

## CELEBRATING LONG SERVICE



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# A HEARTY SUCCESS

A big thanks to staff from the Resuscitation Team at Forth Valley Royal Hospital for organising NHS Forth Valley's first 'Restart a Heart' day. Thanks also to the Scottish Centre for Simulation and Clinical Human Factors (SCSCHF) who provided mannequins for the event.

The event gave staff, patients and visitors alike a chance to learn more about cardiopulmonary resuscitation (CPR), defibrillators, heart attacks, recovery position and what to do if someone is choking. People also got a chance to try out their CPR skills on 'Annie' one of the mannequins from the SCSCHF.

NHS Forth Valley's Communications Assistant Lindsay Hathaway, who was one of the many people trying CPR on 'Annie' – a mannequin from the SCSCHF, said: "My previous experience of CPR was limited to scenes on programmes such as



(l-r) Sarah Perkins, British Heart Foundation, Derek Bradley, Student Nurse and Tracy Mcateer, Resuscitation Officer

Casualty, and I had a smattering of knowledge about defibrillators, gleaned from seeing them in supermarkets and shopping centres.

"At least I can now attempt some form of life saving with this type of equipment but I don't think my skills at CPR would be welcomed

in the Resuscitation Department! It certainly is harder than it looks so perhaps it's time to download that App and start practising in earnest."

More information on CPR and what to do in an emergency situation, can be found on the British Heart Foundation website [www.bhf.org.uk](http://www.bhf.org.uk)

## FLASH DANCE FOR MENTAL HEALTH

Staff from NHS Forth Valley joined dancers from all walks of life to take part in the Slosh as part of a flash mob to raise awareness of mental health.

The event took place in the Howgate Shopping Centre in Falkirk where they were joined by local MSP and Justice Secretary Michael Matheson, pupils from Braes High School, members of the Salvation Army, Falkirk and Larbert fire crews, local police officers, members of Falkirk Operatic Society, staff from the Department of Work and Pensions, the Howgate Centre, Citizens Advice Bureau, Falkirk Council housing department and Falkirk and District Association for Mental Health (FDAMH).

Although they could not attend in person, several local shops including Morrisons, Tesco and B&M, offered support through much-needed



refreshments and snacks.

The event was held during Mental Health Awareness Week and the Falkirk Mental Health Involvement Group produced their own leaflet on the

theme of dignity to hand out to local shoppers.

During the day around £160 was raised for FDAMH.



# HIGHLIGHTING HEALTH AND SAFETY COMPETITION WINNERS

More than 100 entries were received in a recent staff competition designed to raise awareness of health and safety at work.

Staff were asked to put on their thinking caps to spot potential hazards

in a picture, come up with a new catchphrase to promote health and safety or suggest an improvement to highlight the importance of health and safety.

NHS Forth Valley has set out a three year plan to ensure that health and

safety is high on everyone's agenda - whether it be learning how to transfer patients correctly, tackling possible outbreaks of fire or making sure you are well versed in infection control.

Watch out for further details in the future editions of Staff News.

## The winners were:

### Hazard Spotting Quiz – 16 hazards or more:

Nursing Assistant, Fiona McIntyre, Livlands Resource Centre (right), receiving her voucher from Senior Charge Nurse, Linda McAuslan.



### Health and Safety Catchphrase – 'Being safety aware – shows you care'

Veronica Graham, Staff Nurse, Emergency Department, Forth Valley Royal Hospital (left) is pictured being presented with her voucher by Kirsty Meikle, Senior Clinical Nurse.



### Health and Safety Improvement – 'Uploading different videos every quarter highlighting health and safety issues in the workplace.'

Belinda Devine, PA to Ian Aitken, Forth Valley Royal Hospital.



## PEDAL FOR THE RENAL UNIT



Staff got together recently to thank Kenny Lang from Larbert who has raised £700 for the Renal Unit at Forth Valley Royal Hospital.

Kenny was admitted to hospital last year after he was struck with a relatively rare auto-immune disease, which he is now in full remission for. He raised the money by participating in this year's Pedal for Scotland challenge and plans to take on the 200 mile Glasgow to Newcastle challenge in 2016.

Pictured (l-r) are Consultant Scott Morris, Staff Nurse Kirsten Mackie, Health Care Assistant Sandra Black, Clinical Nurse Manager Jane Rodriguez, Senior Staff Nurse Janice Henderson and Kenny Lang.



# JANE DELIVERS TWO GENERATIONS OF SAME FAMILY

When midwife Jane McPherson turned up for work in the labour ward at Forth Valley Royal Hospital, little did she know that history was about to repeat itself. One of her patients that day was Alana Morrison – whom she had delivered 25 years ago!

Alana had gone to hospital in labour ahead of the birth of her son Rocco, and Jane had already seen her, oblivious to the coincidence. When Alana's mum Clare arrived in the ward the penny dropped.

Jane explained: "I didn't realise who Alana was at first. It wasn't until her mum came in and I said hello and gave her a cuddle that she said she was here for her daughter, who I'd delivered 25 years ago! Although another midwife was taking care of Alana, we thought it'd be nice if I could play a part in delivering the baby, so I said I'd see what I could do.



"Delivering two generations isn't a common thing, but I've been here 27 years now, so I think it may start happening a bit more often. I don't think I'll see the third generation though!"

Alana added: "I felt more relieved knowing that Jane was with me, along with Karen Mackinnon, who was looking after me. They were

both brilliant. I'd like to say a big thank you to all the staff that took care of Rocco and me, everyone was fantastic."

Not only has Jane played her part in delivering Alana and Rocco, her son is also in the same class as Alana's younger sister and she lives just along the road from dad Ryan's parents.

## RAISING AWARENESS OF DRINKING IN PREGNANCY

Local authority colleagues were invited along with NHS staff to take part in a quiz to raise awareness of Fetal Alcohol Spectrum Disorder (FASD). Around 100 people entered and the winners were:

1. Krystie Irvine - Social Worker, Child Care Services, Clackmannanshire who won a three course Sunday Lunch for Two at the Macdonald Inchyra Hotel and Spa
2. Shivaun McGrath - Medical Secretary, Clackmannanshire Community Healthcare Centre who won Afternoon Tea for four people at the Grange Manor Hotel
3. Kirsty Richardson - Social Care Support Worker, Forth Valley Royal Hospital who won a Christmas Santa Lunch Package for two adults & two children at Stirling Court Hotel



The prizes were awarded by Ann McArthur, Health Promotion Officer, who said she wished to thank local businesses for their generous donations.



# Singing And Sewing!

## MEET OUR MULTI-TALENTED MIDWIVES

Adept at stitching, midwives at Forth Valley Royal Hospital were presented with a new challenge when a tapestry panel arrived in the Women and Children's Unit. They were invited to use needle and thread to sew a few stitches into the piece of embroidery which it is hoped will be included in the Great Tapestry of Scotland.

The panel, which is touring Scotland, marks the centenary of the Midwives (Scotland) Act 1915, ending the practice of uncertified midwives by making training, examination and registration for midwives compulsory. It depicts a midwife in 1915 together with a modern midwife supporting a new mother and baby, with the background representing a shawl.

Every midwife who adds a stitch or two is invited to sign their name for inclusion in a special commemorative book.

NHS Forth Valley's Deputy Head of Midwifery Gail Bell said: "Getting staff involved in the history of their profession is very important. It has brought all the disciplines together and resulted in great team bonding."



Pictured are Midwife Practitioner, Laura Henderson (front), placing a long stitch on the panel, and back (left to right) Alison Delworth, Bluebell Team Leader, and Mhairi McGuirk, Clinical Shift Coordinator Team Leader.

Meanwhile the Midwives Choir from Forth Valley Royal Hospital sang 'Lean on Me' during a centenary service of celebration at St Giles Cathedral in Edinburgh, after which the Lord Provost and Edinburgh City Council hosted a reception in the City Chambers where the Choir sang again.





# AMANDA GETS THE CHOP FOR CHARITY



Midwife Amanda Wilson had her hair cut and is now sporting a lovely bob which colleagues say makes her look ten years younger! Look at the pictures and see what you think.

Amanda donated the four long pigtails to the Little Princess Trust (a charity which provides real hair wigs

for children suffering hair loss) and has raised £700 in sponsorship money.

Colleagues in Ward 8 (antenatal/postnatal care) at Forth Valley Royal Hospital would also like to say a big thank you to everyone who baked, donated and attended their coffee morning in aid of Macmillan Cancer Care. They raised almost £430.



## BIG BEATSON BAKE OFF

Hot on the heels of a coffee morning for Macmillan Cancer Support which raised £430, genius fundraiser and Child Protection Administrator Jennifer Kelly, with great support from other members of the Child Protection Department, organised another coffee and cake event – this time the Big Beatson Bake Off.

In addition to a cake stall in the foyer of the Education Centre at Stirling Community Hospital, those attending were asked to guess the number of sweets in a jar and offered raffle and tombola tickets.

A grand total of almost £900 was netted in aid of the Beatson Cancer Charity which helps to make a difference to the lives of many current and former cancer patients and their families.



# SINGING FOR PUDSEY

The NHS Forth Valley Nurses Choir sang their hearts out in the atrium of Forth Valley Royal Hospital to raise money for Children in Need. Their efforts were rewarded as they managed to raise £460 in under an hour thanks to the generosity of local staff, patients and visitors.

You can see footage from the night on the multimedia section of our website

<http://nhsforthvalley.com/media-item/nhs-forth-valley-nurses-choir/>



## STARRING ROLE FOR CHILDREN IN NEED

Dressed to impress, staff in Health Records also pulled out the stops to support Children in Need by becoming 'film stars' for the day.

Cruella de Ville, Velma and Scooby-Doo, James Bond, Capt Jack Sparrow, Princess Leia, Marty McFly and Doc Brown, Clown

from Octopussy and Merida from Brave, all played their part in raising an amazing £1,768, which was £600 more than last year.

Their fund-raising efforts included Guess Pudsey's Birthday, dress down day, a raffle – always a winner – and they kept rattling those donation tubs. Cardiology had their own donation box and kindly added £68.



The Health Records Team has been taking part in Children in Need for the past five years and their cumulative total is now a whopping £6,057.55.





# It's a **KNOCKOUT**

Lots of fun and very wet! That's how staff from the Mental Health Unit at Forth Valley Royal Hospital described taking part in It's a Knockout at Callendar Park. The team raised more than £200 for Strathcarron Hospice and say they're proud to have collected cash for such a good cause.

Those participating were Dr Michael Gotz, Dr Nabila Muzaffar and daughter Zara, Senior Charge Nurse Ross Cheape, Staff Nurse Siobhan Campbell, Physiotherapist Linda Milne and Occupational Therapists Donna Scoular and Lisa Edwards.

The team plan a repeat performance next year and say they hope to rally more support for the 2016 event.



## **SUPERNOVA SUPERSTARS**

The thought of running round the Kelpies in dreich November weather isn't everyone's idea of fun. But two of our staff decided to brave the elements to run the Kelpies Supernova 5k to raise money for the new Maggie's Forth Valley Centre currently being built in the grounds of Forth Valley Royal Hospital.

Pauline Marland, Person Centred & Patient Experience Coordinator (pictured right) and Caroline Logan, Patient Relations Administrator, signed up for the Kelpies 5K Supernova Run after deciding earlier this year to try to get fit and try to lose a few inches.

They were joined on the run by Caroline's husband Andrew.

So far, through their Just Giving page, they've netted around £600.





# MAKING A WORLD OF DIFFERENCE

Staff who work in the NHS Forth Valley Women and Children's Directorate, together with colleagues and friends, have helped make a world of difference to people across the world by filling 51 shoe boxes with essential items and treats. Their act of kindness has included packing everyday items such as a bar of soap, a pair of socks and a notebook as part of the Blythwood Care Shoe Box Appeal 2015. Nicky O'Neill and the volunteers on the reception desk

helped collect the boxes over a two week period.

Shoe boxes received in the 2014 appeal were delivered to Albania, Bulgaria, Hungary, Kosovo, Moldova, Pakistan, Romania, Serbia and Ukraine. This year, Blythwood Care has set a target of 120,000 boxes. Whilst they acknowledge that filling shoe boxes is not going to solve the problem of poverty, they say such a gift does provide joy and happiness.



For more information visit [www.blythwood.org](http://www.blythwood.org)

# HAIRY MOMENTS

Visitors to Forth Valley Royal Hospital may have noticed male members of the Emergency Department staff sporting more whiskers and facial hair than usual, but it was all in a good cause. The men abandoned their razors over the month of November to grow some impressive moustaches as part of the annual 'Movember' campaign, to raise money and awareness

for key issues in men's health including prostate & testicular cancer, physical inactivity and mental health.

Dr Fraser Waterson, team captain of NHS Forth Valley's Trauma 'Tache Team' said: "There was a great team spirit among the staff in the department to rally together and raise awareness for important issues in men's health. Men often find talking

about health issues difficult and the campaign aims to raise awareness as well as money to fund research and engagement. We raised nearly £1,000 through support from family, friends and colleagues and the patients seemed impressed with our efforts in moustache-growing over the month!"

The moustached group of doctors, nurses and volunteers from the Emergency Department are pictured here on the last day of the campaign.



## JANN HEADS TO FIFE



Jann (centre) is pictured with colleague Beverley Finch (left) and Medical Director, Miss Tracey Gillies

**Jann Gardner, Head of EPQi (Efficiency, Productivity, Quality and Innovation), recently left to take up a new post with NHS Fife as their Director of Planning & Strategic Partnerships.**

In her 18 year career with NHS Forth Valley, Jann worked in a number of roles across the organisation including Lead Pharmacist for Women and Children and Acute Services. She was also involved in the redesign work for Forth Valley Royal Hospital and, more recently, in work to improve capacity and flow and the pilot for the new ALFY advice line for older people.

Colleagues bought Jann gift vouchers for John Lewis which she has promised to put to good use.

## TREATS GALORE



**Looking forward to numerous treats in future, including visiting her sister in Greece and a trip to Mexico, Dental Ophthalmic Contracts Officer Margaret Thomson has retired from the NHS after 18 years.**

Margaret began her career as a ward care assistant at the Royal Scottish National Hospital in Larbert and joined Primary Care Contractor Services in 2002. She had held her current post since 2006.

A great number of friends and colleagues turned up to wish her farewell and her gifts included a bracelet, scarf, flowers and money for another 'treat.' As well as travelling, Margaret also hopes to spend time with her grandchildren and to enjoy her love of crafting which includes baking, knitting, sewing and beadwork.

## RECORD ACHIEVEMENT

**Head of Health Records, Agnes Provan, has finally closed her files and retired after almost 40 years in the health service.**

Her career began as a Clerical Officer at Monklands Hospital in Airdrie and over the next 12 years she progressed to Outpatients Supervisor then A&E Supervisor, before becoming a trailblazer for electronic records with the introduction of Compas for which Agnes was a trainer.

In May 1996, she was promoted to Office Manager at the Beatson Oncology Centre and three years later was appointed as Medical Records Manager in Falkirk and District Royal Infirmary, managing both Falkirk and Stirling Royal. When primary care



and acute health records merged in 2000, Agnes became Head of Health Records.

In 2008, Agnes spearheaded the move from Compas to Helix. This was also the year when planning began for the new Forth Valley Royal Hospital and Agnes was pivotal in developing the outline business case for the health records department. She also oversaw

the huge task of the move and the complete redesign of the department with Falkirk and Stirling Community Hospitals retaining some health records services. Since then she has been involved in work connected to the Patients Rights Act and the migration from Helix and PMS to Topas.

Agnes is a Fellowship Member of the Institute of Health Records and Information Management (IHRIM), and has trained many IHRIM students over the years whilst always promoting health records as a profession. She says she has a busy time ahead and is looking forward to travelling and keeping fit. She explained: "Since starting phased retirement, I set myself a target. I have invested in a fitbit, been out walking, lost 17lbs so far and I am planning to spend this New Year's Eve at Sydney Harbour because it's on my bucket list."





Pharmacist Sarah Todd and GP and Associate Medical Director Dr Stuart Cumming launch our local Be Health-Wise this winter campaign

# WINTER ZONE

Winter is one of the busiest times of year for the NHS and, over the last few months, staff across Forth Valley have been developing detailed plans to help cope with extra demand throughout the festive period and beyond.

This year, GP surgeries across Forth Valley will be closed for four days over Christmas (Friday 25th December re-opening Tuesday 29th December 2015) and for four days over New Year (Friday 1st January re-opening Tuesday 5th January 2016). Anyone experiencing health problems when their GP surgery is closed should contact NHS 24 for advice by dialing 111.

The Minor Injuries Unit (MIU) at Stirling Community Hospital will be open every day throughout the festive period from 9am – 9pm and no appointment is necessary. The MIU is able to treat adults and children over the age of one for a wide range of minor injuries including suspected broken bones, sprains and strains, cuts and scratches, minor burns and infected wounds. Children with minor injuries under the age of one should be taken to the Emergency Department at Forth Valley Royal Hospital. This year, a new campaign is also being launched to raise awareness of the MIU and encourage more local people across Forth Valley to make use of this important health facility. Look out for billboards promoting the MIU and listen out for the new advert on Central FM.

Pharmacies across Forth Valley will operate a rota-system over the festive period to ensure local people can access over the counter medicines, prescriptions and speak to a pharmacist for health advice. Details are available from NHS 24 and the winter zone of the NHS Forth Valley website [www.nhsforthvalley.com/winter](http://www.nhsforthvalley.com/winter)

**Slips, trips and falls?  
Minor cuts, burns and  
scalds?**

**NHS  
Forth Valley**

**FIRST STOP THIS WINTER:  
THE MINOR INJURIES  
UNIT AT STIRLING  
COMMUNITY  
HOSPITAL**

**Open 7 days, 9am-9pm  
for patients over the  
age of one across  
Forth Valley**

**No appointment necessary**  
For more information visit,  
[www.nhsforthvalley.com/miu](http://www.nhsforthvalley.com/miu)



# PLANNING AHEAD

Additional doctors, nurses and allied health professionals will be working in our hospitals and local communities to help cope with extra pressures over the festive period and GP cover has been arranged to support our local out-of-hours service. The ALFY telephone advice line has also been extended to provide reassurance, support and advice to older people aged 65 and over across Forth Valley. The service can be contacted by staff, patients and their families 24/7 on 01324 567247.

For more winter health information and advice visit the winter zone on the NHS Forth Valley website [www.nhsforthvalley.com/winter](http://www.nhsforthvalley.com/winter). You can also see copies of our Winter Plan on the publications section of the website (under health and strategic plans).



## ADVERSE WEATHER CONDITIONS

**Extreme weather conditions such as snow, ice, excessive rainfall, low temperatures and reduced hours of daylight can cause disruption to the provision of day-to-day healthcare services.**

Staff have a responsibility to alert their line manager as soon as possible if they are unable to get to their usual place of work. Where possible, staff should attend their nearest NHS facility, which may be in another NHS board area, depending on where you live.

In the event of severe weather, staff will only be able to work from home if this has been agreed in advance with their line manager and they have specific work to

carry out. Requests for carer leave and/or special leave will be considered by your line manager consistent with the Special Leave Policy (see opposite). For further information please refer to the Adverse Weather Policy.



### SPECIAL LEAVE ARRANGEMENTS

Under this policy, employees will be expected to demonstrate that every reasonable effort was made to reach work, failure to do so, or to follow the reporting procedure may result in unpaid leave.

However, in circumstances where an employee is prevented from attending work due to adverse weather conditions, paid leave for the whole or part of one day may be granted, providing the employee notifies their manager using the normal absence reporting procedure and can confirm that every alternative option has been explored.

Other leave can also be discussed appropriate to the circumstances e.g. annual leave or parental leave.



# STAY WELL THIS WINTER – YOUR PATIENTS AND COLLEAGUES NEED YOU!

**Winter is always the busiest time of the year for NHS staff so it is vital that you stay well and healthy and look after yourself properly.**

As well as having a free flu vaccination (drop-in clinics are available at Forth Valley Royal Hospital for staff until the end of February 2016) some other ways to do this include:

**Colds:** Always carry tissues and bin them as soon as possible when you have used them, as germs can live several hours. Wash your hands regularly. This destroys bugs that you may have picked up from touching surfaces used by other people such as light switches and

handles. Patients too, are more likely to be sniffing and sneezing, so to avoid catching their germs it is well to remember these handy hints.

**Norovirus:** also known as the winter vomiting bug, is extremely infectious. If you do become ill with vomiting and diarrhoea, remember to let your manager know, drink plenty to avoid dehydration and stay away from work for 48 hours after you become symptom free. Stay away from others.

**Eat healthily:** Have a hearty breakfast; porridge is ideal and helps you to boost your intake of starch and fibre to give you more energy. It's also important to maintain five portions of fruit and vegetables a day, even if the temptation when

it's cold is to fill up on comfort food. And don't forget to drink more milk to make sure your immune system is in tip top condition.

**Regular exercise:** This improves the blood flow, strengthens the heart, helps beat the bulge and increases the feel-good hormone 'endorphins' that help lift our mood. This can be as simple as a lunchtime walk.

**Remember your patients and colleagues need you, so try to stay well and use the services which are available to you. If you do become ill follow the local Attendance Management procedures and get help as early as possible.**



Helen Kelly, Director of HR, is encouraging staff across Forth Valley to take up the offer of a free flu vaccination

# BEST EVER RESULT

The number of NHS Forth Valley staff who completed the 2015 NHS Scotland Staff Survey was the best ever, with a response rate of 42%, six per cent higher than in 2014. This compared with a Scottish average of 38%.

People were able to respond either online or by post or telephone, and staff had the opportunity to complete a free text box on the following questions;

- Please note one thing that you think is good about working for NHS Forth Valley
- Please note one thing that you feel could be improved at NHS Forth Valley

The comments received are currently being summarised and grouped by Capita, who were commissioned to carry out the survey by the Scottish Government.

Results are expected soon and, once available, the NHS Forth Valley Staff



Survey Steering Group will identify a number of priority actions based on the feedback from local staff.

## iMATTER UPDATE

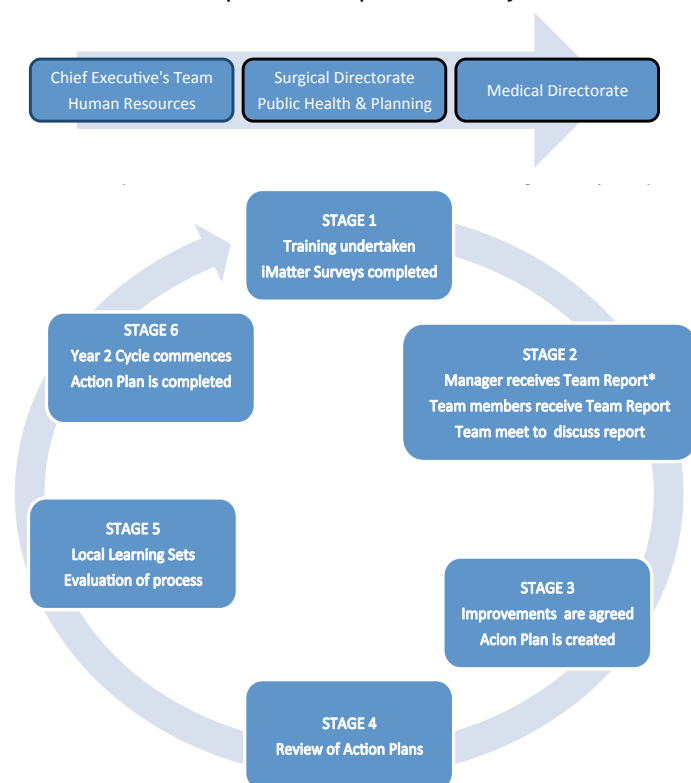


The national iMatter initiative designed to improve staff experience, continues its roll-out across NHS Forth Valley with teams in several Directorates now at different stages of the journey.

\*Teams who do not reach a response rate of 60% (for teams of five or more members) or 100% (for teams of four or fewer members) in order to generate an iMatter Team Report will still be required to meet together and discuss actions to improve staff engagement and experience over the next 12 months.

### How far have we come?

The Directorates and Teams below are already involved in the iMatter Staff Experience Improvement Cycle:



### What do I need to do?

Managers are asked to encourage team members to participate and follow through on the implementation of the improvement cycle. Staff have the opportunity to use their 'employee voice' to identify areas of staff engagement and experience which could be improved upon, and to come up with ideas and solutions for making this happen.

### Training

A schedule of one hour Staff Awareness Sessions and two hour Managers' Orientation Sessions will be available to support each cohort – details are available on the iMatter section of the intranet (see link below).

### Who's next to come on board?

An outline timeline of the planned roll-out is shown below but this may be subject change:



### Further Help and Support

If you want to find out more about this initiative please see details on the iMatter pages on the staff intranet: <http://staffnet.fv.scot.nhs.uk/index.php/a-z/staff-experience-project/> or contact the iMatter Team on 01324 567383 / 567384.



# SILVER SERVICE

NHS Forth Valley has retained its Healthy Working Lives Silver status.

The award scheme helps employers create a safer, healthier and more motivated workforce. The organisation first achieved a Bronze, followed by a Silver award in 2014. Reassessment takes place every year to ensure that the award status is upheld.



# A BIG WELCOME TO OUR FIRST MODERN APPRENTICES

NHS Forth Valley is committed to providing employment and training opportunities for young people. Following a successful recruitment campaign for our Business & Administration Modern Apprenticeship Scheme, 14 trainees have recently taken up posts in the following departments across

NHS Forth Valley:

- Recruitment
- Public Health
- Health Records
- Clinical Office
- Transport
- Medical Physics
- Risk Management
- Occupational Health
- Transport

- Travel
- Finance

All trainees will undertake a programme of study with Forth Valley College to gain a SVQ Level II in Business & Administration.

We are also in discussion with our three council partners about providing shorter training places under the Employability Framework.



# TRAVEL IN STYLE



## WIN FIRST CLASS RETURN TICKETS FOR THE CALEDONIAN SLEEPER

Staff News has teamed up with Serco to offer one lucky staff member the chance to win a pair of return tickets on the Caledonian Sleeper Train.

Caledonian Sleeper is the collective name for overnight sleeper train services between London and Scotland. Serco took over the running of the service in March 2015.

Travel in luxury as you enjoy this iconic Scottish Railway journey which has en-suite berths for first class guests, sleep kits, hotel supplies, free wifi and on-board brasserie available to all guests.

Further information can be found at [www.sleeper.scot](http://www.sleeper.scot)



The winner of our Autumn 2015 hamper competition was June Cully, Podiatry System Support Officer, CCHC. The correct answer was 364, congratulations June!

To be in with a chance of winning, all you have to do is answer the following question;

**All sleeper trains arrive at London Euston, but what year did the station open?**

**a) 1837 b) 1903 c) 1864**

Terms and conditions: Tickets have no date restriction and dates will be subject to availability. Trains run every night with the exception of Saturdays.

The closing date for entries is Friday 5th February 2016.

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



# GETTING IT RIGHT FOR EVERY CHILD

**Getting it Right for Every Child (GIRFEC) is a Scottish Government-led approach that aims to:**

- Improve outcomes for all children and young people.
- Ensure professionals work together to make sure children and young people get the help they need, when they need it.

The well-being of all children and young people will be considered. This includes ensuring each person is:

- **Safe**
- **Healthy**
- **Achieving**
- **Nurtured**
- **Active**
- **Respected**
- **Responsible**
- **Included**

= SHANARRI Wellbeing Indicators



## Who is the Named Person?

For children 0-5 years, this will be the Health Visitor. Once the child starts school this will be the Head Teacher of the school or someone else nominated by the Head Teacher.

Most children and young people will have their needs met by family and friends, and the universal services of health and education.

Public bodies must provide the Named Person service and a Named Person has a duty to respond to a worry about a child or young person's wellbeing, but there is no requirement for families to take up the offer of help. The existing responsibility of the police or social services to act in cases where a child is at risk of significant harm remains unchanged.

## What is a Named Person?

Every child and young person will have a Named Person. The Named Person will be one point of contact that children and families can go to for advice and support if they need it. Access to a Named Person is an entitlement for children and young people from 0 – 18 years, or beyond if still in school and is expected to be available nationally from 31 August 2016.

## What will a Named Person do?

The Named Person will be available to listen, advise and help a child or young person and their family, provide direct support or help them access other services.

## What if extra help is needed?

- An assessment will be undertaken to identify the child, young person and family's needs and strengths. This will include the views of the parents or carers, the child or young person, the Named Person and any other relevant professionals.
- A Team Around the Child (TAC) meeting may take place and will include relevant family members and professionals.
- Together a child and young person's Action Plan will be developed detailing the help that is needed and who will be involved. There will be clear Outcomes identified within the Child's Plan.
- Someone will take on the role of the Lead Professional who will ensure that everyone works towards the outcomes of the Action Plan.
- Information sharing – information should not be passed on about you and your child to another agency without informed consent. (The exception to this would be relating to a Child Protection matter).
- What is a Lead Professional? When two or more agencies are working together to support a child /young person, a Lead Professional will co-ordinate that support.

# HEADING FOR HEPMA



**A new electronic prescription chart which is replacing Kardex is to be piloted in mental health and the children's ward in early 2016. The system, known as HEPMA (Hospital Electronic Prescribing and Medicines Administration), will remove any problems with deciphering handwriting and also ensure that**

**information can be easily accessed and updated by all relevant staff. It also makes it easier and quicker to order medicines by removing the need for duplicate paperwork and reducing the number of steps in the ordering process.**

One of the initial steps has been the changeover of the Pharmacy Stock Control System in Forth Valley Royal Hospital. This was successfully brought into place on time in September 2015 and the Pharmacy Department has been working with the new system and processes to ensure the continued supply of medicines to hospitals across NHS Forth Valley. Thanks to all the wards and departments who supported this important change.

Numerous strands of work are now ongoing to prepare the HEPMA system for implementation in the pilot ward areas and the project team are being trained by the system supplier. Training resources are also being developed for the clinical and nursing teams who will use the new electronic system.

The pilot will ensure that HEPMA safely interfaces with other systems and processes in the hospital and will test and develop the training and support provided in advance of HEPMA going live across all inpatient wards. The roll-out phases and timescales are under discussion at the Project Board and more information will follow as this is agreed.

A new intranet page has been created to provide information and updates on the project as it progresses. It can be accessed under H in the A-Z services section.

This is an exciting but challenging development for NHS Forth Valley and will bring patient safety benefits from the outset. For more information please visit the page or email the HEPMA Project Team (FV-UHB.HePMAProjectTeam@nhs.net).

## SUPPORTING PATIENTS WITH DEMENTIA

**NHS Forth Valley recently became the first health board in Scotland to support a campaign to help people with dementia in all its hospitals. John's Campaign is a scheme where patients with dementia stay in the company of carers in their wards so they can be surrounded by familiar faces.**

Not only will this apply in our acute hospital Forth Valley Royal, but also in the four community hospitals in Falkirk, Stirling, Bo'ness and Clackmannanshire.

The initiative was founded by Nicci Gerrard and her friend Julia Jones, after Nicci's father Dr John Gerrard died at the age of 86 in 2014 after being diagnosed with Alzheimer's disease whilst in his 70s.

The decision to lend support has been welcomed by Julia Jones. She said: "I'm really pleased that NHS Forth Valley has taken the decision to sign



up to John's Campaign. It is the first health board in Scotland to make this commitment across all its hospitals and it's really important that people

with dementia and their carers get equal treatment wherever they are.

"The point of John's Campaign is that the carer should be welcomed whenever a patient needs them to hold their hand and calm them."

NHS Forth Valley's Director of Nursing, Professor Angela Wallace added:

"We are pleased to be part of this innovative and important campaign. We have a person centred approach to visiting, which ensures flexibility to suit the needs of the individual and family, friends and carers are encouraged to visit throughout a patient's stay. Every request is assessed on an individual basis."

Across NHS Forth Valley carers of people with dementia are supported in a number of ways. This includes the Butterfly Scheme which identifies patients who need support because of dementia and using dementia champions, specially-trained staff who encourage others to learn about the condition.



# INTRODUCING OUR NEW GP FELLOWS

Five doctors recently took up post as part of a new pilot project which aims to develop the skills and experience of recently qualified GPs in caring for older people.

The doctors (also known as GP Fellows) will provide support to a number of local GP Practices, develop strong links with staff in our four community hospitals and assess patients referred to the Frailty Unit at Forth Valley Royal Hospital. This varied new role will enable them to work closely with primary care colleagues in the community as well as hospital-based clinicians involved in the care and treatment of older people.

Miss Tracey Gillies, NHS Forth Valley's Medical Director, said: "This new pilot has been developed in line with the principles of the recent Greenaway Review of post graduate medical training which aims to broaden the general aspects of training in order to ensure that the medical workforce is able to meet the future health needs of people across Scotland.

"We have been working closely with NHS Education for Scotland to develop the new training programme for these



Back row (L – R) Dr Scott Williams (Clinical Lead, Stirling Community Health Services), Dr Leslie Cruickshank (Clinical Lead, Falkirk Community Health Services), Paul Treon (GP Fellow), Robert Wilson (GP Fellow) and Steve Beattie (GP Fellow)

Front row (L-R) Miss Tracey Gillies (Medical Director), Dr Liz Millar (Consultant in Ageing and Health), Natalie Sanzone (GP Fellow) and Julie Thewlis (HR Manager, Medical Workforce)

GPs and look forward to seeing this important new role develop over the coming months."

A number of GPs have also being recruited to develop similar roles in NHS Fife.

## WORKING WITH AFRICAN COMMUNITIES TO REDUCE HIV

Africans living in Forth Valley are now getting help in a joint project between staff from NHS Forth Valley and Waverley Care, Scotland's HIV and Hepatitis C charity which aims to raise awareness of HIV and reduce transmission of the virus.

The need for the new service comes in response to an assessment and report by NHS Forth Valley which identified improved engagement with African communities as a key aim of its HIV prevention strategy for the years ahead. Staff from Waverley Care travelled to the sexual health clinic at Falkirk Community Hospital for the launch.

NHS Forth Valley Consultant in Genito-Urinary Medicine and HIV, Dr Kirsty Abu-Rajab said: "Key issues for people from African countries include late diagnosis of HIV, and isolation. A needs assessment by NHS Forth Valley, carried out in partnership with HIV Scotland, suggested that a co-ordinated response was required to engage with Africans living in Forth Valley, using culturally sensitive staff and engaging with organisations in touch or working with Africans.

"Waverley Care has only been working with us for a



(Back - Left to right) Mildred Zimunya (African Health Project Manager), Bibiana Zirra (African Health Project Worker) Dr Kirsty Abu-Rajab, Ann McGregor (Blood Borne Virus Project Coordinator), Hazel Somerville (Senior Sexual Health Advisor/Practitioner)

Front - Lauren Johnson (Clinical Support Nurse) and Lyn Surgenor (Sexual Health Nurse Advisor)

few months and already we have seen strong signs of community engagement which is very optimistic."

To contact Waverley Care Forth Valley for information and advice call 07718 970591 or email [ahpforthvalley@waverleycare.org](mailto:ahpforthvalley@waverleycare.org)

# DRAFT STRATEGIC PLANS FOR HEALTH AND SOCIAL CARE SERVICES

Wide ranging consultations on how health and social care services should be delivered locally in Forth Valley are now underway. Draft Strategic Plans – one covering Clackmannanshire and Stirling and the other covering the Falkirk area – have been published by the two new Health and Social Care Partnerships.

These consultations aim to give local staff, service users, community groups and voluntary organisations

an opportunity to provide feedback on key plans and priorities.

Final versions of the Strategic Plans will be published by April 2016 and will be implemented over the following three years.

Information on how you can access and comment on both draft plans is available on the NHS Forth Valley website [www.nhsforthvalley.com/integration](http://www.nhsforthvalley.com/integration). The consultation on the Clackmannanshire and Stirling draft Strategic Plan will run until 24th December 2015 and the consultation on the Falkirk draft Strategic Plan will run until 31st December 2015.



## NEW CHIEF OFFICER APPOINTED FOR FALKIRK PARTNERSHIP

A new Chief Officer has been appointed to take forward the development of the new Falkirk Health and Social Care Partnership - a joint partnership between NHS Forth Valley and Falkirk Council.

Patricia Cassidy, who was previously Corporate Director for Education, Communities and Organisational Development for Inverclyde Council, has extensive experience of working within both the health and local authority sectors. She has also worked in a number of national roles with

sportsscotland, the Scottish Consumer Council and the Health Education Board for Scotland.

Patricia Cassidy, who took up her new role on 14th December 2015, said: "I am delighted to have been appointed to the post of Chief Officer for the new Falkirk Health and Social Care Partnership and look forward to building on the joint work already underway to improve the health and wellbeing of local people across the Falkirk area."





# SERCO TEAM SPARKLE AT AWARDS

Serco, in partnership with NHS Forth Valley, has won the prestigious Golden Services Award 2015 for the cleanest healthcare premises with more than 250 beds, for an impressive second time. This makes the team one of the best in the UK Cleaning Industry.



Marlene Boyd, Serco Contract Director at Forth Valley Royal Hospital, said: "We are delighted to receive this award in recognition of the first class service we provide to Forth Valley Royal Hospital and its patients. I would like to thank our staff and partners for helping us to achieve this accolade for the second time, especially our team of hardworking domestics and housekeepers.

"Serco takes great pride in maintaining a high standard of cleanliness at the hospital and uses a range of innovative solutions to help reduce the risk of healthcare-associated infection. For example, we have integral blinds and disposable curtains, and an ozone laundry, all of which help reduce the risk of contamination."

Tom Steele, NHS Forth Valley's Director of Strategic Projects and Facilities, added: "This is a fantastic result which recognises the priority given to monitoring cleanliness throughout the hospital through regular internal and external audits and ongoing collaborative work with our patient representatives and staff."

Over 500 professionals from small, medium and large contract cleaning and FM firms plus in-house teams, as well as local authorities and hospitals, attended the 2015 Kimberly-Clark Professional Golden Service Awards - the most prestigious, prize winning event in the cleaning services industry.

## NATIONAL RECOGNITION FOR LONG SERVICE

Three of our community nurses who specialise in mental health issues received Long Service Awards from QNIS (The Queen's Nursing Institute Scotland) at a ceremony in the City Chambers in Edinburgh.

Pictured (left to right) are: Fiona Mitchell, Community Psychiatric Nurse, Falkirk, with 23

years' service, Graham Nisbet, Community Psychiatric Nurse, Falkirk, who has clocked up 26 years and Annette Gilmour, Clinical Nurse Manager for Eating Disorders and Community Alcohol and Drugs Services, a community nurse for 33 years.

All were presented with a certificate and badge.



# 3,300 YEARS OF HELPING PATIENTS

Around 130 NHS Forth Valley staff, with a total of 3,300 years service between them, were invited to a special award ceremony to celebrate their long careers working for the NHS. The event was hosted by the NHS Forth Valley Chairman, Alex Linkston and Chief Executive, Jane Grant at Forth Valley Royal Hospital and each member of staff was presented with a specially designed certificate and pin badge.

Among those invited were ten members of staff who had each notched up 40 years service. These included Janie Macleod, Community Nurse; Janett Sneddon, Senior Midwife/Clinical Co-ordinator in the Women and Children's Unit; Morag MacKellar, AHP Manager for Children's Services and Elizabeth Swan, Secretarial Supervisor.

Janie started her NHS career in 1975 as a Domestic Assistant in Lennox Castle Hospital. She worked as a Nursing Auxiliary in Bellsdyke Hospital, Lochgreen Hospital, Bonnybridge and also at Falkirk & District Royal Infirmary. In 2002, Janie became a staff nurse working in Falkirk & District Royal Infirmary and Stirling Royal Infirmary, before joining NHS 24 as a Nurse Adviser. She then took up a post at Camelon Clinic as a Community Nurse.

Janett joined the NHS in 1975 as a Student Nurse and Student Midwife in Bangour General Hospital and, between 1979 and 1982, worked as a Staff Midwife, Staff Nurse and Sister. She then moved to Leicester General as a Staff Midwife and then Sister Midwife, before returning to Forth Valley in 1988 where she is currently a Senior Midwife and Clinical Co-ordinator in the Women and Children's Unit at Forth Valley Royal Hospital.

Morag began working for the NHS in 1975 as a Dietitian in Wythenshaw Hospital in Manchester. She then became a Chief Dietitian in 1976 in the Victoria Infirmary in Glasgow before moving to NHS Forth Valley in 1979 where she has worked as a District Dietitian, Area Dietitian, AHP Co-ordinator, Head of Nutrition & Dietetics & Public Health Nutritionist. Morag is currently an AHP Manager for Children's Services.

Elizabeth's first post in the NHS was in 1975 when she was employed as a Personal Secretary in Bellsdyke Hospital. She subsequently worked for a few years in the Western Infirmary in Glasgow before returning to Forth Valley in 1978 to a Personal Secretary post in Falkirk & District Royal Infirmary. In 1991, Elizabeth moved to Stirling Royal Infirmary then to Forth Valley Royal Hospital in 2011.

You can view short interviews with James Cassidy, Service Manager, Falkirk Community Health Services (40 years



20 years winners



30 years winners



40 years winners

service), Dr Rhona Morrison, Associate Medical Director for Mental Health, (30 years service) and Pete McBride, Therapy Assistant Practitioner (20 years service) on the multimedia section of the NHS Forth Valley website [www.nhsforthvalley.com](http://www.nhsforthvalley.com)

Photographs from the ceremony are also available on the NHS Forth Valley staff intranet and website.



# Hear Hear!

## FOR AWARD WINNING TEAM!



Pictured holding the trophy is Jennifer Pow, Audiology Services Manager with team members Melissa Gray, Sandy Gardiner, Lisa McEwan, Donna Murphy and Lucy McNee

NHS Forth Valley's Audiology and Volunteer Service has won the 2015 British Academy of Audiology's (BAA) Team of the Year Award. This award was presented at the BAA 12<sup>th</sup> Annual Conference in Harrogate by the President of the Academy, Alison Walsh.

The Team Award was created in 2004 to celebrate the coming together of the different professions within Audiology. The prize is awarded to a team which has worked together to improve quality of service in their area.

The team received a trophy, certificate and cash prize of £300.



## CONGRATULATIONS WARD B31

As part of National STOP Pressure Ulcer Day, held by the Tissue Viability Team on 19<sup>th</sup> November 2015, staff from Ward B31 were recognised for their work to help prevent pressure ulcers. They were one of 16 wards across NHS Forth Valley which has successfully achieved more than 300 (Grade 2) pressure ulcer free days and were also the lucky winners of a free prize draw to win some locally made cupcakes.

Senior Charge Nurse Lynn Paterson is pictured with ward staff and Tissue Viability Nurse, Amanda Sneddon (far left) celebrating 669 ulcer free days.





# IN THE SPOTLIGHT

## How did you arrive at your present job?

I originally trained to be a nurse at Tayside Health Board and after qualifying, worked at Ninewells hospital in Dundee. Although I lived in Perth at the time, I frequently visited my parents in the Forth Valley area. On a night out in Stirling in 1997 I met my partner and, after a couple of years, we decided to buy a house together. In 1998, I spotted an article in the press that Forth Valley was planning to set up a Renal Dialysis Unit. As this was my specialist field and was local to my family, I applied for a position within the new Unit and started working there in 1999. I have now worked with Forth Valley Health Board for 16 years. In 2000, my partner and I purchased a house together and were married soon after.

## What's in a day's work?

The Renal Dialysis Unit is unlike any other outpatient department as we see the same patients on a regular basis. We therefore have a different nurse/patient relationship to that of other wards. Patients with renal failure experience major life-changing challenges and the staff within the Unit help guide patients through these changes. We dialyse through arterial venous fistulas or central venous catheters. We experience highs and lows with our patients - the highs are when they are called for renal transplants and the lows are when patients reach end of life.

## Musical - or tone deaf?

I would describe myself as musical and have always had music around me. Various members of my family play the piano and I always enjoyed singing at Guides and at church on a Sunday. In 2014, I joined the NHS Forth Valley Nurses Choir and we regularly raise funds for various charities.

## Favourite film and why?

Grease! I went to see this when I was at primary school and loved all the songs and the storyline. I saved up my pocket money and purchased the cassette tape of the sound track and learned the words off by heart. I sometimes subject patients and staff in the Unit to the odd Grease lyrics even though they have confiscated the CD!

Next favourites would be Pretty Woman, Mama Mia and any Daniel Craig Bond movie.

## Best and worst holiday?

Worst holiday was an all-inclusive break in Malta. The food was disgusting, the hotel was infested with ants and the service was atrocious. The best holiday was when we stayed in Chester for a week in 2013. The weather was glorious and Andy Murray won Wimbledon!

## What makes you laugh?

My husband as he's sharp witted, and going on a girly weekend.



**Ailsa Bayne, Staff Nurse,  
Renal Unit, Forth Valley Royal  
Hospital**



## Happiest memory?

It has to be my wedding day and having all my family and friends around me.

## How would you spend a lottery win?

I would buy my parents a bungalow and enjoy the fruits of life.

## If you were to be granted three wishes....

- 1) Good health for friends and family.
- 2) Waking-up next to James Martin TV Chef - apologies to my husband!
- 3) Peace on earth.

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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.