

EVERYONE'S A WINNER

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**GROWING GOOD IN
LIVILANDS P3**



**MONIKA GETS THE
CHOP P2**



**WIN A PAIR OF
DESIGNER SPECS P18**

KIND HEARTED GESTURE

Thanks to the kindness of Larbert Rotarians, Ward 4 in Forth Valley Royal Hospital has been able to buy a chair which folds down to a bed, allowing relatives to stay with patients receiving end of life care.

The club handed over a cheque for £960.



FLAMINGO SURPRISE FOR MENTAL HEALTH UNIT

Despite heavy rain outside, the taste of summer and 'cocktails' was sampled by patients in the mental health unit at Forth Valley Royal Hospital when a Fiesta came to the wards to mark the end of a five year arts project to enhance surroundings.

The centrepiece was a bike which blended smoothies through pedal power, and musicians from Hospital Notes played a selection of numbers to encourage patients to dance. The recipe for the smoothie, known as Flamingo Surprise, was a mixture of strawberries, mangos, a squeeze of honey and milk.

The past few years have seen pictures painted in corridors, acoustic spaces created where people can sit to enjoy peace and quiet, and coloured strips on walls to identify different wards. The theme has been strata-different minerals and materials - in adult wards and natural/botanicals in accommodation for older people.



HAIR TODAY, GONE TOMORROW

Well done to Monika Johnson, Administration Support at Stirling Community Hospital, who recently braved the shave in support of Maggie's Forth Valley.

Monika had been growing her hair for two and a half years and it took just 20 minutes to shave it all off!

The shave was part of a wider fundraising event held in Stirling



Community Hospital, which included a cake stall and raffle. A fantastic £1,300 (and counting) was raised.



NEW CHIEF EXECUTIVE APPOINTED

NHS Forth Valley has a new Chief Executive. Cathie Cowan, currently Chief Executive of NHS Orkney, is expected to take up her post before the end of the year.

Cathie originally trained as a nurse at the Southern General Hospital in Glasgow in the 1980s and worked in a variety of nursing roles before moving to Perth in 1990, initially to take up post as a Clinical Nurse Manager at Perth Royal Infirmary and later as Clinical Services and Business Manager for the former Perth and Kinross NHS Trust. In 1995, she was appointed Director of Nursing, Patient Services and Planning for Kirkcaldy NHS Trust and then Director of Service

Development and Capacity Planning for the Fife NHS Board.

Cathie returned to Glasgow in 2005 to take up post as the Director for the new South East Glasgow Community Health and Care Partnership before moving to Orkney in 2010.

Speaking about her new appointment Cathie said: "One of my first priorities will be to meet with local staff working across NHS Forth Valley in primary, community and hospital care. I also want to build on relationships with key partner organisations and become acquainted with local communities as we work together to build on achievements to improve the lives, care and services provided to the people of Forth Valley."



HOW DOES YOUR GARDEN GROW?

Enjoying the fruits of their labours, the Gardening Group at Livilands Resource Centre in Stirling celebrated three years of digging and weeding with a delicious spread of cakes and pastries.

The group has totally transformed two outdoor areas which they say looked like a jungle with overgrown weeds and grass when the building first opened. An advert on the staff intranet for an unwanted greenhouse produced results and the small team spent the first 18 months trying to put it back together again after they first dismantled it!

Now they grow tomatoes, red peppers, sunflowers, carrots and onions which they transfer to outdoor planters. This year's crop was so tasty a selection was parcelled in cellophane to become a raffle prize!

Mental Health Support Worker Jacqui Hussar says working in a green space has amazing outcomes for everyone who attends. She explained: "There is a strong link between spending time outdoors and fighting depression. Being green-fingered helps build emotional resistance and encourages team work. It



also allows people to make new friends and lessens isolation and loneliness."

The 'garden party' was also attended by representatives from Branching Out, a project which offers a wide range of woodland activities for people experiencing mental health problems.



PARTY TIME! IN CLACKMANNANSHIRE

Around 80 people – patients, carers and families – attended the annual garden party organised by Ward 1 at Clackmannanshire Community Healthcare Centre. Despite the rain, Senior Charge Nurse Julie Kennedy said feedback had been excellent. She said: “It was good to see the patients really happy. Many had made their own hats to sit outside in the garden, and a member of staff provided beautiful floral

arrangements for the tables. The flowers were then shared between patients who placed them in tea cups besides their beds.

“The garden party is a real team effort and the results are very rewarding.”

One patient, Donald Russell from Alloa, read out some of the poems he had written and presented the ward with a book he had made.

Live music was provided by Callum Wallace through Music in Hospitals. He played guitar and sang requested



songs which led to a spot of dancing in the ward gardens! A tombola, guess the teddy bear's birthday and a photo booth were among other attractions, along with a visit by therapist Iona.

Those present tucked into an afternoon tea of sandwiches, sausage rolls, cakes and fresh fruit, and money raised from the event will go towards new garden furniture for the ward garden.

HAVING A BALL FOR CHARITY

Over a hundred members of staff got their dancing shoes on recently for this year's Forth Valley Summer Charity Ball, which took place at the Inchyra Grange Hotel.

The event was a sell-out success with £455 being raised for Town Break, a support organisation who offer dementia support services in the Stirling area. Thanks to Mary Malarkey, Medical Education Services Postgraduate Department, and doctors Mhairi Dupre, Susan McGarvie and Jonathan Clouston for organising the event, and also to businesses in the Forth Valley area for donating raffle prizes.

Next year's event will take place on Saturday 28th July 2018 at the Colessio Hotel in Stirling. Please contact marymalarkey@nhs.net or mhairi.dupre@nhs.net for tickets and further information.

Pictured L-R; Dr Mhairi Dupre, Gail Barton, Town Break and Medical Education Services Administrator Mary Malarkey.



RAISING MONEY TOOT SUITE

Taking a 'big stroll' through Glasgow, a team from the NHS Forth Valley sexual health department were among more than 7,000 walkers who took 271 million steps and burned 13.6 million calories between them in the Glasgow Kiltwalk. The event is designed to raise money for charities and this year broke the one million pound mark for the first time.

Our staff walked 16 miles and raised £679 for MND Scotland. A further £600 plus for Strathcarron Hospice was raised by retired Sexual Health Practitioner Lyn Surgenor who was also part of the Toot Suite D team which comprised Ashleigh Meikle, Hazel Mason, Sara Buchan, Sandra Smith and Lorraine Hanlon.



STAFF INVITED TO SIGN UP..... AND SAVE A LIFE

Posters featuring staff and local patients have been distributed to healthcare premises across Forth Valley, asking people to sign the organ donation register and save a life.

Among those pictured was Dr Helen Tyler, our Organ Donation Clinical Lead, whose family have both given and received organs. Helen, a Consultant Anaesthetist, says, although the Scottish Government is considering a change to an opt-out scheme, this may take some time to implement so, in the meantime, she is trying to raise

awareness amongst both our staff and the public.

The posters are also being displayed in local authority premises and the University of Stirling.

As part of the awareness-raising campaign, staff from the Communications Department handed out balloons, wrist bands, fluffy bugs, pens and post-it notes at a stall on Emergency Services Day in Falkirk Town Centre. They also signed people onto the register and gave out forms for people to take home and start a conversation about whether they wished to become an organ donor.

Organ Donation
Saves Lives...

NHS
Forth Valley

Take it from
Helen Tyler

Forth Valley Royal Hospital
whose family have both
received and donated
organs



Go on, join the thousands of Scots who've already signed up
Go to weneedeverybody.org

HISTORIC CROSSING

Among the 50,000 people who had a once-in-a-lifetime opportunity to walk across the new Queensferry Crossing was Claire Campbell, a domestic assistant at Forth Valley Royal Hospital. Together with her partner John Ainslie, and children Scott and Charlie,

they used the occasion to raise money for Strathcarron Hospice.

Their decision to make it a fundraiser was prompted after John approached Strathcarron Hospice who had nominated two staff for places but were unsuccessful. Money is still coming in but the £200 mark has already been passed.



THANK YOU B11

Ward B11 at Forth Valley Royal Hospital received a share of money raised for Crohn's & Colitis UK, for the care they gave to a patient, Anne Cunningham.

They were presented with a cheque for £200 after one of Anne's work colleagues, Kenny McNeill, walked the West Highland Way.

Anne and Kenny are pictured with Senior Charge Nurse Donna Coomes. The money will be used for patients' comfort.



KANGAROO MOTHER CARE ...NEONATAL NURSING IN VIETNAM

It was an ad placed through the Scottish Neonatal Nurses Group, which caught the eye of one of Forth Valley's most senior neonatal nurses, Anne Moylan. Wanted were qualified neonatal nurses and lecturers to deliver education in Da Nang province in Vietnam.

Anne, who currently lectures at Napier University in Edinburgh, and is an Advanced Neonatal Nurse Practitioner applied for the post, and subsequently spent two weeks training nurses and visiting the wards at Da Nang Hospital for Women and Children, under the auspices of Newborns Vietnam.

This UK charity has built a significant partnership with the Da Nang Department of Health to reduce infant mortality – the results to date says Anne, are incredible, with a 50% reduction in overall neonatal mortality between 2012 and 2016. Breastfeeding rates have increased by 70% and infection control measures have cut healthcare associated infections by 40%.

But conditions in Vietnamese hospitals do not match those of Forth Valley Royal. Anne explained "It's a developing country but hospitals are completely understaffed. Previously, hygiene standards sometimes left a little to be desired but it is amazing what using a toothbrush to clean floors and walls can do. Influencing staff to participate in a hand



hygiene programme also pays huge dividends.

"Nurses always seemed happy. Despite poorer conditions than we have, they never complained. They were such eager and keen students desperate to improve their practice and care of the babies and their families. They were such a pleasure to teach."

Language difficulties were partly overcome with the help of a translator but Anne believes overcrowding is the biggest challenge. In terms of ratio, one neonatal nurse at Forth Valley Royal can care for one baby in intensive care, two babies in the high dependency unit and up to four babies in special care. In Da Nang Hospital one nurse can be assigned to care for six infants in intensive care and up to 25 babies in the so-called 'kangaroo mother care rooms'



These are the rooms that babies move to when they leave intensive care or high dependency. They snuggle up to mum like a Joey in a pouch to stay warm. The babies have skin-to-skin contact twenty-four hours a day with mum and nurses, other family members also play an active role in caring for the little ones.

"Women don't stay in hospital after delivery, for very long," explained Anne. "You see their relatives lying on the floor beside their bed or sleeping on the stairs because they want to look after the newborn as part of a family unit."

Anne is full of praise for the charity's founder Suzanna Lubran saying she is an amazing woman who has fundraised for all the equipment and education packages. And for anyone thinking of volunteering with Newborns Vietnam she has just one message –Go!

BẢO VỆ KHÓA LUẬN TỐT NGHIỆP
ĐẠI HỌC LIÊN THÔNG VỪA LÀM VỪA HỌC



UPDATE ON EESS LEARNING AND ACTIONS REQUIRED

eESS learning went live across NHS Forth Valley in July 2017 and has replaced the LearnPro Course Booking System, **NOT** access to e-learning modules.

You can access the eESS system via the staff intranet with your eESS user name which is an 8-digit number; make sure you know what yours is! Enter your eESS user name (number) and password in the eESS login screen (**which you will find under Corporate Applications or Systems A-Z on Staff Net**). If you have forgotten your user name and/or password please use the login assistance link, you will then be prompted to request either your user name or a new password which will be emailed to you.

Historical training records up to 4th July 2017 will remain in LearnPro and will still be accessible by all staff.

Action required by all managers (referred to as learner managers on eESS)

Your role as an eESS learner manager is explained in a very short (20 minute) online interactive e-learning

module on LearnPro. Your staff may miss out on access to learning, education and training opportunities if these are not approved by you.

Action required by all staff (referred to as learners on eESS)

You should access the guide on the eESS learning intranet pages which shows you how to use the system, view your current, requested and learning history, and enroll or un-enroll on a learning, education or training event.

Future Training

Ongoing training will be available for learning management administrators and managers on reporting from eESS learning. Details of sessions are available on the eESS learning intranet pages on the staff intranet: <http://staffnet.fv.scot.nhs.uk/a-z/eess-electronic-employee-support-system/ess-user-guidestraining/eess-learning/>

For further information, please contact FV-uhb.training-centre@nhs.net or 01324 567390

SUPPORTING STAFF – NEW RESOURCES AVAILABLE

A new leaflet is now available highlighting a range of psychological resources to help deal with the pressures of everyday life and work. It includes information on self-help resources, courses and services, which are known to be effective in addressing commonly experienced difficulties such as stress, anxiety and depression.

One of the resources signposted is Wellbeing Books. These are self-help books outlining evidence-based psychological approaches to dealing with issues such as stress, low mood, self-esteem, bereavement, etc. A selection of these books can now be found in the

library at Forth Valley Royal Hospital in the wellbeing book section. Electronic copies are also available, please contact library services for help in accessing these.

The leaflet entitled 'Dealing with Everyday Pressures of Life and Healthcare Work' will be arriving in your department soon. It can also be viewed on the Occupational Health page of the Intranet by following this link <http://staffnet.fv.scot.nhs.uk/a-z/occupational-health/available-services/>

If you would like further copies of the leaflet, please contact Occupational Health at FVRH on 01324 566663 or FV-UHB.ohsadmin@nhs.net.

INVESTING IN OUR PEOPLE UPDATE

Investing in People (IIP) assessments were carried out in Acute Services in June 2016 and within Community Services in 2017 to maintain the Silver Standard and help achieve a Gold Standard by 2018.

The organisation also underwent Year 1 of a two year assessment against the Investors in Young People Standard in June 2017.

Feedback from both assessments highlighted many areas of good practice and some areas for improvement.

Investors in People Assessment 2017

Year 2 of the Investors in People reassessment specifically looked at three indicators from the IIP Standard and one which was revisited from 2016.

Indicator 2 - Living the organisation's values and behaviours: People and leaders act in line with the organisations values at all times. They have the courage and support to challenge inconsistent behaviours. **Fully met the Standard.**

Indicator 3 - Empowering and Involving People: There is a culture of trust and ownership in the organisation where people feel empowered to make decisions and act on them. **Fully met the Standard.**

Indicator 8 - Delivering continuous improvement: There is a focus on continuous improvement. People use internal and external sources to come up with new ideas and approaches, supported by a culture that encourages innovation. **Fully met the Standard.**

Indicator 4 - Managing Performance: Revisited in 2017 to see if further evidence could be gathered to support the 2016 assessment. **Fully met the Standard.**

The IIP Assessor also complimented the organisation on the work undertaken during 2016 – 2017, which underpinned the evidence for **Indicator 4 - Managing Performance.** This included:

- The launch of the Shaping the Future Strategy and the staff information and engagement work which had been progressed around that.
- Greater clarity from staff around the strategic aims and how they contribute to achieving these in their work.
- Feedback from managers on increased confidence in managing performance discussions following attendance at the Crucial Accountability Development Programme.

A fuller summary of the findings and recommendations from the assessment can be found on the IIP pages on the staff intranet. <http://staffnet.fv.scot.nhs.uk/learning-zone/general-information/investors-in-people/>

Investors in Young People Assessment

The 2017 assessment also involved staff from across the organisation, looking at how the organisation measured against five of the Investors in Young People (IYYP) Standard Indicators, with the following outcomes:

01	Strategy for Young people	Fully met the Standard
02	Attraction and Recruitment	Fully met the Standard
05	Transition to Work	Fully met the Standard
06	Support and Guidance	Fully met the Standard
08	Impact on the Organisation's Strategy	Fully met the Standard

What's next?

Thanks to the hard work and commitment of staff, the journey so far has been successful. Work is continuing across NHS Forth Valley to ensure we are assessment ready for 2018 with the focus on getting that IIP Gold!

DATE FOR YOUR DIARY: MONDAY 9 APRIL 2018



NHS Forth Valley is on track for a 'whole organisation go-live' date for the iMatter questionnaire. This will take place on Monday 9th April

2018, and we will continue to hold one every year on or around this date.

The iMatter Team is getting ready to support teams across the organisation and full details of the rollout will be available in the next edition of Staff News. In the meantime you can find more information about developments

on the iMatter section of the staff intranet: <http://staffnet.fv.scot.nhs.uk/a-z/staff-experience-project/>

Watch out for future Staff Briefs which will provide full updates on the outcomes of iMatter for NHS Forth Valley and the great work being taken forward by local teams and the wider organisation, to improve staff experience.

RECORD YOUR THANKS

Working in the NHS not only brings rewards in terms of patient care, but people often want to express their gratitude to staff by handing over gifts or providing hospitality. In addition, employees are sometimes invited by pharmaceutical companies to attend courses and conferences.

Because of this it is really important that staff in NHS Forth Valley are aware of correct steps to follow to make sure these are declared on the Board's Hospitality Register. These responsibilities apply to all staff but are particularly relevant to people who order goods or services and prescribe medicines.

For example, anything received over the value of £25 needs approval by your line manager and has to be declared. Items over £200 must be approved by a General Manager or Director, and again are subject to declaration.

If you are invited by a commercial company to attend a course or event you must seek written permission in

advance from your General Manager or Director and complete an appropriate study leave form. Any funding to attend a conference or event must be declared, even if you are attending in your own time.

If you have another job, are a company director, or hold shares in a company this type of information also needs to be declared.

The pharmaceutical industry now publishes any payments they make in cash or kind to healthcare professionals cross Scotland. This is published annually and it is essential that the NHS Forth Valley Hospitality Register, which is available on the website, reflects this.

Making a declaration will only take a few minutes of your time and could avoid any potential conflict between your private interests and your NHS duties. So please don't forget to record.

For more details of the updated Business Code of Conduct Policy, check the policies and procedures section of the Staff Intranet (under organisational policies).

OFF TO A *FLYING START*

Flying Start, the national development programme for all newly-qualified nurses, midwives and allied health professionals, has been officially launched in NHS Forth Valley. The NHS Education for Scotland work-based programme is designed to develop confidence, increase skills and leadership ability, and provide a positive start for career and professional development.

Christina McColl, Practice Education Facilitator explained: "The refreshed course is much more user-friendly and the goal is develop a confident



and capable practitioner. We are planning to arrange roadshows in our community settings during October and November 2017 and are now talking to team leaders about how

we can support Flying Start going forward."

For further details: <http://www.flyingstart.scot.nhs.uk>

TOP TECHNOLOGY AT STIRLING CARE VILLAGE

A topping out ceremony at the new Stirling Care Village reflected some of the latest building technology when the final solar panels were slotted into place on the roof of the new Primary and Urgent Care Centre.

The Centre will provide more modern, spacious accommodation for a number of existing health services include Minor Injuries services, X-ray facilities and Primary Care out-of-hours services. It will also house a number of local GP practices which are relocating to the centre.

Also being built in the grounds of Stirling Community Hospital is a new Care Hub with more than 100 beds to provide short-term care, assessment or rehabilitation to older people who require additional support following an illness or operation. A comfortable, homely environment will help older people recover, regain their independence



and, in the majority of cases, return to their own homes.

The new Stirling Care Village is a £35m development which is a joint venture between Stirling Council, NHS Forth Valley and the Scottish Ambulance Service who plan to re-locate their existing ambulance

station there from the Riverside area of the city. Forth Valley College is also keen to explore opportunities to offer local young people, who are considering a career in the health and care sector, a range of training and volunteering opportunities within the new Care Village.

NEW HOPE FOR MENTAL HEALTH

A new six-bedded inpatient unit, known as Hope House, which is exclusively for women, has opened at Bellsdyke Hospital.

The unit is housed within Trystview, which underwent a redesign to create a light, bright, modern and airy environment for patients. The unit provides treatment, support and rehabilitation for women with more complex mental health care needs who require greater levels of support and supervision.

Patients are allocated their own bedrooms and Hope House promotes a 'home style' model where staff and patients prepare cook and eat meals together. Therapies and groups are scheduled regularly and daily morning meetings are held with patients and staff to allocate daily tasks and discuss appointments and activities.

The redesign means women who are currently receiving treatment and support in other parts of the country can be cared for closer to home, instead of having to travel to access the care and treatment they require.



Similar accommodation, services and support are already provided for men on the Bellsdyke site, however until recently, there wasn't the capacity to develop dedicated facilities for women.

Not only will the new unit be beneficial to the patients, it will provide additional opportunities for staff to enhance their existing skills and experience as well as creating a number of additional posts and development opportunities.

ON THE RIGHT TRAK

Work continues to prepare for the introduction of TrakCare – the new patient management system which will replace eWard, EDIS and Topas. The Programme Delivery Board has now had several meetings and the TrakCare Implementation Group (TIG) has been formed.

The Project Team has been working with departments throughout NHS Forth Valley to discuss the implementation and map out the work required locally. Visits have also been made to other Health Boards in Scotland including NHS Greater Glasgow and Clyde, NHS Fife and, more recently, NHS Tayside. These visits have enabled the Project Team to gather vital planning and preparation information.

Meetings have also been held with the system provider InterSystems, focusing on TrakCare functionality and interfacing and a number of demonstrations have been arranged for key stakeholders. These have provided a great opportunity to see some of the system functionality first hand and answer questions.

Over the next few months, a number of workshops will be arranged with InterSystems. These will focus on specific aspects of the system and give staff the chance to look at how their current processes fit with the new TrakCare System.



For more information visit the TrakCare page on the Staff Intranet (<http://staffnet.fv.scot.nhs.uk/a-z/trakcare-pms/>) where you will also find contact details for the Project Team and a feedback form.

ASKING THE RIGHT QUESTIONS MATTERS

Several hundred patients across Forth Valley are being encouraged to ask the right questions when they attend their outpatient appointment to help them make the best choices. Postcards are being sent with their appointment letters suggesting 5 questions to discuss with their clinician or nurse. These include asking whether the treatment or procedure is really needed, what are the potential benefits and risks and what would happen if they did nothing.

The scheme is based on an initiative developed by NHS England as part of their 'Choose Wisely' campaign. NHS Forth Valley's Medical Director Andrew Murray adapted the questions for use locally after he rolled out a similar initiative in NHS Borders.

Encouraging patients to ask questions

Asking the Right Questions Matters

To help ensure you have all the information you need to make the right decisions about your care, please ask your doctor or nurse:-

- Is this test, treatment or procedure really needed?
- What are the potential benefits and risks?
- What are the possible side effects?
- Are there simpler, safer or alternative treatment options?
- What would happen if I did nothing?

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Choosing Wisely
UK

REALISTIC
MEDICINE



about their care and treatment also supports the Chief Medical Officer for Scotland's aim to introduce Realistic Medicine. In her report, Dr Catherine Calderwood writes: "We must find a way to describe that providing treatment is not always the way to go and that people's dignity must be foremost. We must have the courage to be honest, open and balanced.

Accept that we all have the right to make the decisions that are right for us. Have the courage to involve the community in difficult decisions and explain these in a manner which is open and honest."

Details of the 5 questions are also displayed on the TV screens in Forth Valley Royal Hospital to prompt people who are waiting to be seen.

BREASTFEEDING FRIENDLY

Hospitals and health centres across Forth Valley are now displaying new window stickers and posters to let mums know that breastfeeding is welcome at healthcare facilities. The scheme has the support of staff who will offer areas where women feel comfortable to breastfeed.

Elaine Ronald, NHS Forth Valley Breastfeeding Coordinator, said: "Breastfeeding matters to babies, women, families and society. Staff across maternity and health visiting services are continuing to work hard to improve breastfeeding rates and provide support to all mothers, no matter how they choose to feed their babies.

"The maternity service at Forth Valley Royal Hospital has had UNICEF Baby Friendly Initiative (BFI) accreditation for 5 years and the health visiting service is working hard towards full UNICEF BFI accreditation by the end of 2017. We believe we must make it possible and easy for women to breastfeed if they wish, hence the development of



a Breastfeeding Welcome scheme and logo."

The logo was developed in partnership with a range of groups and organisations including women who currently attend local breastfeeding groups, Central Scotland Regional Equality Council and women's groups from both language minority communities and the deaf community.

In addition to the clinical support provided by our midwives and health visitors, mums who choose to breastfeed are being encouraged to attend local breastfeeding groups run by health visitors. Local women are also given copies of NHS Health Scotland's resource 'Off to a Good Start' and encouraged to access the www.feedgood.scot website for further information.

MATERNITY GOES DIGITAL

Pregnant women in Forth Valley can now access a summary of their maternity notes through their PC, tablet or iOS device (an android app is also being developed). The secure system will mean they no longer have to carry hard copies.

The paperless scheme is known as BadgerNet, and will also enable women to access and complete their birthplan on line. Other benefits include access to national and local information such as Ready, Steady, Baby and health advice. In addition, women can contribute to their own record, and anything added can be discussed at their next midwifery appointment.

Val Arbuckle, NHS Forth Valley

Additional Support Midwifery Sister and implementation lead for the new system, explained: "Badgernet is expected to save a great deal of time for midwives and clinicians as they currently have to handwrite pregnancy notes onto paper as well as input data into a computer system. This new technology will free them up to spend more time with women and less time on administration.

"Many women use computers, tablets and iOS devices these days and we hope that by introducing the new service, it will make it easier and more convenient for woman to access information and monitor the

progress of their pregnancy."

All information is held securely and cannot be accessed without the appropriate login details (similar to internet banking). There is also an opt-out feature available for those mums who do not have internet access. In these cases women will be given a summary note of their electronic maternity record.



DEMENTIA PROJECT IS A WINNER

A project to provide a better experience for dementia patients in Forth Valley Royal Hospital won the Acute Care category at Scotland's Dementia Awards.

The project focuses on increasing the number of patients transferred to inpatient wards before 8pm, and reducing the number of moves between different wards after patients have been admitted. Achieving a significant and sustained improvement in both of these areas has resulted in positive patient, carer and staff experiences.

Nicola Wood, NHS Forth Valley's Team Leader for Liaison Psychiatry, said: "We are delighted to be named as a winner. This has been an exciting project involving many teams across Forth Valley Royal Hospital working together to achieve a shared goal for people with dementia. The project

team is proud of the impact this has had on the experience of local patient and carers and local staff have also reported increased satisfaction in delivering care."

Scotland's Dementia Awards is a partnership between Alzheimer Scotland, NHS Education for Scotland, NHS Health Scotland and the Scottish Social Services Council. The awards recognise the country's most innovative and ambitious projects, by showcasing creative approaches from policy to practice, and highlighting the dedication of people supporting those living with dementia and their families and carers.



TACKLING A TABOO SUBJECT

A specialist team who have helped improve the quality of life for hundreds of Forth Valley women suffering incontinence after childbirth have been awarded the prestigious William Cullen Prize by the Royal College of Physicians of Edinburgh (RCPE).

The multi-disciplinary team, which includes gynaecologists, urologists, gastroenterologists, physiotherapists and the continence advisory service, is led by NHS Forth Valley Consultant Colorectal surgeon, Mr John Camilleri-Brennan.

During his time in Forth Valley Mr Brennan has pioneered and established endoanal ultrasound to diagnose and help in the treatment of anal sphincter defects. The team has also developed

a protocol for the management of tears and pelvic floor disorders. Mr Camilleri-Brennan's team was the first in Scotland and only second in the UK to introduce anal implants designed to tighten sphincter muscles.

On receiving the William Cullen Prize, Mr Camilleri-Brennan said: "This is in recognition of our work to try to improve the quality of life for many women with incontinence, which unfortunately is still a taboo subject. People are very reluctant to speak about their symptoms and often present late. People should not be embarrassed and should approach their practice nurse or GP as soon as possible as incontinence is best treated at an early stage.

"We may not be able to find a perfect cure but from living a reclusive social life we can tailor manage their



condition to allow them to have a better quality of life."

The William Cullen Prize was established in 2016 by the Royal College of Physicians of Edinburgh to recognise excellence in teaching and/or service innovation at a regional level. Recipients receive a unique print of a William Cullen letter from the archive of his medical consultation letters.

SMILES ALL ROUND AT STAFF AWARDS

A receptionist in the outpatient department at Forth Valley Royal Hospital, said to be 'one in a million' and 'a ray of sunshine' has received the Unsung Hero Award in the NHS Forth Valley 2017 Staff Awards. There were 124 nominations in the category with Stephanie Donner a clear winner.

Patients, colleagues and hospital volunteers described Stephanie as a truly dedicated member of staff and a credit to the NHS. They remarked on her continual cheerfulness and welcoming manner. One relative, who had been visiting the department with a family member for the last 18 months, said she felt like buying Stephanie flowers for "being so lovely". Another patient referred to Stephanie's ability to reassure, after receiving news of a second cancer.

Another popular choice, this time in the Volunteer Category, was Evelyn Allan, who serves teas and coffees in the RVS cafe at Clackmannanshire Community Healthcare Centre. Evelyn began volunteering in 2010 shortly after being widowed and is committed to providing the best service possible. Despite struggling recently with hip and

back pain, she has continued to attend every shift and even covers extra shifts if other volunteers are ill.

Accolades were also received for Ward 4 at Forth Valley Royal Hospital which won the Outstanding Care Award from 93 nominations. They were congratulated on their exceptional level of care for people with severe dementia.

There were plaudits too for Tracey Carmichael, senior charge nurse in Ward A32, for her role in making a huge difference to staff and patients. Tracey, who received the Inspiration Award, was recognised for her enthusiasm, developing staff knowledge and skills and boosting morale.

NHS Forth Valley Chairman Alex Linkston, who presented the awards, said: "This is the fourth year of the NHS Forth Valley staff award scheme to recognise the hard work, care and commitment of staff and volunteers and how we are demonstrating our values in action. I am delighted to say we received nearly 450 nominations which is a great achievement and offer my warmest congratulations to all winners and finalists."



THE 2017 STAFF AWARD WINNERS ARE:

OUTSTANDING CARE AWARD

Winner: Ward 4 (Mental Health) Forth Valley Royal Hospital

"Staff made time to discuss our fears and provided clear and honest answers to our questions and concerns"

"Yours is not an easy job but you unfailingly did it with smiling faces and encouragement to us as a family"

"There are challenges but staff are happy to care for their patients"

First Runner Up: District Nursing Team, Graeme Medical Centre

"This team treated my mum as a real human being, not just a name on a 'to-do' list"

Second Runner Up: Intensive Care Team, Forth Valley Royal Hospital

"I will never forget the kindness and support I received in ITU and I would like the staff to know how much I owe them"



INNOVATION AWARD

Winner: Extended Scope Physiotherapists Bannockburn and Kersiebank Medical Practices

"This team are champions for the physiotherapy profession"

"Among the first physiotherapists in Scotland to work directly with GP services"

"They have made a significant difference to patient care and the patient journey"

First Runner Up: Improving the Patient Journey Dementia Project Team

"The team have demonstrated drive and determination to improve services for patients, families and staff"

Second Runner Up: Community Pharmacy Development Team

"Their innovative approach, enthusiasm and diligence are commendable"



VOLUNTEER AWARD

Winner: Evelyn Allan, Clackmannanshire Community Healthcare Centre

"Evelyn is a credit to the voluntary sector and is an absolute treasure to our organisation"

"Her loyalty, integrity, happy personality and willingness to help everyone makes her the light of everyone's day"

"The running of the cafe would be very difficult without Evelyn's input"

First Runner Up: Volunteers in Ward B21/22, Forth Valley Royal Hospital

"The volunteers' activities enhance patient's experience of hospital, and prevents boredom and frustration"

Second Runner Up: Jim Colley, Jeweller

"It means a great deal for me and my family to have this leaf (Memory Tree) which Mr Colley engraves free of charge, thank you"



INSPIRATION AWARD

Winner: Tracey Carmichael, Senior Charge Nurse, Ward A32

"Tracey is an inspiration. She made my transition from student to qualified nurse easier than I thought possible"

"Tracey is approachable and a wonderful person; she is an inspiration to us all"

"What a difference she has made to the ward, it's a better place to work"

First Runner Up: Caroline Gill, Senior Nurse, Lochview

"Caroline embraces the organisation values and motivates her team by setting an excellent example"

Second Runner Up: Dr Lesley Dawson, ESP Physiotherapist

"Lesley is focussed, non-judgemental, calm, genuinely interested in others and really supportive"



TOP TEAM AWARD

Winner: Ward B32, Forth Valley Royal Hospital

"The care and dignity which my wife and I received has been outstanding"

"Very caring and compassionate people with a non-judgemental attitude; excellent team"

"As a student nurse on my management placement I have witnessed some of the best care in this ward"

First Runner Up: Meadowbank Health Visiting Team

"The team work tirelessly with a very heavy workload; the continuity they provide is invaluable for the mums"

Second Runner Up: Cardiology Team, Forth Valley Royal Hospital

"Most amazing, genuine and charismatic people I've had the pleasure of being unwell with"



CHAIRMAN'S AWARD

Winner: Nurses Choir

"They bring incredible joy, goodwill and national pride to patients and the organisation"

"They are deeply caring, passionate and compassionate, giving freely of their time"

"They make a unique and significant impact on patients, families, visitors and staff"



UNSUNG HERO AWARD

Winner: Stephanie Donner, Receptionist, Outpatients Dept, Forth Valley Royal Hospital

"Stephanie has been a ray of sunshine, always smiling and very complimentary"

"She is the nicest, friendliest and cheeriest receptionist I have ever encountered"

"Stephanie is ALWAYS professional, diligent, caring and ENDLESSLY patient"

First Runner Up: John Watson, Driver

"John is always cheerful with a smile for us all and nothing is too much trouble; all in all an absolute gem"

Second Runner Up: Myra McLay, Receptionist, Camelon Clinic

"Myra is pleasantly helpful and organised and is the backbone of Camelon Clinic"

SEE WITH STYLE

WIN A PAIR OF DESIGNER GLASSES



Staff News has teamed up with Vision Express Falkirk to offer one lucky staff member the chance to win a pair of designer glasses, worth up to £185. The glasses also include standard scratch-resistant lenses.

With almost 390 stores nationwide, Vision Express first opened its doors in Newcastle in 1988. Since then it has gone from strength to strength and is now the third largest optical retailer in the UK. Vision Express is committed to delivering superior, high quality and affordable eye care.

Customers can select from a wide range of frames and lenses for glasses, contact lenses and sunglasses, allowing everybody to reflect their individual personalities and lifestyles.

With prices starting from £39, the Exclusive Brands in-house collection of eyewear makes the choice at Vision Express both unique and affordable. For frames and sunglasses the styles range from iconic, retro designs to the latest in ultra-modern chic. High-quality brands to suit every style and every budget.

Vision Express also offers a £30 discount on any frames costing £79 and above for all NHS Staff.

Further information can be found at <https://www.visionexpress.com>

To be in with a chance of winning, all you have to do is tell us which four local attractions are looking a bit blurry!

Send your answer to FV-UHB.StaffNewsCompetition@nhs.net or by post to NHS Forth Valley Communications Department, Carseview House, Castle Business Park, Stirling FK9 4SW

The closing date for entries is Friday 17th November 2017. Good luck!

The winner of our Summer 2017 Staff News competition was Evelyn Lyle, HR Adviser, who won two first class tickets for the Caledonian Sleeper. The correct answer was 1855. Congratulations Evelyn!



Terms and conditions: The voucher is only valid at Vision Express Falkirk and must be presented at time of purchase. It is valid until 31st December 2017.

ONE GOOD TURN DESERVES ANOTHER

For many years, Jim and Kirsteen Hardie (Team Hardie) worked within the Physiotherapy Department in NHS Forth Valley, between them treating tens of thousands of patients. Sadly they are no longer able to work because of ill health. However, thanks to kind-hearted colleagues and friends, the future is now looking brighter. Team Lead Physiotherapist, Nicky Butler takes up the story:

Kirsteen, who has MS, had to retire early. But Jim continued to work between Airthrey Park and Area 5 (orthopaedics) as the couple brought up their young family. Unfortunately, in the summer of 2016, Kirsteen became very unwell and had to be admitted to hospital where she has spent almost a year. Jim found working, visiting Kirsteen twice a day and guiding his children through their teenage years physically exhausting. Although he is now feeling much better, Jim has chosen not to resume his job but dedicate all his energies to Kirsteen and the children.

The family have lived pretty much apart for a year and although Kirsteen moved to a local authority establishment in Stirling recently, making visiting a little easier, Jim and the kids are desperate to have her home. Given the tens of thousands of patients Team Hardie have treated over the years local staff felt it was about time THEY were treated and set about fundraising for an extension and wet room for their house which will allow them to realise their dream.



Since June 2017, staff have gone all out to get the cash needed with events ranging from plant and bake sales, crowd-funding, sponsored runs and cycles, afternoon tea, raffles and a final 'Extension Extravaganza' evening at St Modan's in Bannockburn, which raised more than £1,600, making an amazing final total of over £12,000!

Work has now begun on the extension which it is hoped will soon allow the Hardie family to be back together again under the one roof.

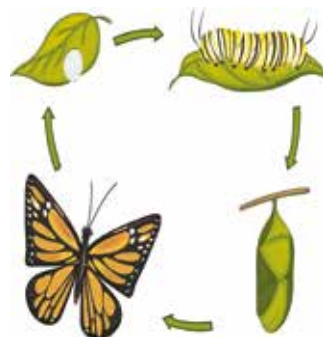
If you missed any of the fundraising ventures but would like to contribute, as every little helps, please contact nicky.butler@nhs.net

DON'T SUFFER IN SILENCE

Clinical Co-ordinator Cathy Johnston has been awarded first prize in a poetry competition, with an entry based on her personal experience of burn-out at work.

Cathy, who's been employed in NHS Forth Valley for more than 20 years, wanted to attend a two-day conference 'From Burnout to Wellbeing and Joy at Work' at the Golden Jubilee Hospital, which dealt with surviving or thriving in the workplace. However, the conference was oversubscribed so Cathy wrote down her feelings which she submitted for the poetry competition.

She said: "Although there is still a bit of stigma surrounding mental health, do something about it and don't suffer in silence. People are out there who can help."



The Chrysalis - a poem by Cathy Johnston

I put on my happy facade,
but really inside I'm very sad
Not letting my true feelings rise.
Too afraid that I will cry
So I keep on going...never showing.

I carry on with my brave show
Not revealing that I feel so low
And I keep on going...never showing.
And finally I decide to attend
A course, no longer will I have to pretend
So I am going...I am going!

I go along with an open mind
Hoping that new strategies I'll find
So I am going...I am going!

I'm not alone, there's others as well
Great pretenders, I can tell.
They hide their feeling oh so well!

So now we are no longer sad
We've shared experiences- good and bad
And we will keep on going ...ever growing
I now have belief in myself

RICHARD'S PERFECT TIMING

Forty years to the day that Richard Green started as a student nurse in Falkirk District Royal Infirmary, he was celebrating his retirement and preparing to head to Spain for a well-deserved holiday.

Richard worked first in urology and then began mental health training at Bellsdyke before moving to Lochgreen where his leadership qualities and clinical skills were quickly recognised. He became a Charge Nurse in 1986, early in his career.

Richard then moved to Bonnybridge Day Hospital where he worked for many years. Latterly he worked as a Community Psychiatric Nurse after joining the Community Mental Health Team based at Falkirk Community Hospital.

Clinical Nurse Manager Susan McConachie said Richard would

be missed for his humour and quick wit commenting that he would joke that every place he had worked had closed down after he left! She also described him as a supportive, very caring colleague with a genuine interest in older people.

Richard was presented with a Harris Tweed wallet containing money, a special bottle of port, and Maltesers galore, his favourite chocolate sweet. The next item on his retirement bucket list is walking through the Western Isles.



MARY RINGS THE CHANGES

After 21 years in NHS Forth Valley, Mary Orzel is now spending her retirement pursuing several new interests. These include bell ringing, becoming a member of the Canal Society and a ladies cycling club, and spending more time with her grandchildren Heather and Fraser.

Mary started as a capital accountant in 1996 and then moved to the role of Management Accountant in the Medical Directorate. In 2004, she was appointed as Service Manager in the Medical Directorate before moving to the post of Cancer Services Manager in the Clinical Facilities Unit. Her contribution to improving cancer services has been immense.

Mary, pictured fourth from left, was presented with several gifts from colleagues. They included earrings and

a necklace, a voucher for afternoon tea at a luxury hotel, a gardening voucher and gardening gloves.



FAREWELL PAT

Colleagues have said farewell to Staff Nurse Patricia Barclay, who has retired after 31 years in the NHS. Patricia started her nursing career in 1984 in Glasgow's Southern General Hospital before moving to Cowglen Hospital, Glasgow upon qualifying as an enrolled nurse in 1986.

Patricia then joined NHS Forth Valley in February 1988, working initially at Bellsdyke Hospital before redeployment saw her move to Falkirk and District Royal Infirmary.

Patricia has spent most of her career working in older people's services and long term care of the elderly. She worked on Ward 11, and then



subsequently Ward 12, which became Unit 2 rehab on the change

to Falkirk Community Hospital where she continued to work.

EVELYN'S BLOWN AWAY

Blown away – that's how Evelyn Hadden, Primary Care Contracts Manager, described the vast array of gifts and cards she received when she retired on 29th September 2017 after 40 years NHS service.

Evelyn started working in the Primary Care Department on 1st October 1977 on the princely salary of £792 per year. Her career, however, may have taken a different path had she not missed her bus and popped into the job centre where she saw an advert for the NHS post.

Although she thought she might only be there for a few months "until something better came along", she ended up staying with the NHS and said she was very grateful for the many

opportunities she has had over the years.

Although she has no immediate plans she is looking forward to putting her feet up and spending more time with her husband Alan who retired early this year. She is also looking forward to preparations for her son Craig's wedding in 2019 and spending more times on the slopes, as she is a keen skier.



GOODBYE TENSION, HELLO PENSION!

There was a bumper turnout to say farewell to Senior Charge Nurse Ann Myles who retired after 37 years with the NHS. Celebrating with her was her husband Stephen, who also retired recently as a Staff Nurse in Urology. Between them the couple have given a total of 77 years to the health service.

Ann started training in 1980. Once this was completed and desperate to find a permanent first job, staff told her there was a letter on the notice board. Excited to find out where she was going her hopes were dashed – it was from Stephen to ask her on a date! They have now been married 31 years.

After giving birth to two sons, Ann returned to the Medical Intensive Care Unit, where she stayed for four and a half years before becoming an acting charge nurse and then moving to Day Hospital in 1997 where she has been ever since.

Ann's whirlwind of ideas and initiatives included helping the new ReACH team settle into the day hospital, a secondment on nutritional screening, designing the new Rehabilitation Centre and, on the move to Forth Valley Royal Hospital, helping set up the new discharge lounge.

More recently, she has been developing the Frailty Clinic, looking at patient flow and assisting with the management of various departments including neurology, rheumatology, dermatology, day medicine, endoscopy and the rehab unit.

Ann and her husband are now going to work on a home extension and go on a cruise. As one colleague remarked: "As C S Lewis puts it, you are never too old to set another goal or to dream a new dream". Perhaps a better quote for all of us in healthcare is 'Retired. Goodbye tension, hello pension!'



PEAK FITNESS

Two staff teams within the Livlands Resource Centre at Stirling Community Hospital have taken up group membership at The Peak leisure centre in a bid to boost their fitness levels. They include nursing and administration staff and a family member of one employee.

The group say they generally 'do their own thing', but some co-ordinate their activities to support each other. Swimming, gym and various exercise classes are all being booked and, so far, no-one has thrown in the towel!

Senior Charge Nurse Heather Tainsh said: "It is a really supportive way to manage our physical activity and helps us keep motivated. We would recommend this membership to any of our colleagues who are feeling a bit wary of taking up exercise. We are always encouraging each other and 'pulling' each other along on the tough weeks. It also costs £79 per month which works out at only £20 per person."

For more information visit <http://www.the-peak-stirling.org.uk>



IT'S GOOD TO FEEL NEEDED

Volunteers across NHS Forth Valley have been speaking about the satisfaction and personal development opportunities they receive through working with patients and staff. Their comments are contained in a report which has been assessed and received approval from Investing in Volunteers.

A survey revealed that the volunteers are enthusiastic about the way their contributions are recognised through events, awards, celebrations, visits by Board members, inclusion in team events and the implementation of suggestions. They contribute feedback through various mechanisms including the Patient Public Panel, Public Partnership Forum, Clinical Governance Committee, the Fair for All project and the Volunteering Steering



Group. Comments are also relayed informally through staff.

NHS Forth Valley is supported by 67 directly-managed volunteers in eight volunteer roles which include arts and wellbeing, chaplaincy, oncology, equality and diversity and mental health. Comments include "it's good to feel needed" and "volunteering has

helped me turn a negative experience into a positive one."

The report also makes several suggestions for the future including more support for volunteers in potentially stressful roles and more contact with other volunteers across the organisation.

NEVIS TOGETHER

Congratulations to our community mental health staff who scaled the heights of Ben Nevis to raise money for local mental health charity Falkirk and District Association for Mental Health (FDAMH).

Climbers Alison Aitken, Chris Mulraney, Hilary Hunter, Tracey Martin and Dr Vivek Pattan raised over £2,900 and would like to thank everyone who sponsored them. It was a tough climb through sunshine, gale force winds, hail and sleet. The walk down was much tougher than the walk up as they were soaking, cold and prone to slips and trips on the slippery paths!

You can find out more about the climb and donate here: www.mydonate.bt.com/fundraisers/nevisttogether



IN THE SPOTLIGHT



Andy Fowler, Security Manager. Forth Valley Royal Hospital

Tell us a little about your job

Along with my 20 security officers we look after the physical security of Forth Valley Royal Hospital as well as the safety of staff, patients and visitors. We also manage traffic entering the site and, of course, the use of the car parks – often a very thankless task but it's far from doom and gloom.

The Team is based in a state-of-the-art Control Room and, as well as patrols, monitor the site which is covered by 200 CCTV cameras. There are high security door systems and we also monitor alarm systems which include Fire, Intruder, Panic, Public Disabled Toilet, Medical Gasses and Building Management.

Your previous career?

Aged just 15, I began as an apprentice pipe fitter with the Motherwell Bridge Engineering Company. Two years later, I moved to the Gourrock Rope Works, New Lanark, as a charge hand leading a team of twenty women producing yarn for fishing nets and electric fences for farmers! I worked in New Lanark until I followed my big brother into the Police Service, then my wee brother joined making our parents very proud. My starting police station was Abington, where we policed the A74, then described as 'Scotland's killer road'. The speed of vehicles meant fatalities were common, but I am not haunted by these deaths. It may sound bizarre now but following devastating outbreaks of Sheep Scab, police officers in rural areas had to visit farms to make sure farmers were using the correct chemicals and dipping sheep in accordance with the regulations. Moving through the ranks – and successfully helping to solve some

murders - I was promoted to Inspector in the East End of Glasgow, experiencing some fairly hectic moments during 'Old Firm' football matches. A secondment to the Emergency Planning Unit meant a visit to Hunterston Power Station, which had the hairs standing on the back of my neck – perhaps it was the whine of the reactor!

In a 'moment of madness' I decided to retire and although I regretted the decision a week later I stubbornly refused to change my mind. Security work then became my mantra.

The prized possession you value above all others?

It's an engineer's cold chisel made for me by my father who was a chief engineer in the collieries when I was a student at engineering school.

The temptation you wish you could resist?

Thinking aloud.

A funny moment?

A Scotland/England game, where we were keeping back the England supporters while we set up a cordon outside the ground. I was standing with my back to the 15ft high steel gate but as fans surged forward when the gate opened, I was picked up, my radio harness hooked on the gate handle and I was left dangling with my feet four feet off the ground!

Sad Moment?

Having to recover the body of a three year old boy who'd wandered onto the Glasgow to London West Coast train line. He'd been standing between the rails watching the train approaching.



What Song Means Most to You?

Meat Loaf - Bat out of Hell. I've been to three or four of his concerts and he's absolutely fabulous.

24 Hours to travel anywhere – where would you go?

Norway to fish for salmon.

Your Pet Hate?

Drivers closing up/not reining in to leave a gap for cars coming off slip roads.

What advice would you give to your younger self?

I had very little interest in school, spending my time looking out of classroom windows. Being pulled up was a daily occurrence. Given my time again I would tell myself to study harder.

If you had a million pounds...

A million pounds is not enough to buy a big piece of kit but I would certainly buy something for this hospital. I have built up such a good relationship with staff here I would like to say thank you.

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www.nhsforthvalley.com

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