitors.

The leaflet campaign is supported by a series of posters to raise awareness of each of the values.

There will be a toolkit available soon for managers to allow work with teams around how they can use these values and behaviours to make their workplace feel like a good place to work.

The refreshed Dignity and Respect at Work policy has also been launched and there will be development opportunities to support you to create a culture that promotes staff wellbeing.

More information on the values and behaviours is available on the Everyone Matters page of the intranet at: <http://staffnet.fv.scot.nhs.uk/index.php/a-z/everyone-matters/values-matter/>

## SHOWING OUR APPRECIATION

During our 'Everyone Matters' Staff Engagement work staff have consistently told us that one of the areas we need to improve on in Forth Valley is how we demonstrate that we appreciate the hard work staff do and how we recognise staff. In response to that feedback has been taken forward with managers and staff-side representatives to develop a Recognition Scheme. The Scheme has also been supported and sponsored by the NHS Board.

This Scheme will see the launch of a set of awards which will be made at an annual ceremony where staff will be invited to meet with their managers, the Senior Management Team and the Board Chairman to receive

their awards and thanks from the organisation.

You will be able to nominate your colleagues, teams and volunteers for a range of awards which are associated with our organisational values such as: Top Team Award; Inspiration Award; Outstanding Care Award; Volunteer Award; Innovation Award; Unsung Hero Award.

Long Service Awards for staff will also be reinstated as part of this Scheme.

Members of the public and service users will also be invited to nominate staff.

The final details of the Recognition Scheme are being worked out now so please watch out for the Scheme launch this Summer. We hope to have our first Awards ceremony in November 2014.

# STAFF SURVEY *WHAT YOU SAID.....*

## OVERALL EXPERIENCE/ WELL INFORMED

**49%** of respondents thought care of patients/service users is the Board's top priority.

**46%** of respondents were kept well informed about what is happening in the Board.

**62%** of respondents understand how work fits into the overall aims of the Board.

From these results, it is felt that staff should know more about the Board and how it works. This is being taken forward through planned changes to how the Board operates, how it provides information and meets with staff.

**24%** of respondents thought there were enough staff to do their job properly.

From this, a focus on staffing numbers and capacity is being progressed through the workforce planning processes, and review of capacity and flow.

## APPROPRIATELY TRAINED AND DEVELOPED

**47%** of respondents had not a KSF development review in the last 12 months.

A major programme is underway to support the training and delivery of the eKSF target.

## INVOLVED IN DECISIONS

**21%** of respondents felt they are always consulted about change at work.

**37%** of respondents were confident their ideas or suggestions would be listened to.

From this, a renewed focus on Staff Engagement will be continued and the review of the NHS Forth Valley Policy on Organisational Change will provide an opportunity to consult with staff further.

## TREATED FAIRLY AND CONSISTENTLY

**53%** of respondents thought their line manager encouraged them at work.

The eKSF Review Programme will support this issue.

**69%** of respondents did not report unfair discrimination

From this, a renewed focus on Equality and Diversity will be taken forward in addition to the launch of the Dignity and Respect Policy.

## PROVIDED WITH A SAFE WORKING ENVIRONMENT

**33%** of respondents felt that they could meet all the conflicting demands on their time.

This issue will be taken forward through the Workforce Plans.

**22%** of respondent have not had any Health & Safety training paid for or provided by the Board.

From this, a focus on mandatory training has already been agreed and is being taken forward through an audit.

## BULLYING & HARASSMENT

**11%** of staff have experienced bullying and harassment – of these 67% did not report it.

**41%** of respondents experienced emotional/verbal abuse.

These issues will be supported through both organisational values and our Dignity and Respect policy.



# STAFF SURVEY UPDATE.....

The recent Staff Survey, which many of you completed, has been used to inform our local Staff Governance Action Plan which was submitted to the Scottish Government Health Department at beginning of May 2014.

Key areas for improvement that have been highlighted include:

- Ensure staff are aware of the organisation's future plans and priorities for the next five years and how these will address the national aims set out in the Scottish Government's 2020 vision

- Make sure staff know about and have a better understanding of the organisation's key priorities, financial plans and challenges
- Ensure staff across the organisation are kept updated on key developments, changes and improvements through regular updates direct from the Chief Executive
- Make sure staff are consulted about changes at work regarding service reviews, redesign and developments

- Develop capacity and workforce plans within the organisation so that staff can meet conflicting demands and ensure staffing levels are adequate
- Actively promote the reporting of all violence and aggression incidents and ensure staff feedback

Updates on progress of this Action Plan will be submitted to the Staff Governance Committee on a regular basis.

Planning is taking place nationally for the 2014 Staff Survey which will take place later in the year.

## THE JOURNEY FROM ABSENCE TO ATTENDANCE

During the early part of 2013 absence levels in NHS Forth Valley peaked at 6.94% against a Government target of 4%. With managers finding it difficult to free up time to attend formal training courses on how to manage and improve sickness absence a new approach was needed.

This poster, which illustrates the route taken, was selected from more than 400 posters to be displayed at the NHS Scotland Event 2014 event in Glasgow and was the worthy winner of the 'People's Choice' award.

Initial feedback from the judges recognised the project as a great example of a co-production approach to developing a range of interventions to support improvement. The project has contributed to an increase in timely referrals to Occupational Health Services and a significant and sustained improvement in absence over the past 12 months. So much so that our April absence levels fell to 4.93% - the first time it has dipped below 5% in this month since 2011.

**THE JOURNEY FROM ABSENCE TO ATTENDANCE**  
NHS Forth Valley

Elaine Bell HR Service Manager ebell@nhs.net  
Dorothy Bell Sneddon Head of Occupational Health Service dsneddon@nhs.net

**1. HOW WE PLANNED OUR ROUTE**  
Our aim was to improve attendance at work through active engagement of our managers taking a co-production approach with Human Resources, Occupational Health Service and Staff Side. Sickness absence in NHS FV was significantly over target at 6.94% in January 2013.  
HR and OHS led a multi-disciplinary group of managers and Staff Side to develop and plan the World Cafe Events. These focused on developing a range of interventions to support improvement in attendance management and promote the health and well-being of our staff.

**2. HITTING THE ROAD TO 4%**  
Over 130 managers participated in the events which generated ideas on the key themes of keeping well, return to work interviews, use of data, reasonable adjustments and improving attendance.

**3. PIT STOP**  
To confirm we were on the right road we organised a number of focus groups to better understand the feedback and ideas from the World Cafe.

**4. MOVING UP A GEAR**  
Actions taken were:-  
• Revised Attendance Management training programmes  
• New and improved documentation for managers  
• Case Reviews introduced across the organisation  
• Further marketing of Occupational Health Services  
• Introduction of additional absence triggers

**5. PERFORMANCE EN ROUTE**  
• sustained improvement demonstrated in % sickness absence  
• improvement in the management of complex cases  
• a clear expected increase in timeous referrals made to OHS  
• a sustained reduction in sickness absence rates from 6.94% in January 2013 to approx <5% following the World Cafe events

**6. THE JOURNEY AHEAD**  
Our managers held the key to creative ideas; the World Cafe approach unlocked and energised their enthusiasm to share their creative ideas with each other. The ownership of attendance management remains with the manager but working together in partnership with HR, OHS and staff side refreshed our commitment to the ongoing journey which will always aim to help promote and support the well being of staff.

**6.94%**  
**4%**  
**4.93%**

**4% DATA**  
PDP  
World Cafe Event

We are grateful for the time, energy and participation of all who helped make this journey for NHS Forth Valley so successful and who continue to do so.

# KSF/EKSF - YOUR VIEWS

During March/April this year, NHS Forth Valley worked with external colleagues to complete a review of your experience of the KSF Personal Development Review process and your thoughts about the quality of the programme. Some areas of good practice across the organisation were recognised and these will be shared with you. However, you also took the opportunity to honestly tell us about what needed to be improved and for all of your contributions we would like to say THANK YOU.

Almost 400 members of staff completed an online survey about KSF/eKSF, another 50 or so took part in face-to-face interviews and 17 were involved in two reference groups.

We are committed to engaging with staff to get this type of feedback on a regular basis and we also promised to share our findings with you. Here are some of the key points and how we intend to respond.

## What you told us

A high number of staff have been involved in a KSF Personal Development Plan (PDP) and review (74%).

The PDP and review process is not understood in terms of value and purpose and this has had an impact on the priority it is given in some areas.

Where PDP and review meetings take place regularly, staff felt they were given access to ongoing learning, education and training and this was viewed as essential to supporting delivery of high quality services.

Lack of recent training for KSF Reviewers was identified as an area in need of improvement.

Some challenges around the 'user friendliness' of eKSF for recording discussions were identified.

## What will we do to make improvements?

- Brief all staff about the purpose and value of participation in regular PDP and reviews
- Introduce KSF/eKSF to all new starters via Induction programmes - Corporate and Local
- Offer ongoing training for Reviewers on how to conduct effective PDP and reviews
- Encourage more regular use of eKSF in between PDP and review meetings
- Refocus on the core aim of this process which is around staff members having a 'quality' review with their reviewer on a regular basis



# GET FIT IN '14



NHS Forth Valley has signed the pledge to help our workforce become more active throughout 2014. Part of a Scottish Government scheme targeted at employers, Fit In '14 is offering special deals for staff as part of an Activity Works programme which offers half price access to local authority leisure centres.

In Stirling the 8-week programme is available at The Peak. In Falkirk there is unlimited access to a range of centres including swimming pools at the Mariner Centre, Bo'ness Recreation

Centre and Grangemouth Sports Complex. The deal also applies to all the Circuit Health and Fitness Gyms, and a select number of fitness classes.

Various packages are available. For more details on the Stirling offer contact [kathleen.gilmour@nhs.net](mailto:kathleen.gilmour@nhs.net) or call 01324 673521. For Falkirk call 01324 673511/673520 and quote Activity Works.

If after 8 weeks you decide to continue the programme, the Scottish Centre for Healthy Working Lives will cover a percentage of the cost for another four months. For further information, check the Staff Intranet.

## SLIM SUCCESS



What a difference! These before and after pictures show that shedding extra weight IS achievable. Last year Clerical Officer Hunter Rice was one of our staff members who was given a free six-week pass to attend a slimming class block with Scottish Slimmers. During that programme he lost 19 lbs and since then has dropped a further five stone, bringing his total weight loss to almost 14 stone since he began slimming in 2012. Hunter is happy to share his success with us and has provided these photos.



Hunter is just one of the success stories which have been recorded since NHS Forth Valley began issuing passes four years ago. This year we have been able to hand out 70 passes and have had an enthusiastic response from those participating. We wish them well and look forward to catching up with them later in the year.

The previous years have seen a year on year improvement in weight loss. Last year there was an impressive combined weight loss of more than 222.7 kilo's, equal to more than 35 stone!

Many people continue to attend the classes and are encouraged by their success to participate in more regular exercise too. Well done to everyone who has successfully lost weight.

# NO LAB COATS REQUIRED

Forth Valley scientists gathered in the restaurant at Forth Valley Royal Hospital to celebrate Healthcare Science (HCS) week. Armed with microscopes, physiological tests and specialist equipment, staff from Physics, the Laboratories and Physiology were on hand to provide advice and information – no lab coat required!

This year's aim was to improve access and use of healthcare science services and included a demonstration of the new equipment fault reporting programme and information on the new Order Comms lab requesting

system which is currently being piloted. Staff were also able to view a prepared histopathology slide, handle hearing aids and check their ECG lead placement practice.

A fun quiz helped highlight some of the key challenges which colleagues across the organisation can help with – after all, more than 80% of all patient diagnosis can be attributed to the work of healthcare scientists.

The stand was visited by Dr Graham Foster, Interim Director of Public Health, who enjoyed an exclusive tour of some of Healthcare Science services provided in Forth Valley.

He said: "I'd like to thank everyone who manned the displays and

demonstrations on the day. I could see there was lots of interest and enthusiasm from both staff and visitors. I also greatly enjoyed my visits to the Medical Physics, Cardiology and Microbiology laboratories and was very impressed by what I saw there. I am sure that this excellent event will have increased interest in and understanding of the work of healthcare scientists and the excellent career opportunities for scientists in the NHS."

Visit the Healthcare Science section of the Staff Intranet for more details of the day, services and access to the quiz (listed under 'H' in the A-Z Section).



# PERFECT PARTNERS



The special relationship between NHS Forth Valley and Artlink Central was named as a finalist in the 2014 Scottish Charity Awards for its 'Perfect Partnership' working.

The two organisations have entered into a three year agreement to deliver arts programmes to patients across Forth Valley. This is the first such agreement of its type between a health service and an arts group and has already led to an impressive programme of workshops and events which have prompted staff involvement.

Organised by the Scottish Council for Voluntary Organisations (SCVO), the Awards celebrate the crucial work of charities, community groups and individuals dedicated to making Scotland a better place to live.

## POSTER WINS

Ten Forth Valley posters were finalists in the recent NHS Scotland event. In addition to the poster 'The Journey from Absence to Attendance' – details of which are featured in the Everyone Matters section – we also secured a second winner, this time in the Efficiency category. This was submitted by Sharon Oswald and the Chest Pain Assessment Team and was entitled 'Chest Pain Assessment Unit: Effective, Safe and Person-Centred.'

Other NHS Forth Valley poster finalists included 'Extended Liaison Psychiatry for Older People' (Nicola Wood), 'I'm anxious, can't sleep...can I keep taking the tablets?' (Jean Logan), 'Increased effectiveness and efficiency in the early outpatient assessment of Suspected Angina Service' and 'Spending Precious Time at Home – Day Case Intravenous Diuretics' (Catherine Labinjoh), 'Community In Focus' (Gail Tripney), and 'The Final Barrier: Error Capture before Surgery' (Lorna Ferguson).



## LOUISE IS A RISING STAR

Many congratulations to associate audiologist Louise Whitelaw, who has won a Rising Star Award at the Advancing Healthcare Awards.

These UK wide awards recognise and reward projects and professionals that lead innovative healthcare practice and make a real difference to patients' lives in the healthcare science and allied health professions. The Rising Star category is specifically for people within five years

of qualifying who have shown a level of initiative, skill and commitment that is truly exceptional.

Louise joined the Forth Valley Audiology Department as an Assistant Technical Officer in Summer 2008. Within the year Louise had put herself forward for the new Hearing Aid Associate Diploma at Queen Margaret University in Edinburgh.

NHS Forth Valley Lead Healthcare Scientist Stephanie Doody said: "She is a Rising Star not only because of the massive effort she puts in daily, but in her continued commitment to deliver excellent care to patients in Forth Valley.

# FLOATING NIGHTINGALES MAKE A SPLASH

A team who call themselves the Floating Nightingales took the plunge again this year to raise money for charity in a Swimathon organised by Polmont Rotary Club. They swam 104 lengths in 55 minutes at Grangemouth Pool, well ahead of their performance last year when they covered 88 lengths.

The team of six included colleagues from the Continence and Tissue Viability Services based at Falkirk Community Hospital, and raised £250 for various local charities.

One of the swimmers, Shirley Thomson, Tissue Viability Service Administrator, said: "It was a great achievement for us 'older gals' and we were well applauded for our efforts. We hope to compete again next year, all going well. "



(L-R Gerry Young, June Brown, Amanda Sneddon, Yvonne Johnston, Shirley Thomson and Val McFarlane)

# INSPIRING IRENE!

Irene Warnock - a district nurse with NHS Forth Valley - talks about her career and experiences in a new YouTube video, as part of a new national initiative called 'Extraordinary Everyday.'

with NHS Boards, Higher Education Institutions and other stakeholder organisations to reflect in a positive, but realistic way, the modern face of Nursing and Midwifery in Scotland.

These resources will be made available to NHS Boards, education institutions and careers services to support better understanding of the breadth and depth of nursing and midwifery careers and to encourage more people to consider these as potential career options.

You can view the video on the Multi-media section of the NHS Forth Valley website [www.nhsforthvalley.com](http://www.nhsforthvalley.com) or at <http://youtu.be/NfXQ4kt3Sxo>

This includes a range of online resources which have been developed by NHS Education for Scotland in partnership





# NURSING TODAY

The rise of the 'selfie' - a self-portrait photo typically taken with a smart phone and uploaded to social media sites - was very much in evidence at this year's Nurses Day at Forth Valley Royal Hospital. Staff provided a collection of snapshots to link in with the theme 'Nursing Today.'

The event was opened by Executive Nurse Director Professor Angela Wallace and showcased the latest developments in nursing across Forth Valley. The

recently-developed Respect and Dignity pledge, which had involved contributions from many of our staff, was on display as part of the celebrations.

Speakers included Senior Charge Nurses Chris Mulraney and Nicola King, District Nurse Irene Warnock, Team Lead for Out of Hours Vikki Chisholm, Family Nurse Supervisor Lorraine Newbigging and Clinical Co-ordinator David Thomson. They covered a wide range of topics including the new family nurse partnership, anticipatory care and values based standards.

## RETIREMENT SPECIAL

# 65 YEARS OF SPECIAL CARE

'Tea for Two' was the order of the day at Forth Valley Royal Hospital when Neonatal Nurses Rae Heeps and Babs Graham (pictured L-R) retired recently following a combined 65 years service with the NHS.

Babs began her general nursing in the Victoria Infirmary in Belfast, before moving to Forth Valley in 1982. She qualified as a midwife in 1983 and also joined the Special Care Baby Unit, before completing the Neonatal Intensive Care Course in 1984.

Rae originally worked as a nursery nurse before becoming an enrolled nurse in 1980. She then continued in general nursing, qualifying in 1984, and went on to qualify as a midwife two years later. She joined the Special

Care Baby Unit at the then Falkirk and District Royal Infirmary in 1992 and completed the Neonatal Intensive Care Course in 2001, before finally moving to the Neonatal Unit at Forth Valley Royal Hospital.

The women were presented with bouquets of flowers at their retiral tea in the ward, and also enjoyed a retirement party at the Falkirk Stadium where they received gifts from their former colleagues.

Anne Vallance, Clinical Ward Manager for the Neonatal Unit, said: "There are many grateful parents in the Forth Valley area who along with colleagues would like to thank both Rae and Babs for all their hard work and dedication over the years. We wish them both a long and happy retirement."



## WANTED

# OFFICE GARDENER!

The early retirement of West of Scotland Regional Planning PA, Christine Livie, has led to a vacancy for an office gardener – as Christine was well known for keeping plants in the offices at Carseview House healthy! She also held the title of official cake cutter at birthday celebrations, no matter what shape - round, square, oblong, even caterpillar or hedgehog shaped.

Working for NHS Forth Valley for 20 years, Christine's first job was as a medical secretary at Orchard House and she also held the role of administrator in the SEAT learning disabilities MCN, one of the first regional MCNs to be formed. For the past eight years she has been managing the regional planning office and co-ordinating

the network of groups and workstreams.

Known for being bright and cheerful and always ready with a smile, Christine is looking forward to being a 'lady who lunches' and is also planning a holiday in Australia. In addition, she has to finish organising her daughter's wedding in August 2014.



Christine is pictured with Janette Fraser, Director of Regional Planning, on her last day at Carseview House



# SPAIN HERE I COME!

November 20th 1972 was an auspicious date for Estates Services Manager Conrad Binnie, who has recently retired after more than 40 years service. That was the day he started working for NHS Forth Valley as an assistant engineer at the former Royal Scottish National Hospital (RSNH) in Larbert. Stationed in an office between the boiler house, workshops and stores, he looks back fondly at what he recalls as 'happy days' at a time when around 3,000 patients were cared for between RSNH and Bellsdyke Hospital.

During his long service he has held a number of titles including Hospital Engineer and Engineering Maintenance Manager. He also worked in a variety of accommodation across the area – the RSNH, Bellsdyke Hospital, back to the RSNH, Central Supplies in Colquhoun Street and latterly Stirling Community Hospital.

Conrad has an apartment in Spain and, over the next six months, plans to take a series of short breaks there. He has five grandchildren, one of whom lives in London, and is hoping to see more of them. Then of course there is his big garden, which he enjoys as he likes fresh air. "Everyone says I'll wonder how I found time for work" he quipped. "I'll wait and see!"



## THE WRIGHT GIFT



Always spotted with a cup of coffee on his desk, staff decided that a perfect retirement gift for NHS Forth Valley's Lead Cancer Clinician Dr Stan Wright would be a fancy coffee maker, which he received along with two sets of gift vouchers.

Stan Wright took up his first post in NHS Forth Valley in 1989 as Consultant Physician in Respiratory Medicine at Falkirk and District Royal Infirmary. He had previously been a Senior Registrar at the Royal Victoria Hospital in Belfast.

In 2005, he transferred to Stirling Royal Infirmary and subsequently to Forth Valley Royal Hospital. In 2012 he was elected President of the Scottish Thoracic Society.

A keen sportsman, Dr Wright played rugby for Ulster Schoolboys and the Ulster Senior League. He also enjoys walking and cycles most weekends. He now hopes to spend time with his new granddaughter Isla and was also bound for a holiday in Canada where one of his daughters is working.

Stan is pictured with a retirement cake reflecting his love of hills – an inspiring confection of peaks of icing complete with a skier with a stethoscope around his neck! This was presented to him at his final Cancer Board meeting.



## COFFEE TIME

Another coffee addict, Assistant Finance Director Derrick Douglas has also retired. His farewell gifts included an apron and cap, courtesy of the coffee van where Derrick was regularly spotting, queuing for his morning fix! He also received a voucher for an art gallery.

Derrick had notched up more than 40 years service with the NHS. He started in NHS Forth Valley in December 1984 and previously worked in Lothian and Fife.



# PATIENT MANAGEMENT SYSTEM MOVES FORWARD



A member of clinical coding staff using TOPAS



Referral to Treatment Team member updates the Waiting List

The Single Patient Management System (PMS) has moved a step closer with the recent move of waiting list and inpatients for acute specialities from the Helix system to TOPAS. This followed the case record tracking which moved over in February 2014. Helix will be completely switched off once the interfaces with SCI Store have been finalised – until then users will continue to access the Master Patient Index (MPI) on Helix.

The latest part of the project was completed in less than a year and has been described as a “fantastic achievement” by Agnes Provan, Head of Health Record Services. She said: “We have seen more than 700 staff trained and over 800,000 health records, 700,000 case record locations and 2,200 inpatient waiting list entries migrated. In addition, more than 9,000 inpatient admissions have been manually re-keyed.

“Staff from eHealth, ICT, Information Services and many from Health Record Services worked over the weekend ensuring a seamless transition and as little disruption to systems and services as possible. Thanks to them and the support of Cambric, the system supplier, there was minimum disruption.”

At the moment TOPAS is used for:

- Tracking patients’ health record movements in acute services
- Managing the acute services outpatient waiting list and appointments
- Managing the daycase and inpatient waiting list and admissions
- Clinical coding

The benefits to local staff and patients include:

- Potential to provide real time patient information at point of need via Clinical Portal
- Enhanced Patient safety through improved data quality
- Improved patient administration processes
- Improved efficiency in statutory reporting
- Reduced duplication of data entry
- Lower maintenance costs for systems
- Reduced interfaces with other systems
- Standardised system admin support

The next stage of the Single PMS will involve a major software development of the TOPAS outpatient module. This will allow the Patient Information Management System (PiMS) to be decommissioned and the data it stores to be integrated with TOPAS.

## PILOT A SUCCESS

More than 10,000 samples have been processed during a pilot of the Order Comms (Online Test Requesting and Reporting) system, which has been hailed as an overall success. The trial took place within four GP practices, Day Medicine and the breast and breast lump clinic housed within radiology.

Feedback received was positive; the system was found easy to use and quick to learn. It is hoped to have the system rolled out across almost all of Forth Valley by the end of the summer, starting with GP practices and the Outpatient Department, followed by acute areas and the remainder of the community services.

Project Manager Paul Schofield said: “This is an exciting and busy time for all involved and working in partnership with all the expected users we hope the roll out will be a quick and enjoyable process.”

## NEW ELECTRONIC PRESCRIBING SYSTEM

Clinical staff have shown a keen interest in an electronic system to aid prescribing. NHS Forth Valley is currently finalising a business case for ePrescribing which will replace the paper Kardex currently used to record medication administered in all inpatient wards. This is a major strand of the Electronic Patient Record Programme and a significant advance in improving patient safety and treatment.

# VIDEO STARS

As if it were needed – proof that our staff are superstars!

Colleagues recently took part in shooting for a film about Person Centred Visiting – or Flexible Visiting Times – at Forth Valley Royal Hospital.



Director of Nursing Professor Angela Wallace (pictured), Senior Charge Nurses Catriona Addison and Barbara-Anne Niven and nursing students Hannah Schroder and Jennifer Aitken were interviewed for the film, to give an insight into how extended visiting had changed their working day and the effect this has had on patients and their families.

The film was shown during a presentation at the Person Centred Health Care (PCHC) Collaborative which showcased patient-centred work

across Scotland.

In a separate initiative, Chris Cairns, Consultant in Anaesthesia & Critical Care and Mike Williamson, Microbiology Manager were recently interviewed

for a new video series called 'Bringing About Change' which explores the personal experiences of front-line staff in improving care with patients. Speaking on a variety of quality improvement and leadership topics, the videos provide insight into some of the excellent improvement work taking place throughout NHSScotland, to bring about change for teams, patients and the wider organisation.

You can watch the videos on our website at <http://nhsforthvalley.com/multimedia/videos/>



## BIGGER SAY FOR PATIENTS



Staff are being encouraged to record feedback from patients as part of a campaign by the Scottish Government

to give people a bigger say about their healthcare.

Information is being gathered on an electronic system that is currently being piloted in five areas – a ward within Forth Valley Royal Hospital, a ward in a community hospital, dietetics, Glenochil prison and a GP practice. Feedback will help shape and improve services in the future. Once the pilot is complete the system will be evaluated and rolled out across the whole of NHS Forth Valley including GP practices and community pharmacies.

The work is linked to the Patient Rights (Scotland) Act 2011 which gives patients specific rights and encourages them to take part in decisions about their health and wellbeing.

The legislation places clear responsibility on relevant NHS bodies and health service providers to record any comments, compliments, concerns and complaints they receive.

## THUMBS UP FOR ELECTRONIC DOCUMENT TRANSFER (EDT)



Fourteen GP practices are now receiving Emergency Department (ED) discharge letters electronically as part of a pilot project. The system has received a big thumbs up from Steven Ebsworth, the Practice Manager at Dollar Health Centre. He explained: "Personally, I love it! It saves time and it keeps the record up to date on a much timelier basis. It also allows GPs to intervene and provide clinical support to potentially prevent re-presentation by that patient at the Emergency Department.

"Documents are much quicker and easier to file. Approximately three clicks of a mouse is all it takes! Bowel

screening letters are also included on the system and and I look forward very much to its wider rollout across NHS Forth Valley."

In addition to completing the ED rollout, planning is underway to send discharge letters electronically from the Out Of Hours system Adastra, and also cross border ED discharge letters between NHS Forth Valley and NHS Greater Glasgow and Clyde.

Your input and feedback is important to the eHealth programme. For further information contact Mary Cameron eHealth Manager [mary.cameron@nhs.net](mailto:mary.cameron@nhs.net)

# HEALTH AND SOCIAL CARE INTEGRATION UPDATE

Over the last few months we have been working closely with our council partners on plans to integrate local adult health and social care services. This includes work to review the two different organisational models set out in the national legislation to deliver the new integrated partnerships.

The NHS Forth Valley Board has agreed that our preferred model of delivery is the 'Body Corporate' model, which is the approach being taking forward by

the vast majority of Partnerships in the rest of Scotland. This model has been considered and approved by Falkirk Council.

Under these proposed new arrangements, Falkirk Council and NHS Forth Valley will delegate accountability for the delivery of agreed health and social care services to a new Integrated Joint Board which will have equal representation from both organisations. The Board will also appoint a Chief Officer who will report directly and jointly to the Chief

Executives of Falkirk Council and NHS Forth Valley.

Both organisations will work together over the next few months to develop an Integration Scheme which will set out the range of services and resources which will be delegated to the new Falkirk Health and Social Care Partnership. It will also describe the key national and local outcome and priorities for the Partnership and outline how and when these will be achieved. The Scheme will then be submitted to the Scottish Government for approval to enable the new arrangements to come into force from 1 April 2015.

Discussions are also continuing with Stirling and Clackmannanshire Councils on the potential to develop a single Health and Social Care Partnership which could cover both council areas.

## TRANSATLANTIC PARTNERSHIP

An American company, credited with masterminding radical improvements at hospitals in the United States and Canada, has begun working with NHS Forth Valley to lessen the peaks and troughs in patient demand which can leave hospitals quieter at some periods and struggling to cope at others.

Representatives from the Boston-based Institute for Healthcare Optimization are pictured at Forth Valley Royal Hospital where they met senior staff and clinicians at the start of a programme designed to remove delays as patients move through hospitals. The team were here for a week and held a number of teaching sessions involving around 80 to 90 staff.

Key priorities include improving access and patient experience in the Emergency Department and Acute Assessment Unit, easing pressure in medical and surgical wards and increasing scheduled surgery, particularly in orthopaedics.

The patient flow scheme will also look at ways to avoid cancelling operations unless there are



exceptional circumstances and how to cut down on the need for return visits.

NHS Forth Valley is the first Health Board in Scotland to engage in this type of process. The next few months will be an assessment phase where we will gather and review a wide range of scheduled and unscheduled activity. This will then be analysed to identify areas and opportunities for improvement.

Infection Control Manager Jonathan Horwood has been seconded as

Programme Manager and will work alongside Dr Chris Cairns, Consultant in Anaesthesia and Critical Care to take forward the work.

Redesign work carried out by IHO in the US has resulted in surgery waiting times at a hospital in Cincinnati falling by more than 25% on weekdays and one third at weekends, despite a rise in cases. Successes have also been recorded at hospitals in Florida, Boston, South Carolina, Maryland and Ontario in Canada.

# MEET OUR NEW FAMILY NURSE TEAM

Our new Family Nurse team, based in Clackmannanshire Community Healthcare Centre, is pictured at the start up of this important new service which aims to give extra support to teenage Mums across 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. Expectant Mums are eligible to join from the time of their 12 weeks scan until they are 28 weeks pregnant.

The Forth Valley team comprises four family nurses, a supervisor and a data manager. Staff who are already highly trained in nursing and midwifery have undergone 15 months of intensive tuition, some of it residential, at Masters level. This has covered pregnancy, infancy and toddler training and communication skills.

A pattern of weekly and fortnightly



visits begins in pregnancy and continues until the child's second birthday. Using programme guidelines, materials and practical activities the nurses work with the mother on understanding their baby, making changes to improve overall wellbeing, developing emotionally and building on strengths which

encourage positive relationships. Where possible, the nurse will work with the baby's father and wider family members. Advice will also be offered on diet, education and employment.

Each year in Forth Valley around 120 babies are born to teenage Mums.

## JOINT WORKING COMES UP TRUMPS

**Better support for service users with drug and alcohol problems is now available, thanks to closer working between the Forth Valley Alcohol and Drug Partnership (ADP) and the NHS Forth Valley Substance Misuse Service (SMS). Together they have the use of an electronic system and come up with what is believed to be the first initiative of its kind in Scotland. It provides instant access to assessments, risk profiles, recovery and safety plans and means quicker resolutions in the event of a crisis.**

The process of information sharing has been made possible by using an electronic patient record system known as Functional Analysis of the Care Environment (FACE).

Representatives from a wide range of services were involved in the project, offering expertise and advice at all stages of the process. These included the Hospital Addiction Service, Signpost Recovery and Addiction Support and Counselling services.

Working with services out-with the NHS meant signing up to an information sharing protocol. This involved the health service and partners clearly documenting what information will be shared. The document was approved by the ADP Clinical Governance Group and Forth Valley Information Governance and agreed and signed by heads of the services.

Testing FACE was then carried out from Signpost in Alloa, with support from the NHS Forth Valley ICT department to make sure the transfer of electronic information was safe and secure. Training on how to use FACE has been



provided by the NHS who will offer ongoing support for annual updates and future software developments.

Response from staff has been very positive. They see the benefit of a consistent approach to assessment, risk management, recovery and care planning, and believe it is also a step in the right direction towards a model of shared care between the NHS and the third sector.

# IN THE SPOTLIGHT

## When did you decide that mental health nursing was the career path you wished to follow?

In 2003, I took up a summer job as a Bank nursing assistant to save up for a degree in Politics and History (thinking that I would go on to teach History). I started out believing (or perhaps hoping against hope) that a nursing assistant did the filing so you can imagine my consternation when, as a somewhat naive and mildly prudish 17 year old I was faced with giving an elderly lady a bath. Anyway, after I got over the shock of what I was doing I grew to really enjoy getting to know the patients and engaging with them. I worked in Learning Disability Services in Loch View and became interested in mental illness. It was from there that I left to start my nurse training in 2005 and now here I am. Not a history teacher and loving it!

## You have had a fairly rapid promotion through the NHS and must be one of our youngest Senior Charge Nurses - what is your secret?

I was fortunate enough to get a place on the Early Clinical Careers Fellowship with NES and this boosted my skills and knowledge no end, as well as ensuring I got exposure to broader organisational issues. I think my enthusiasm carries me through the hard work that's needed to do the job. I've been well supported in every stage of my

career and have learned to make the most of my experiences – good and bad – and ultimately think I've been quite lucky.

## What does your daily job entail?

I believe in keeping the focus on the patients so it's a constant balancing act between ward management duties, patient care and the other aspects of the Senior Charge Nurse role that fit between those two broad headings. Working in mental health means that every day is different (although I think every speciality says that) and it's really difficult to give a typical day. I guess ultimately my job involves a whole lot of talking, listening and, of course, emailing!

## How rewarding is it?

Very! Like any job it has its challenges, but this has to be balanced against the rewards of having a ward to call your own where the care reflects the standards that you and your team hold as important. Most importantly I still get to nurse.

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

Socialising (take from that what you will!) and more recently I've discovered the joys of exercise and go to the gym around five days a week – sometimes I don't just lean on the water cooler.

## Microwave meals or gourmet dinners?

Well if the offer is there I'll have a gourmet dinner please. Alas, work



**ROSS CHEAPE,**  
Senior Charge Nurse, Mental Health

means that quick and easy food is generally the order of the day, hence the needs for sit ups.

## Fashionista or jeans and T shirts?

I'd really like to say fashionista but it'd be a lie. I'm not allowed to go shopping unsupervised as I tend to buy utter tripe and fail to recognise glaringly obvious clashing.

## Ideal holiday location?

New York – and I'm going this year! Not sure how I'm paying for it yet, so donations are welcome!

## Proudest moment?

It's funny how your mind immediately goes to the big moments in life, like graduating etc. However, I think that if I really think about being proud it was being complimented on how I'd handled a difficult situation on the ward whilst I was still training. Not sure how much of a geek that makes me.

## If you had one wish.....

Just give me a minute to mentally divide what can and can't be printed... I think curing world hunger seems a little clichéd so I'll just go ahead and wish that I didn't have a receding hairline.

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